

AVIATION INFORMATION SYSTEMS

Fiscal Year 2007 - 3rd 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
Number of FIDS screens, jetways, visual paging displays, baggage carousels, and flight departure displays maintained	705	683	679
Number of personal computer problems resolved	1,855	720	2,900
PCs maintained per staff	350	598	397
Network servers maintained per staff member	26	46	39
Percent of time FLL network is available	98	99	98
Percent of problems resolved with defined guidelines	N/A	98	98