

Office of Information Technology		Frequency	Annual Target	Desired Trend	FY Q1 FY18	FY Q2 FY18	FY Q3 FY18
Performance Indicators - Quarter Ending Dec 2017							
1. IT Governance, Planning and Control (Policy & Governance)							
^a	Number of System Architecture Reviews Performed	Quarterly	200	On or below	44	56	47
^b	Number of Procurements Reviewed	Quarterly	978	Decrease	171	122	114
^c	Number of Policies Reviewed, Updated or Published New	Quarterly	80	Decrease	11	70	8
2. Maintaining a Secure Shared IT Infrastructure (Operations)							
	Number of Servers Hosted	Quarterly	2,215	Increase	2445	2445	2445
	Network Endpoint EVCs Managed	Quarterly	1,650	On or below	1,500	1,500	1,500
	Network availability	Quarterly	99.9%	On or above	99.5%	99.5%	99.5%
	Storage Capability (Terabyte)	Quarterly	10,200	Maintain	10,300	10,300	10,300
	Changes Successfully Implemented	Quarterly	99.6%	Increase	99.6%	99.6%	99.6%
3. Developing and Maintaining Agency and Enterprise Applications (Application Development)							
	Enterprise Applications Maintained	Quarterly	146	Increase			146
^d	New Applications Developed	Quarterly	9	Increase			0

4. Support State and Local Emergency Telecommunications Services (Office of Emergency Telecommunication Services)						
Training Recertification's Completed within 30 days from Receipt	Quarterly	100%	Increase	100%	100%	100%
Sufficient system capacity maintained for public safety entities on the Statewide P-25 trunked radio system	Quarterly	99%	Maintain	99%	99%	100%
5. Maintaining a Secure Shared IT Infrastructure (Operations)						
^d Cloud Connect Users	Quarterly	50,000	Increase			42,100
eCats User	Quarterly	50,000	Increase			46,980
^d VOIP Users	Quarterly	8,000	Increase			4,850
My NewJersey Users	Quarterly	1,010,000	Increase			1,068,000
Application Systems access via myNewJersey	Quarterly	205	Increase			198

Please Note any Justifications/Explanations Below:

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

FY Q4 FY18		
	YTD FY18	% of Target
	147	74%
	407	42%
	89	111%
	Average	% of Target
	2,445	110%
	1,500	91%
	99.5%	100%
	10,300	101%
	99.6%	100%
	AVG/ YTD	% of Target
	146	100%
	0	0%

	Average	% of Target
	100%	100%
	99%	100%
	YTD FY18	% of Target
	42,100	84%
	46,980	94%
	4,850	61%
	1,068,000	106%
	198	97%
