

**OFFICE OF INFORMATION TECHNOLOGY
OFFICE OF THE CHIEF INFORMATION OFFICER**

Fiscal Year 2006 - 3rd Quarter

Goal Statement

To facilitate the delivery of efficient, cost-effective and responsive quality Information Technology (IT) services to OIT's customer agencies.

Performance Measures	FY 2005 Year-to-Date	FY 2006 Year-to-Date	FY 2006 Projected	
Number of Element K classes completed	N/A	194	166	1
Number of students completing in-house (OIT) training classes	N/A	1,378	2,436	1
Average number of business days to process a Purchase Requisition	N/A	4	3	1
Average number of days to process 90% of resource manager approvals	4	2	5	
Internal customer satisfaction rating (%)	92	N/A	83	
Percent of projects maintained within budget and on schedule	N/A	83	80	1

Notes:

1 New performance measure for FY06.

**OFFICE OF INFORMATION TECHNOLOGY
APPLICATION SERVICES**

Fiscal Year 2006 - 3rd Quarter

Goal Statement

To promote e-government applications by enabling easy access to Broward County data and services. Provide timely and quality service to all county agencies for maintenance and enhancement of existing information system applications.

Performance Measures	FY 2005 Year-to-Date	FY 2006 Year-to-Date	FY 2006 Projected	
Percent of applications developed on time	98	100	90	
Percentage of applications approved for acceptance testing, after the first quality test	N/A	93	75	1
Percent of applications moved to the production environment without any major work arounds or exceptions within 90 days	N/A	99	98	1
Customer satisfaction rating	N/A	94	80	1
Percentage of direct hours logged to web development to support e-government	62	54	40	

Notes

- 1 New performance measure for FY06.

**OFFICE OF INFORMATION TECHNOLOGY
INFRASTRUCTURE SERVICES**

Fiscal Year 2006 - 3rd Quarter

Goal Statement

To provide service and support for Broward County's infrastructure enabling the delivery of services to all county agencies in a fast and non-disruptive manner.

Performance Measures	FY 2005 Year-to-Date	FY 2006 Year-to-Date	FY 2006 Projected	
Number of calls to the OIT Customer Service Center	17,113	15,950	28,600	1
Number of Trouble Tickets generated	N/A	17,754	27,320	3
Number of Telephone Service (Change) Requests generated	14,492	9,338	19,000	2
Percentage of CSC calls resolved on first contact	83	86	85	
Average time per call (minutes) of Trouble Tickets resolved by level 1 (CSC) support personnel	N/A	8	15	3
Percentage of Customer Service Center calls answered in less than one minute	98	96	99	
Percentage of internal application platforms available during normal business hours	100	99	98	
Percentage of internet application platforms available (24X7)	100	100	98	
Percentage of network accessibility (24X7)	99	96	98	
Percentage of internet accessibility (24X7)	99	99	99	

Notes

- 1 This measure decreased from last year at this time due to stable technology and PC Replacement, which decreased hardware problems. In addition, Windows password resets can now be done by the customer without calling the CSC.
- 2 This measure is lower than this time last year due to the installation of Cisco IP phones throughout the County.
- 3 New performance measure for FY06.