

**AVIATION  
INFORMATION SYSTEMS**

**Fiscal Year 2007**

**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.

| <b>Performance Measures</b>  | <b>FY05 Actual</b> | <b>FY06 Actual</b> | <b>FY07 Budget</b> | <b>FY07 Actual</b> | <b>% Change<br/>FY06-FY07</b> | <b>Variance<br/>Number</b> |
|--|--------------------|--------------------|--------------------|--------------------|-------------------------------|----------------------------|
| Number of information system ports maintained  | N/A                | 1,770              | 1,750              | 2,182              | 23%                           | <b>1</b>                   |
| Number of FIDS screens, jetways, visual paging displays, baggage carousels, and flight departure displays maintained | N/A                | 700                | 679                | 685                | -2%                           |                            |
| Number of personal computer problems resolved  | N/A                | 2,475              | 2,900              | 2,845              | 15%                           |                            |
| PCs maintained per staff   | N/A                | 340                | 397                | 324                | -5%                           |                            |
| Network servers maintained per staff member  | N/A                | 26                 | 39                 | 46                 | 77%                           | <b>2</b>                   |
| Percent of time FLL network is available   | 98                 | 98                 | 98                 | 99                 | 1%                            |                            |
| Percent of problems resolved with defined guidelines   | N/A                | N/A                | 98                 | 98                 | N/A                           |                            |

**Explanation of variances greater than 15 percent:**

- 1** This measure is higher than the FY 2006 actual due to growth at the airport and therefore more system ports are required.
- 2** This measure is higher than the FY 2006 actual because more servers were added to meet the needs of the airport clients while staffing levels remained the same between FY 2006 and FY 2007 .