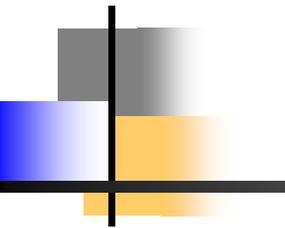




Intelligence Data Handling Systems Consolidated Help Desk 3rd Quarter of Calendar Year 2004

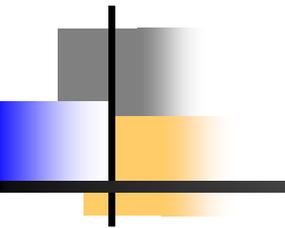
Task 46 of SEESAW2
Contract # F30602-01-D-0083/0046
CDRL A006, Metrics Report
20040701 through 20040930

Program Manager: Andy Jeselson
MAJ, USAF
Air Force Research Laboratory/IFEB
Commercial Phone: (315) 330-2411
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IDHS CHD Manager: Joanne Boucher
BAE Systems ESI
Commercial Phone: (315) 330-4347
DSN Phone: (312) 587-4347
email: joanne.boucher@rl.af.mil



Operations and Overview

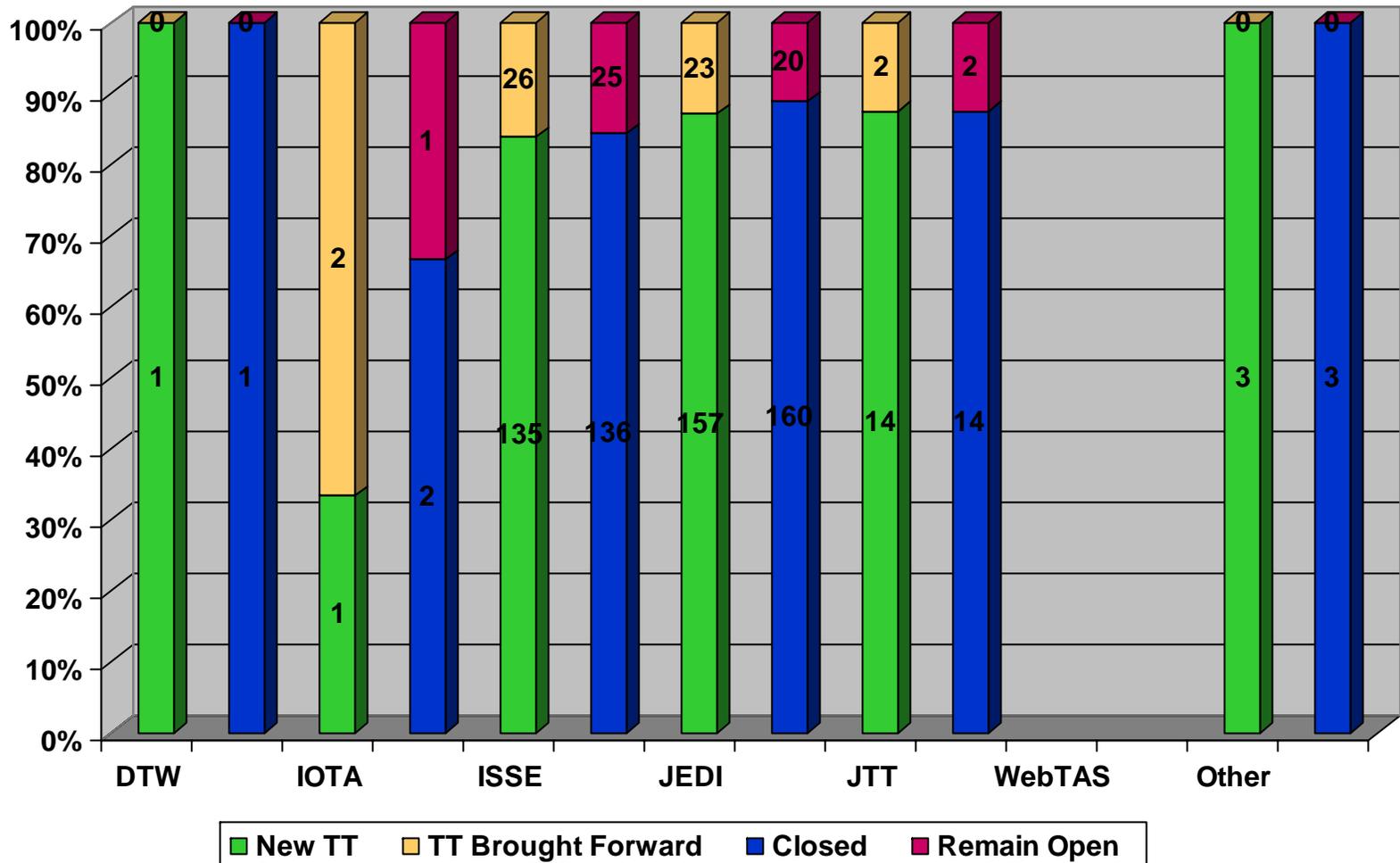
- Providing first level support to AFC2ISRC programs.
- Reduce costs through multiple program support from a single help desk. Reduction in manning and resources as compared to several help desks.
- Provide software maintenance of systems and analysis of problems of supported programs.
- Support War Fighter through increased availability of IDHS programs.
- Provide all stakeholders of supported programs a single point of contact for help and information
- Provide World Wide Support to users and sites.



Supported PMOs and Programs

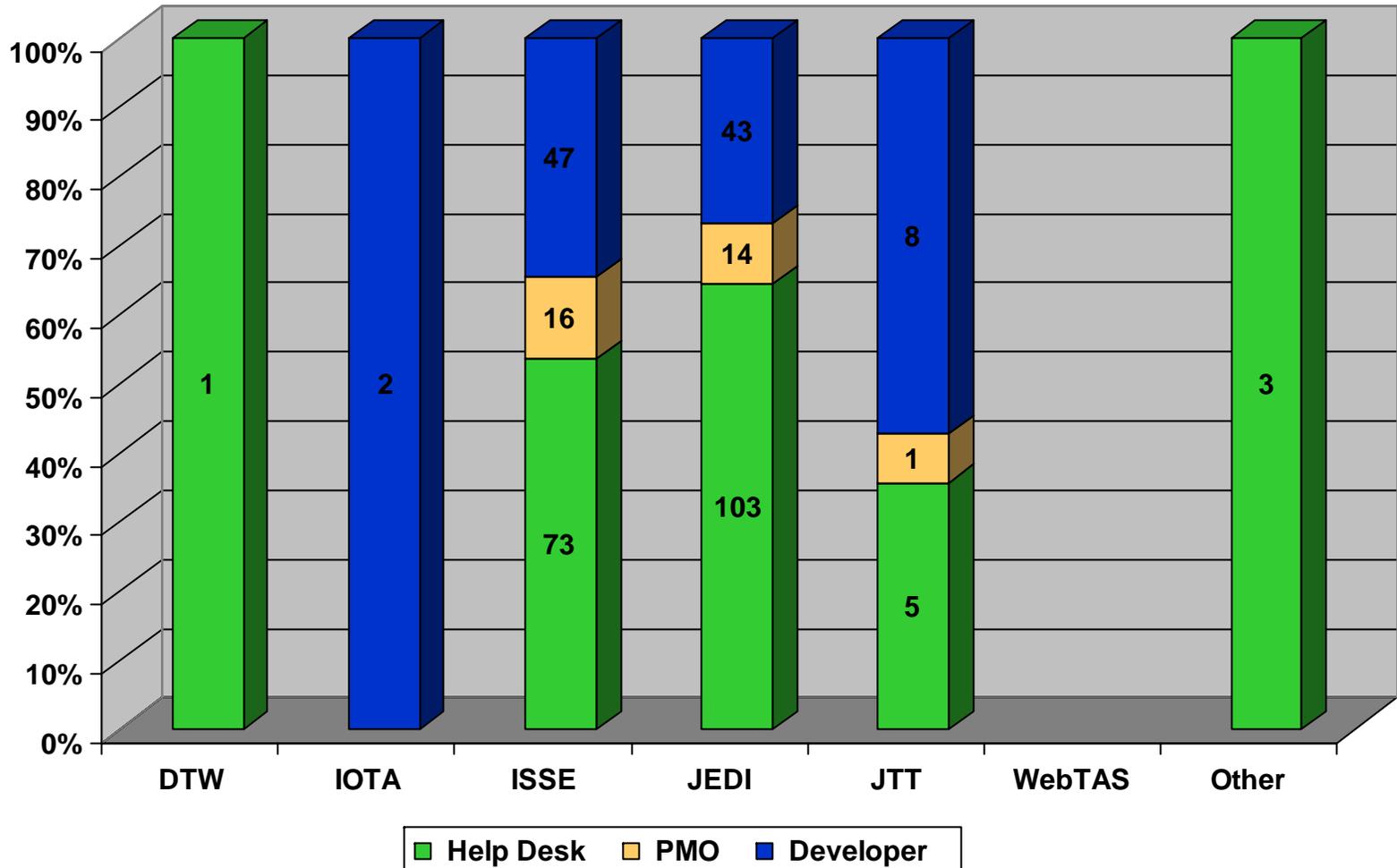
- Automated Assistance with Intelligence Preparation of the Battlespace (A2IPB)
- ISSE PMO Programs:
 - Common Guard Interface (CGI)
 - Information Support Server Environment (ISSE) Guard
 - ISSE User Agent (IUA)
 - Message Automated Downgrade and Dissemination (MADD)
 - Multi Level Data Base Replication (MLDBR)
 - Secure Trusted Automated Routing (STAR) Guard
- JTT PMO Programs:
 - Interim Targeting Solution (ITS)
 - Joint Targeting Toolbox (JTT)
- JEDI PMO Programs:
 - Air Force DoDIIS Infrastructure (AFDI)
 - Client Server Environment System Services (CSE-SS)
 - Joint Enterprise DoDIIS Infrastructure (JEDI)
- IOTA PMO Programs:
 - Broadsword
 - Electronic Targeting Folder (ETF)
 - Gatekeeper
 - Infrastructure Operations Tool Access (IOTA)
 - Isaiah
 - Trusted ISSE Gateway for Exploration and Retrieval (TIGER)
- Web Enabled Timeline Analysis System (WebTAS)

