

Appendix J: Central IT (OIRM) Performance Measures

OIRM performance measures documents.

- 2007 Performance Measurements
- 2008 Quarter 2 Performance Achievements



King County

Office of Information Resource Management

2007

Information Technology Performance Measurements



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Executive Summary

The 2007 Information Technology Performance Measurements report is published and transmitted to the King County Executive and the Metropolitan King County Council as an attachment to the *Office of Information Resource Management Annual Technology Report*.

This is the inaugural report, and the performance measurements captured and reported in this document provide an initial baseline for the Information Technology Reorganization Project. The trends revealed in these measurements will help guide the CIO as he leads organizational change in the delivery of technology for the County.

There are three categories of measurements: IT Services, Governance, and IT Project Investments.

- IT Services: *Met or exceeded* 17 of 20 measurements tracked (see Chart 1)
- Governance: Reviewed and processed over 2,000 documents and reviewed 41 equipment replacement plans
- IT Project Investments: Projects, along with appropriated funding is represented by department (see Chart 2).

Overview of 2007 OIRM Performance Measurements

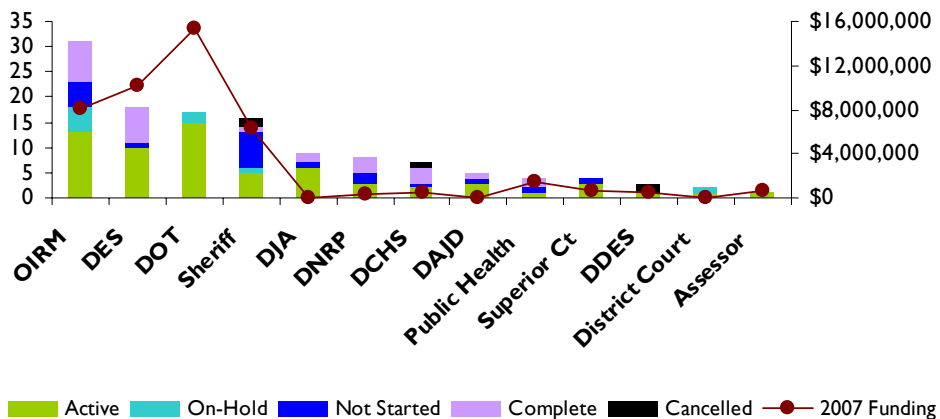


2007 IT Funding and Projects Status - by Dept

Projects reported in the 2007 Annual Technology Report

excludes equipment replacement projects and prior year funding

Chart 2



IT Services

2007 represents the first year that OIRM was able to collect a full year's worth of performance measurement data for the key services provided by OIRM. This data, along with the numerous additional measurements that were added during the year, serves as a baseline for moving forward with OIRM's performance measurement program. The tables below show the IT Services measurements and OIRM's performance.

Customer Service

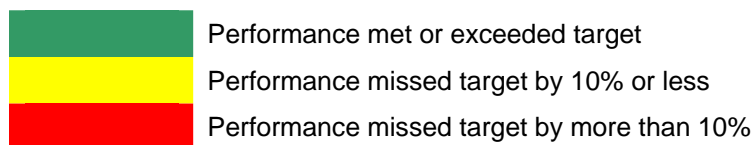
	TARGET	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YEAR
% Service Desk Calls Answered	90%													
Time to Acknowledge - After Hour Incidents (5:00 pm - 8:00 am, weekends, holidays)	60 min													
Time to Acknowledge - Business Hour Incidents (8:00 am - 5:00 pm, weekdays)	30 min													

Availability

	TARGET	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YEAR
KCWAN Availability	99.99%													
800 MHz Radio Towers - KC Portion	99.999%													
Mainframe Availability	99.7%													
Enterprise Application Availability	99.6%													
King County Home Page Availability	99.8%													
E-mail Servers	99.9%													
Blackberry Server	99.9%													
Enterprise Vulnerability Scanner Availability	99.60%													
Centralized Management of Security Tools	99.60%													

Services

	TARGET	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	YEAR
Data Center: Nightly Tape Back-Ups	95.0%													
Data Center: Off-Site Tape Requests	95.0%													
Data Center: Mainframe Report Printing	99.0%													
Data Center: Staff Availability	100.0%													
Data Center: Environmental Monitoring	100.0%													
Radio Services: New Installations	95.0%													
Telecom Services: New Installations	95.0%													
Telecom Services: Repairs	100.0%													



Customer Service

% Calls Answered by OIRM Help Desk
2007

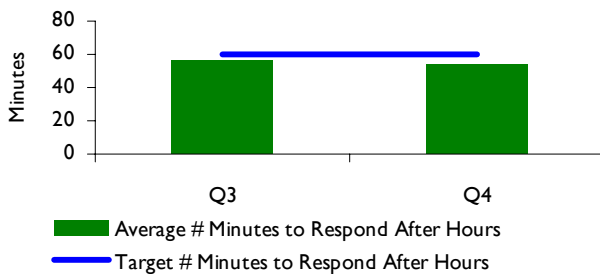


How Are We Doing?

OIRM is performing well against the majority of its customer service targets. However, the organization is struggling to acknowledge trouble tickets within the 30-minute window during normal business hours.

In addition to these three measurements, results from OIRM's Application Development and Support Services' annual customer satisfaction survey are summarized as an appendix.

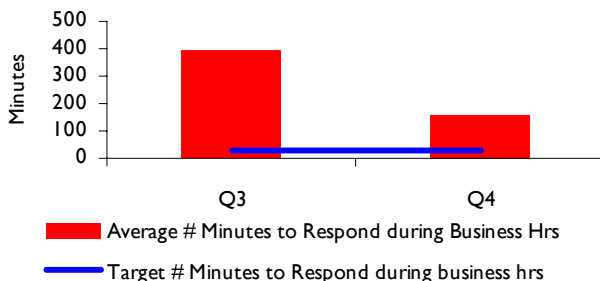
Time to Acknowledge - After Hour Incidents
2007



Next Steps

Customer satisfaction is a primary component of the IT Reorganization project. A number of options to improve the customer experience are being evaluated as a part of that project. The improvement of work-day responsiveness to business hour incidents will be addressed.

