

**WATER & WASTEWATER SERVICES
WATER & WASTEWATER INFORMATION TECHNOLOGY**

Fiscal Year 2005

Goal Statement

To provide information planning, information integration, computer operations, data and voice communications, network systems management, office automation, and security management services to the Office of Environmental Services in order to ensure accessibility and reliability of information technology.

Performance Measures	FY03 Actual	FY04 Actual	FY05 Budget	FY05 Actual	% Change FY04 - FY05	Variance Number
Percent of time response to a client automation service call is within 90 minutes	97	96	100	97	1%	
Percent availability of network applications	99	100	99	99	-1%	
Average service call resolve time (minutes)	51	43	50	52	20%	1
Average number of service calls reported per customer	2.0	1.9	1.5	1.7	-11%	

Explanation of variances greater than 15 percent:

- 1** The average service call resolve time increased due to analysts now providing support for two separate networks, which increases the learning curve and requires more diagnostic time per service call.