Program Work Load and Ticket Status



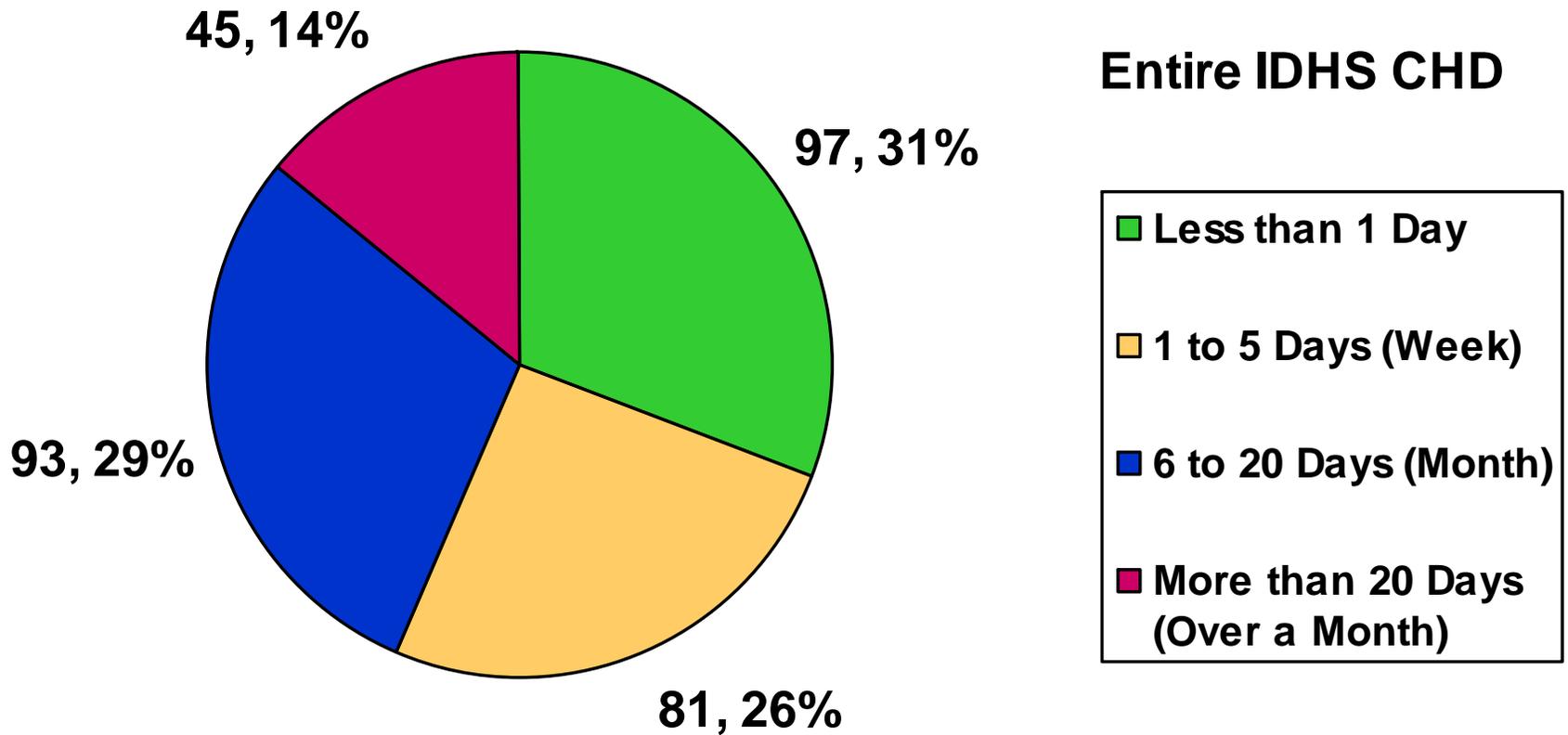
Entire CHD: New – 311; TT Brought Forward – 53; Closed – 316; Remain Open – 48

Engineering Level at TT Closure

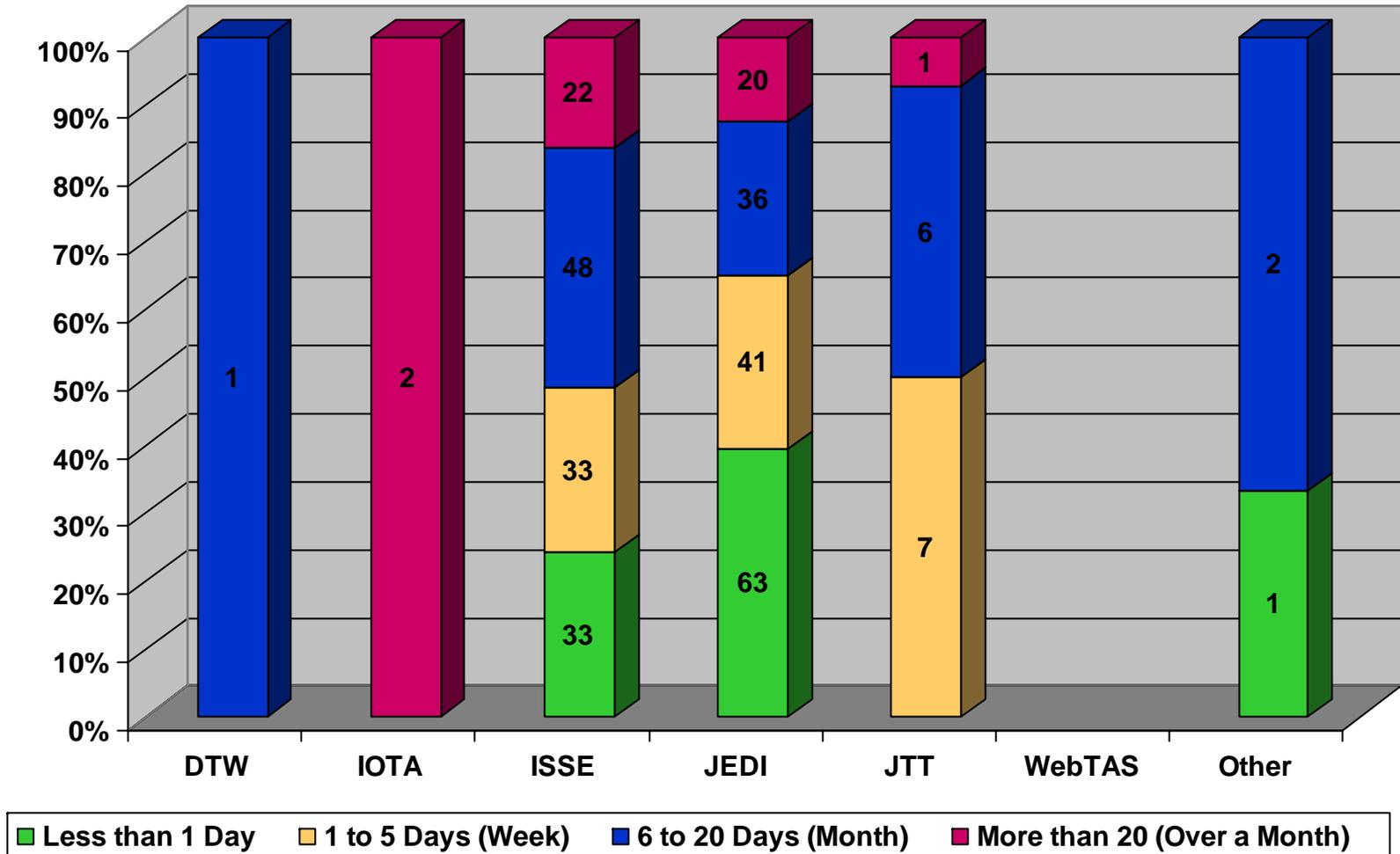


Entire CHD: Level 1 CHD - 185; Level 2 PMO - 31; Level 3 Developer - 100

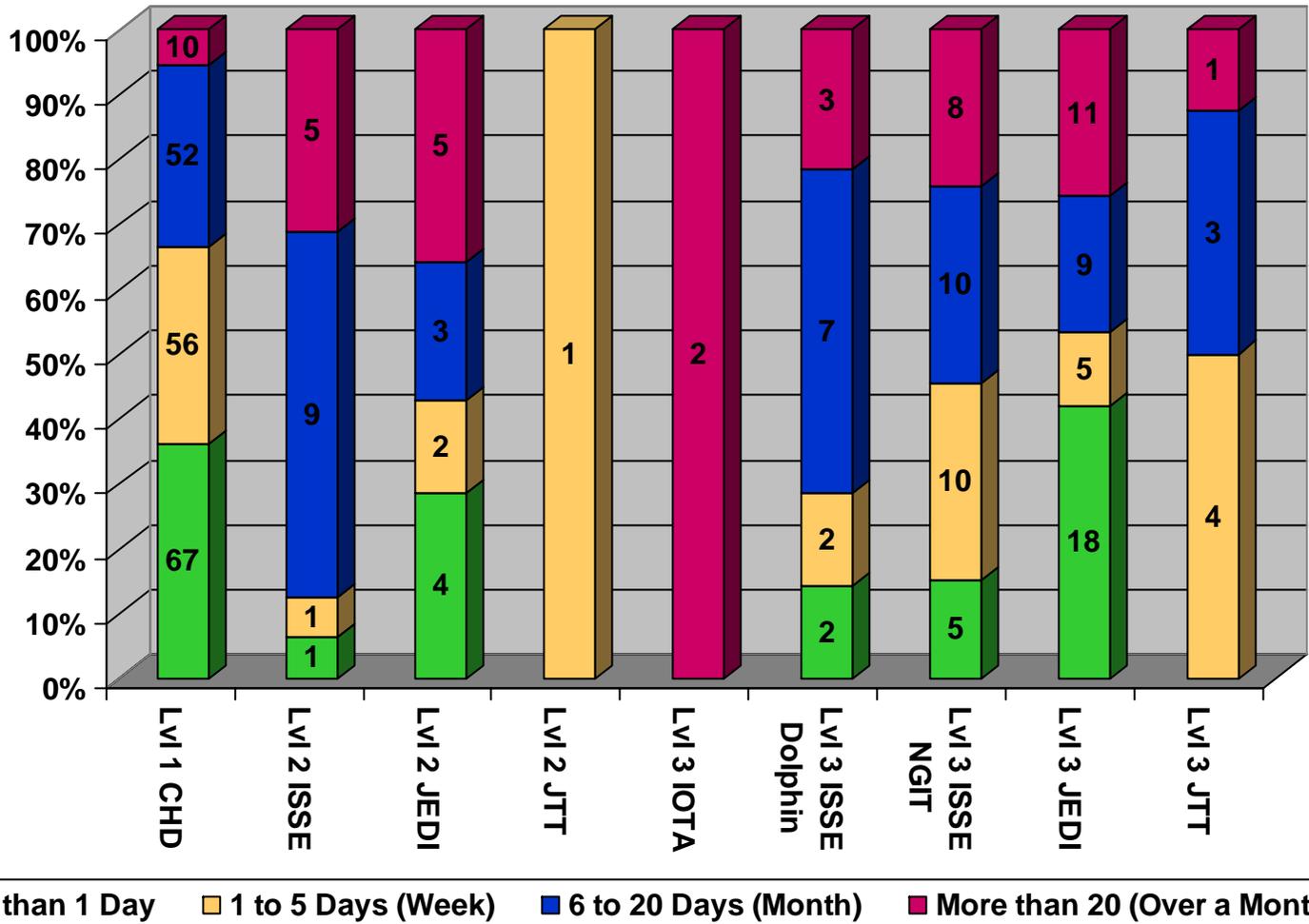
Time to Close Ticket in Days by Percentage