Time to Acknowledge - Business Hour Incidents
2007



OIRM has increased its 2008 service level target for % Calls Answered by OIRM Help Desk from 90% to 95% based on the exemplary performance against its 2007 target.

Availability Primary Infrastructure

How Are We Doing?

King County’s primary infrastructures are all extremely stable.

Within the County’s enterprise network (KCWAN) there were only four outages resulting in impacts to central services in 2007. These outages ranged from 10 to 90 minutes each.

While King County’s portion of the 800 MHz radio network missed its target, it is important to remember that the target was set at 99.999% and records downtime at individual towers. *The system never experienced a system-wide outage.*

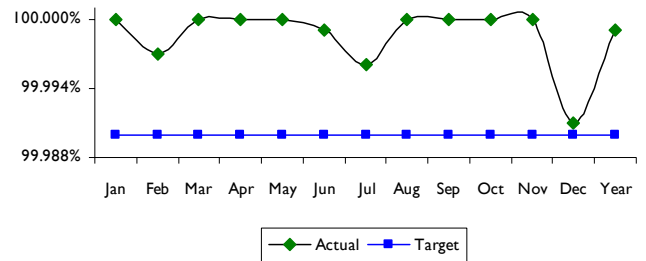
A major upgrade to the mainframe operating system was performed in 2007. Six rounds of testing, all during low-usage hours (usually between 4:00 am – 6:00 am) ensured a smooth upgrade.

Next Steps

OIRM continues to replace aging network components and intends to establish a standard maintenance window. It should be noted that the mainframe’s operating system requires another upgrade in 2008.

A project manager has been hired to frame a business case and approach for the modernization of the 800 MHz Radio system. Planning will initiate in 2008 with implementation beginning in 2009 (contingent on funding appropriation).

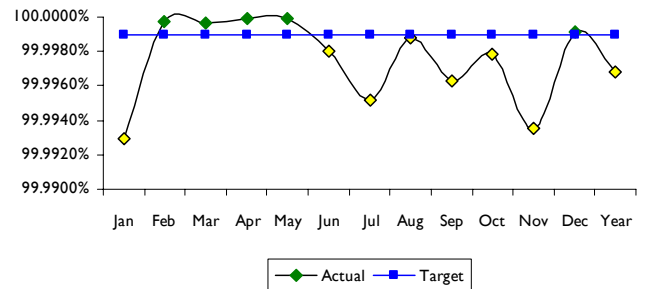
KCWAN Availability
2007



800 MHz Radio Towers - KC Portion

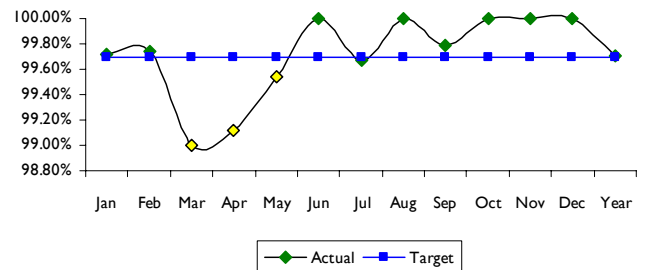
redundancy ensures the network is available even when individual towers experience downtime

2007



Mainframe Availability

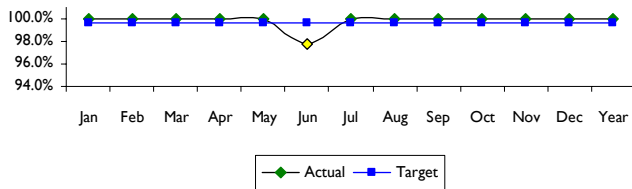
2007



Availability

Enterprise Applications

Enterprise Application Availability
excludes hardware and network downtime
2007



How Are We Doing?

Of the seventy-seven applications that provide enterprise services to the County, only seven experienced downtime beyond the availability target of 99.6%.

In June, the seven Oracle Financials applications underwent a successful and significant upgrade.

Next Steps

In 2007, only application downtime was captured, which does not appropriately reflect the interruption in application availability to our customers caused by hardware and/or network outages. OIRM Performance Measurement staff is actively working to identify ways to present this data from the perspective of overall customer availability.



Availability Electronic Communication

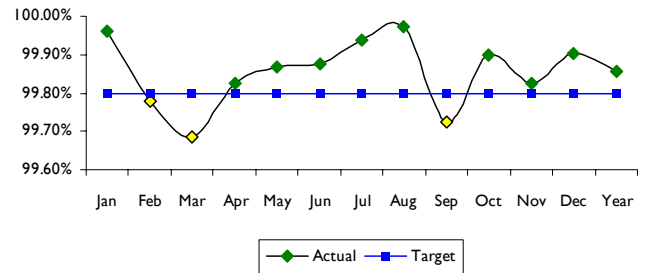
How Are We Doing?

The electronic communication services provided by OIRM are stable. The King County homepage experienced some outages in 2007 due primarily to aging equipment.

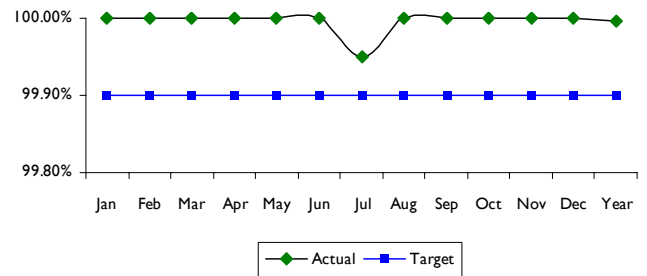
Next Steps

An equipment upgrade for the KC Homepage was completed in early 2008.

