Increase The percentage of new applications that will be hosted in the State's Shared IT Quarterly Increase The percentage of New applications that will be hosted in the State's Shared IT Quarterly Increase The percentage of Agency IT Procurements Processed within 30 days or less Quarterly Increase NA 4.5% 16.41% 264.67% 12.4% 12.63% 33.56%	Office of Information Technology Performance Indicators - Quarter Ending September 2011	Frequency	Desired Trend	Target	Prior Quarter	Current Quarter	% Change	Last 12 Month Average
The percentage of new applications that will be hosted in the State's Shared IT Infrastructure The percentage of Savings on Agency IT Procurements Outsterly Increase The percentage of Savings on Agency IT Procurements Outsterly Increase NA 4.5% 16.41% 264.67% 12.4% The percentage of Agency IT Procurements Processed within 30 days or less Outsterly Increase Outsterly Increase 90.00% 79.39% 89.42% 12.63% 83.56% 2. Maintaining a Secure Shared IT Infrastructure 3. Maintaining a Secure Shared IT Infrastructure 4. Quarterly On or above 99.90% 99.99% 100.00% 0.01% 99.99% 100.00% 99.99% 100.00% 10.01% 99.99% 100.00% 10.01% 99.99% 100.00% 10.01% 10	1. IT Governance, Planning and Control							
The percentage of Agency IT Procurements Processed within 30 days or less Quarterly Increase 90,00% 79,39% 89,42% 12,63% 83,56%	The percentage of new applications that will be hosted in the State's Shared IT	Quarterly	Increase	70%	78.57%	40.74%	-48.15%	59.66%
Maintaining a Secure Shared IT Infrastructure	The percentage of Savings on Agency IT Procurements	Quarterly	Increase	NA	4.5%	16.41%	264.67%	12.4%
Availability of the State's Internet presence Quarterly Quarterly On or above 99.90% 99.99% 100.00% 99.98% 0.01% 99.98% Core Network Availability (NGSN) Quarterly On or above 99.90% 99.98% 99.95% 0.03% 99.95% 0.03% 99.95% 0.03% 99.95% 0.03% 99.95% 0.03% 99.95% 0.03% 0.01% 0.00% 0.0	The percentage of Agency IT Procurements Processed within 30 days or less	Quarterly	Increase	90.00%	79.39%	89.42%	12.63%	83.56%
Availability of the State's Internet presence Quarterly Quarterly On or above 99.90% 99.99% 100.00% 99.98% 0.01% 99.98% Core Network Availability (NGSN) Quarterly On or above 99.90% 99.98% 99.95% 0.03% 99.95% 0.03% 99.95% 0.03% 99.95% 0.03% 99.95% 0.03% 99.95% 0.03% 0.01% 0.00% 0.0								
Core Network Availability (NGSN)								
Help Desk Calls Resolved on the First Call Information Storage Backup Success Rate Quarterly On or above Opposition Oppos		Quarterly	On or above	99.90%		100.00%	1	99.98%
Information Storage Backup Success Rate Ouarterly On or above On above On or above On or above On above On or above On or above On above On above On or above On above On above On or above On above On or above On above On or above		Quarterly	On or above			99.95%		99.95%
S. Supporting Agency and Enterprise Applications and IT Systems The number of Data Warehouse User Accounts The amount of data available for reuse in the Enterprise Data Warehouse for new systems development and information and vicinity of the average number of applications re-using each common Geographic Information Systems development and information and vicinity (SAGE) is a multi-agency system for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically (SAGE) is a multi-age	A	Quarterly	On or above	50.00%	58.00%	68.00%	17.24%	63.28%
3. Supporting Agency and Enterprise Applications and IT Systems The number of Data Warehouse User Accounts The amount of data available for reuse in the Enterprise Data Warehouse for new systems development and information analytics (in gizabytes) The average number of applications re-using each common Geographic Information Systems (GIS) data set Sample Application Availability (Ent to End) General Availability (Int to End) General Availability (Int to End) The System for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically Employee Facing FAMIS is the Family Assistance Management Information System that maintains all relevant demographic information and determines program elicibility and benefit amounts. The Medicaid Eligibility System maintains information on the New Jersey residents who qualify for health care benefits under federal Title XIX (Medicaid) regulations. 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 tankinvelfare and represent the most significant deterents to self-sufficiency. FAMIS Batch Process and Output Quarterly Maintain Quarterly Maintain		Quarterly	On or above	99.50%	99.10%	99.55%	0.45%	99.50%
The number of Data Warehouse User Accounts The amount of data available for reuse in the Enterprise Data Warehouse for new systems development and information analytics (in gigabytes) The average number of applications re-using each common Geographic Information Systems Gleyoloment and information analytics (in gigabytes) The average number of applications re-using each common Geographic Information Systems (GIS) data set' Sample Application Availability (End to End) General Availability (NJ.Gov) Quarterly The System for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically Employee Facing FAMIS is the Family Assistance Management Information System that maintains all relevant demographic information and determines program eligibility and benefit amounts. The Medicaid Eligibility System maintains information on the New Jersey residents who qualify for health care benefits under federal Title XIX (Medicaid) regulations. The Online Management for Economic Goal Achievement (OMEGA) system provides assistance support for Temporary Assistance to Needy Families (welfare) for hild 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 tant/welfare and represent the most significant determents to self-sufficiency. FAMIS Batch Process and Output Quarterly Maintain Quarterly Maintain S200	Compliance with Information Security Framework	Quarterly	On or above	50.00%	39.33%	44.43%	12.97%	NA
