

INFORMATION SYSTEMS

Fiscal Year 2007 - 1st Quarter

Goal Statement

To provide timely, accurate information and rapid and reliable service response for Information Technology (IT) solutions that support and meet the business and customer service objectives of the County and the Aviation Department.

Performance Measures	FY 2006 Year-to-Date	FY 2007 Year-to-Date	FY 2007 Projected	
Number of information system ports maintained	1,770	2,182	1,750	1
Number of FIDS screens, jetways, visual paging displays, baggage carousels, and flight departure displays maintained	700	683	679	
Number of personal computer problems resolved	625	700	2,900	
PCs maintained per staff	340	551	397	2
Network servers maintained per staff member	26	39	39	
Percent of time FLL network is available	97	99	98	
Percent of problems resolved with defined guidelines	98	98	98	

Notes

- 1 This measure is higher than this time last year because the CCTV project was completed adding additional ports that need to be maintained.
- 2 This measure is higher than this time last year due to additional PC's per employee because aviation must maintain two networks.