

| Office of Information Technology | | Frequency | Target | Desired Trend | Prior Quarter | Current Quarter | % Change | Last 12 Month Average |
|---|--|-----------|------------------------------|---------------|---------------|-----------------|----------|-----------------------|
| Performance Indicators - Quarter Ending December 2013 | | | | | | | | |
| 1. IT Governance, Planning and Control | | | | | | | | |
| The Percentage of projects that are in alignment with the Enterprise Architecture, at the conclusion of the Logical SAR. | | Quarterly | 70% | Increase | 94.00% | 82.00% | -12.77% | 94.00% |
| The Percentage of Agency Projects that Utilize an Enterprise Solution as a Result of the SAR process. | | Quarterly | 65% | Increase | 62.00% | 60.00% | -3.23% | 62.00% |
| The percentage of Agency IT Procurements jointly reviewed (OIT/OMB) and processed within 21 days or less | | Quarterly | 90% | Increase | 93.46% | 89.47% | -4.27% | 93.61% |
| 2. Maintaining a Secure Shared IT Infrastructure | | | | | | | | |
| ² The number of agency Continuity of Operations Plan (COOP) IT reviews conducted by OIT. | | Quarterly | 4 | Increase | 2 | 2 | 0.00% | 2.00 |
| ³ Unplanned downtime of the State's Internet Presence Within a 24x7 Timeframe (in Minutes) | | Quarterly | 22 min/month (99.95% Uptime) | On or below | 240 | 26.6 | -88.92% | 135.18 |
| The Percentage of Help Desk Calls Resolved on the First Call | | Quarterly | 70.00% | Increase | 56.54% | 73.70% | 30.35% | 35.15% |
| 3. Supporting Agency and Enterprise Applications and IT Systems | | | | | | | | |
| ² Unplanned Unavailability of NJ.Gov (in minutes) | | Quarterly | 216 min/month (99.5% uptime) | On or below | 240 | 0 | -100.00% | 80.00% |
| The Volume of Service Requests Received compared to the number of Service Requests to be Worked On (Percentage). | | Quarterly | 80% | Increase | 57.00% | 33.60% | -41.05% | 45.30% |
| ¹ The percentage of opportunities accomplished through shared enterprise data | | Annually | 0.5 | On or above | N/A | N/A | N/A | 0.00% |
| 4. Support State and Local Emergency Telecommunications Services | | | | | | | | |
| The percentage of Training Recertification's Completed within 30 days from Receipt by the Office of Emergency Telecommunications Staff. | | Quarterly | 100% | Increase | 33.00% | 65.00% | 96.97% | 49.00% |
| 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 | 99.00% | 97.00% | -2.02% | 97.25% |
| Maintain sufficient system capacity for public safety agencies on the mission critical Statewide P-25 trunked radio system. | | Quarterly | 99.00% | Maintain | 99.00% | 99.00% | 0.00% | 99.00% |

Please Note any Justifications/Explanations Below:

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

² COOP will cover many areas including non-IT (i.e. water damage in the building) and are department/agency driven. OIT does not review COOPs. However, the staff have been conducting reviews of disaster recovery plans.

³ On December 8th the Hamilton Data Center UPS failed resulting in a power outage. However, Internet access was not affected because HUB carries the majority of the load. The device was not available in Hamilton which drove the unplanned downtime up.