



King County

2008

Executive Branch Information Technology Performance Measurements Summary



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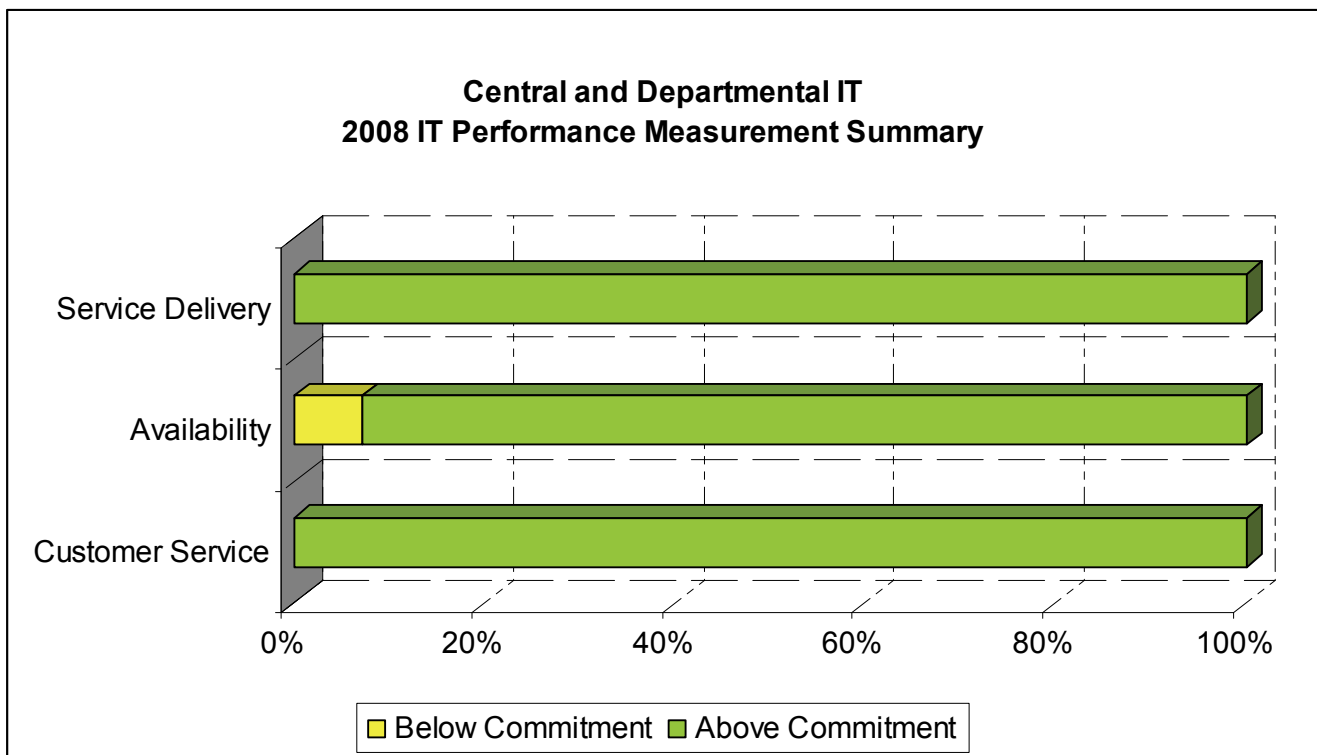
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Executive Summary

The *Information Technology Performance Measurements* report is compiled and published annually to compare actual performance achievements against originally planned commitments for information technology (IT) services within King County’s Executive Branch.