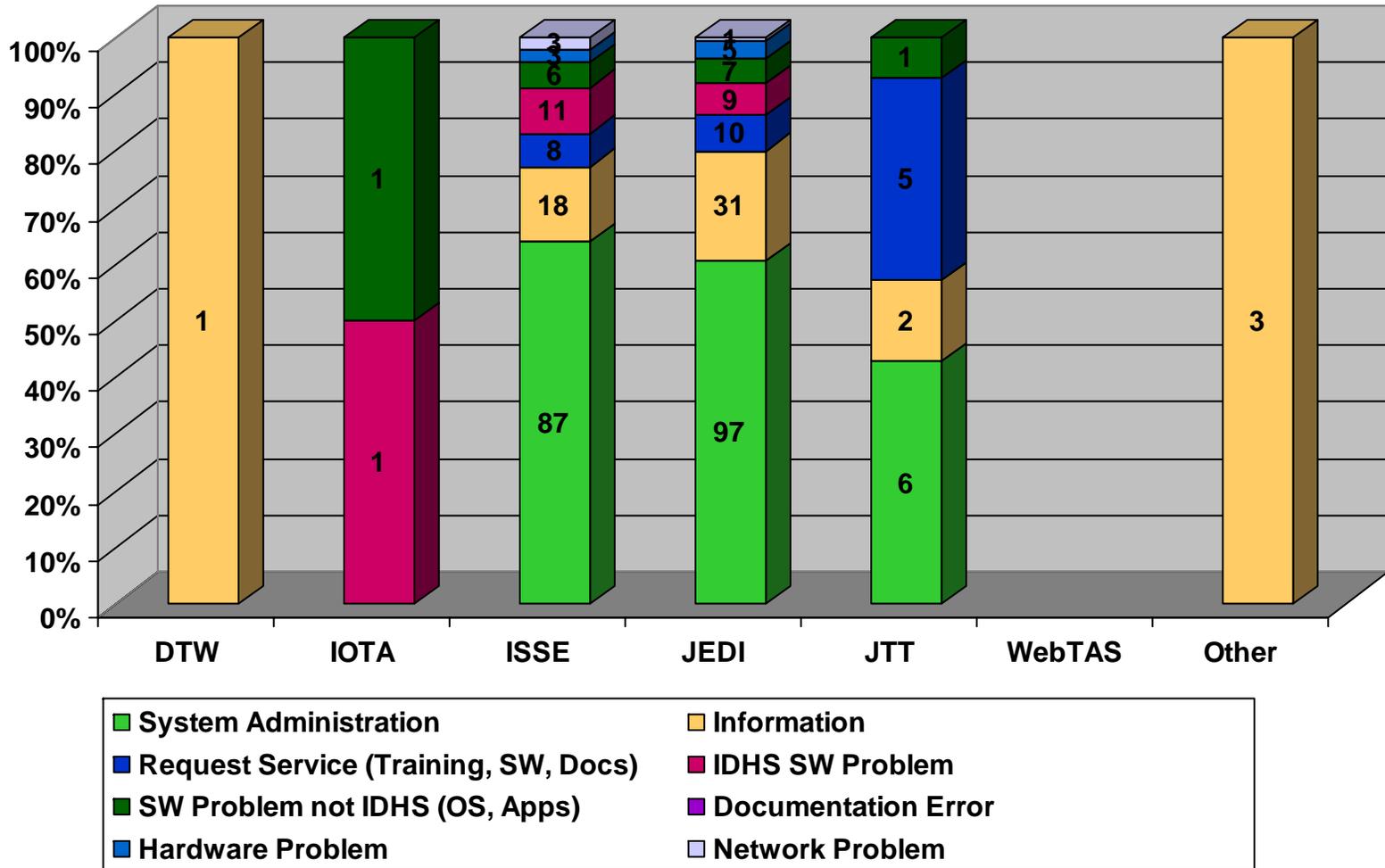
Time in Work Days by Percentage



Time Per Engineering Level

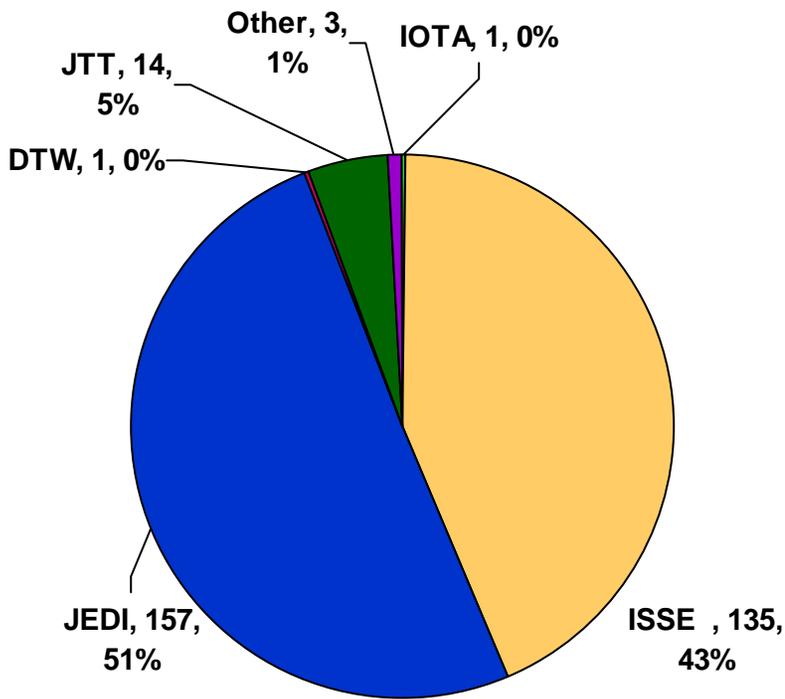


Problem Type Category

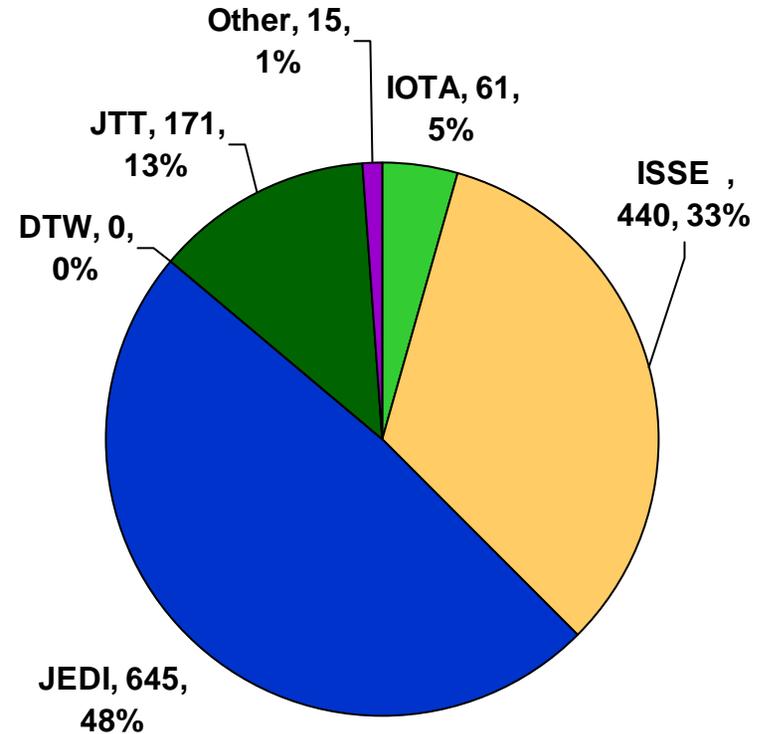


Distribution of New Tickets per PMO

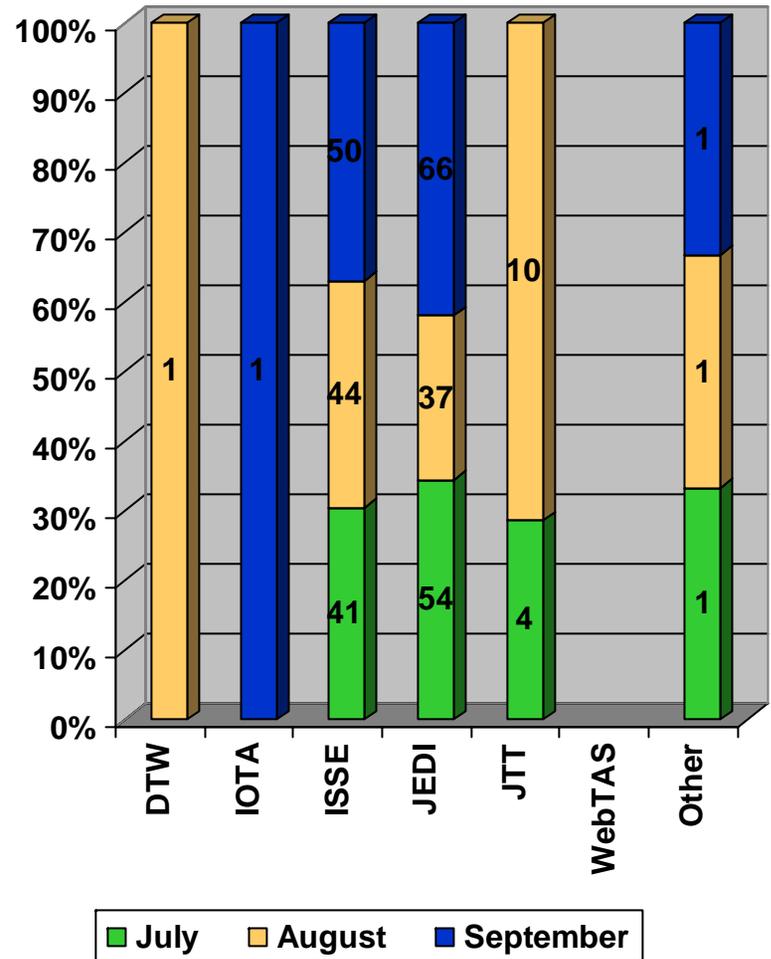
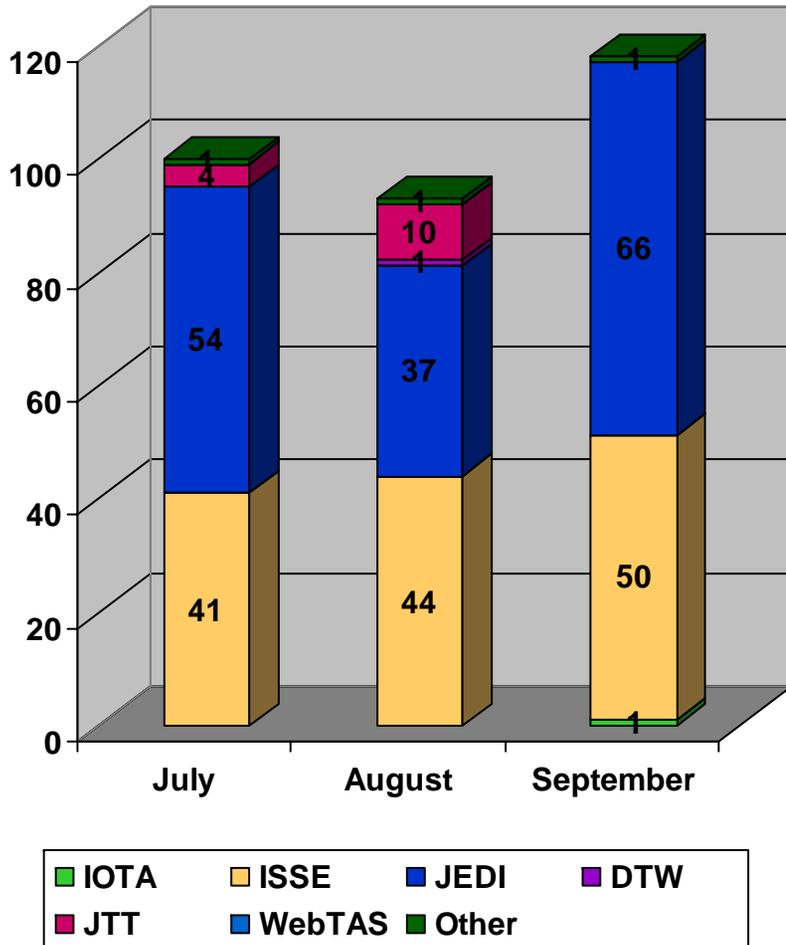
Calendar Quarter



