

## INFORMATION SYSTEMS

Fiscal Year 2005

### Goal Statement

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

<b>Performance Measures</b>	<b>FY03 Actual</b>	<b>FY04 Actual</b>	<b>FY 05 Budget</b>	<b>FY05 Actual</b>	<b>% Change FY04 - FY05</b>	<b>Variance Number</b>
Percent of time network is available	N/A	97	98	98	1%	
Percent of time applications are available	N/A	98	98	97	-1%	
Percent of time telephone service is available	98	98	99	98	0%	