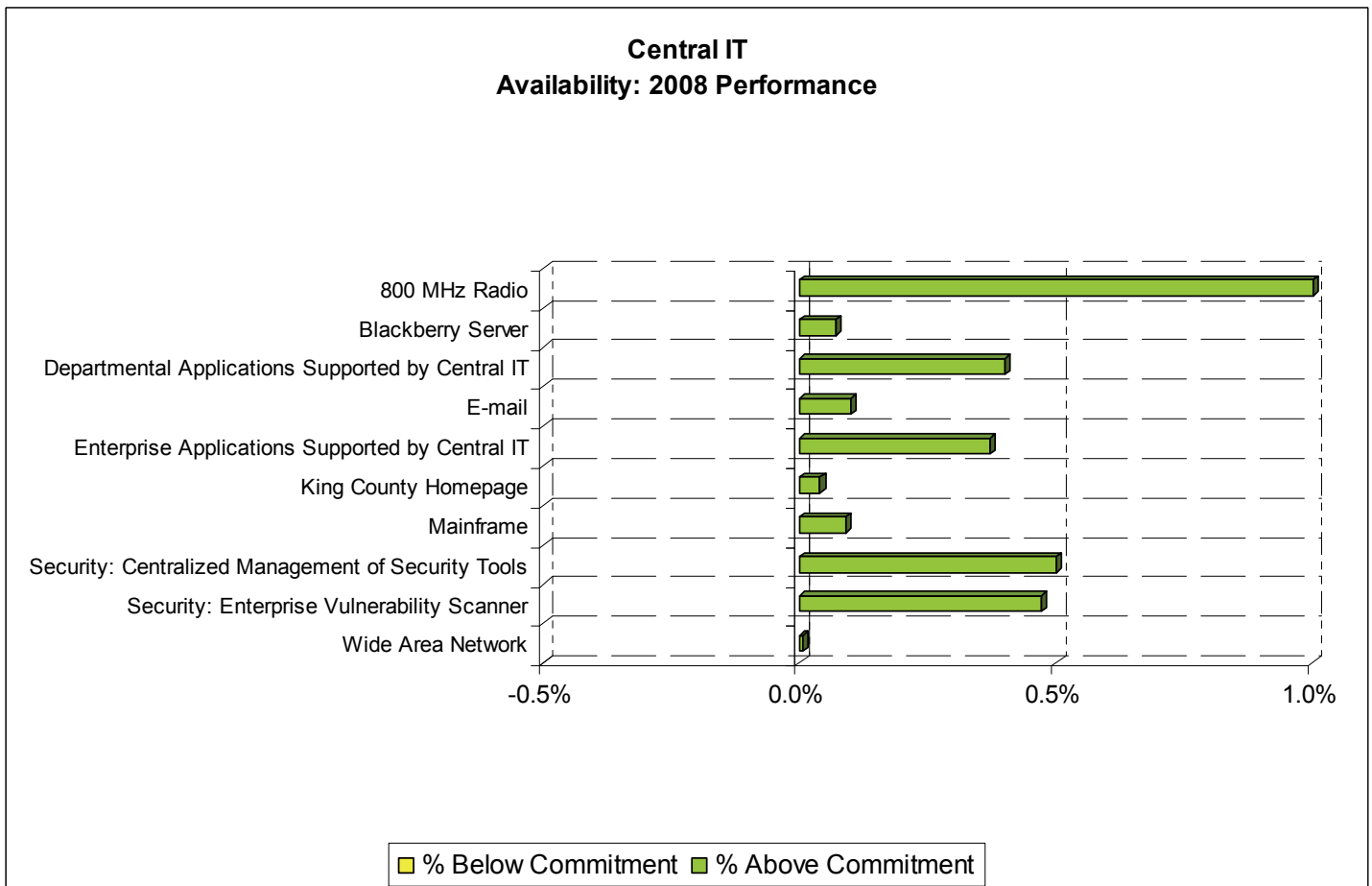
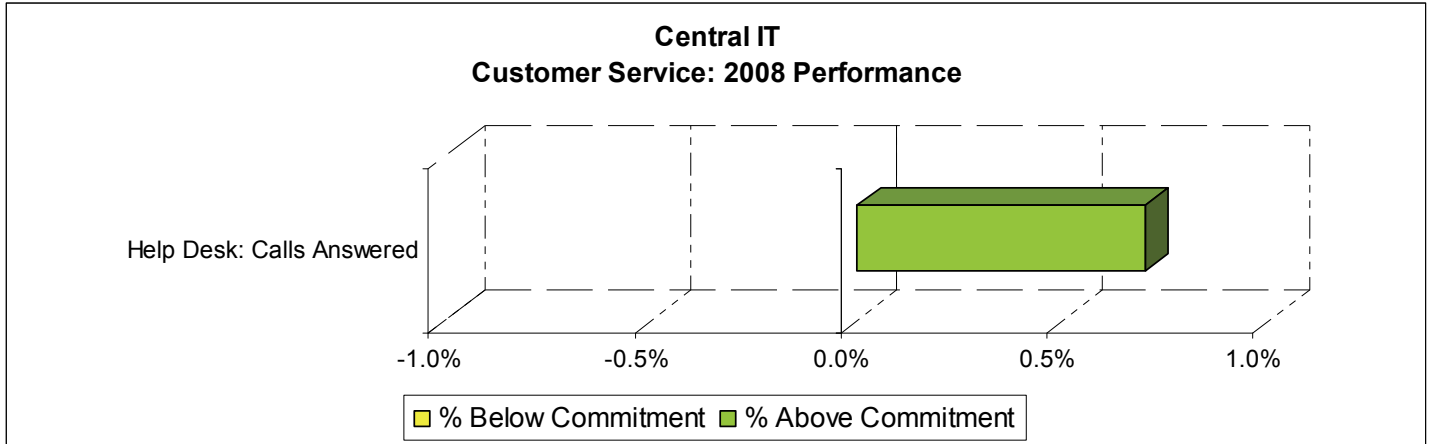
The detailed measurements that roll up to this summary are available on the county’s Internet site and are available upon request.

