Office of Information Technology

PERFORMANCE INDICATORS - 2026

	FY24 Actual	FY25 Target	FY26 Target	Comments
IT Governance, Planning and Control (Policy & Governance)				
System Architecture Reviews performed	275	282	295	
Procurements reviewed	1832	2067	2067	
Policies published/updated	10	24	15	
Maintaining a Secure Shared IT Infrastructure (Operations)				
Servers hosted	4,000	4,500	5,000	Increase due to continued EO225 Consolidation
Network endpoints managed	2,500	2,850	3,050	Increase due to continued EO225 Consolidation
Network availability	99.90%	99.90%	99.90%	
Storage capacity (Terabyte)	24,000	24,500	25,000	Increase due to continued EO225 Consolidation
Online Transactional CICS regions	65	68	70	Added new to support MF Modernization Activities
Changes successfully implemented	99.90%	99.90%	99.90%	
Enterprise Public Cloud - Agencies Served	25	32	35	
Enterprise Public Cloud - Agency Account	100	160	250	
Enterprise Public Cloud - Network Segments Delivered	118	160	200	
Developing and Maintaining Agency and Enterprise Applications (Application Development)				
Enterprise applications maintained	176	179	177	
New applications developed (a)	4	3	0	
Supporting State and Local Emergency Telecommunications Services (Office of Emergency Telecommunication Services)				
Training recertifications completed within 30 days from receipt	100%	100%	100%	
Sufficient system capacity maintained for public safety entities on the Statewide P-25 trunked radio system	100%	N/A	N/A	Transitioned to NJ State Police
Delivering Enterprise Services (Enterprise Services)				
CloudConnect users	42,400	43,150	43,150	
eCats users	54,875	59,878	60,500	
VOIP users	29,000	27,500	25,000	Decrease due as we migrate to Teams Voice from Avaya
myNewJersey users	2,100,000	2,400,000	2,600,000	
Application systems secured via myNewJersey	285	288	300	
ServiceNow Users	84,057	85,298	87,000	
ServiceNow Fulfillers	650	897	920	