

# Office of Information Technology

## Performance Indicators - Quarter Ending March 2011

	Frequency	Desired Trend	Prior Quarter	Current Quarter	% Change	Last 12 Month Average
<b>1. IT Governance, Planning and Control</b>						
Providing a Robust Enterprise Architecture						
What % of new applications are hosted in the State's Shared IT Infrastructure	Quarterly	Ongoing				
Savings on Agency IT Procurements (FY)	Quarterly	Increase	\$1,830,725	\$1,042,033	-43%	\$254,938
The percentage of Agency IT Procurements Processed within 30 days or less	Quarterly	Increase	83%	82%	-1%	67.96%
<b>2. Maintaining a Secure Shared IT Infrastructure</b>						
Availability of the State's Internet presence						
Core Network Availability	Quarterly	On or above	99.96%	99.99%	0.03%	99.93%
Help Desk Calls Resolved on the first call	Quarterly	On or above	63.85%	58.00%	-9.16%	49.00%
Information Storage Backup Success Rate	Quarterly	On or above	99.38%	99.10%	-0.28%	99.65%
<b>3. Supporting Agency and Enterprise Applications and IT Systems</b>						
The number of Data Warehouse Users						
The amount of Data Warehouse data in production	Quarterly	Increase		2605		
The average number of applications re-using each common Geographic Information Systems (GIS) data set	Quarterly	Increase	3.4	3.5	2.94%	
<b>4. Support State and Local Emergency Telecommunications Services</b>						
The percentage of Public Safety Answering Points (PSAPs) that are audited and found in compliance with the administrative regulations						
The percentage of Public Safety Telecommunications Training Course students who successfully pass the certification exam.	Quarterly	Maintain	100%	100%	0.00%	100%
The percentage of Emergency Medical Dispatch Training Course students who successfully pass the certification exam.	Quarterly	Increase	98%	85%	13.00%	95%
The percentage of Emergency Medical Dispatch Training Course students who successfully pass the certification exam.	Quarterly	Increase	95%	93%	2.00%	95%
The percentage of Total Coverage of the State under *Enhanced-9-1-1	Quarterly	Maintain	100%	100%	0%	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

\*\*Investments in Geographic Information Systems (GIS) data are leveraged by using the same sources for common data sets in multiple applications. A single GIS