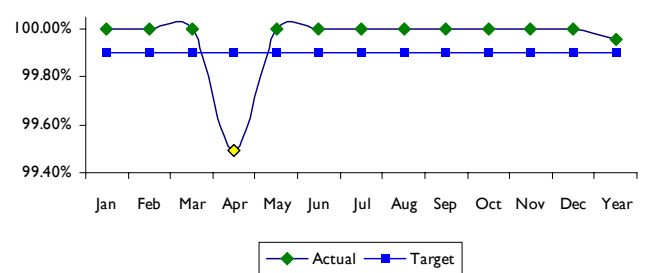
**KC Homepage Availability
2007**



**E-mail Server Availability
2007**

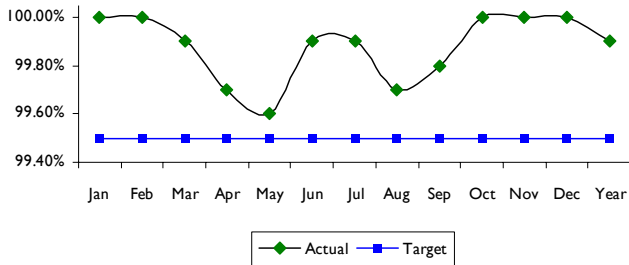


**Blackberry Server Availability
2007**



Availability Security and Privacy

Enterprise Vulnerability Scanner Availability
2007



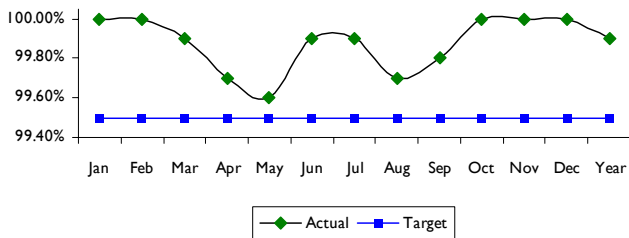
How Are We Doing?

OIRM has far exceeded our committed target in the areas of security and privacy that were measured in 2007.

Next Steps

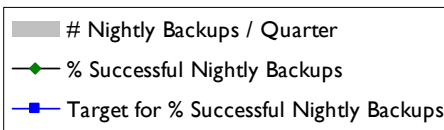
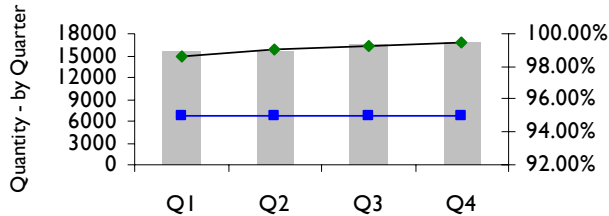
In 2008, Security and Privacy hopes to develop additional measurements that reflect the variety of services provided to the County.

Centralized Management of Security Tools
(HIDs, anti-virus, anti-spyware)
2007

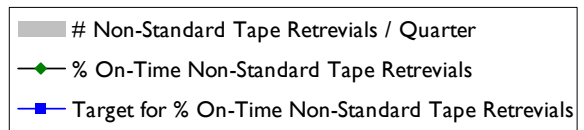
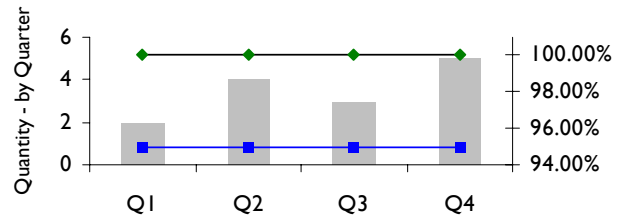


Services Data Center

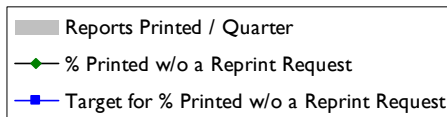
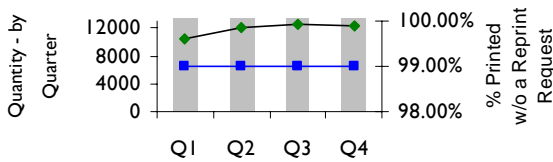
Data Center: Tape Backups
2007



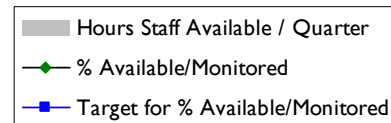
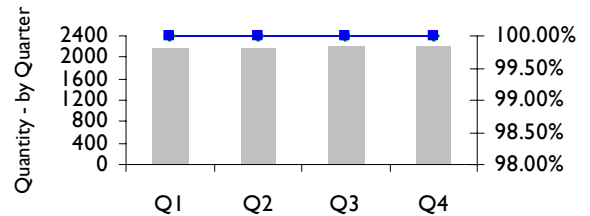
Data Center: Off-Site Tape Retrievals
Non-Standard
2007



Data Center: Mainframe Reports Printed
without a Reprint Request
2007



Data Center: Staff Availability
2007



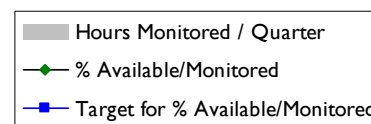
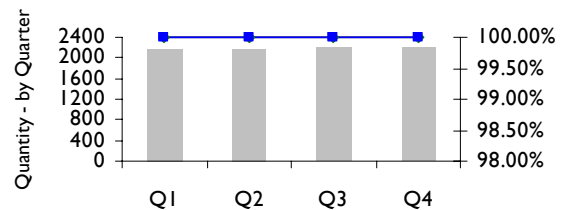
How Are We Doing?

All five data center measurements met or exceeded their targets for 2007.

Next Steps

The data center plans to add measurements in 2008. Impacts could be experienced in the coming year due to reduced services from the City of Seattle (home of our current data center) and the impending move of the data center to a new facility.

Data Center: Environmental Monitoring of
Data Center
2007



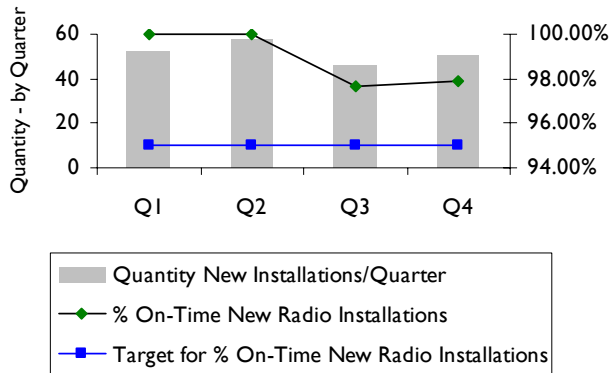
Target and actual values for Data Staff Availability and Environmental Monitoring are the same

Services

800 MHz Radio Services

Radio Services: New Installations

2007



How Are We Doing?

