

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

**Fiscal Year 2007 - 1st Quarter**

**Goal Statement**

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

<b>Performance Measures</b>	<b>FY 2006 Year-to-Date</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2007 Projected</b>	
Number of Element K classes completed	62	86	166	
Number of students completing in-house (OIT) training classes	472	442	1,900	
Cost per in-house training class (dollars)	N/A	69	77	1
Average number of business days to process a Purchase Requisition	6	1	3	
Average number of days to process 90% of resource manager approvals	2	2	4	
Internal customer satisfaction rating (%)	N/A	N/A	85	
Percent of projects maintained within budget and on schedule	88	78	80	
Customer satisfaction with the overall classroom learning experience	N/A	94	90	1

**Notes**

1 This is a new measure for FY07.

**OFFICE OF INFORMATION TECHNOLOGY  
APPLICATION SERVICES**

**Fiscal Year 2007 - 1st 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.

<b>Performance Measures</b>	<b>FY 2006 Year-to-Date</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2007 Projected</b>	
Number of applications developed	N/A	22	20	1
Average number of development hours per application developed (including testing)	N/A	495	1,800	1
Percent of applications developed on time	99	100	95	
Percentage of applications approved for acceptance testing, after the first quality test	87	87	85	
Percent of applications moved to the production environment without any major work arounds or exceptions within 90 days	100	97	98	
Customer satisfaction rating	90	87	85	
Percentage of direct hours logged to web development to support e-government	62	60	40	

**Notes**

1 This is a new measure for FY07.

**OFFICE OF INFORMATION TECHNOLOGY  
INFRASTRUCTURE SERVICES**

**Fiscal Year 2007 - 1st Quarter**

**Goal Statement**

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

<b>Performance Measures</b>	<b>FY 2006 Year-to-Date</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2007 Projected</b>	
Number of calls processed by the OIT Customer Service Center	4,608	6,563	28,600	
Number of trouble tickets generated	5,395	4,748	22,000	
Number of Telephone Service (Change) Requests generated	3,542	1,145	19,000	
Average cost per trouble ticket resolved (dollars)	N/A	19.83	27.60	1
Percentage of CSC calls resolved on first contact	84	80	85	
Average time per call (minutes) of trouble tickets resolved by level 1 (CSC) support personnel	8	7	10	
Percentage of Customer Service Center calls answered in less than one minute	97	96	99	
Percentage of internal application platforms available during normal business hours	99	100	98	
Percentage of internet application platforms available (24X7)	100	100	98	
Percentage of network accessibility (24X7)	89	99	98	
Percentage of internet accessibility (24X7)	100	100	99	

**Notes**

1 This is a new measure for FY07.