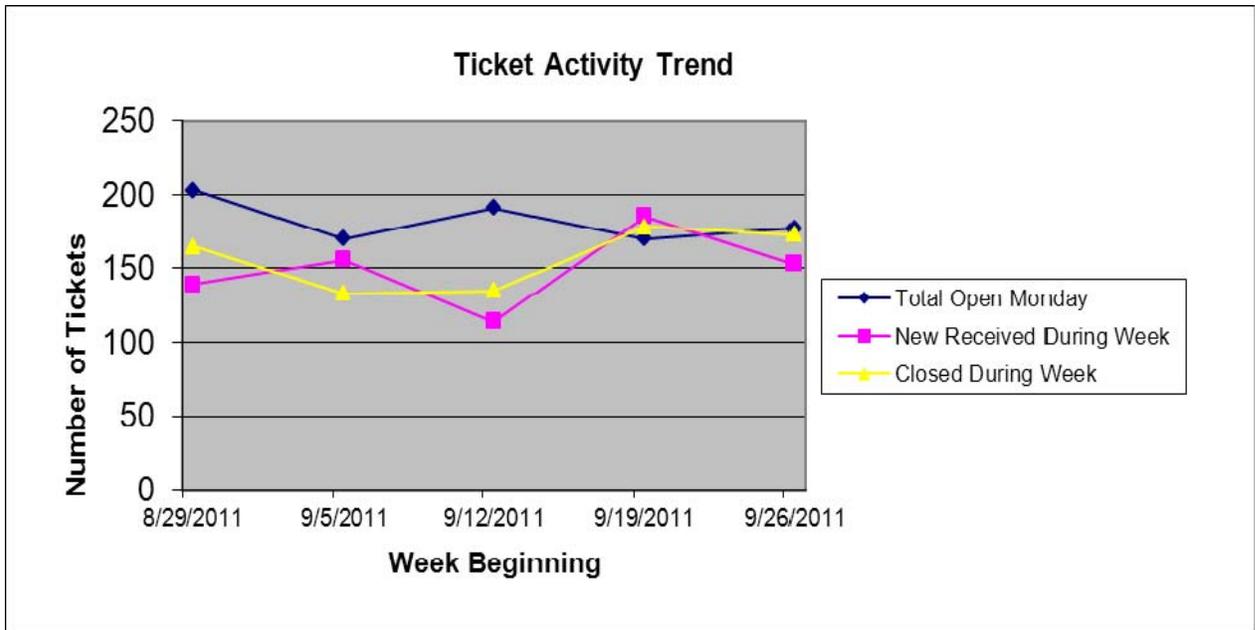


Technical Architecture

End User (Help Desk) Support:

The following graphs and narrative summarize Help Desk call volume and resolution by due date:

Ticket Volume Trends (August 29, 2011 – September 30, 2011)

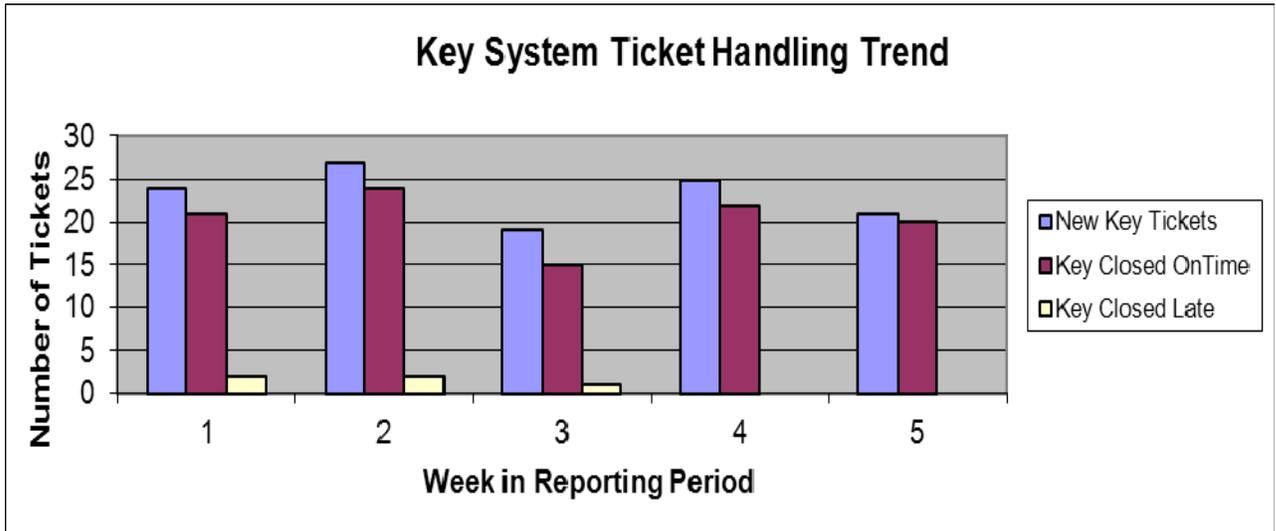


Average Days to Close Tickets by Priority (Opened and Closed in the Reporting Period)