The Radio Shop has consistently exceeded its commitment of installing 95% of all radio installations in safety and law enforcement vehicles within five business days.

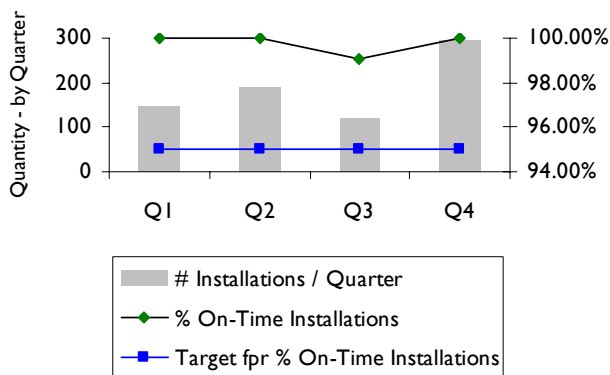
Next Steps

Radio Services has identified a number of new measurements to include in the 2008 Performance Measurement program.

Telecom Services

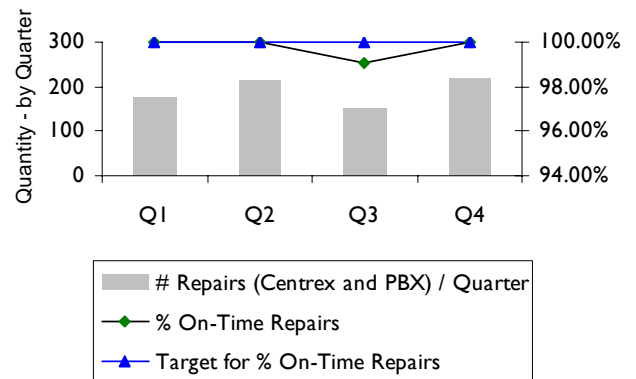
Telecom: New Installations (Centrex and PBX)

2007



Telecom: Repairs (Centrex and PBX)

2007



How Are We Doing?

OIRM's Telecom Services provides the County with dependable and reliable telecommunications services and support. The repair measurement *slightly* missed its 100% target in the third quarter due to an unusual spike in repairs and orders which additional vendor resources were unable to alleviate.

Next Steps

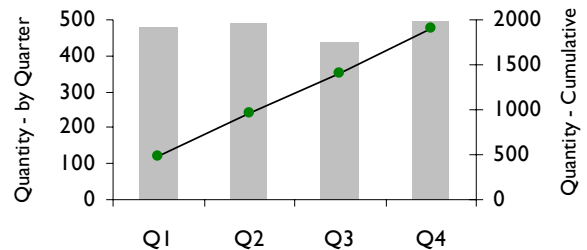
In 2008, Telecom Services hopes to develop additional measurements that more accurately reflect the wide range of telecom and wireless services provided to the County.

Governance

Additional measurements for IT Governance support services are under consideration. The services provided to the County include but are not limited to:

- Monitoring, review and reporting to Project Review Board [PRB] on IT projects:
 - Business cases, cost benefit analysis projections and project plans
 - Phased funding releases
 - IT equipment replacement plans
- Staffing of IT governance meetings:
 - PRB,
 - Business Management Council,
 - Technology Management Board and
 - Strategic Advisory Council
- Preparing annual IT reports:
 - Annual Technology Report
 - Technology Business Plan
- Processing IT Governance Policies, Standards and Guidelines

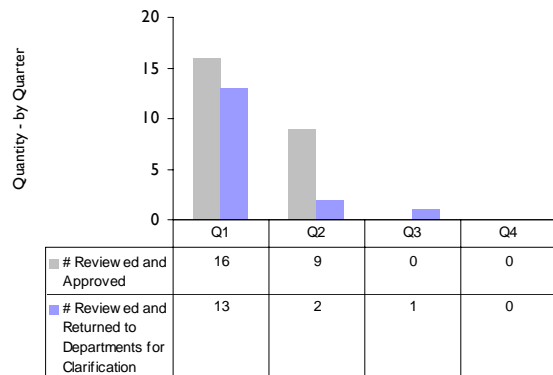
Governance: # Documents Reviewed and Posted by Quarter and Cumulative
2007



■ # Documents Posted —●— Cumulative # Documents Posted

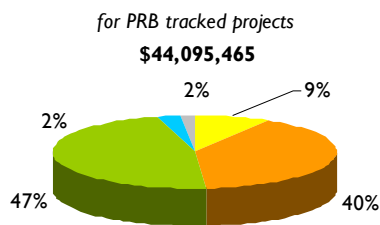
These are output measurements without a specific target established.

Governance: # Equipment Replacement Funding Releases Reviewed
2007



IT Project Investments

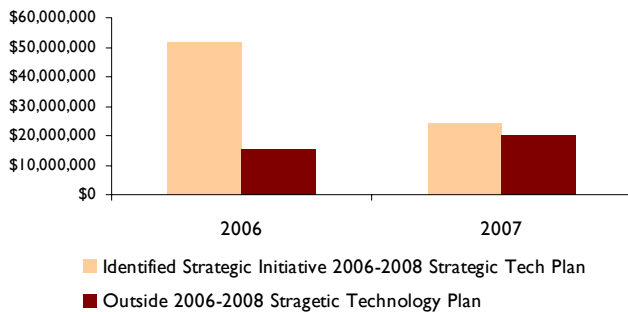
2007 Funding - by IT Goal



- Customer Service/Public Access
- Efficiency
- Risk Management
- Transparency/Accountability
- Other

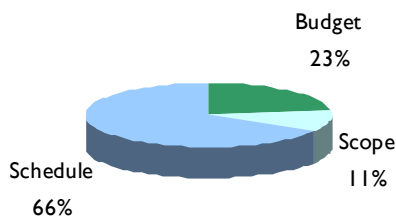
IT Project Funding

Strategic Initiative/Non-Strategic Initiative
based on the King County Washington Strategic Technology Plan 2006 - 2008, the 2006 Annual Technology Report, and the 2007 Annual Technology Report



Reported Project Changes

Based on 2007 monthly monitoring reports
includes increases and decreases



How Are We Doing?

