

Office of Information Technology Performance Indicators - Quarter Ending September 2014	Frequency	Target	Desired Trend	Prior Quarter	Current Quarter	% Change	Last 12 Month Average
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	80.00%	94.00%	17.50%	85.50%
The Percentage of Agency Projects that Utilize an Enterprise Solution as a Result of the SAR process.	Quarterly	65%	Increase	50.00%	100.00%	100.00%	71.25%
The percentage of Agency IT Procurements jointly reviewed (OIT/OMB) and processed within 21 days or less.	Quarterly	90%	Increase	89.52%	82.44%	-7.91%	89.37%
2. Maintaining a Secure Shared IT Infrastructure							
The number of agency with Disaster Recovery Plan reviews conducted by OIT.	Quarterly	4	Increase	2	2	0.00%	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	0	1.49	1.49%	7.45
The Percentage of Help Desk Calls Resolved on the First Call.	Quarterly	70.00%	Increase	76.60%	70.87%	-7.48%	76.12%
3. Supporting Agency and Enterprise Applications and IT Systems							
Unplanned Unavailability of NJ.Gov (in minutes).	Quarterly	216 min/month (99.5% uptime)	On or below	0	0	0.00%	0.00
The volume of service requests received compared to the number of service requests completed (percentage).	Quarterly	80%	Increase	53.21%	38.98%	-26.74%	50.53%
The percentage of opportunities accomplished through shared enterprise data	Annually	50%	On or above	26.47		26.47%	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	89.00%	91.00%	2.25%	77.00%
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	96.00%	97.00%	1.04%	95.00%
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%