

Office of Information Technology Performance Indicators - Quarter Ending June 2014		Frequency	Target	Desired Trend	Prior Quarter	Current Quarter	% Change	Last 12 Month Average (Self Calculating)
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	86.00%	80.00%	-6.98%	85.50%	
The Percentage of Agency Projects that Utilize an Enterprise Solution as a Result of the SAR process.	Quarterly	65%	Increase	75.00%	50.00%	-33.33%	61.75%	
The percentage of Agency IT Procurements jointly reviewed (OIT/OMB) and processed within 21 days or less	Quarterly	90%	Increase	96.06%	89.52%	-6.81%	92.13%	
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	3	2	-33.33%	2.25	
Unplanned downtime of the State's Internet Presence Within a 24x7 Timeframe (in Minutes)	Quarterly	22 min/month (99.95% Uptime)	On or below	1.69	0	-100.00%	7.07	
The Percentage of Help Desk Calls Resolved on the First Call	Quarterly	70.00%	Increase	83.30%	76.60%	-8.04%	72.54%	
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	0	0	0.00%	60.00	
The volume of service requests received compared to the number of service requests completed (percentage).	Quarterly	80%	Increase	54.10%	53.21%	-1.65%	64.67%	
¹ The percentage of opportunities accomplished through shared enterprise data	Annually	0.5	On or above	N/A	26.47	N/A	26.47%	
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	63.00%	89.00%	41.27%	62.50%	
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	90.00%	96.00%	6.67%	95.50%	
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.