98% of IT project expenditures were focused on the four primary goals stated in the Strategic Technology Plan. However, a comparison between 2006 and 2007 funding reveals that a smaller percentage was focused on the 18 strategic initiatives in 2007. Figures are based on Project Review Board data.

Next Steps

The 2008 budget process put a greater emphasis on focusing IT spending on the 4 primary goals. A more intensive refocus on the strategic initiatives is planned over the next two years.

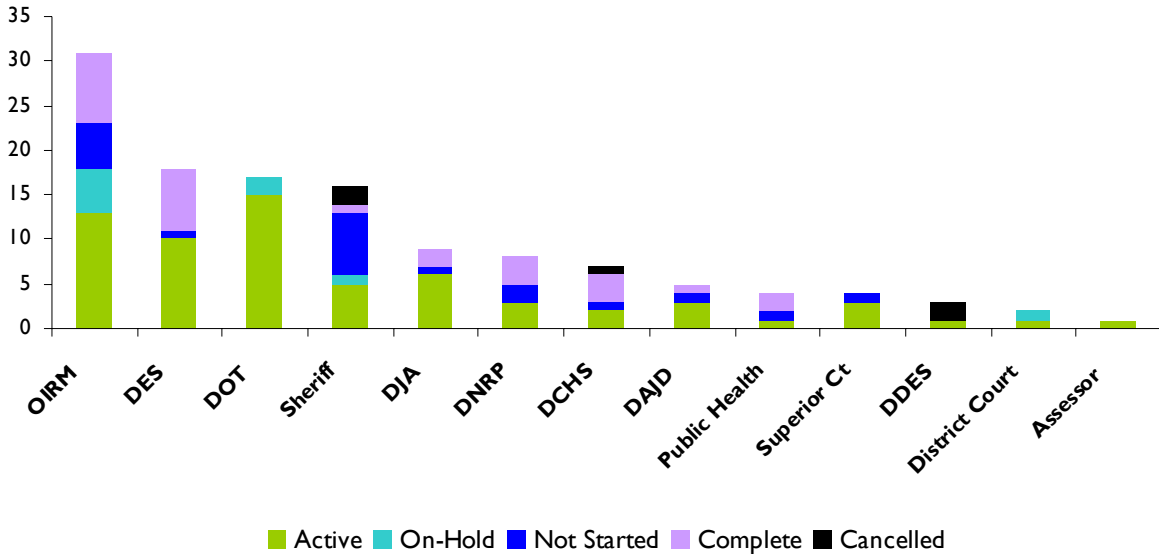
Additional measurements for IT Project Investments are under consideration.



Projects and Status - by Dept

Projects reported in the 2007 Annual Technology Report

excludes equipment replacement projects

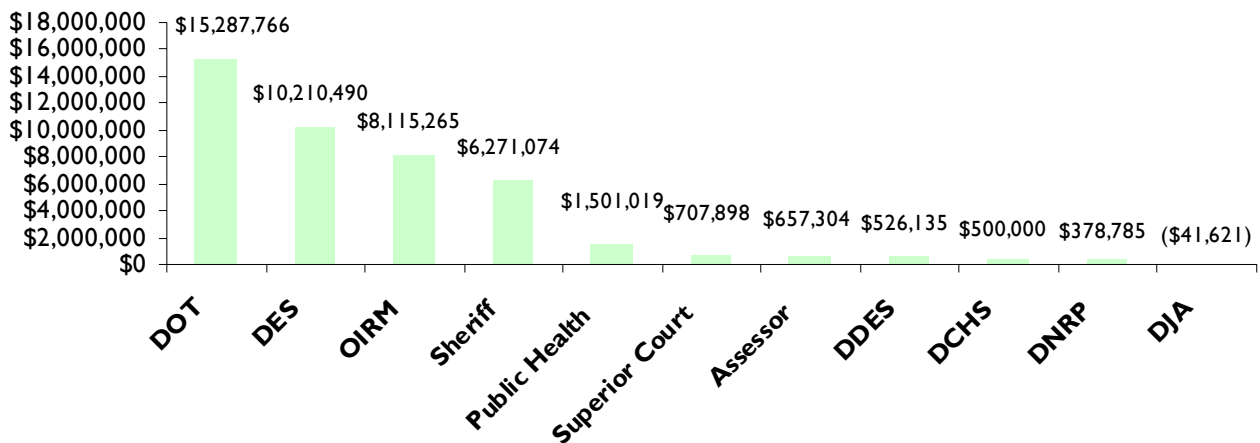


2007 IT Funding by Department

Projects reported in the 2007 Annual Technology Report

excludes equipment replacement and prior year funding

\$44,114,115



Appendices

Appendix A - List of Performance Measurements

Measures Collected January – December 2007

Customer Service

Business Hour (8:00 am – 5:00 pm) Incidents <i>95% of business hour incidents acknowledged in 30 minute average</i>
After Hour (5:00 pm – 8:00 am, weekends, and holidays) Incidents <i>95% of after hour incidents acknowledged within a 60 minute average</i>
Service Desk - % Phone Calls Answered <i>90% of calls to OIRM Service Desk Answered</i>

