Office of Information Technology
Performance Indicators - Quarter Ending December 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%	100.00%	6.38%	67.75%
The Percentage of Agency Projects that Utilize an Enterprise Solution as a Result of the SAR process.	**Quarterly**	65%	Increase	100.00%	100.00%	0.00%	72.00%
The percentage of Agency IT Procurements jointly reviewed (OIT/OMB) and processed within 21 days or less.	**Quarterly**	92%	Increase	93.16%	90.18%	-3.20%	89.57%
2. Maintaining a Secure Shared IT Infrastructure							
Agency Continuity of Operations Plan (COOP) IT reviews conducted by OIT.	**Quarterly**	4	Increase	2	2	0%	1.50
Unplanned downtime of the State's Internet Presence Within a 24x7 Timeframe (in Minutes).	**Quarterly**	22 min/month (99.95% Uptime)	On or below	8.1	91.23	91.90%	5.75
[1] The Percentage of Help Desk Calls Resolved on the First Call.	**Quarterly**	70.00%	Increase	61.90%	47.50%	-23.26%	43.95%
3. Supporting Agency and Enterprise Applications and IT Systems							
[2] Unplanned Unavailability of NJ.Gov (in minutes).	**Quarterly**	86 min/month (99.8% Uptime)	On or below	0	44.64	0%	3.72
* The volume of Application Development service requests received compared to the number of service requests completed (percentage).	**Quarterly**	80%	Increase	27.64%	29.08%	5.22%	36.01%
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							
[3] The percentage of Training Recertification's Completed within 30 days from Receipt by the Office of Emergency Telecommunications Staff.	**Quarterly**	100%	Increase	70.00%	55.00%	-21.43%	71.25%
Maintain sufficient system capacity for public safety agencies on the mission critical Statewide P-25 trunked radio system.	**Quarterly**	99.00%	Maintain	99.50%	99.90%	0.40%	73.48%

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.