The graphic below summarizes the 2008 performance of all twenty-nine (29) IT measurements. They are presented by measurement type and include Central and Departmental measurements. More details are provided in the Central IT Summary, the Departmental IT Summary, and the appendices.

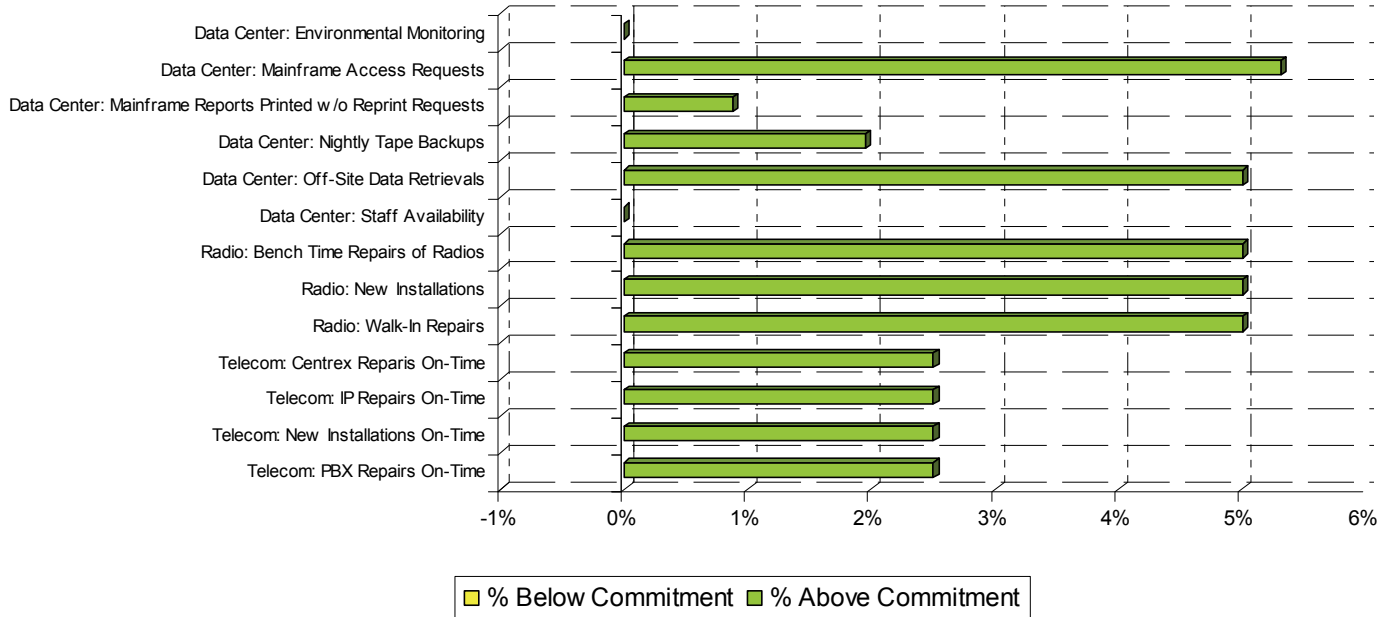


Executive Branch: Central IT (OIRM) – Summary

The following three graphs show the performance commitments for Central IT and the percentage above or below the commitment level that was achieved cumulatively for the year. This percentage is calculated from the difference between the commitment level and the actual level of performance. Please see *Appendix A* if you would like additional information about specific commitment values.