- Critical Priority Tickets – 2 days
- High Priority Tickets – 2 days
- Normal Priority Tickets – 3 days
- Low Priority Tickets – 5 day

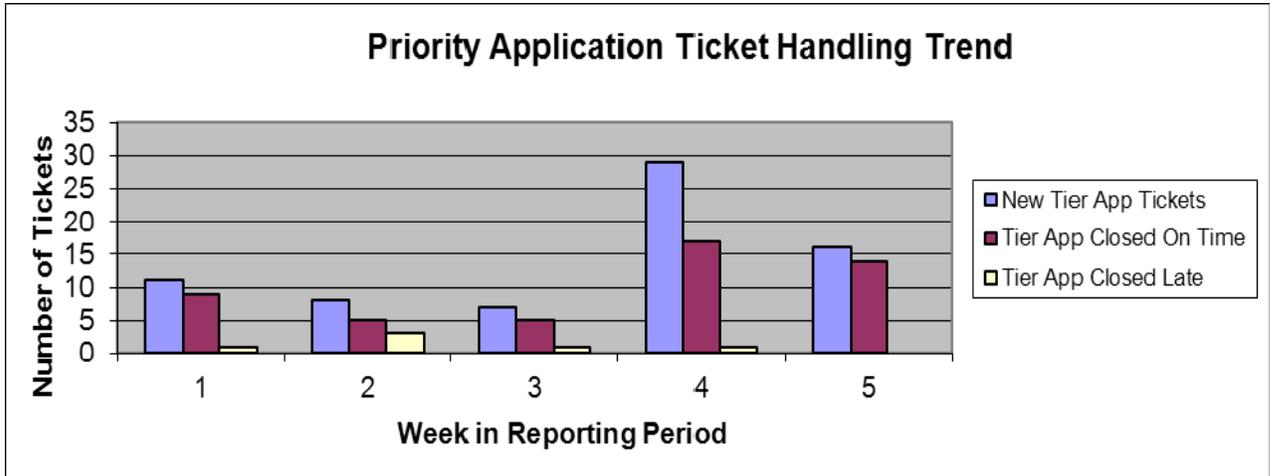
The Help Desk retained and resolved 73.3% of the tickets they created in the reporting period.

Key System Requests (August 29, 2011 – September 30, 2011)



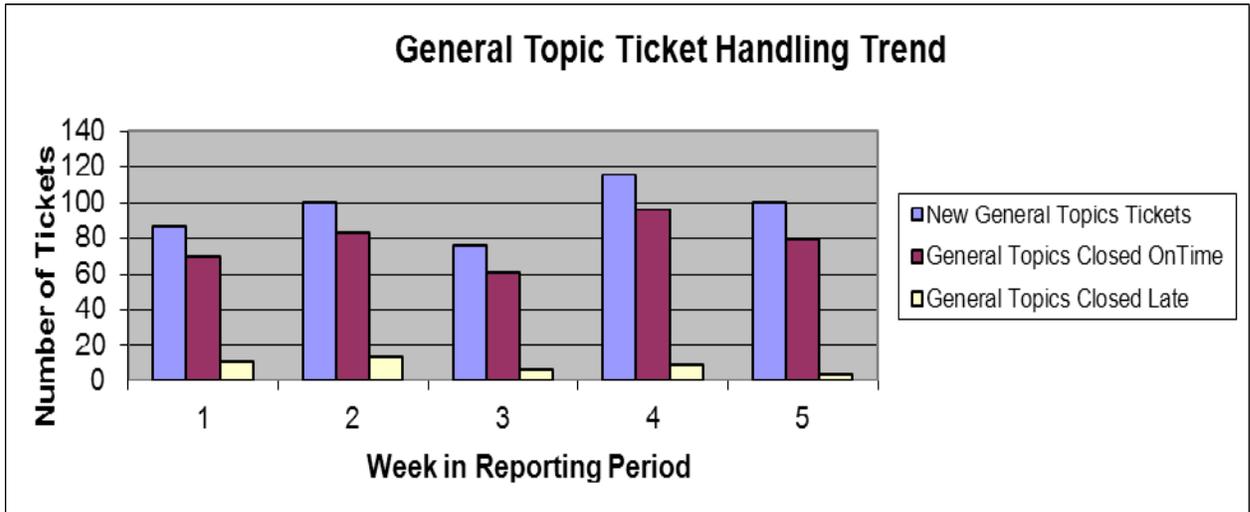
95.8 percent of Key System requests in the reporting period were completed on or before the due date. The key systems generating the most requests during the September reporting period were Citrix (38), e-mail (37), and the LM Intranet (33).

Priority Application Requests (August 29, 2011 – September 30, 2011)



87.1 percent of Priority Application requests in the reporting period were completed on or before the due date. WFIS (19), RDP (6), in addition to Adobe and JAMIS (5 each) presented the most Priority Application requests.

General Topic Requests (August 29, 2011 – September 30, 2011)



90.9 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 September were permissions/access requests (68), cyber security activities (64), and office application inquiries (56).

Ninety-three additional work orders were created, representing 90 overhead-activity requests and 3 low-priority tickets. Overhead activities included purchases (27), morning system tests (24), along with new and departing user account activities (18).