Office of Information Technology **Performance Indicators - Quarter Ending December 2012**	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 went through a Physical System Architectural Review that will be hosted in the State's Shared IT Infrastructure or an OIT Brokered Solution	Quarterly	Increase	70%	93.00%	76.47%	-17.77%	75.07%
The percentage of Agency IT Procurements Processed within 21 days or less	Quarterly	Increase	90%	85.96%	84.62%	-1.56%	79.94%
2. Maintaining a Secure Shared IT Infrastructure							
Availability of the State's Internet presence	Quarterly	On or above	99.95%	99.99%	99.94%	-0.05%	99.97
Core Network Availability (NGSN)	Quarterly	On or above	99.95%	99.91%	99.86%	-0.05%	99.87
Help Desk Calls Resolved on the First Call	Quarterly	On or above	70.00%	41.60%	59.30%	42.55%	46.65
Information Storage Backup Success Rate	Quarterly	On or above	100.00%	95.50%	96.86%	1.42%	95.51
The percentage of the new telecommunication installations that will be hosted on the OIT Shared Communications Infrastructure	Quarterly	On or above	100.00%	100.00%	100.00%	0.00%	100.00%
Compliance with Information Security Framework	Quarterly	On or above	60.00%	60.89%	63.24%	3.86%	60.08%
3. Supporting Agency and Enterprise Applications and IT Systems							
Mean Time to Deliver a reporting solution from data within the Enterprise Data Warehouse (in weeks)	Quarterly	On or above	6	N/A	N/A	N/A	N/A
The amount of data available for reuse in the Enterprise Data Warehouse as measured by the number of of discrete files available to support new system development and information analytics.	Quarterly	On or above	600	500	518	3.60%	N/A
The number of Data Warehouse User Accounts	Quarterly	Increase	2800	2581	2706	4.84%	N/A
The amount of data available for reuse in the Enterprise Data Warehouse for new systems development and information analytics (in gigabytes)	Quarterly	Increase	2400	2818	3031	7.56%	N/A
The average number of applications re-using each common Geographic Information Systems (GIS) data set	Quarterly	Increase	5.5	5.3	5.4	1.89%	5.65
Sample Application Availability (End to End)							
General Availability (NJ.Gov)	Quarterly	Maintain	99.00%	100.00%	100.00%	0.00%	99.83%
Citizen Facing							
The Multi-Agency System for Administering Grants Electronically (SAGE)	Quarterly	Maintain	99.99%	95.40%	87.60%	-8.18%	95.70%
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	99.99%	99.90%	100.00%	0.10%	99.6%

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	99.99%	100.00%	100.00%	0.00%	99.7%
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 support 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	99.99%	99.90%	100.00%	0.10%	99.4%
FAMIS Batch Process and Output	**Quarterly**	Maintain	95.0%	87.00%	89.50%	2.87%	94.0%
MEDICAID Process and Output	**Quarterly**	Maintain	95.0%	95.00%	97.00%	2.11%	94.7%
OMEGA Process and Output	**Quarterly**	Maintain	95.0%	94.00%	97.00%	3.19%	96.9%

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%	100.00%	100.00%	0.00%	100%
The percentage of Public Safety Telecommunications Training Course students who successfully pass the certification exam.	**Quarterly**	Increase	100%	100.00%	98.00%	-2.00%	98%
The percentage of Emergency Medical Dispatch Training Course students who successfully pass the certification exam.	**Quarterly**	Increase	100%	98.00%	97.00%	-1.02%	96%
The percentage of Total Coverage of the State under [1]Enhanced-9-1-1	**Quarterly**	Maintain	100%	100.00%	100.00%	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).

Application Hosting KPI
OIT has changed how they capture and report the data for new applications that will be hosted in the shared IT infrastructure, by incorporating brokered hosting solutions as part of the KPI and only counting those that have gone through a physical systems architectural review (PSAR). For more information the on SAR reviews see: http://www.state.nj.us/it/reviews/