

# Office of Information Technology

## Performance Indicators - Quarter Ending December 2010

	Desired Trend	Prior Quarter	Current Quarter	% Change	Last 12 Month Average
<b>1. IT Governance, Planning and Control</b>					
<b>Providing a Robust Enterprise Architecture</b>	Ongoing				
The percentage of System Architectural Reviews that resulted in a project's strategy being revised to achieve a more cost-efficient and technically appropriate application of IT.					
<b>Savings on Agency IT Procurements (FY)</b>	Increase	\$126,362	\$1,831,085	1349%	
<b>The percentage of Agency IT Procurements Processed within 30 days or less</b>	Increase	67%	83%	24%	
<b>2. Maintaining a Secure Shared IT Infrastructure</b>					
<b>Availability of the State's Internet presence</b>	On or above	100%	99.96%	-0.04%	
<b>Core Network Availability</b>	On or above	99.93%	99.94%	0.01%	
<b>Mean Time to Deploy Systems</b>					
Tier 1 - A Single Program within a Single OIT Business Unit is involved in fulfilling the request	On or above				
Tier 2 - Multiple programs within a Single OIT Business Unit are involved in fulfilling the request	On or above				
Tier 3 - Multiple OIT Business Units are involved in fulfilling the request	On or above				
<b>Network Mean Time to Repair</b>					
Severity Level 3 Problem Tickets = Low Impact Upon Service Delivery	On or above				
Severity Level 2 Problem Tickets = Significant Impact Upon Service Delivery	On or above				
Severity Level 1 Problem Tickets = One or More Sites are Down - Services May Not Be Available	On or above				
<b>3. Supporting Agency and Enterprise Applications and IT Systems</b>					
<b>The number of Data Warehouse Users per gigabyte of published data</b>	Increase				
<b>The amount of Data Warehouse data in production</b>	Increase				
<b>The average number of times that the Geographic Information Systems (GIS) data layers are re-used in multiple applications</b>	Increase	3.4	3.4		
<b>The number of Online Government Services available (e-Government)</b>	Increase				
<b>4. Support State and Local Emergency Telecommunications Services</b>					
<b>The percentage of Public Safety Answering Points (PSAPs) that are audited and found in compliance with the administrative regulations</b>	Maintain	100%	100%		
<b>The percentage of Public Safety Telecommunications Training Course students who successfully pass the certification exam.</b>	Increase	98%	98%		
<b>The percentage of Emergency Medical Dispatch Training Course students who successfully pass the certification exam.</b>	Increase	95%	95%		

The percentage of Total Coverage of the State under *Enhanced-9-1-1	Maintain	100%	100%		
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*\*Enhanced 9-1-1 means an emergency telephone system that provides sophisticated features via computers and electronic switches so that calls can be selectively routed to one of multiple PSAPs and, when answered, provides an Automatic Number Identification(ANI) and/or Automatic Location Information (ALI) display at the PSAP.*