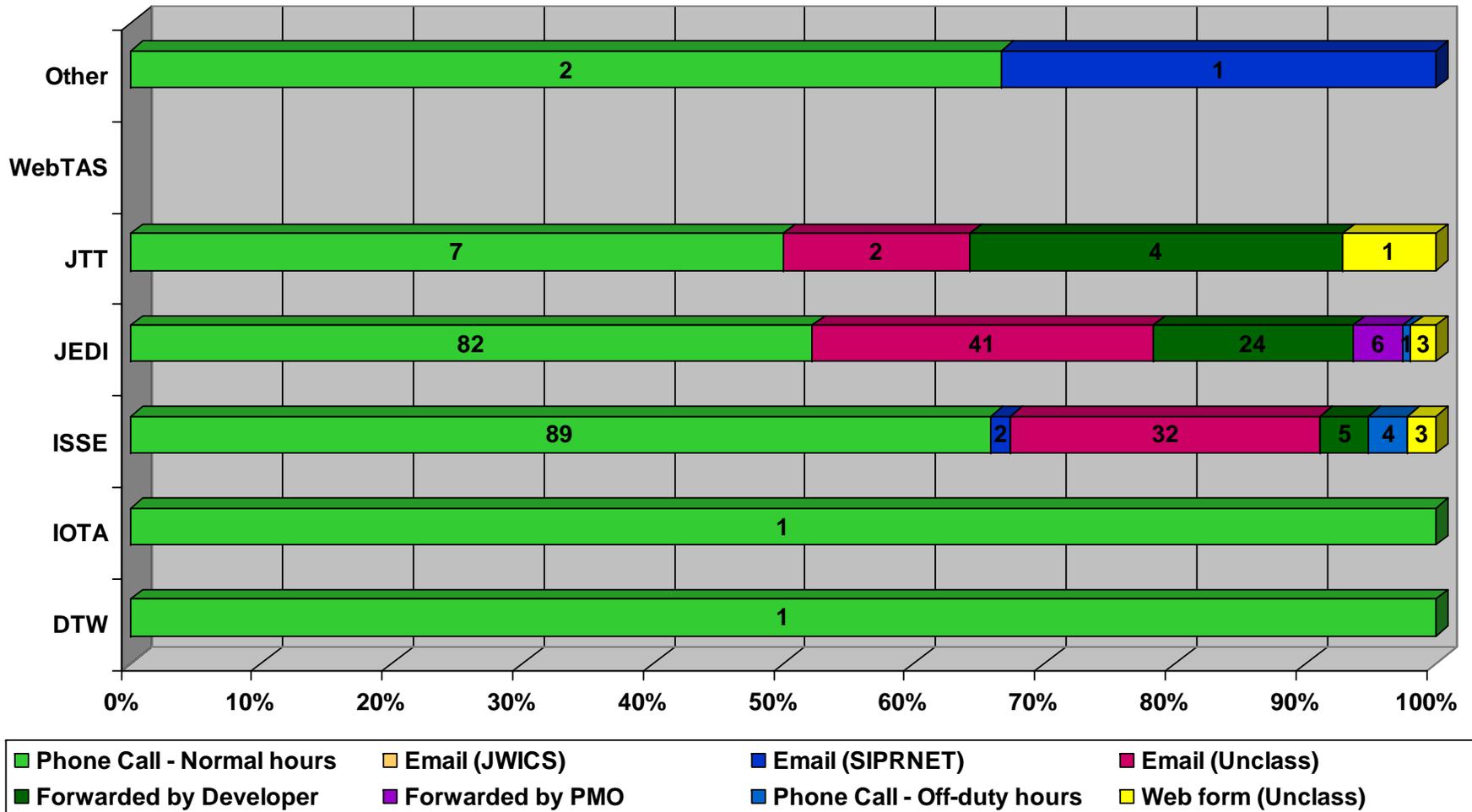
Previous 12 Months



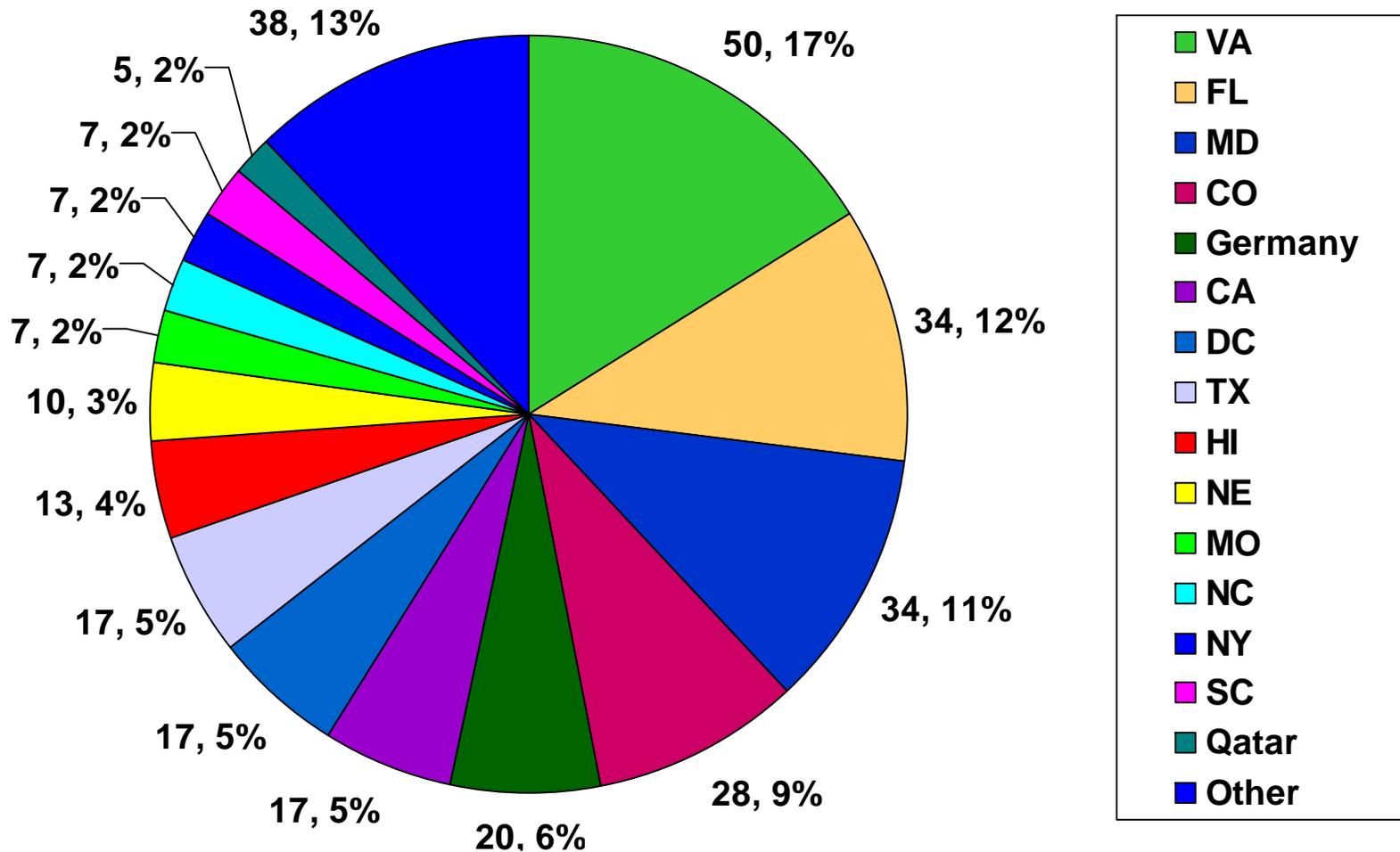
Number Initiated Per Month



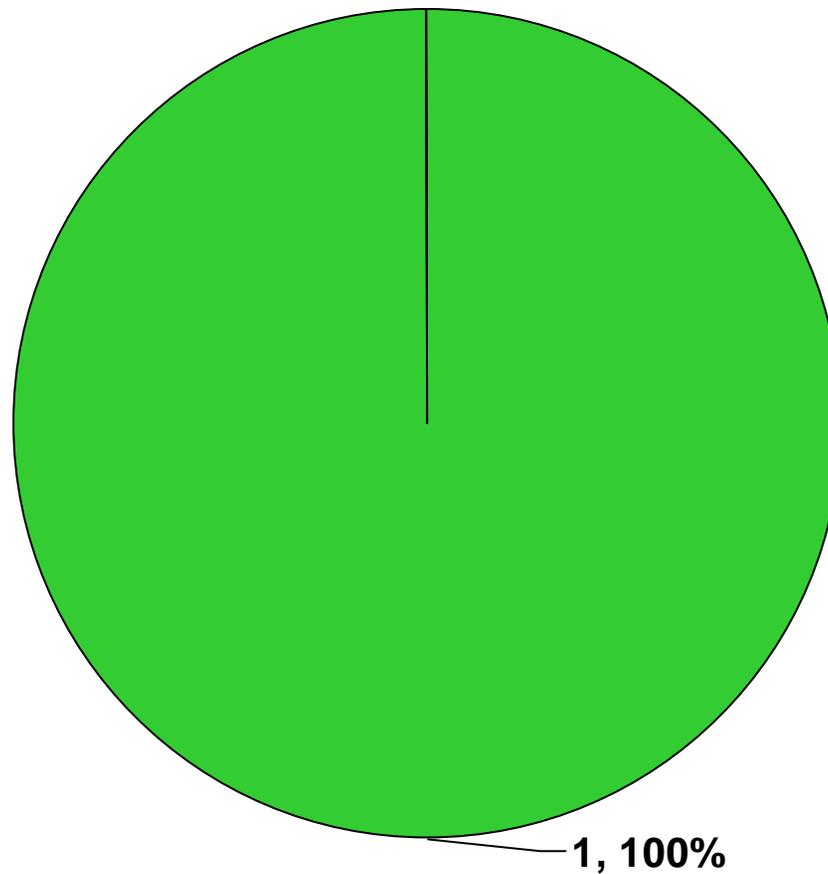
Ticket Initiation Method



Overall IDHS CHD: New Tickets by Location

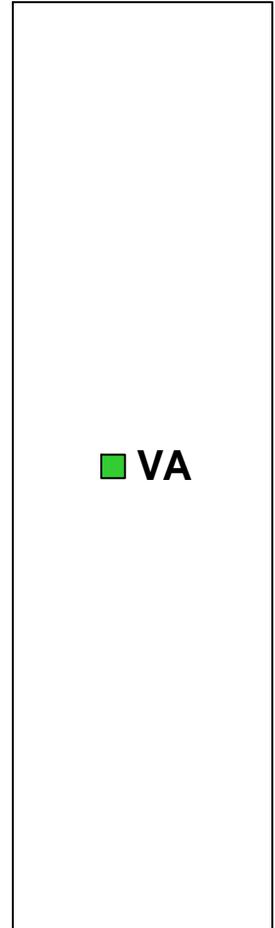
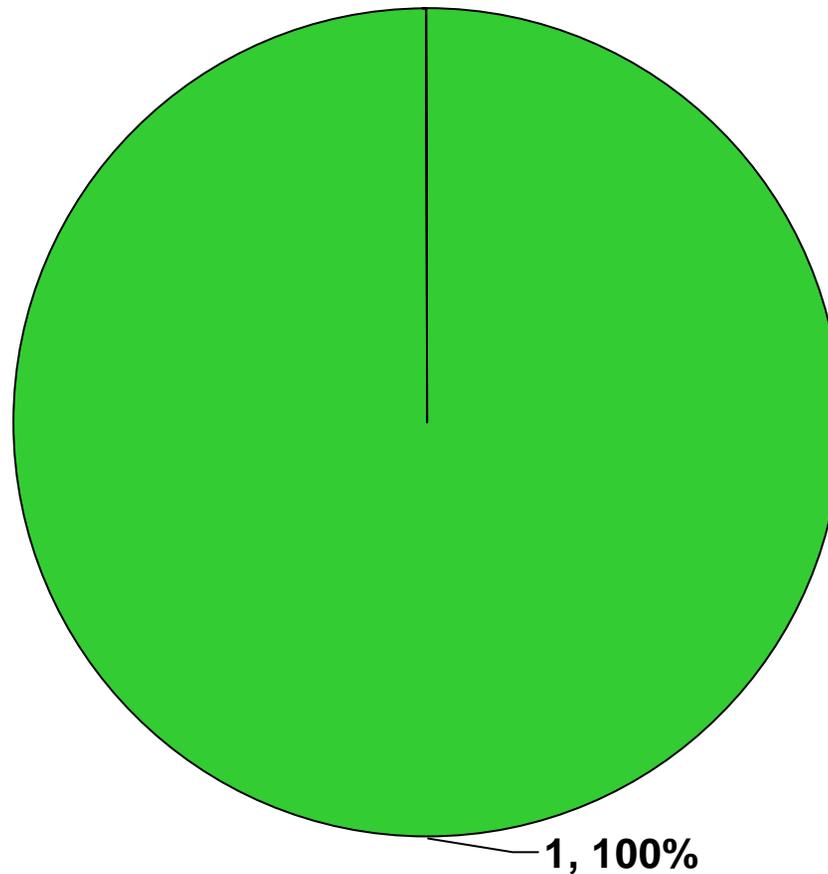


