Office of Information Technology
Performance Indicators - Quarter Ending September 2011

	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	% Change	Last 12 Month Average
1. IT Governance, Planning and Control							
The percentage of new applications that will be hosted in the State's Shared IT Infrastructure	**Quarterly**	Increase	70%	78.57%	40.74%	-48.15%	59.66%
The percentage of Savings on Agency IT Procurements	**Quarterly**	Increase	NA	4.5%	16.41%	264.67%	12.4%
The percentage of Agency IT Procurements Processed within 30 days or less	**Quarterly**	Increase	90.00%	79.39%	89.42%	12.63%	83.56%
2. Maintaining a Secure Shared IT Infrastructure							
Availability of the State's Internet presence	**Quarterly**	On or above	99.90%	99.99%	100.00%	0.01%	99.98%
Core Network Availability (NGSN)	**Quarterly**	On or above	99.90%	99.98%	99.95%	-0.03%	99.95%
Help Desk Calls Resolved on the First Call	**Quarterly**	On or above	50.00%	58.00%	68.00%	17.24%	63.28%
Information Storage Backup Success Rate	**Quarterly**	On or above	99.50%	99.10%	99.55%	0.45%	99.50%
Compliance with Information Security Framework	**Quarterly**	On or above	50.00%	39.33%	44.43%	12.97%	NA
3. Supporting Agency and Enterprise Applications and IT Systems							
The number of Data Warehouse User Accounts	**Quarterly**	Increase	2800	2620	2620	0.00%	NA
The amount of data available for reuse in the Enterprise Data Warehouse for new systems development and information analytics (in gigabytes)	**Quarterly**	Increase	2400	2520	2688	6.67%	NA
The average number of applications re-using each common Geographic Information Systems (GIS) data set[2]	**Quarterly**	Increase	5.5	3.5	5.2	48.57%	NA
Sample Application Availability (End to End)							
General Availability (NJ.Gov)	**Quarterly**	Maintain	99.0%	98.28%	100.00%	1.75%	NA
Citizen Facing							
The System for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically	**Quarterly**	Maintain	99.0%	NA	99.90%	-	NA
Employee Facing							
FAMIS is the Family Assistance Management Information System that maintains all relevant demographic information and determines program eligibility and benefit amounts.	**Quarterly**	Maintain	99.0%	99.2%	99.3%	0.10%	NA
The Medicaid Eligibility System maintains information on the New Jersey residents who qualify for health care benefits under federal Title XIX (Medicaid) regulations.	**Quarterly**	Maintain	99.0%	99.3%	98.9%	-0.40%	NA
The Online Management for Economic Goal Achievement (OMEGA) system provides assistance support for Temporary Assistance to Needy Families (welfare) for child care, training, education and travel expenses so individuals can leave the supports systems and become self-sufficient over time. These type expenses are not provided in tanf/welfare and represent the most significant deterrents to self-sufficiency	**Quarterly**	Maintain	99.0%	99.2%	99.3%	0.10%	NA
FAMIS Batch Process and Output	**Quarterly**	Maintain	95.0%	91.3%	92.9%	1.75%	NA
MEDICAID Process and Output	**Quarterly**	Maintain	95.0%	87.3%	92.2%	5.61%	NA
OMEGA Process and Output	**Quarterly**	Maintain	95.0%	94.0%	98.6%	4.89%	NA

4. Support State and Local Emergency Telecommunications Services							
The percentage of Public Safety Answering Points that are audited and found in compliance with the administrative regulations	**Quarterly**	Maintain	100%	100%	100%	0.00%	100%
The percentage of Public Safety Telecommunications Training Course students who successfully pass the certification exam.	**Quarterly**	Increase	100%	100%	99%	-1.0%	96%
The percentage of Emergency Medical Dispatch Training Course students who successfully pass the certification exam.	**Quarterly**	Increase	100%	97%	99%	2.06%	95%
The percentage of Total Coverage of the State under [1]Enhanced-9-1-1	**Quarterly**	Maintain	100%	100%	100%	0.00%	100%

[1] *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.*

[2] *Investments in Geographic Information Systems (GIS) data are leveraged by using the same sources for common data sets in multiple applications. A single GIS data set, or map layer, typically describes one type of feature or characteristic, such as roads or municipal boundaries.*

Sample Applications
Availability is measured as a percentage of total agreed uptime available over the period. (Scheduled downtime is not included).

Performance metric explanations:
FAMIS online had file size issues related to the emergency Food Stamp disaster benefits granted because of hurricane Irene - this resulted in 6 hrs of downtime, however, an additional 12 hrs were provided on Saturdays.