The number of Data Warehouse User Accounts The amount of data available for reuse in the Enterprise Data Warehouse for new systems development and information analytics (in gigabytes) The average number of applications re-using each common Geographic Information Systems Gleyoloment and information analytics (in gigabytes) The average number of applications re-using each common Geographic Information Systems (GIS) data set' Sample Application Availability (End to End) General Availability (NJ.Gov) Quarterly The System for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically Employee Facing FAMIS is the Family Assistance Management Information System that maintains all relevant demographic information and determines program eligibility and benefit amounts. The Medicaid Eligibility System maintains information on the New Jersey residents who qualify for health care benefits under federal Title XIX (Medicaid) regulations. The Online Management for Economic Goal Achievement (OMEGA) system provides assistance support for Temporary Assistance to Needy Families (welfare) for hild 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 tant/welfare and represent the most significant determents to self-sufficiency. FAMIS Batch Process and Output Quarterly Maintain Quarterly Maintain S200								
The amount of data available for reuse in the Enterprise Data Warehouse for new systems development and information analytics (in gigabytes) The average number of applications re-using each common Geographic Information Systems (GIS) data set? Sample Application Availability (End to End) General Availability (NJ.Gov) Citizen Facing The System for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically Employee Facing FAMIS is the Family Assistance Management Information System that maintains all relevant demographic information and determines program eligibility and benefit amounts. The Medicaid Eligibility System maintains information on the New Jersey residents who qualify for health care benefits under federal Title XIX (Medicaid) regulations. 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 determins to self-sufficiency. 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			¥	2000	2.620	2.620	0.000/	NA A
Systems development and information analytics (in gigabytes) Quarterly Increase 2400 2520 2688 6.67% NA		Quarterly	Increase	2800	2620	2620	0.00%	NA
The average number of applications re-using each common Geographic Information Systems (GIS) data set Sample Application A vailability (End to End) General Availability (NJ.Gov) Citizen Facing The System for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically Employee Facing FAMIS is the Family Assistance Management Information System that maintains all relevant demographic information and determines program eligibility and benefit amounts. The Medicaid Eligibility System maintains information on the New Jersey residents who qualify for health care benefits under federal Title XIX (Medicaid) regulations. 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 tant/welfare and represent the most significant determents to self-sufficiency FAMIS abted Process and Output Quarterly Maintain 99.0% 99.2% 99.3% 100.00% 1.75% NA 99.90% 99.2% 99.3% 0.10% NA Parterly Maintain 99.0% 99.2% 99.3% 0.10% NA Parterly Maintain 99.0% 99.2% 99.3% 1.75% NA MEDICAID Process and Output Quarterly Maintain 95.0% 87.3% 92.9% 5.61% NA		Quarterly	Increase	2400	2520	2688	6.67%	NA
Sample Application Availability (End to End) General Availability (NJ.Gov) Quarterly Maintain 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 Employee Facing FAMIS is the Family Assistance Management Information System that maintains all relevant demographic information and determines program eligibility and benefit amounts. The Medicaid Eligibility System maintains information on the New Jersey residents who qualify for health care benefits under federal Title XIX (Medicaid) regulations. 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 deterronts to self-sufficiency FAMIS Batch Process and Output Quarterly Maintain 99.0% 99.2% 99.3% 0.10% NA Ouarterly Maintain 99.0% 99.2% 99.3% 0.10% NA Ouarterly Maintain 99.0% 99.2% 99.3% 0.10% NA NA NA	The average number of applications re-using each common Geographic Information	Quarterly	Increase	5.5	3.5	5.2	48.57%	NA