DTW PMO: New Tickets by Location

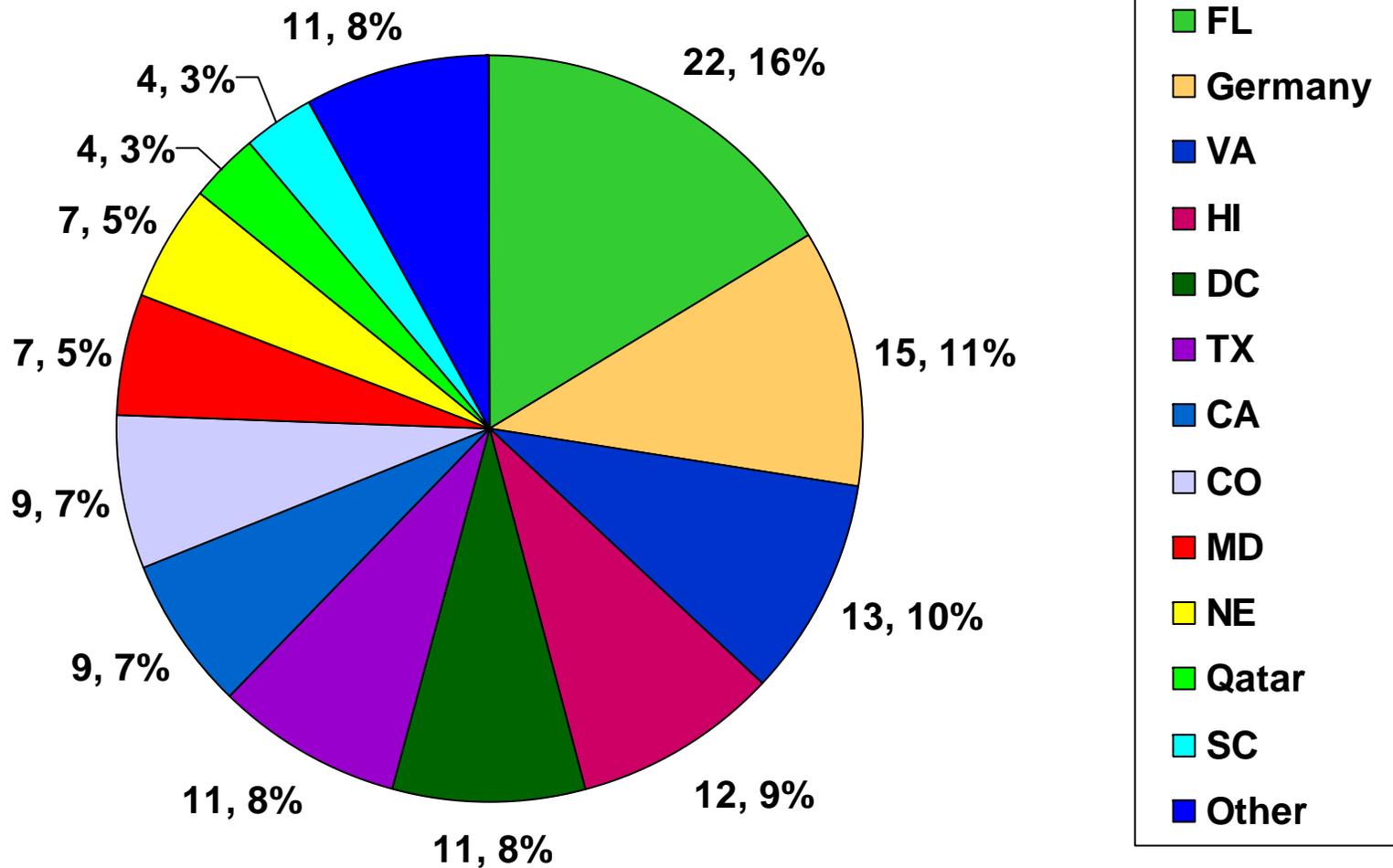


■ Germany

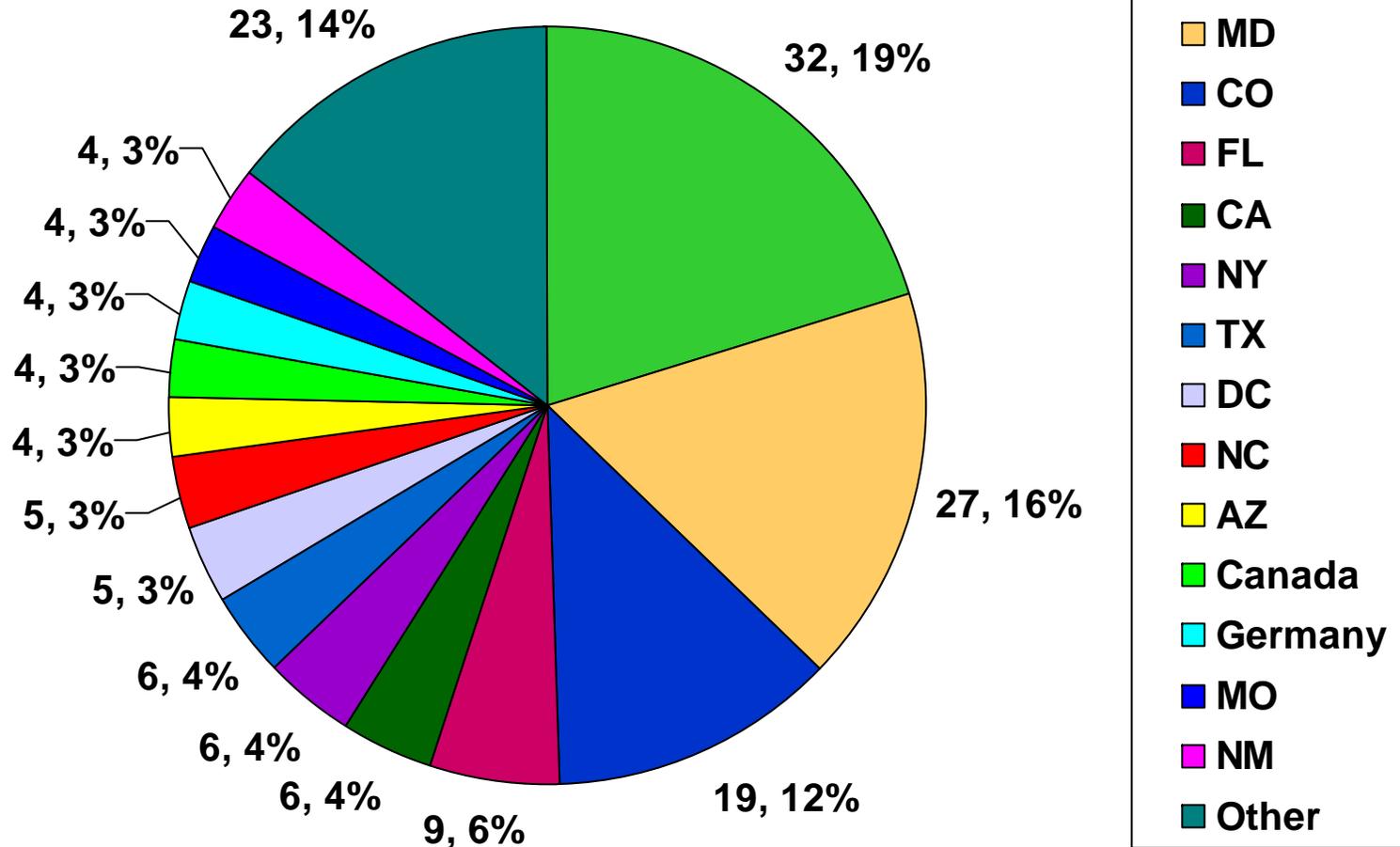
IOTA PMO: New Tickets by Location



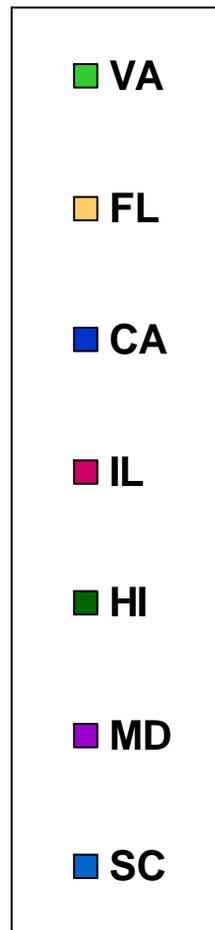
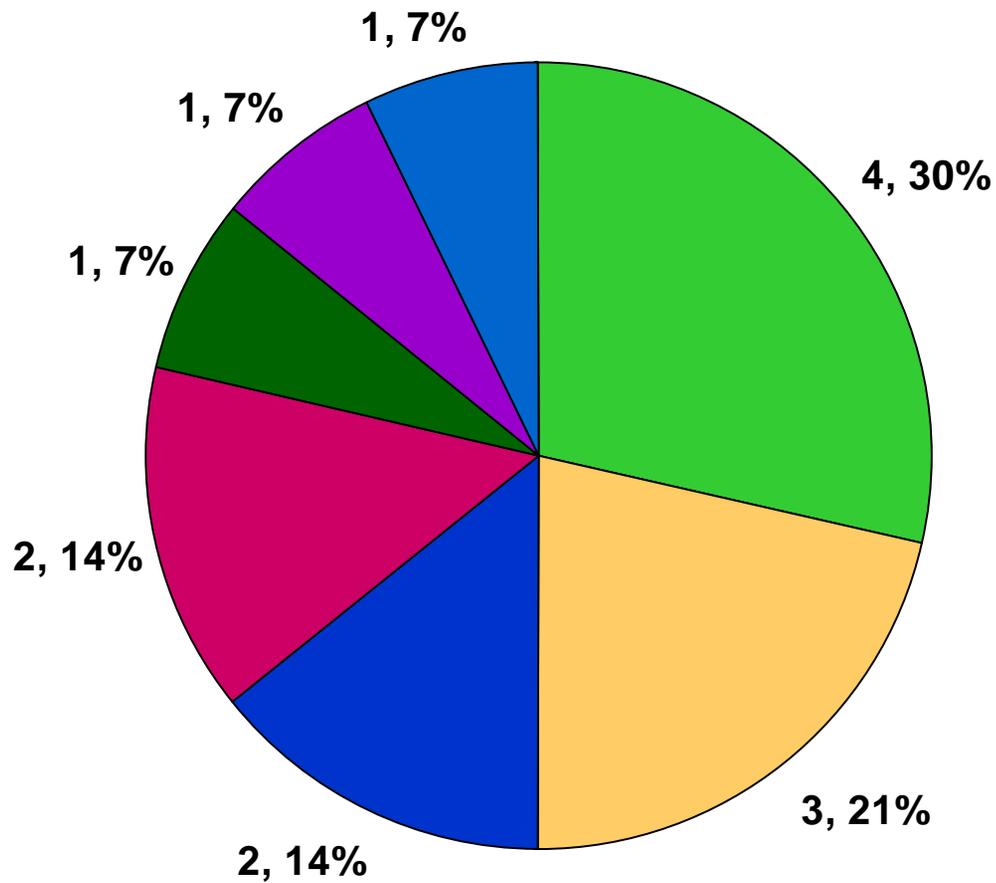
ISSE PMO: New Tickets by Location



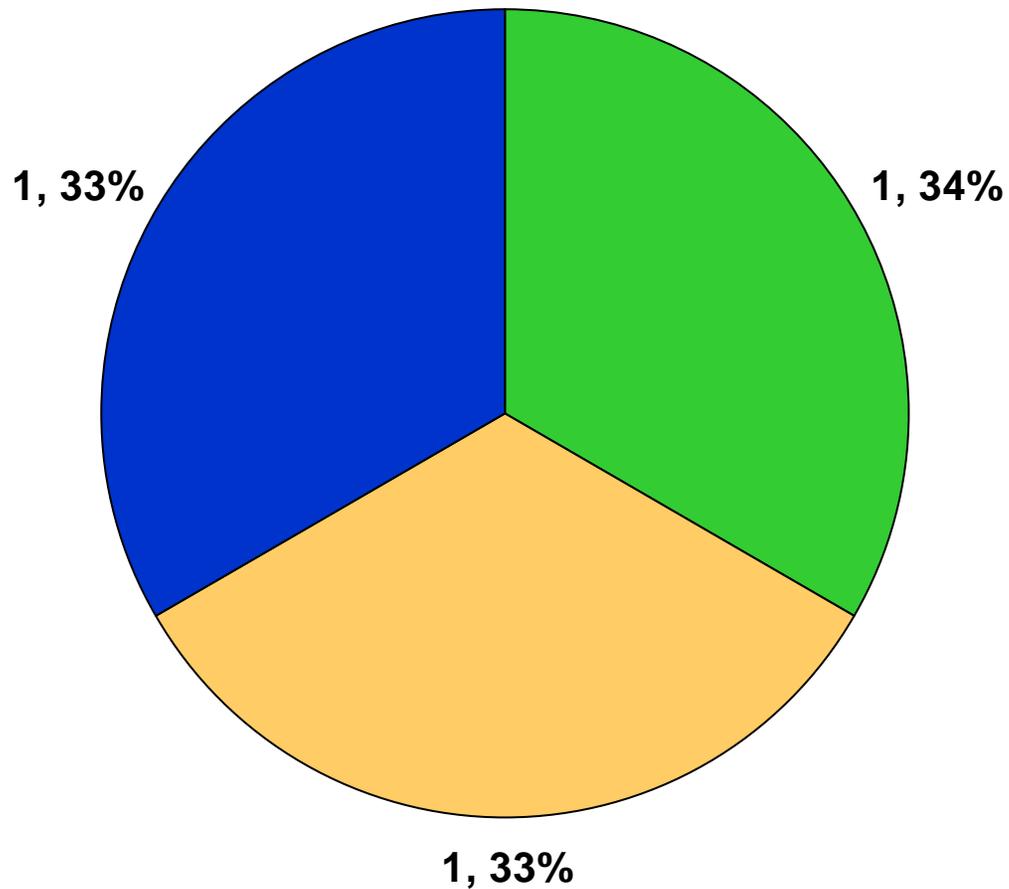
JEDI PMO: New Tickets by Location



JTT PMO: New Tickets by Location



Other: New Tickets by Location



■ DC

■ PA

■ Qatar

IOTA PMO PCMRs from CHD TTs

PMO	PCMR Number	CHD TT#	Status	Status Date	# Days
IOTA	AFRL/IFE-BROADSWORD-03-006I	01603	New	19-MAY-03	0
			Open	19-MAY-03	214
			Closed	19-DEC-03	N/A
IOTA	AFRL/IFE-BROADSWORD-03-004I	01461	New	09-APR-03	28
			Open	07-MAY-03	226
			Closed	19-DEC-03	N/A
IOTA	AFRL/IFE-BROADSWORD-03-005I	01478	New	09-APR-03	28
			Open	07-MAY-03	226
			Closed	19-DEC-03	N/A
IOTA	AFRL/IFE-BROADSWORD-03-003I	01284	New	10-MAR-03	58
			Open	07-MAY-03	226
			Closed	19-DEC-03	N/A