Availability

KCWAN <i>99.99% uptime of KCWAN at the Core, Distribution, and Border Layers (this is a cumulative value that includes the uptime of individual equipment in the identified layers)</i>
King County Portion of 800 MHz Radio Network <i>99.999% Cumulative Uptime of Individual Towers</i>
Mainframe <i>99.7% uptime of King County mainframe (excludes CICS downtime)</i>
Enterprise Application <i>99.6% uptime of all enterprise applications supported by Application Development and Support Services (this is a cumulative value; does not take into account hardware or network downtime)</i>
King County Homepage <i>99.8% uptime of the King County Homepage, accessed via both URLs, www.metrokc.gov and www.kingcounty.gov</i>
E-mail Servers <i>99.9% uptime of the King County e-mail servers</i>
Blackberry Server <i>99.9% uptime of the King County blackberry server (excludes downtime associated with third-party vendors)</i>
Enterprise Vulnerability Scanner <i>99.5% uptime of King County's vulnerability scanner application</i>
Centralized Management of Security Tools <i>99.5% uptime of King County's centralized management of security tools, includes HIDs, anti-virus, and anti-spyware</i>

Services

Data Center Nightly Tape Back-Ups <i>95% of contracted data and system back-ups successfully each night; excludes failures of individual files within a successful back-up</i>
Data Center Off-Site Tape Requests <i>100% of non-standard off-site data retrieval requests are retrieved within appropriate timeframes:</i> <ul style="list-style-type: none"> ▪ <i>If it is an emergency request, retrieved within 3 hours</i> ▪ <i>If it is a standard request, retrieved by next business day</i>
Data Center Mainframe Report Printing <i>99% of reports printed and distributed without agencies requiring a reprint of the report (due to non-delivery, misplacement, etc.)</i>
Data Center Staff Availability <i>24 hour on-site staff availability; 365 days/year</i>
Data Center Monitoring <i>24 hour monitoring 365 days/year</i>
Radio Services: New Installations <i>95% of car radio installations are completed within 5 business days</i>
Telecom Services: New Installations <i>95% of new phone installations are completed within 5 business days (excludes orders for more than 20 new lines)</i>
Telecom Services: Repairs <i>100% of submitted phone repairs are responded to by the County's third-party telecom vendors within the following timeframes:</i> <i>Major outage: Responded to within 2 hours</i> <i>Minor/other outage: Responded to next business day</i> <i>Excludes customer requests to delay response by several days to accommodate customer schedule.</i>

New Measures Introduced During 2007

Customer Satisfaction

Average # Days to Resolve Incidents Assigned to OIRM <i>Average # days to close incidents assigned to OIRM staff; this measurement is neutral. Over time it is expected that a target will be set.</i>
Average # Days to Close Service Requests Assigned to OIRM <i>Average # days to close incidents assigned to OIRM staff; this measurement is neutral. Over time it is expected that a target will be set.</i>
Tickets and Service Requests Created Each Month <i>Total # of trouble tickets created and assigned to OIRM staff during the month, includes change tickets and service requests. This measurement is neutral. Over time it is expected that a target will be set.</i>
Tickets Closed Each Month <i>Total # of trouble tickets closed by OIRM staff during the month, includes change tickets, incidents and service requests. This measurement is neutral. Over time it is expected that a target will be set.</i>
Tickets Remaining Open Each Month <i>Total # of trouble tickets assigned to OIRM staff and remaining open at the end of the month. This measurement is neutral. Over time it is expected that a target will be set.</i>

Availability

Central Calendaring <i>99.9% Availability of the Outlook calendaring function</i>
Departmental/Agency Applications <i>99.6% uptime of departmental/agency applications supported by Application Development and System Support (this is a cumulative value that includes uptime of individual applications; this measurement does not take into account downtime associated with hardware or the network)</i>

Services

SPAM Blocking <i>% Spam Blocked each month by third-party service; This metric is neutral; no desired direction is set for this measurement.</i>
MS Premier Support Contract <i>Hours provided by Microsoft in conjunction with this contract are reported monthly and posted to the OIRM IT Performance Measurement website. This metric is neutral; no desired direction is set for this measurement.</i>
Radio: Walk-In Repairs <i>95% of walk-in radio repairs are completed within 45 minutes when the following conditions are met:</i> <ul style="list-style-type: none"> ▪ <i>Technician available</i> ▪ <i>Repair parts in stock</i> ▪ <i>No bench-level troubleshooting required</i> <i>No embedded cabling required</i>
Office of Cable Communications: # of inquiries/quarter <i># of Disputes, Low Income/Disable Requests, and General Inquiries Addressed by Office of Cable Communications each quarter. This measurement is neutral.</i>
Office of Cable Communications: Timely processing of franchise fees <i>100% of franchise fees deposited by next business day</i>

Appendix B – 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.

Incident: An incident is any event which is not part of the standard operation of a service which causes, or may cause, an interruption to, or a reduction in, the quality of that service. OIRM's Performance Measurement Program tracks incidents in the following categories: "Break Fix", "Network Problem", and "Technical Problem".

