Office of Information Technology

Performance Indicators - Quarter Ending September 2010

	Desired Trend	Prior Quarter	Current Quarter	% Change	Last 12 Month Average
1. IT Governance, Planning and Control					
Providing a Robust Enterprise Architecture	Ongoing				
The percentage of System Architectural Reviews that resulted in a project's strategy being revised to achieve a more cost-efficient and technically appropriate application of IT.					
Savings on Agency IT Procurements (FY)	Increase		$126,362		
The percentage of Agency IT Procurements Processed within 30 days or less	Increase		67%		
2. Maintaining a Secure Shared IT Infrastructure					
Availability of the State's Internet presence	On or above		100%		
Core Network Availability	On or above		99.93%		
Mean Time to Deploy Systems					
Tier 1 - A Single Program within a Single OIT Business Unit is involved in fulfilling the request	On or above				
Tier 2 - Multiple programs within a Single OIT Business Unit are involved in fulfilling the request	On or above				
Tier 3 - Multiple OIT Business Units are involved in fulfilling the request	On or above				
Network Mean Time to Repair					
Severity Level 3 Problem Tickets = Low Impact Upon Service Delivery	On or above				
Severity Level 2 Problem Tickets = Significant Impact Upon Service Delivery	On or above				
Severity Level 1 Problem Tickets = One or More Sites are Down - Services May Not Be Available	On or above				
3. Supporting Agency and Enterprise Applications and IT Systems					
The number of Data Warehouse Users per gigabyte of published data	Increase				
The amount of Data Warehouse data in production	Increase				
The average number of times that the Geographic Information Systems (GIS) data layers are re-used in multiple applications	Increase		3.4		
The number of Online Government Services available (e-Government)	Increase				
4. Support State and Local Emergency Telecommunications Services					
The percentage of Public Safety Answering Points (PSAPs) that are audited and found in compliance with the administrative regulations	Maintain		100%		
The percentage of Public Safety Telecommunications Training Course students who successfully pass the certification exam.	Increase		98%		
The percentage of Emergency Medical Dispatch Training Course students who successfully pass the certification exam.	Increase		95%		

The percentage of Total Coverage of the State under *Enhanced-9-1-1	Maintain		100%		

*Enhanced 9-1-1 means an emergency telephone system that provides
sophisticated features via computers and electronic switches so that calls can be
selectively routed to one of multiple PSAPs and, when answered, provides an
Automatic Number Identification(ANI) and/or Automatic Location Information
(ALI) display at the PSAP.