NOTE: Although these PMCRs have been closed, the problems reported were not resolved. The problems still exist for the customer but were closed with this note:

(U)12/19/03- Broadsword switched to sustainment mode, Ref: IOTA (JMR)

ISSE PMO PCMRs from CHD TTs

PMO	PCMR Number	TT#	CM PM Status	Status Date	# Days
ISSE	JICPAC-1-ISSE GUARD/IUA-03-008I	01771	New	01-DEC-03	30
			Open	31-DEC-03	276.....
ISSE	ATO-3-ISSE GUARD/GUARD-03-009I	01857	New	22-OCT-03	70
			Open	31-DEC-03	275.....
ISSE	ATO-3-ISSE GUARD/GUARD-03-011I	02004	New	20-NOV-03	41
			Open	31-DEC-03	275.....
ISSE	ATO-3-ISSE GUARD/GUARD-03-010I	02022	New	19-NOV-03	42
			Open	31-DEC-03	275.....
ISSE	JICPAC-1-ISSE GUARD/MLDBR-03-001I	02209	Open	16-DEC-03	0
			New	16-DEC-03	15
			Open	31-DEC-03	97
			Withdrawn	06-APR-04	14
			Rejected	20-APR-04	N/A

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ISSE PMO PCMRs from CHD TTs (con't)

PMO	PCMR Number	TT#	CM PM Status	Status Date	# Days
ISSE	DAO-2-ISSE GUARD/MLDBR-03-002I	02213	Open	16-DEC-03	0
			New	16-DEC-03	15
			Open	31-DEC-03	97
			Closed	06-APR-04	N/A
ISSE	JCO-1-ISSE GUARD/IUA-03-009I	02260	New	03-DEC-03	28
			Open	31-DEC-03	275.....
ISSE	AFCCC-1-ISSE GUARD/IUA-03-010I	02325	New	31-DEC-03	97
			WP Requested	06-APR-04	178.....
ISSE	NORTHCOM-ISSE GUARD/IUA-04-004I	02363	New	17-MAR-04	20
			Open	06-APR-04	178.....
ISSE	NORTHCOM-ISSE GUARD/IUA-04-007I	02469	New	06-APR-04	0
			Open	06-APR-04	178.....
ISSE	AFRL/IFS-ISSE GUARD-04-005I	02577	New	17-MAR-04	20
			Open	06-APR-04	13
			WP Requested	19-APR-04	165.....

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ISSE PMO PCMRs from CHD TTs (con't)

PMO	PCMR Number	TT#	CM PM Status	Status Date	# Days
ISSE	REO-8-ISSE GUARD-04-009I	02784	New	14-JUN-04	73
			Rejected	26-AUG-04	N/A
ISSE	DAO-2-ISSE GUARD/MLDBR-04-002I	02985	New	09-AUG-04	14
			Open	23-AUG-04	39.....
ISSE	ASPO-1-ISSE GUARD/STAR-04-003I	03044	New	21-JUL-04	36
			Open	26-AUG-04	19
			Implemented	14-SEP-04	17.....
ISSE	ASPO-1-ISSE GUARD/STAR-04-004I	03066	New	27-JUL-04	66.....
ISSE	UNKNOWN-ISSE GUARD-04-013I	03137	New	27-SEP-04	4.....
ISSE	DOLPHIN-2-ISSE GUARD/STAR-04-002I	03161	New	19-JUL-04	38
			Open	26-AUG-04	36.....
ISSE	URO-2-ISSE GUARD-04-012I	03265	New	22-SEP-04	2
			Open	24-SEP-04	7.....
ISSE	TITAN-5-ISSE GUARD-04-014I	03414	New	30-SEP-04	1.....

JEDI PMO PCMRs from CHD TTs

PMO	PCMR Number	TT#	CM PM Status	Status Date	# Days
JEDI	AFRL/IFE-AFDI-03-001I	01323	New	12-FEB-03	148
			Open	10-JUL-03	449.....
JEDI	AFRL/IFE-AFDI-03-003I	01568	New	16-MAY-03	55
			Open	10-JUL-03	449.....
JEDI	AFRL/IFE-AFDI-03-002I	01630	New	15-MAY-03	56
			Open	10-JUL-03	449.....
JEDI	UNKNOWN-AFDI-03-068I	01768	New	05-NOV-03	78
			Open	22-JAN-04	253.....
JEDI	JCO-1-AFDI-03-021I	01915	New	08-JUL-03	2
			Open	10-JUL-03	449.....
JEDI	AFRL/IFE-AFDI-03-069I	02007	New	12-NOV-03	71
			Open	22-JAN-04	253.....
JEDI	AFRL/IFE-AFDI-03-070I	02194	New	21-NOV-03	62
			Open	22-JAN-04	253.....
JEDI	UNKNOWN-AFDI-04-001I	02616	New	23-MAR-04	35
			Open	27-APR-04	157.....
JEDI	608AIS-AFDI-04-002I	02643	New	06-MAY-04	22
			Open	28-MAY-04	126.....

JTT PMO PCMRs from CHD TTs

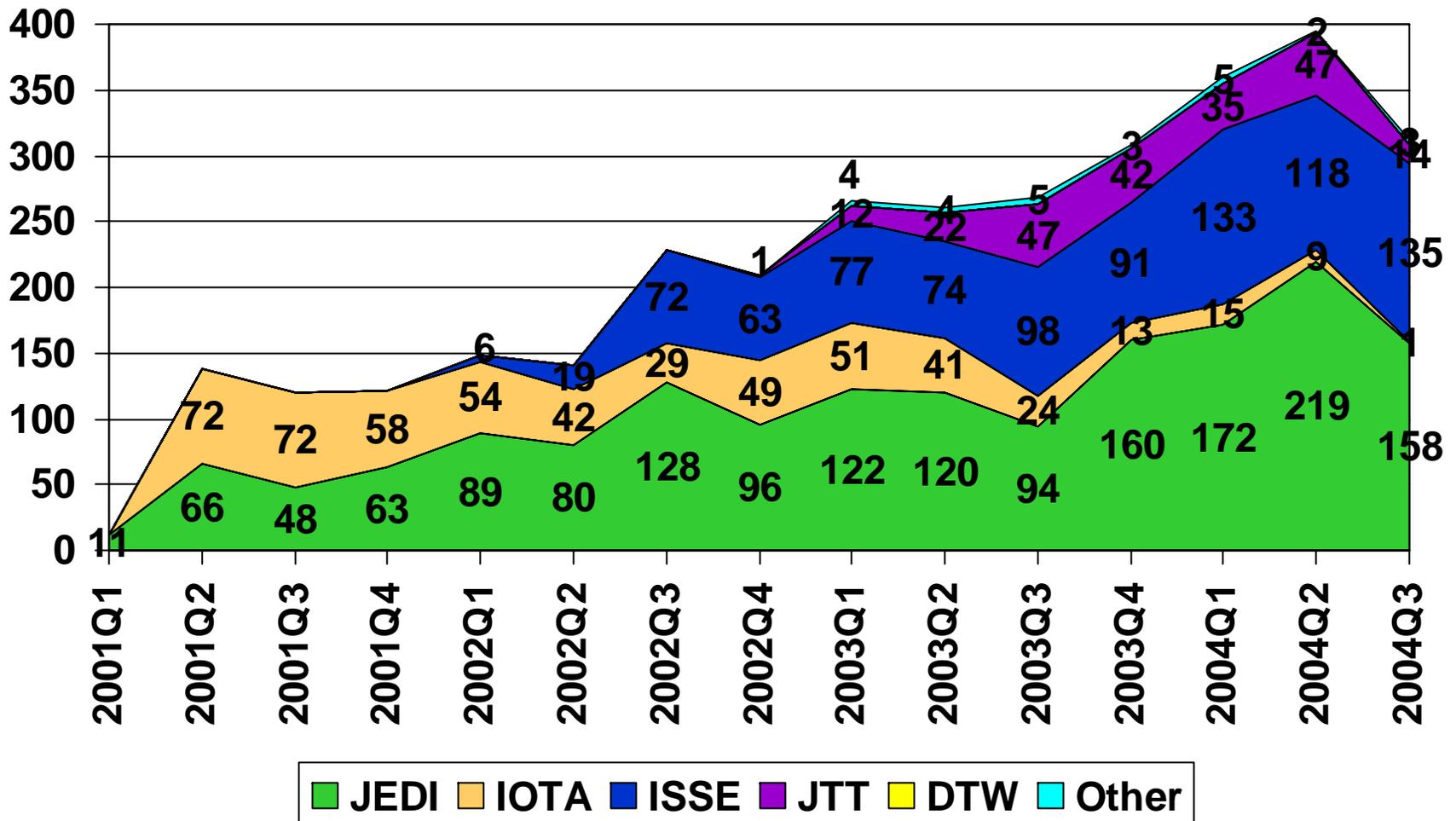
PMO	PCMR Number	TT#	CM PM Status	Status Date	# Days
JTT	AFRL/IFE-JTT-03-388I	01781	New	16-JUL-03	7
			Open	23-JUL-03	308
			Accepted	26-MAY-04	128.....
JTT	AFRL/IFE-ITS-03-013I	02239	New	25-NOV-03	0
			Open	25-NOV-03	133
			Withdrawn	06-APR-04	N/A
JTT	AFRL/IFE-ITS-04-012I	02921	New	04-JUN-04	10
			Open	14-JUN-04	109.....
JTT	SHA-2-ITS-04-009I	02923	New	02-JUN-04	12
			Open	14-JUN-04	109.....
JTT	SHA-2-ITS-04-017I	2925	New	24-JUN-04	29
			Open	23-JUL-04	70.....
JTT	SHA-2-ITS-04-016I	02926	New	23-JUN-04	0
			Open	23-JUN-04	100.....
JTT	SHA-2-ITS-04-010I	02928	New	02-JUN-04	12
			Open	14-JUN-04	109.....

