

<b>Office of Information Technology</b> <b>Performance Indicators - Quarter Ending June 2016</b>		<b>Frequency</b>	<b>Target</b>	<b>Desired Trend</b>	<b>Previous Quarter</b>	<b>Current Quarter</b>	<b>% Change</b>	<b>Last 12 Month Average</b>
<b>1. IT Governance, Planning and Control</b>								
<sup>1</sup>	The Percentage of projects that are in alignment with the Enterprise Architecture, at the conclusion of the Logical SAR.	Quarterly	90%	Increase	100.00%	87.50%	-12.50%	95.38%
<sup>2</sup>	The Percentage of Agency Projects that Utilize an Enterprise Solution as a Result of the SAR process.	Quarterly	65%	Increase	83.00%	87.50%	5.42%	92.63%
	The percentage of Agency IT Procurements jointly reviewed (OIT/OMB) and processed within 21 days or less.	Quarterly	92%	Increase	95.18%	94.91%	-0.28%	93.36%
<b>2. Maintaining a Secure Shared IT Infrastructure</b>								
	Agency Continuity of Operations Plan (COOP) IT reviews conducted by OIT.	Quarterly	4	Increase	2	2	0	2.00
	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	1.86	1.86	25.30
	The Percentage of Help Desk Calls Resolved on the First Call.	Quarterly	70.00%	Increase	0.00%	37.70%	37.70%	36.78%
<b>3. Supporting Agency and Enterprise Applications and IT Systems</b>								
	Unplanned Unavailability of NJ.Gov (in minutes).	Quarterly	86 min/month (99.8% Uptime)	On or below	2.88	4.56	0.5833333	13.02
*	The volume of Application Development service requests received compared to the number of service requests completed (percentage).	Quarterly	80%	Increase	34.53%	36.43%	5.51%	68.08%
<sup>3</sup>	The percentage of opportunities accomplished through shared enterprise data	Annually	50%	On or above	29.00%	N/A	N/A	N/A

4. Support State and Local Emergency Telecommunications Services								
The percentage of Training Recertification's Completed within 30 days from Receipt by Office of Emergency Telecommunications Staff.	Quarterly	100%	Increase	59.00%	69.00%	16.95%	63.25%	
Maintain sufficient system capacity for public safety agencies on the mission critical Statewide P-25 trunked radio system.	Quarterly	99.00%	Maintain	99.90%	99.90%	0.00%	74.93%	

Please Note any Justifications/Explanations Below:

\* For Application Development Only

<sup>1</sup> Since the LSAR is not considered concluded until Action Items have been resolved or remediated, the one (1) system still requiring discussion was not included in the calculation. 7/8 (87.5%) of the LSAR concluded during the period are considered aligned with the Enterprise Architecture.