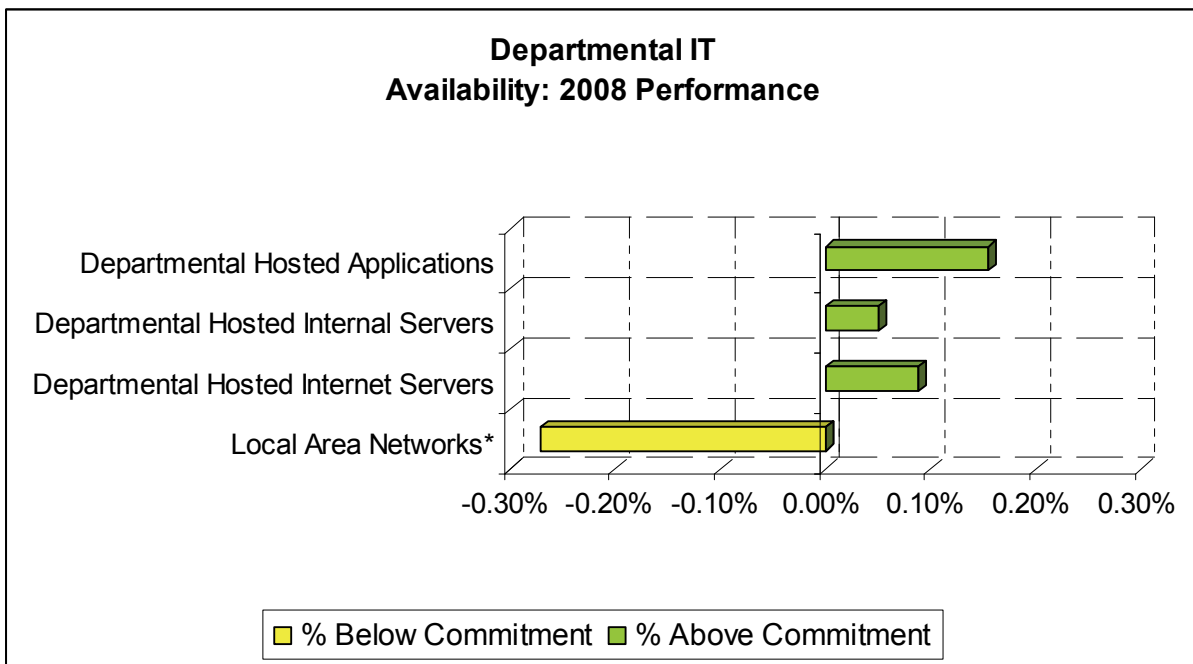


**Central IT
Service Delivery: 2008 Performance**

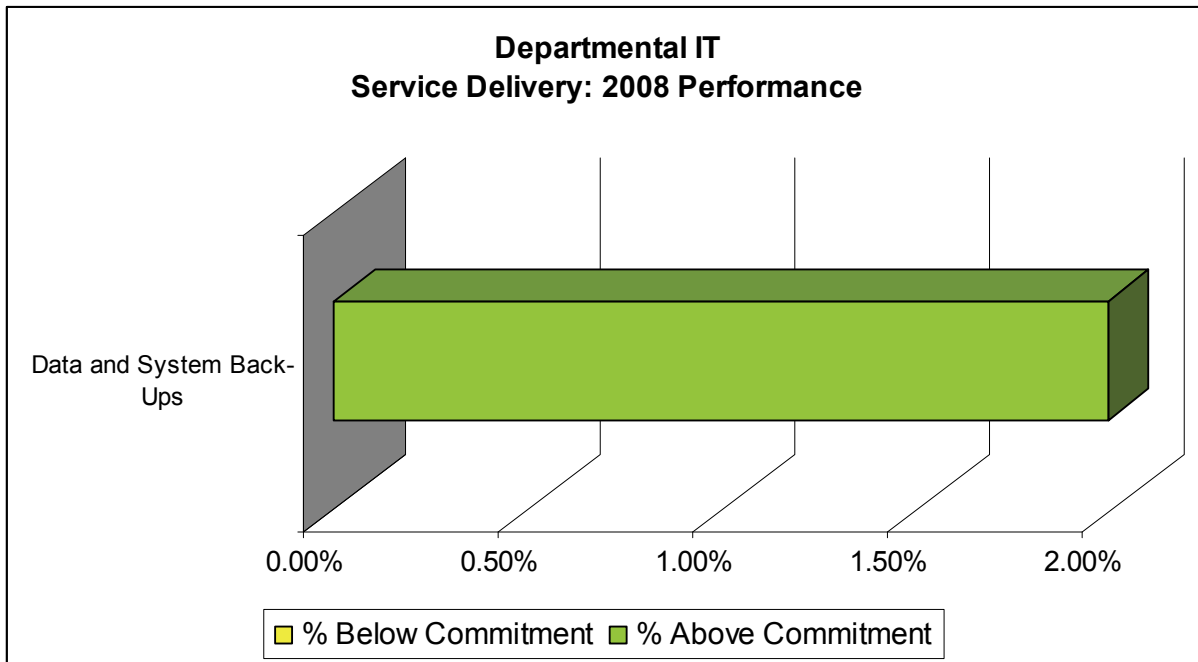


Executive Branch: Departmental IT - Summary

The following two graphs show the performance commitments for Departmental IT. The percentage above or below the commitment level that is shown is an average for all Departments that reported on the specific measurement. This percentage is calculated from the difference between the commitment level and the actual level of performance. Please see *Appendix B* if you would like additional information about specific commitment values, or to see which departments reported on which measurements.



* A number of the outages reported as part of the Local Area Network measurement were power outages. The length of a power outage at an individual King County site is outside of King County's control. Additionally, the approach used to report this particular measurement only captured information about sites where downtime occurred, rather than identifying all sites, including sites that did not experience any downtime.



