

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

Fiscal Year 2007 - 2nd 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 2006 Year-to-Date	FY 2007 Year-to-Date	FY 2007 Projected	
Number of Element K classes completed	128	171	166	
Number of students completing in-house (OIT) training classes	930	1,011	1,900	
Cost per in-house training class (dollars)	N/A	68.34	77.26	
Average number of business days to process a Purchase Requisition	5	1	4	
Average number of days to process 90% of resource manager approvals	2	2	4	
Internal customer satisfaction rating (%)	N/A	N/A	85	1
Percent of projects maintained within budget and on schedule	87	74	80	
Customer satisfaction with the overall classroom learning experience	N/A	94	90	

Notes

- 1 The customer satisfaction survey has not yet been completed.

**OFFICE OF INFORMATION TECHNOLOGY
APPLICATION SERVICES**

Fiscal Year 2007 - 2nd 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 2006 Year-to-Date	FY 2007 Year-to-Date	FY 2007 Projected
Number of applications developed	N/A	38	20
Average number of development hours per application developed (including testing)	N/A	332	1,800
Percent of applications developed on time	100	100	95
Percentage of applications approved for acceptance testing, after the first quality test	93	90	85
Percent of applications moved to the production environment without any major work arounds or exceptions within 90 days	99	95	98
Customer satisfaction rating	93	94	85
Percentage of direct hours logged to web development to support e-government	54	57	65

**OFFICE OF INFORMATION TECHNOLOGY
INFRASTRUCTURE SERVICES**

Fiscal Year 2007 - 2nd 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.

Performance Measures	FY 2006 Year-to-Date	FY 2007 Year-to-Date	FY 2007 Projected	
Number of calls processed by the OIT Customer Service Center	9,472	13,098	28,600	1
Number of trouble tickets generated	10,605	10,177	22,000	
Number of Telephone Service (Change) Requests generated	6,401	2,382	19,000	2
Average cost per trouble ticket resolved (dollars)	N/A	19	28	
Percentage of CSC calls resolved on first contact	83	79	85	
Average time per call (minutes) of trouble tickets resolved by level 1 (CSC) support personnel	8	9	10	
Percentage of Customer Service Center calls answered in less than one minute	96	97	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)	94	99	98	
Percentage of internet accessibility (24X7)	100	100	99	

Notes

- 1 This measure increased from this time last year due to several new projects that were implemented during the second quarter of FY07.
- 2 This measure decreased from this time last year due to a change in the method which was used to determine the number of requests generated in FY 06.