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JTT PMO PCMRs from CHD TTs (Con't)

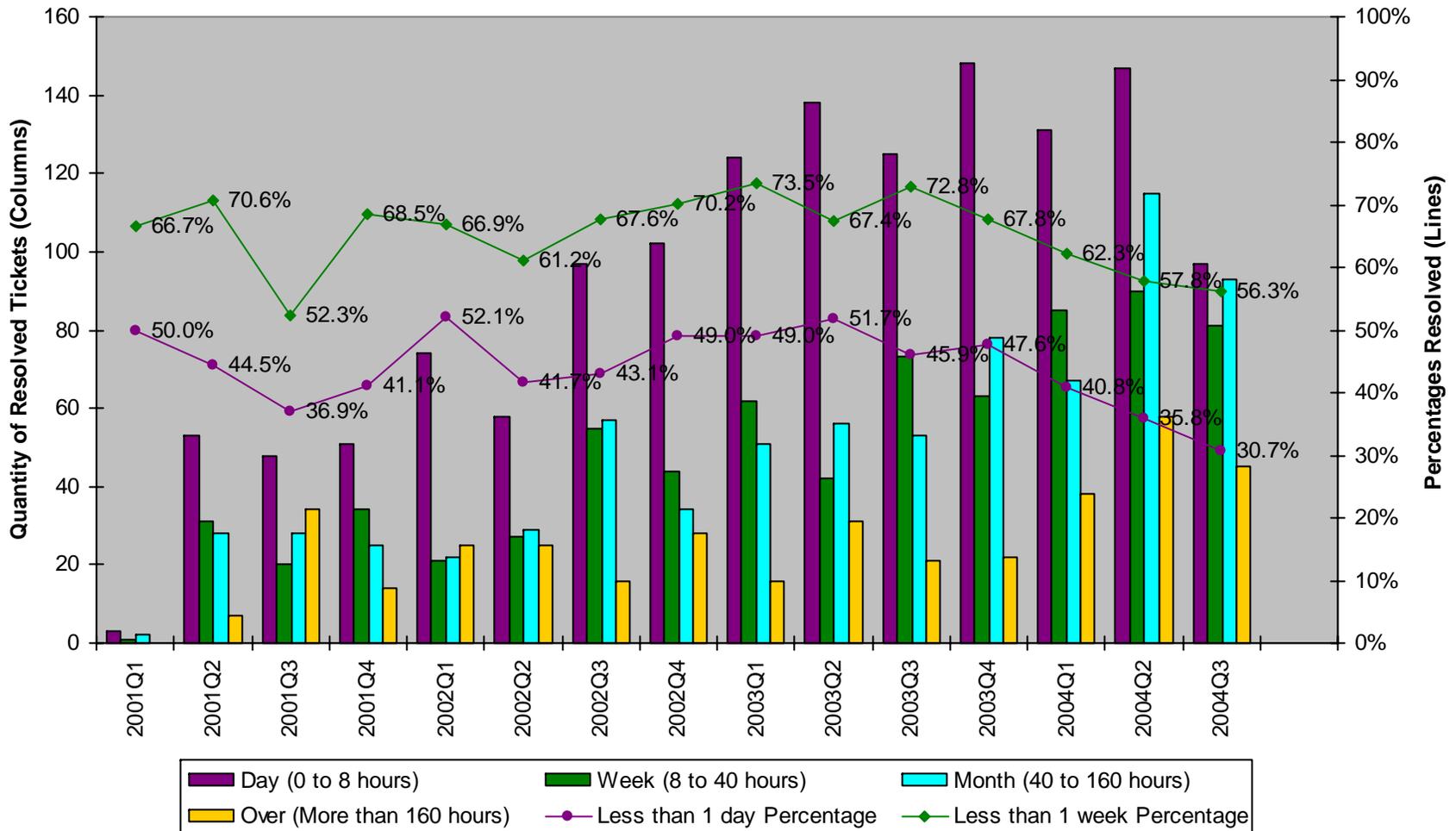
PMO	PCMR Number	TT#	CM PM Status	Status Date	# Days
JTT	SHA-2-ITS-04-014I	02929	New	10-JUN-04	4
			Open	14-JUN-04	109.....
JTT	SHA-2-ITS-04-011I	02931	New	02-JUN-04	12
			Open	14-JUN-04	109.....
JTT	AFRL/IFE-ITS-04-013I	02932	New	04-JUN-04	10
			Open	14-JUN-04	109.....
JTT	SHA-2-ITS-04-015I	02936	New	10-JUN-04	4
			Open	14-JUN-04	109.....

Help Volume Since Inception

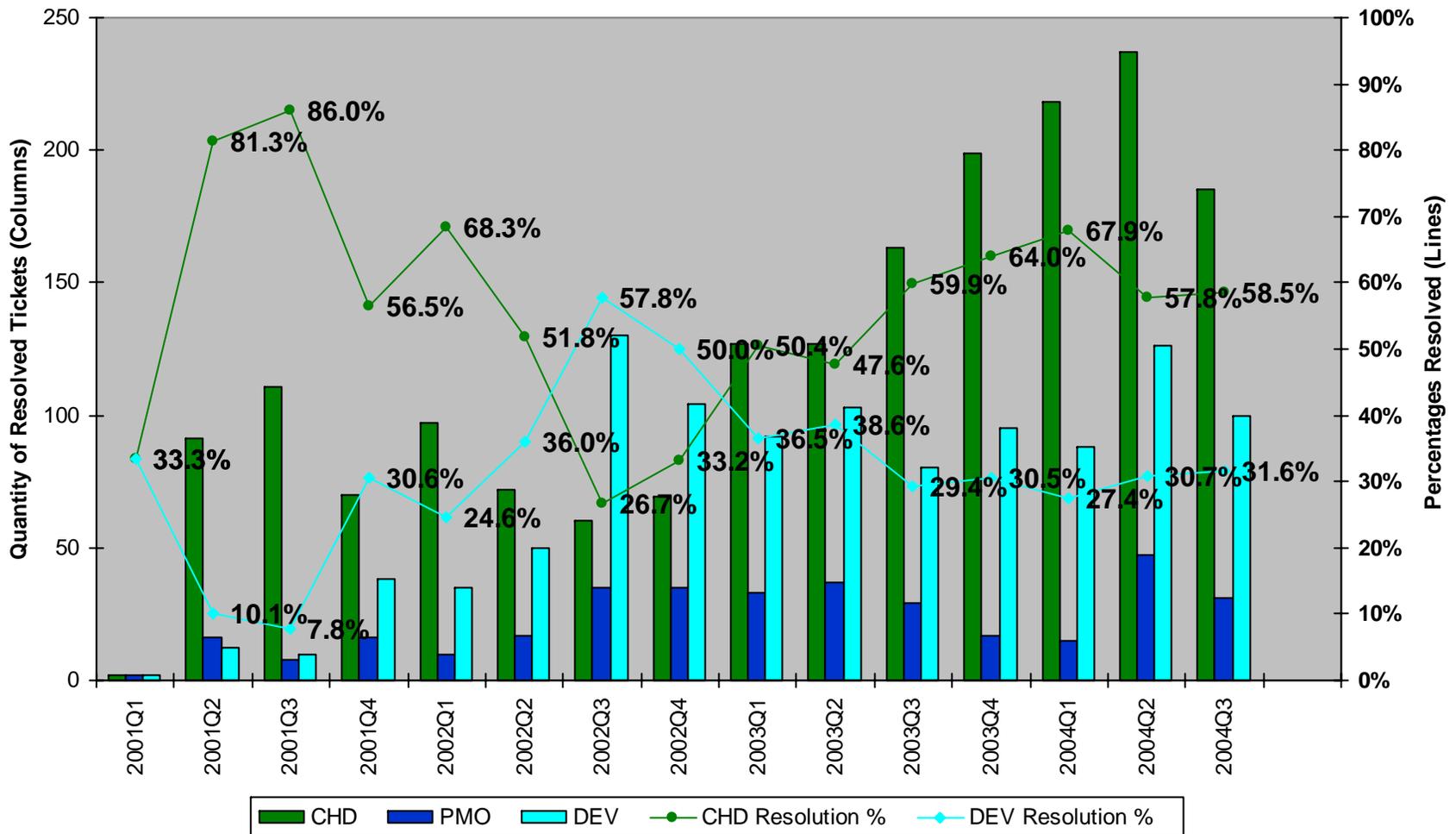


NOTE: Due to active Hurricane season, heavy users were not as active as normal in 2004Q3.

Resolutions Times (Qty and %)



Resolution Engineering Levels (Qty and %)



Contact Information

- Request Help via Mail:
 - Intelligence Data Handling Systems (IDHS)
 - Consolidated Help Desk (CHD)
 - AFRL/IFEB
 - 525 Brooks Road
 - Rome, NY 13441-4114
- Request Help via Telephone:
 - Commercial:
 - (315) 330-IDHS (4347)
 - DSN:
 - (312) 587-IDHS (4347)
- With prior coordination, Secure Facsimile, Non-secure Facsimile, and STU-III telephone can be arranged.
- Request Help via Email:
 - Unclassified:
 - IDHS.Help@rl.af.mil
 - SIPRNET:
 - IDHS.Help@ife.rl.af.smil.mil
 - Intelink:
 - IDHS.Help@rome.ic.gov
- Request Help via Web Forms:
 - Web:
 - <http://extranet.if.af.mil/chd/>
 - SIPRNET:
 - <http://ife.rl.af.smil.mil/chd/>
 - Intelink:
 - <http://web1.rome.ic.gov/chd/>