Appendix A: Central IT (OIRM) – Details

Customer Service	Description	Commitment	Actual	Variance
Help Desk: Calls Answered	% Calls Answered by the Central Service Desk	95.0%	95.7%	0.7%
Availability	Description	Commitment	Actual	Variance
800 MHz Radio Availability	% Calls that are Able to Be Completed on the First Attempt	99.0%	99.9997%	0.9997%
Blackberry Server	% Availability of King County's Blackberry services server	99.9%	99.97%	0.07%
Departmental Applications Supported by Central IT	% Availability of Departmental applications that are hosted by Central IT, does not include any downtime associated with the hardware that the applications reside on	99.6%	100%	0.4%
E-mail	% Availability of the four e-mail servers, includes scheduled and unscheduled downtime	99.9%	100.0%	0.1%
Enterprise Applications	% Availability of the application, includes scheduled and unscheduled downtime, does not include downtime of the hardware the applications reside on	99.6%	99.97%	0.37%
King County Homepage	% Availability of the www.kingcounty.gov URL used by the public to access King County's homepage	99.7%	99.74%	0.04%
Mainframe	% Availability, includes scheduled and unscheduled downtime	99.7%	99.79%	0.09%
Security: Centralized Management of Security Tools	% Availability of the server providing this service, includes scheduled and unscheduled downtime	99.5%	100.0%	0.5%
Security: Enterprise Vulnerability Scanner	% Availability of the server providing this service, includes scheduled and unscheduled downtime	99.5%	99.97%	0.47%
Wide Area Network	% Availability at the Core, Distribution, and Access Layers, includes scheduled and unscheduled downtime	99.99%	99.996%	0.006%
Service Delivery	Description	Commitment	Actual	Variance
Data Center: Environmental Monitoring	% of Hours the Data Center's Environment (temperature, humidity, etc.) is monitored	100%	100%	0%
Data Center: Mainframe Access Requests	% Mainframe Access Requests Completed On-Time	90%	95.3%	5.3%
Data Center: Mainframe Reports Printed w/o Reprint Request	% Mainframe Reports that Are Printed without the Customer Requesting a Reprint	99%	99.88%	0.88%
Data Center: Nightly Tape Backups	% Nightly tape back-ups that are successful	97%	98.95%	1.95%
Data Center: Off-Site Data Retrievals	% of Emergency Off-Site Data Retrievals Completed On-Time (3 hours)	95%	100%	5%
Data Center: Staff Availability	% of hours the Data Center is staffed	100%	100%	0%
Radio Shop: Bench-Time Repairs	% Bench-Time Repairs Completed within 15 Business Days; excludes approved exceptions	95%	100%	5%
Radio Shop: New Installations	% New Installations Completed within Five Business Days (excludes approved exceptions)	95%	100%	5%
Radio Shop: Walk-In Repairs	% Walk-In Repairs complete within 45 minutes (excludes repairs that require parts that are not in-stock or that require in-depth troubleshooting)	95%	100%	5%
Telecom: Centrex Repairs	% Repairs responded to within set timeframes (regular repair responded to next business day; major repair responded to within 2 hours); excludes approved exceptions	97.5%	100%	2.5%
Telecom: IP Repairs	% Repairs responded to within set timeframes (regular repair responded to next business day; major repair responded to within 2 hours); excludes approved exceptions	97.5%	100%	2.5%
Telecom: New Installations	% New Installations Completed within Five Business Days (excludes orders for 20+ lines; excludes approved exceptions)	97.5%	100%	2.5%
Telecom: PBX Repairs	% Repairs responded to within set timeframes (regular repair responded to next business day; major repair responded to within 2 hours); excludes approved exceptions	97.5%	100%	2.5%

