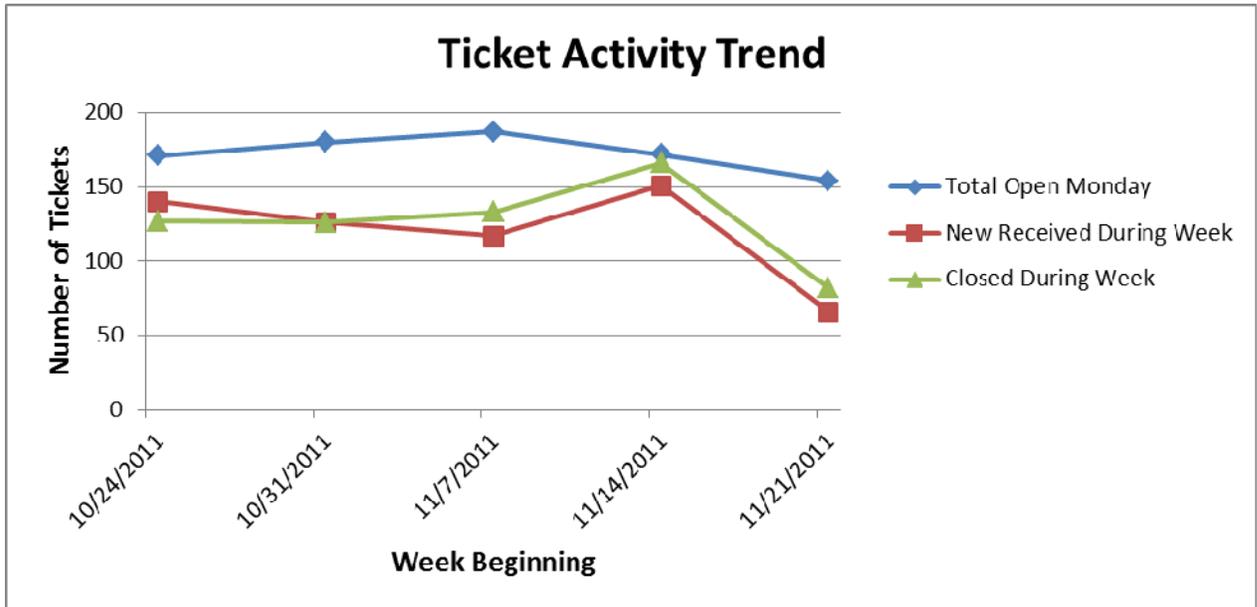


Technical Architecture

End User (Help Desk) Support:

Ticket Volume Trends (October 24, 2011 – November 27, 2011)



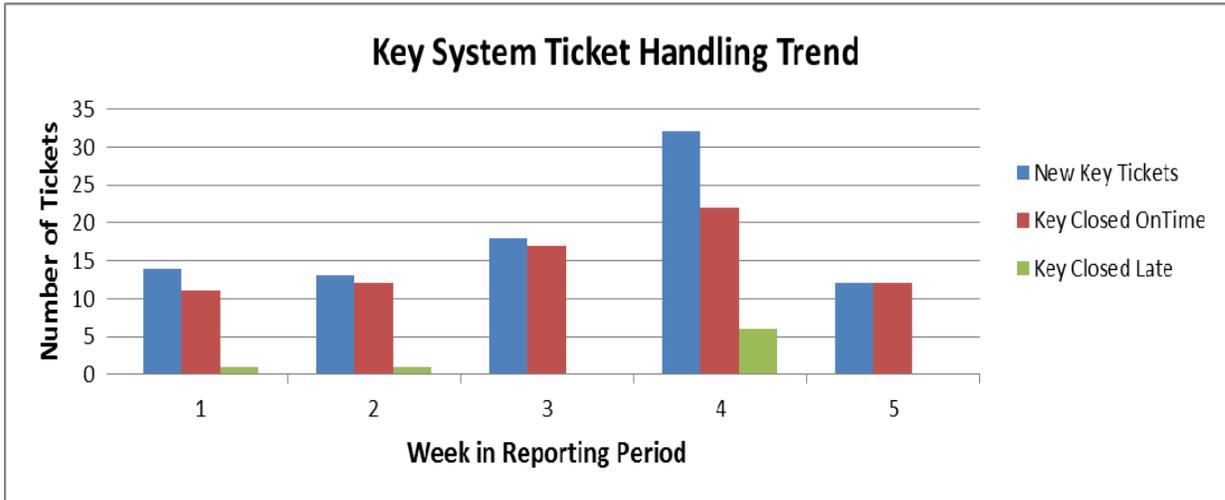
Help Desk (1st Tier) Ticket Resolution Rate Fiscal November 2011(Rating Period 9-Performance Objective 14-1)

The Help Desk retained and resolved 67.9% of the tickets they created in the reporting period.

