

Office of Information Technology		Frequency	Target	Desired Trend	FY Q4	% Target*
Performance Indicators - Quarter Ending June 2017*						
1. IT Governance, Planning and Control (Policy & Governance)						
^a	Number of System Architecture Reviews Performed	Annual	200	On or below	212	106%
^b	Number of Procurements received	Annual	1,200	Decrease	1,087	91%
^c	Number of Policies Published/Update	Annual	80	Maintain	148	185%
2. Maintaining a Secure Shared IT Infrastructure (Operations)						
	Number of Servers Hosted	Annual	1,440	Increase	1440	100%
	Network Endpoint EVCs Managed	Annual	1,434	On or below	1,434	100%
	Network availability	Annual	99.9%	On or above	100%	100%
	Storage Capability (Terabyte)	Annual	11,000	Maintain	11,000	100%
	Changes Successfully Implemented	Annual	99.5%	Increase	99.5%	100%
3. Developing and Maintaining Agency and Enterprise Applications (Application Development)						
	Enterprise Applications Maintained	Annual	57	Increase	57	100%
^d	New Applications Developed	Annual	40	Increase	40	100%

4. Support State and Local Emergency Telecommunications Services (Office of Emergency Telecommunication Services)					
Training Recertification's Completed within 30 days from Receipt	Annual	100%	Increase	69.00%	69%
Sufficient system capacity maintained for public safety entities on the Statewide P-25 trunked radio system	Annual	99%	Maintain	99.0%	100%
5. Maintaining a Secure Shared IT Infrastructure (Operations)					
^d Cloud Connect Users	Annual	34,000	Increase	34,000	100%
eCats User	Annual	44,000	Increase	44,000	100%
^d VOIP Users	Annual	3,000	Increase	3,000	100%
My NewJersey Users	Annual	1,047,000	Increase	1,047,000	100%
Application Systems access via myNewJersey	Annual	201	Increase	201	100%

Please Note any Justifications/Explanations Below:

* New KPIs for FY2017

^a estimate based on historic 5 year average but may change moving forward in light of EO225