Appendix B: Departmental IT – Details

Availability	Description	Commitment	Actual	Variance
Departmental Hosted Applications				
Average Values of all Departments Reporting on this Measurement		99.66%	99.81%	0.15%
% Availability - DAJD	Departmental Hosted Applications captures the availability of applications hosted by the departments (rather than Central IT). The commitment varies by Department and ranges from 99.6% to 99.9%.	99.60%	99.87%	0.27%
% Availability – DCHS		99.60%	99.97%	0.37%
% Availability – DDES		99.90%	99.95%	0.05%
% Availability – DNRP		99.60%	99.66%	0.06%
% Availability – DPH		99.60%	99.62%	0.02%
Departmental Hosted Internal Servers				
Average Values of all Departments Reporting on this Measurement		99.78%	99.83%	0.05%
% Availability - DAJD	Departmental Hosted Internal Servers captures the availability of servers that are hosted by the departments (rather than Central IT). The commitment varies by Department and ranges from 99.7% to 99.9%.	99.80%	99.84%	0.04%
% Availability – DCHS		99.70%	99.99%	0.29%
% Availability – DDES		99.90%	99.96%	0.06%
% Availability – DNRP		99.70%	99.92%	0.22%
% Availability - DOT		99.90%	99.67%	-0.23%
% Availability – DPH		99.70%	99.62%	-0.08%
Departmental Hosted Internet Servers				
Average Values of all Departments Reporting on this Measurement		99.80%	99.89%	0.09%
% Availability - DAJD	Departmental Hosted Internet Servers captures the availability of servers that are hosted by the departments (rather than Central IT) that have web content on them. The commitment varies by Department and ranges from 99.7% to 99.9%	99.70%	99.77%	0.07%
% Availability – DCHS		99.70%	99.94%	0.24%
% Availability – DDES		99.90%	99.82%	-0.08%
% Availability – DNRP		99.80%	99.97%	0.17%
% Availability - DOT		99.90%	99.95%	0.05%
% Availability – DPH		99.80%	99.88%	0.08%
Local Area Networks				
Average Values of all Departments Reporting on this Measurement		99.95%	99.68%	-0.27%
% Availability - DAJD	Local Area Network Availability captures downtime at the local area network level. When a site experiences downtime, it can be the responsibility of Central IT, Departmental IT, or an outside organization (such as the power company) to restore power. The commitment varies by Department and ranges from 99.80% to 99.99%.	99.80%	99.98%	0.18%
% Availability – DCHS		99.99%	100.00%	0.01%
% Availability – DDES		99.99%	99.78%	-0.21%
% Availability – DNRP		99.99%	99.93%	-0.06%
% Availability – DPH		99.99%	98.72%	-1.27%
Service Delivery				
Nightly Back-Ups				
Average Values of all Departments Reporting on this Measurement		96.40%	98.12%	1.72%
% Successful Nightly Back-Ups – DAJD	Nightly Back-ups captures the % successful nightly tape back-ups conducted by departmental IT (rather than Central IT). The commitment varies by department and ranges from 95% to 98%.	98.00%	99.02%	1.02%
% Successful Nightly Back-Ups – DCHS		95.00%	98.21%	3.21%
% Successful Nightly Back-Ups – DDES		95.00%	96.33%	1.33%
% Successful Nightly Back-Ups – DNRP		95.00%	99.07%	4.07%
% Successful Nightly Back-Ups – DOT		99.00%	97.96%	-1.04%
% Successful Nightly Back-Ups – DPH		95.00%	98.33%	3.33%

Appendix C: Definitions

Availability: *Based on 24 hour availability 365 days per year (8760 hours)*

- **99.999%** = 8759 hours, 55 minutes (5 minutes downtime)
- **99.99%** = 8759 hours (53 minutes downtime)
- **99.9 %** = 8751 hours (8.8 hours downtime)
- **99.8%** = 8742 hours (17.5 hours downtime)
- **99.7%** = 8734 hours (26.3 hours downtime)
- **99.6%** = 8725 hours (35.0 hours downtime)
- **99.5%** = 8716 hours (43.8 hours downtime)

Enterprise: Anything that crosses organizational boundaries at the department level and applies to more than one department within King County.

Scheduled Downtime: Downtime that is coordinated and agreed upon by impacted customers and advanced notice is provided to all affected users.

Unscheduled Downtime: Downtime that is not planned or forecasted and consequently not coordinated with customers.