General Availability (NJ.Gov) Citizen Facing The System for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically Employee Facing FAMIS is the Family Assistance Management Information System that maintains all relevant demographic information and determines program eligibility and benefit amounts. The Medicaid Eligibility System maintains information on the New Jersey residents who qualify for health care benefits under federal Title XIX (Medicaid) regulations. 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 tant/welfare and represent the most significant deterrents to self-sufficiency FAMIS Batch Process and Output Quarterly Maintain 99.0% 99.2% 99.3% 0.10% NA Pounterly Maintain 99.0% 99.2% 99.3% 0.10% NA Ouarterly Maintain 99.0% 99.2% 99.3% 1.75% NA Maintain 99.0% 99.2% 99.3% 1.75% NA Maintain 99.0% 99.2% 99.3% 1.75% NA								
Citizen Facing The System for Administering Grants Electronically (SAGE) is a multi-agency system for Administering Grants Electronically Employee Facing FAMIS is the Family Assistance Management Information System that maintains all relevant demographic information and determines program eligibility and benefit amounts. The Medicaid Eligibility System maintains information on the New Jersey residents who qualify for health care benefits under federal Title XIX (Medicaid) regulations. 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 tant/welfare and represent the most significant deterrents to self-sufficiency 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		Quarterly	Maintain	99.0%	98.28%	100.00%	1.75%	NA
system for Administering Grants Electronically Employee Facing FAMIS is the Family Assistance Management Information System that maintains all relevant demographic information and determines program eligibility and benefit amounts. The Medicaid Eligibility System maintains information on the New Jersey residents who qualify for health care benefits under federal Title XIX (Medicaid) regulations. 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 determents to self-sufficiency. 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	• 1	Quant trans		221070	751277			2.02
Employee Facing FAMIS is the Family Assistance Management Information System that maintains all relevant demographic information and determines program eligibility and benefit amounts. The Medicaid Eligibility System maintains information on the New Jersey residents who qualify for health care benefits under federal Title XIX (Medicaid) regulations. 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 FAMIS Batch Process and Output Quarterly Maintain 99.0% 99.2% 99.3% 0.10% NA Policy Policy Maintain 99.0% 99.2% 99.3% 0.10% NA Maintain 99.0% 99.2% 99.3% 0.10% NA Maintain 99.0% 99.2% 99.3% 0.10% NA		Quarterly	Maintain	99.0%	NA	99.90%	-	NA
maintains all relevant demographic information and determines program eligibility and benefit amounts. The Medicaid Eligibility System maintains information on the New Jersey residents who qualify for health care benefits under federal Title XIX (Medicaid) regulations. 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 FAMIS Batch Process and Output Quarterly Maintain 99.0% 99.2% 99.3% 0.10% NA Quarterly Maintain 99.0% 99.3% 0.10% NA Quarterly Maintain 99.0% 99.3% 0.10% NA NA Quarterly Maintain 99.0% 99.3% 1.75% NA MEDICAID Process and Output Maintain 95.0% 87.3% 92.2% 5.61% NA								
The Medicaid Eligibility System maintains information on the New Jersey residents who qualify for health care benefits under federal Title XIX (Medicaid) regulations. 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 FAMIS Batch Process and Output Quarterly Maintain 99.0% 99.3% 99.3% 0.10% NA Quarterly Maintain 95.0% 91.3% 92.9% 1.75% NA MEDICAID Process and Output Maintain 95.0% 87.3% 92.2% 5.61% NA	maintains all relevant demographic information and determines program eligibility and benefit amounts.	Quarterly	Maintain	99.0%	99.2%	99.3%	0.10%	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. FAMIS Batch Process and Output Quarterly Maintain 99.0% 99.2% 99.3% 0.10% NA PAMIS Batch Process and Output Quarterly Maintain 95.0% 91.3% 92.9% 1.75% NA MEDICAID Process and Output Maintain 95.0% 87.3% 92.2% 5.61% NA	The Medicaid Eligibility System maintains information on the New Jersey residents who qualify for health care benefits under federal Title XIX (Medicaid)	Quarterly	Maintain	99.0%	99.3%	98.9%	-0.40%	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	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	Quarterly	Maintain	99.0%	99.2%	99.3%	0.10%	NA
		Quarterly	Maintain	95.0%	91.3%	92.9%	1.75%	NA
OMEGA Process and Output Quarterly Maintain 95.0% 94.0% 98.6% 4.89% 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	Ouarterly	Maintain	100%	100%	100%	0.00%	100%
compliance with the administrative regulations	Quarterly	TVIGITIGHT	10070	10070	10070	0.0070	10070
The percentage of Public Safety Telecommunications Training Course students who	Ouarterly	Increase	100%	100%	99%	-1.0%	96%
successfully pass the certification exam.	Quarterly	Hierease	10070	10070	7770	-1.070	7070
The percentage of Emergency Medical Dispatch Training Course students who	Ouarterly	Increase	100%	97%	99%	2.06%	95%
successfully pass the certification exam.	Quarterly	Hicrease	100%	9170	9970	2.00%	9370
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.

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.

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.