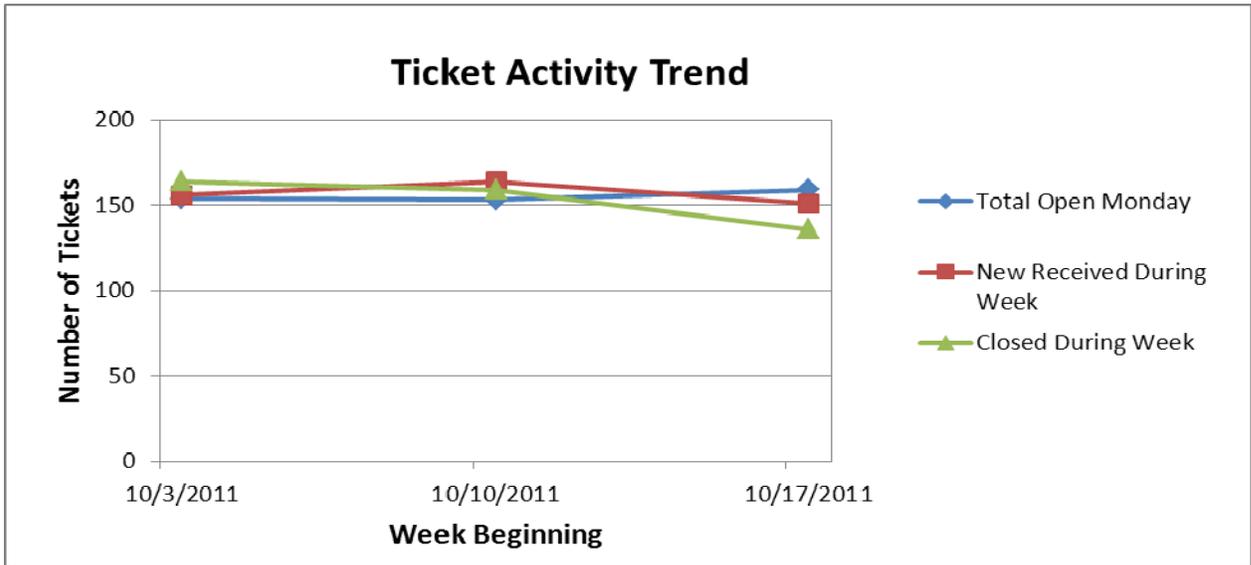


## Technical Architecture

### End User (Help Desk) Support:

#### **Ticket Volume Trends (October 1, 2011 – October 23, 2011)**



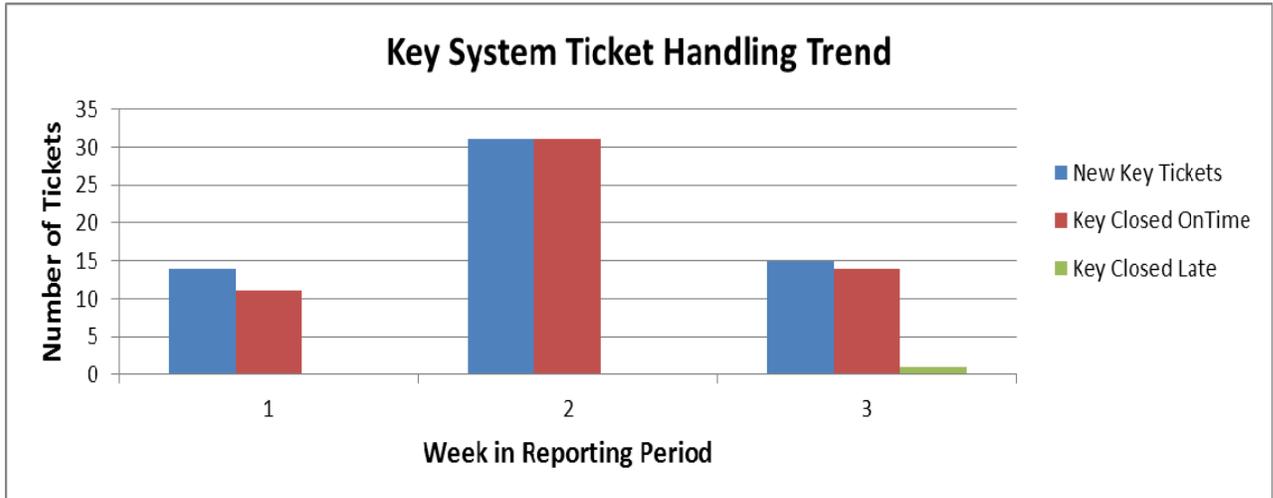
#### **Help Desk (1<sup>st</sup> Tier) Ticket Resolution Rate Fiscal October 2011(Rating Period 9-Performance Objective 14-1)**

The Help Desk retained and resolved 75.5% of the tickets they created in the reporting period.