Scheduled

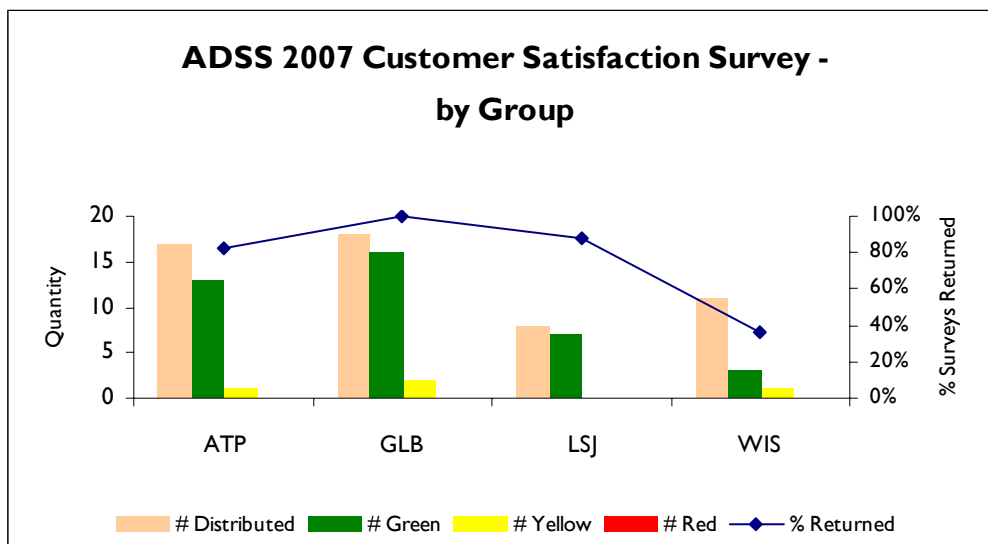
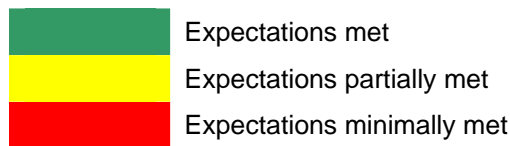
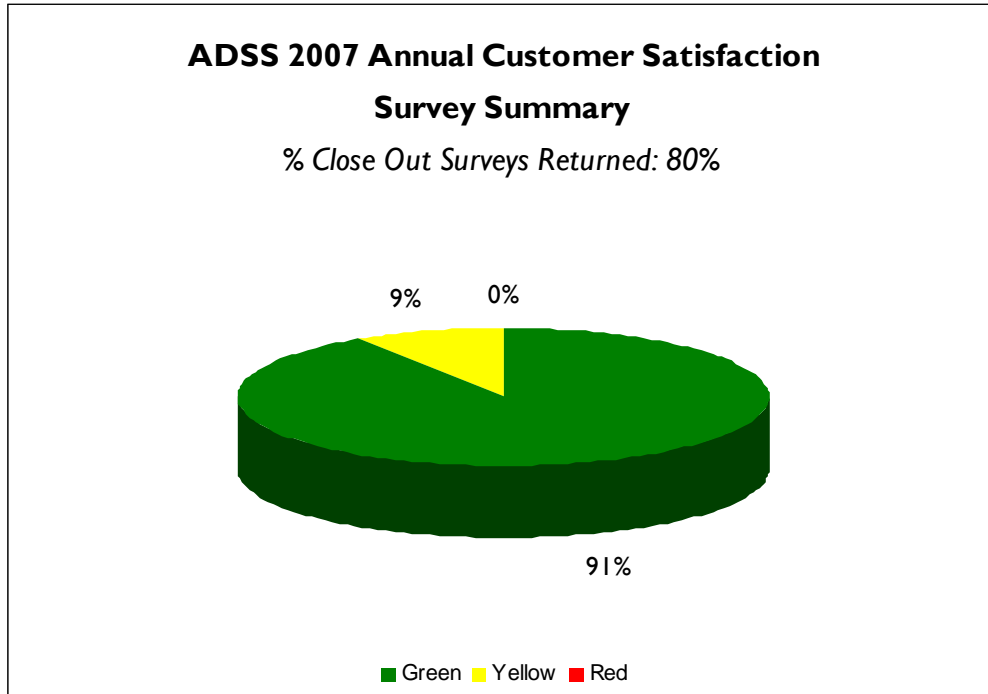
Downtime: Downtime that is coordinated and agreed upon by impacted customers and advanced notice is provided to all affected users.

Unscheduled

Downtime: Downtime that is not planned or forecasted and consequently not coordinated with customers. Advance notice to customers may not be provided or is less than 24 hours in advance. Unscheduled downtime is not included as part of the scheduled availability calculation, but will be recorded and included in performance reports in the appropriate exception log.

Uptime: The percentage of time that a service is available for use by its customer(s). Availability is reduced by scheduled and unscheduled downtime.

Appendix C – Summary of Application Development and System Support’s Annual Customer Satisfaction Survey



ATP: Assessor, Treasurer, Payroll, and Licensing
 GLB: General Ledger, Budget Roads

LSJ: Law, Safety and Justice
 WIS: Web, Integration Services, and Election

OIRM IT Performance Achievements – Q2 2008 Report

Customer Service - Monthly Measurements	Target	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD Cumulative
Help Desk: Calls Answered	95.00%	91.4%	95.2%	95.4%	96.4%	94.8%	97.7%	95.1%
Average Time to Respond to Bus Hr Tickets - OIRM	0:30	2:09	2:38	3:35	2:11	3:56	2:46	2:47
Average Time to Respond to After Hr Tickets - OIRM	1:00	1:46	1:25	0:26	1:10	0:53	1:03	1:12
# Incident Tickets Closed in Month - OIRM	--	444	356	418	612	361	548	2739
Average # Days to Resolve Incidents - OIRM	--	20	15	21	79	22	60	36
Average # Days to Resolve Incidents EXCLUDING TICKETS 30+ Days Old - OIRM	--	--	4	4	5	5	3	4
# Service Request Tickets Closed in Month - OIRM	--	448	446	787	738	570	826	3815
Average # Days to Resolve Service Request - OIRM	--	20	15	58	69	18	76	43
Average # Days to Resolve Service Requests EXCLUDING TICKETS 30+ Days Old - OIRM	--	--	4	3	4	4	4	4
Customer Service - Quarterly Measurements		Q1-2008			Q2-2008			
Cable: % Inquiries Responded to within 10 calendar days	100.00%	100.0%			100.0%			100.0%
ADSS: % ADSS Customers Given Opportunity to Met with ADSS Manager During Quarter	100.0%	100.0%			100.0%			100.0%
ADSS: Average # Days to Close ADSS Work Orders in PMR	--	20 days			39 days			30

Availability of Primary Infrastructure/Enterprise Applications - Monthly		Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD Cumulative
KCWAN - % Uptime (Core and Distribution)	99.99%	100.0%	100.0%	100.0%	99.999%	99.984%	100.000%	99.995%
Mainframe - % Uptime	99.70%	99.9%	100.0%	99.8%	100.0%	99.68%	99.18%	99.75%
Enterprise Applications - % Uptime	99.60%	100.0%	100.0%	100.0%	100.0%	100.000%	99.893%	99.979%
Availability of Primary Infrastructure/Enterprise Applications - Quarterly		Q1-2008			Q2-2008			Cumulative
800 MHz Radio - % Call Buses	1.00%	0.00034%			0.00024%			0.00029%
Availability of Primary Electronic Communications - Monthly		Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative
E-mail - % Uptime	99.90%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.00%
King County Homepage (www.metrokc.gov and www.kingcounty.gov)	99.80%	99.8%	99.8%	99.1%	98.89%	100.0%	99.9%	99.53%
King County Homepage via metrokc.gov - % Uptime	99.80%	99.8%	99.8%	99.2%	98.89%	100.0%	99.9%	99.60%
King County Homepage via kingcounty.gov - % Uptime	99.80%	100.0%	100.0%	99.7%	100.00%	100.0%	100.0%	99.94%
Blackberry Server - % Uptime	99.90%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.99%
Central Calendaring - % Uptime	99.90%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.00%
Availability of Security and Privacy - Monthly		Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative
Security - ePO - % Uptime	99.50%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.00%
Security - Foundstone	99.50%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.00%