Average Days to Close Tickets by Priority (Tickets Opened and Closed in Fiscal November 2011)

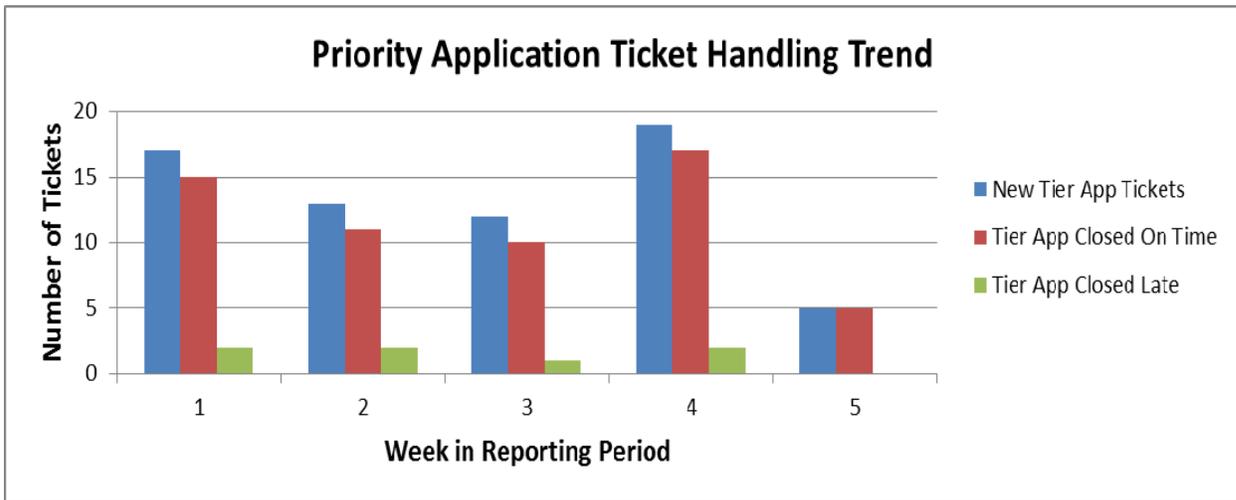
- Critical Priority Tickets – 1 day
- High Priority Tickets – 2 days
- Normal Priority Tickets – 2 days
- Low Priority Tickets – no low priority tickets were closed in Fiscal November 2011

Key System Requests (October 24, 2011 – November 27, 2011)



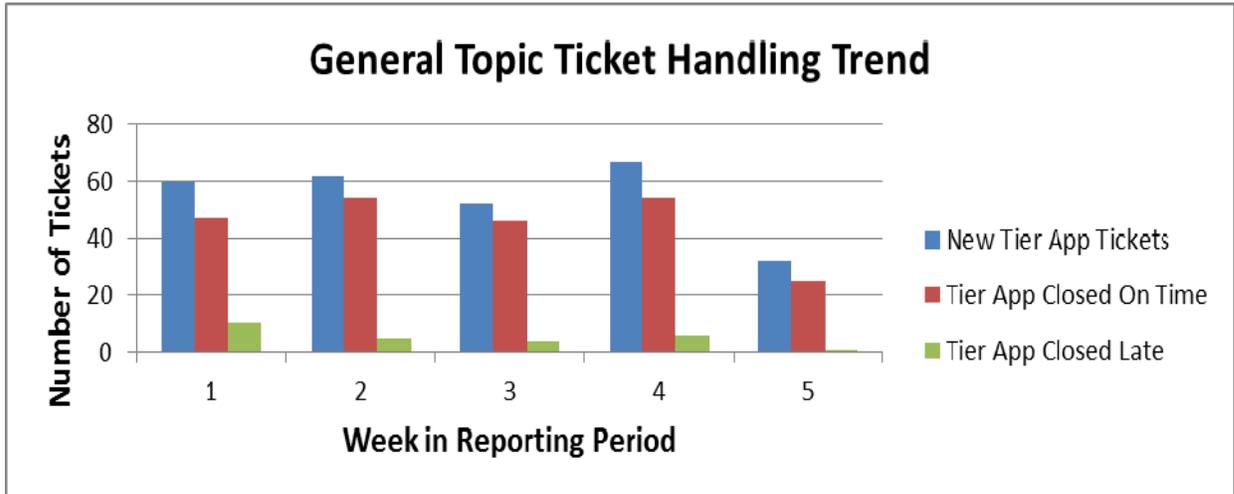
93.3 percent of Key System requests in the reporting period were completed on or before the due date. The key systems generating the most requests during the November reporting period were e-mail (30), Citrix (28), and the LM Intranet (24).

Priority Application Requests (October 24, 2011 – November 27, 2011)



90.8 percent of Priority Application requests in the reporting period were completed on or before the due date. WFIS (30), CiscoVPN (9), and Adobe (8) presented the most Priority Application requests.

General Topic Requests (October 24, 2011 – November 27, 2011)



91.1 percent of General Topic requests in the reporting period were completed on or before the due date. The most requests in the General Topic area in November were resource permissions (48), Microsoft Office applications (46), and cyber security topics (43).

Eighty-eight additional work orders were created, representing 86 overhead-activity requests and 2 low-priority tickets. Overhead activities include purchases (34), morning system tests (22), and equipment move and relocations (14).

Restore from Backup Success Rate

- Fiscal November 2011 – 100% (1 request)
- 2009 through Fiscal November 2011 – 95%