#### **Average Days to Close Tickets by Priority (Tickets Opened and Closed in Fiscal October 2011)**

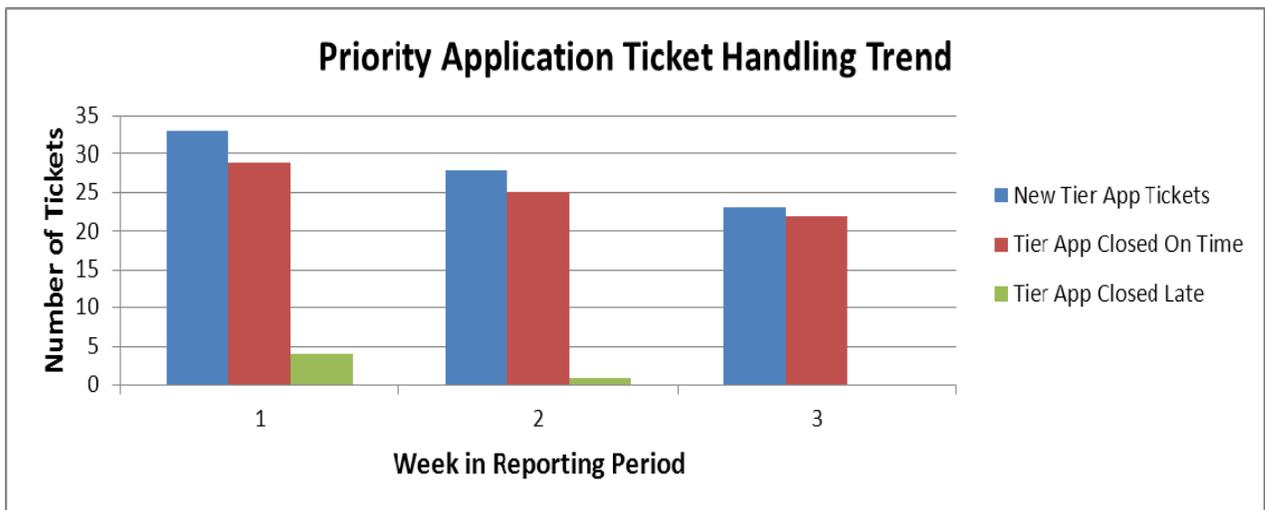
- Critical Priority Tickets – 1 day
- High Priority Tickets – 1 day
- Normal Priority Tickets – 2 days
- Low Priority Tickets – no low priority tickets were closed in fiscal October 2011

## Key System Requests (October 1, 2011 – October 23, 2011)



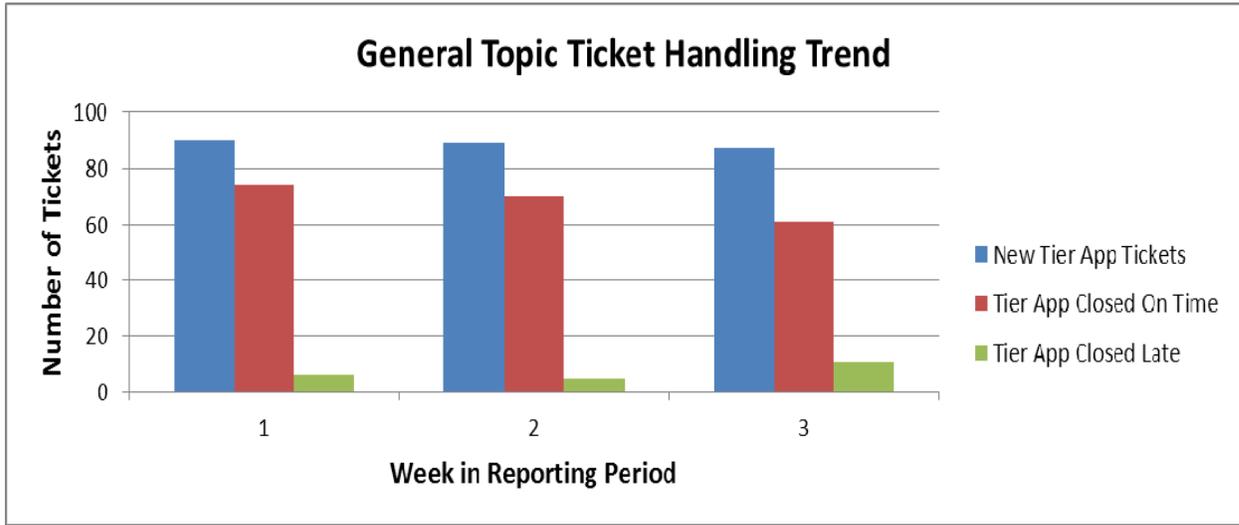
97.8 percent of Key System requests in the reporting period were completed on or before the due date. The key systems generating the most requests during the October reporting period were e-mail (27), Citrix (17), and the LM Intranet (14).

## Priority Application Requests (October 1, 2011 – October 23, 2011)



94.8 percent of Priority Application requests in the reporting period were completed on or before the due date. WFIS (56), JAMIS (6), and Adobe (5) presented the most Priority Application requests.

## General Topic Requests (October 1, 2011 – October 23, 2011)



91.7 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 October were cyber security activities (43), permissions (33), and general PC requests (27).

Sixty-one additional work orders were created, representing 59 overhead-activity requests and 2 low-priority tickets. Overhead activities equipment move and relocations (19), purchases (17), and morning system tests (15).

### Restore from Backup Success Rate

- Fiscal October 2011 – no requests for restore from backup
- 2009 through Fiscal October 2011 – 95%