OIRM Service Effectiveness - Monthly		Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Cumulative
Data Center Services								
Data Center: Tape Backups	97.00%	100.0%	97.0%	99.5%	99.7%	99.33%	99.38%	98.85%
Data Center: Off-Site Data Retrievals	95.00%	n/a	n/a	n/a	n/a	n/a	n/a	n/a
Data Center: Report Printing	99.00%	99.8%	99.9%	99.7%	99.98%	99.98%	99.83%	99.80%
Data Center: Timely Processing of Mainframe Access Requests	90.00%	95.8%	95.8%	94.3%	90.1%	96.61%	100.00%	95.35%
Data Center: Environmental Monitoring	100.00%	100.0%	100.0%	100.0%	100.0%	100.00%	100.00%	100.00%
Data Center: Data Center Availability	100.00%	100.0%	100.0%	100.0%	100.0%	100.00%	100.00%	100.00%
Departmental Applications (excludes hardware and network downtime)								
Department/Agency Applications - % Uptime	99.60%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Radio Services								
Radio: New Installations	95.00%	100.0%	100.0%	100.0%	100.0%	100.00%	100.00%	100.00%
Radio: Walk-In Repairs	95.00%	100.0%	100.0%	100.0%	100.0%	100.00%	100.00%	100.00%
Radio: Bench Time Repair of Radios	95.00%	100.0%	100.0%	100.0%	100.0%	100.00%	100.00%	100.00%
Radio: Recall Rate for Bench Time Radio Repairs	95.00%	100%	100%	100%	100.0%	100.0%	100.0%	100%
Telecom Services (Adds and Repairs)								
New Installations On-Time	97.50%	100.0%	100.0%	100.0%	100.0%	100.00%	100.00%	100.00%
Centrex Repairs On-Time	97.50%	100.0%	100.0%	100.0%	100.0%	100.00%	100.00%	100.00%
PBX Repairs On-Time	97.50%	100.0%	100.0%	100.0%	100.0%	100.00%	100.00%	100.00%
IP Repairs On-Time	97.50%	100.0%	n/a	n/a	n/a	n/a	n/a	100.00%
Governance Services								
Governance: % Projects w/ Green Status	--	86.96%	88.33%	92.86%	89.47%	96.72%	91.67%	91.00%
Governance: # Meetings Hosted	--	2	2	3	2	3	1	13
Governance: # Documents Posted	--	119	131	147	114	150	107	768
MS Services Administered by OIRM								
Spam Blocking - % E-mails Blocked Due to Spam	% Spam	87%	88%	88%	84%	82%	85%	86%
MS Premier Support Contract Usage	n/a	see OIRM Performance Measurement website for a breakdown of MS premier support usage						

OIRM Service Effectiveness - Quarterly		Q1 - 2008			Q2 - 2008			Cumulative
Governance Services								
Monthly Project Reports - % Not Submitted in Quarter	--	29%			23%			26%
% Projects Requesting Changes (Scope, Schedule, Budget)		16%			17%			16%
Of Submitted Changes, % Scope Changes	--	13%			13%			13%
Of Submitted Changes, % Budget Requests	--	19%			17%			18%
Of Submitted Changes, % Schedule Changes	--	68%			70%			69%
Project Starts for New Projects with 2008 Funding								
% 2008 Newly Funded Projects Started (includes starts from prior qtrs)		31%			54%			
% 2008 Newly Funded Projects - Not Yet Started		69%			46%			
Project Starts for New Projects with Prior Year Funding								
% Prior to 2008 Funded Projects Started (includes funding from prior qtrs)	--	14%			29%			
% Prior to 2008 Funded Projects Not Yet Started	--	86%			71%			
Office of Cable Communication Services								
Franchise Fees		Q1-2008			Q2-2008			
% Franchise Fees for Prior Qtr Deposited w/in 2 business days of receipt	100%	100%			100%			

Executive Branch IT Performance Achievements – Q2 2008 Report

Incident Response Time – Business Hours and After Hours

Additional Measurements to be Reported beginning with Q3 2008 Report

Customer Service – Business Hour Response Time	Target	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD Cumulative
Average Time to Respond to Bus Hr Tickets - DAJD	0:30	0:01	0:01	0:01	0:01	0:01	0:01	0:01
Average Time to Respond to Bus Hr Tickets - DCHS	0:30	0:02	0:02	0:02	0:02	0:02	0:02	0:02
Average Time to Respond to Bus Hr Tickets - DDES	0:30	0:03	0:03	0:03	0:04	0:03		0:03
Average Time to Respond to Bus Hr Tickets - DNRP	0:30	0:18	0:17	0:15	0:12	0:15	0:15	0:15
Average Time to Respond to Bus Hr Tickets - DPH	0:30	0:01	0:01	0:01	0:01	0:01	0:01	0:01
Customer Service – Business Hour Response Time	Target	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	YTD Cumulative
Average Time to Respond to After Hr Tickets - DAJD	1:00	0:10	1:40	0:10	0:10	0:01	0:01	0:22
Average Time to Respond to After Hr Tickets - DDES	1:00	0:10	0:10	0:10	0:10	0:10		0:10
Average Time to Respond to After Hr Tickets - DNRP	1:00	0:20	0:20	0:20	0:20	0:20	0:20	0:20
Average Time to Respond to After Hr Tickets - DPH	1:00	0:02	0:05	0:00	0:05	0:05	0:17	0:05