

<b>Office of Information Technology</b>		Frequency	Target	Desired Trend	Prior Quarter	Current Quarter	% Change	Last 12 Month Average
<b>Performance Indicators - Quarter Ending September 2013</b>								
<b>1. IT Governance, Planning and Control</b>								
<sup>1</sup> The Percentage of projects that are in alignment with the Enterprise Architecture, at the conclusion of the Logical SAR.	Quarterly	70%	Increase	N/A	94.00%	N/A	N/A	
<sup>1</sup> The Number of Agency Projects that Utilize an Enterprise Solution as a Result of the SAR process.	Quarterly	65%	Increase	N/A	62.00%	N/A	NA	
The percentage of Agency IT Procurements jointly reviewed (OIT/OMB) and processed within 21 days or less	Quarterly	90%	Increase	97.94%	93.46%	-4.57%	92.40%	
<b>2. Maintaining a Secure Shared IT Infrastructure</b>								
<sup>1</sup> The number of agency Continuity of Operations Plan (COOP) IT reviews conducted by OIT.	Quarterly	4	Increase	N/A	2	0.00%	NA	
<sup>2</sup> Unplanned downtime of the State's Internet Presence Within a 24x7 Timeframe (in Minutes)	Quarterly	22 min/month (99.95% Uptime)	On or below	26.30	240	812.55%	135.18	
The Percentage of Help Desk Calls Resolved on the First Call	Quarterly	70.00%	Increase	46.24%	56.54%	22.28%	49.98%	
<b>3. Supporting Agency and Enterprise Applications and IT Systems</b>								
<sup>2</sup> Unplanned Unavailability of NJ.Gov (in minutes)	Quarterly	216 min/month (99.5% uptime)	On or below	0	240	Infinity	60	
<sup>1</sup> The Volume of Service Request Received compared to the number of Service Request to be Worked On (Percentage)	Quarterly	80%	Increase	N/A	57%	NA	NA	
<sup>1</sup> The percentage of opportunities accomplished through shared enterprise data	Annually	50%	On or above	N/A	N/A	N/A	N/A	
<b>4. Support State and Local Emergency Telecommunications Services</b>								
<sup>1</sup> The percentage of Training Recertification's Completed within 30 days from Receipt of Office of Emergency Telecommunications Staff	Quarterly	100%	Increase	N/A	33.00%	0.00%	NA	
The percentage of Public Safety Telecommunications and Emergency Medical Dispatch Training Course students who successfully pass the certification exam on the first attempt.	Quarterly	100%	Maintain	98.00%	99.00%	1.02%	97.38%	
<sup>1</sup> Maintain sufficient system capacity for public safety agencies on the mission critical Statewide P-25 trunked radio system.	Quarterly	99.00%	Maintain	N/A	99.00%	0.00%	NA	

Please Note any Justifications/Explanations Below:

<sup>1</sup> This it is a new KPI for FY14, there are no numbers for the Prior Quarter/Year.

<sup>2</sup> Due to two separate power outages at one data center in July and September, Internet access was disrupted. These outages revealed that Internet access, although implemented at two separate data centers, requires design review and upgrades to achieve zero unplanned downtime.