

Office of Information Technology

Performance Indicators - FY2024

	FY2022 Actual	FY2023 Revised	FY2024 Target
IT Governance, Planning and Control (Policy & Governance)			
System Architecture Reviews performed	264	275	275
Procurements reviewed	1,250	1,250	1,716
Policies published/updated	80	32	10
Maintaining a Secure Shared IT Infrastructure (Operations)			
Servers hosted	3,377	3,811	4,000
Network endpoints managed	2,254	2,500	2,500
Network availability	99.90%	99.90%	99.90%
Storage capacity (Terabyte)	12,200	22,000	24,000
Online Transactional CICS regions	65	65	65
Changes successfully implemented	99.90%	99.90%	99.90%
Enterprise Public Cloud - Agencies Served	14	18	25
Enterprise Public Cloud - Agency Account	56	75	100
Enterprise Public Cloud - Network Segments Delivered	64	85	118
Developing and Maintaining Agency and Enterprise Applications (Application Development)			
Enterprise applications maintained	171	172	176
New applications developed (a)	1	2	4
Supporting State and Local Emergency Telecommunications Services (Office of Emergency Telecommunication Services)			
Training recertifications completed within 30 days from receipt	100%	100%	100%
Sufficient system capacity maintained for public safety entities on the Statewide P 25 trunked radio system	100%	100%	100%
Delivering Enterprise Services (Enterprise Services)			
CloudConnect users	42,400	42,400	42,400
eCats users	47,008	51,730	54,875
VOIP users	20,000	24,000	29,000
myNewJersey users	1,200,000	2,000,000	2,500,000
Application systems secured via myNewJersey	275	280	285
ServiceNow Users	77,000	84,057	85,000
ServiceNow Fulfillers	550	527	650