

Office of Information Technology Performance Indicators - Quarter Ending September 2015		Frequency	Target	Desired Trend	Previous 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	90%	Increase	94.00%	94.00%	0.00%	92.75%
	The Percentage of Agency Projects that Utilize an Enterprise Solution as a Result of the SAR process.	Quarterly	65%	Increase	88.00%	100.00%	13.64%	97.00%
	The percentage of Agency IT Procurements jointly reviewed (OIT/OMB) and processed within 21 days or less.	Quarterly	92%	Increase	89.18%	93.16%	4.46%	88.54%
2. Maintaining a Secure Shared IT Infrastructure								
	Agency Continuity of Operations Plan (COOP) IT reviews conducted by OIT.	Quarterly	4	Increase	2	2	0%	2
	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	8.1	91.90%	7.01
	¹ The Percentage of Help Desk Calls Resolved on the First Call.	Quarterly	70.00%	Increase	52.20%	61.90%	18.58%	58.08%
3. Supporting Agency and Enterprise Applications and IT Systems								
	Unplanned Unavailability of NJ.Gov (in minutes).	Quarterly	86 min/month (99.8% Uptime)	On or below	0	0	0%	43.72
	* The volume of Application Development service requests received compared to the number of service requests completed (percentage).	Quarterly	80%	Increase	38.57%	27.64%	-28.33%	30.19%
	The percentage of opportunities accomplished through shared enterprise data	Annually	50%	On or above	29.00%		-100.00%	29.00%
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	70.00%	70.00%	0.00%	80.50%
	Maintain sufficient system capacity for public safety agencies on the mission critical Statewide P-25 trunked radio system.	Quarterly	99.00%	Maintain	99.00%	99.50%	0.51%	99.13%

Please Note any Justifications/Explanations Below:

* For Application Development Only

¹ More calls that required higher level support due to complexity or seriousness of call.