

| <b>Office of Information Technology</b><br><b>Performance Indicators - Quarter Ending March 2014</b>  |                  | <b>Frequency</b>             | <b>Target</b> | <b>Desired Trend</b> | <b>Prior Quarter</b> | <b>Current Quarter</b> | <b>% Change</b> | <b>Last 12 Month Average</b> |
|---|------------------|------------------------------|---------------|----------------------|----------------------|------------------------|-----------------|------------------------------|
| <b>1. IT Governance, Planning and Control</b>   |                  |                              |               |                      |                      |                        |                 |                              |
| The Percentage of projects that are in alignment with the Enterprise Architecture, at the conclusion of the Logical SAR.  | <b>Quarterly</b> | 70%                          | Increase      | 82.00%               | N/A                  | N/A                    | N/A             | N/A                          |
| The Percentage of Agency Projects that Utilize an Enterprise Solution as a Result of the SAR process.   | <b>Quarterly</b> | 65%                          | Increase      | 60.00%               | N/A                  | N/A                    | N/A             | N/A                          |
| The percentage of Agency IT Procurements jointly reviewed (OIT/OMB) and processed within 21 days or less  | <b>Quarterly</b> | 90%                          | Increase      | 89.47%               | 96.06%               | 7.37%                  | 94.23%          |                              |
| <b>2. Maintaining a Secure Shared IT Infrastructure</b>   |                  |                              |               |                      |                      |                        |                 |                              |
| <sup>2</sup> The number of agency Continuity of Operations Plan (COOP) IT reviews conducted by OIT.   | <b>Quarterly</b> | 4                            | Increase      | 2                    | 3                    | 50.00%                 | 2.33            |                              |
| Unplanned downtime of the State's Internet Presence Within a 24x7 Timeframe (in Minutes)  | <b>Quarterly</b> | 22 min/month (99.95% Uptime) | On or below   | 27                   | 1.69                 | -93.65%                | 135.18          |                              |
| The Percentage of Help Desk Calls Resolved on the First Call  | <b>Quarterly</b> | 70.00%                       | Increase      | 73.70%               | 83.30%               | 13.03%                 | 63.83%          |                              |
| <b>3. Supporting Agency and Enterprise Applications and IT Systems</b>  |                  |                              |               |                      |                      |                        |                 |                              |
| <sup>2</sup> Unplanned Unavailability of NJ.Gov (in minutes)  | <b>Quarterly</b> | 216 min/month (99.5% uptime) | On or below   | 0                    | 0                    | 0.00%                  | 60.00           |                              |
| The Volume of Service Requests Received compared to the number of Service Requests to be Worked On (Percentage).  | <b>Quarterly</b> | 80%                          | Increase      | 33.60%               | 44.68%               | 32.99%                 | 29.24%          |                              |
| <sup>1</sup> The percentage of opportunities accomplished through shared enterprise data  | <b>Annually</b>  | 0.5                          | On or above   | N/A                  | N/A                  | N/A                    | 0.00%           |                              |
| <b>4. Support State and Local Emergency Telecommunications Services</b>   |                  |                              |               |                      |                      |                        |                 |                              |
| The percentage of Training Recertification's Completed within 30 days from Receipt by the Office of Emergency Telecommunications Staff.                                       | <b>Quarterly</b> | 100%                         | Increase      | 65.00%               | 63.00%               | -3.08%                 | 40.25%          |                              |
| The percentage of Public Safety Telecommunications and Emergency Medical Dispatch Training Course students who successfully pass the certification exam on the first attempt. | <b>Quarterly</b> | 100%                         | Maintain      | 97.00%               | 90.00%               | -7.22%                 | 96.00%          |                              |
| Maintain sufficient system capacity for public safety agencies on the mission critical Statewide P-25 trunked radio system.   | <b>Quarterly</b> | 99.00%                       | Maintain      | 99.00%               | 99.00%               | 0.00%                  | 74.25%          |                              |

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>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.