



Intelligence Data Handling Systems Consolidated Help Desk 1st Quarter of Calendar Year 2004

Task 46 of SEESAW2
Contract # F30602-01-D-0083/0046
CDRL A006, Metrics Report
20040101 through 20040331

Contract # F30602-01-D-0083/0046

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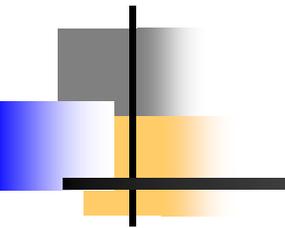
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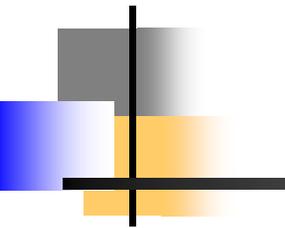
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Operations and Overview

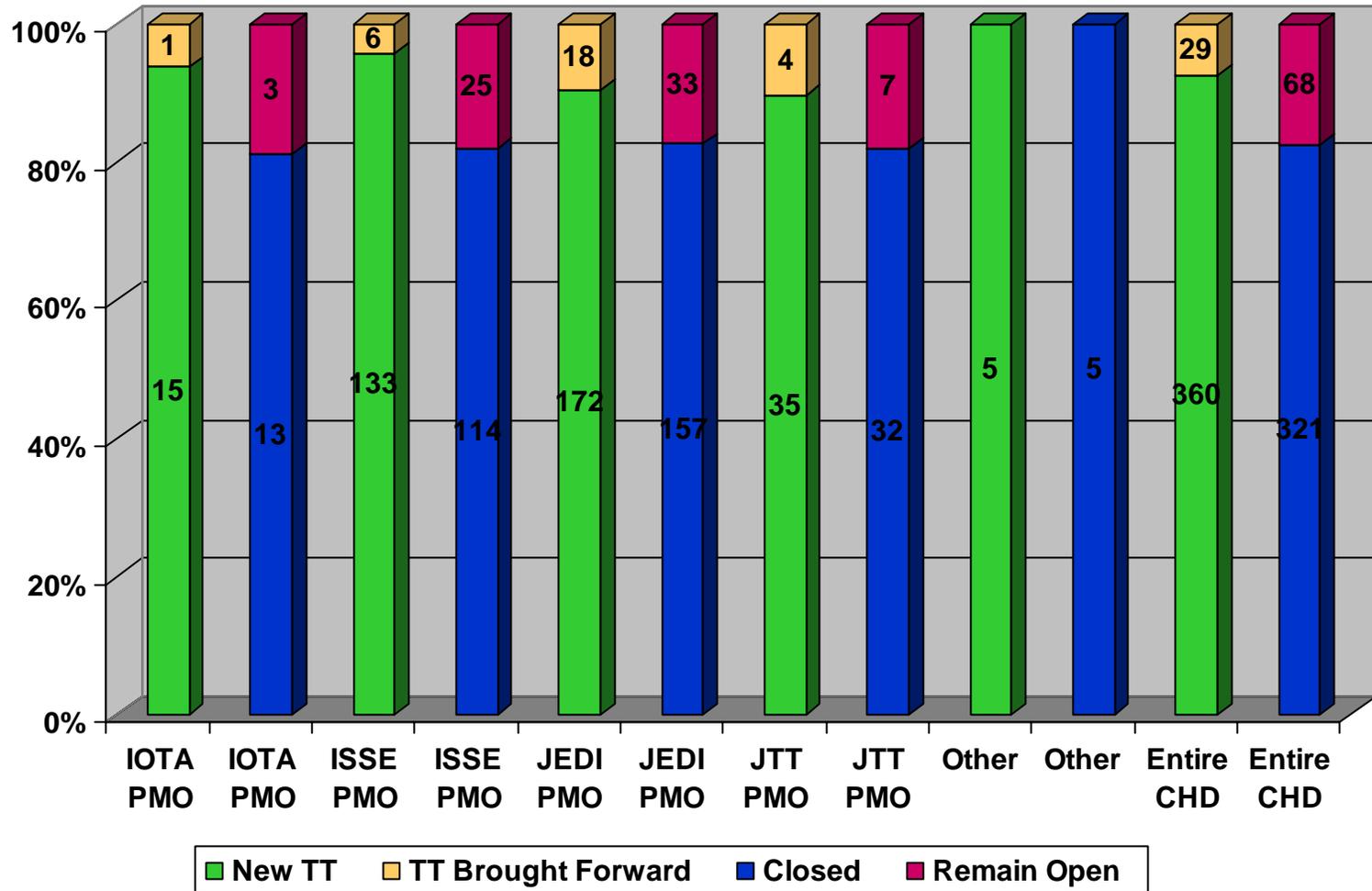
- Providing first level support to AC2ISR programs.
- Reduce costs through multiple program support from a single help desk. Reduction in manning and resources as compared to several help desks.
- Provide software maintenance of systems and analysis of problems of supported programs.
- Support War Fighter 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.



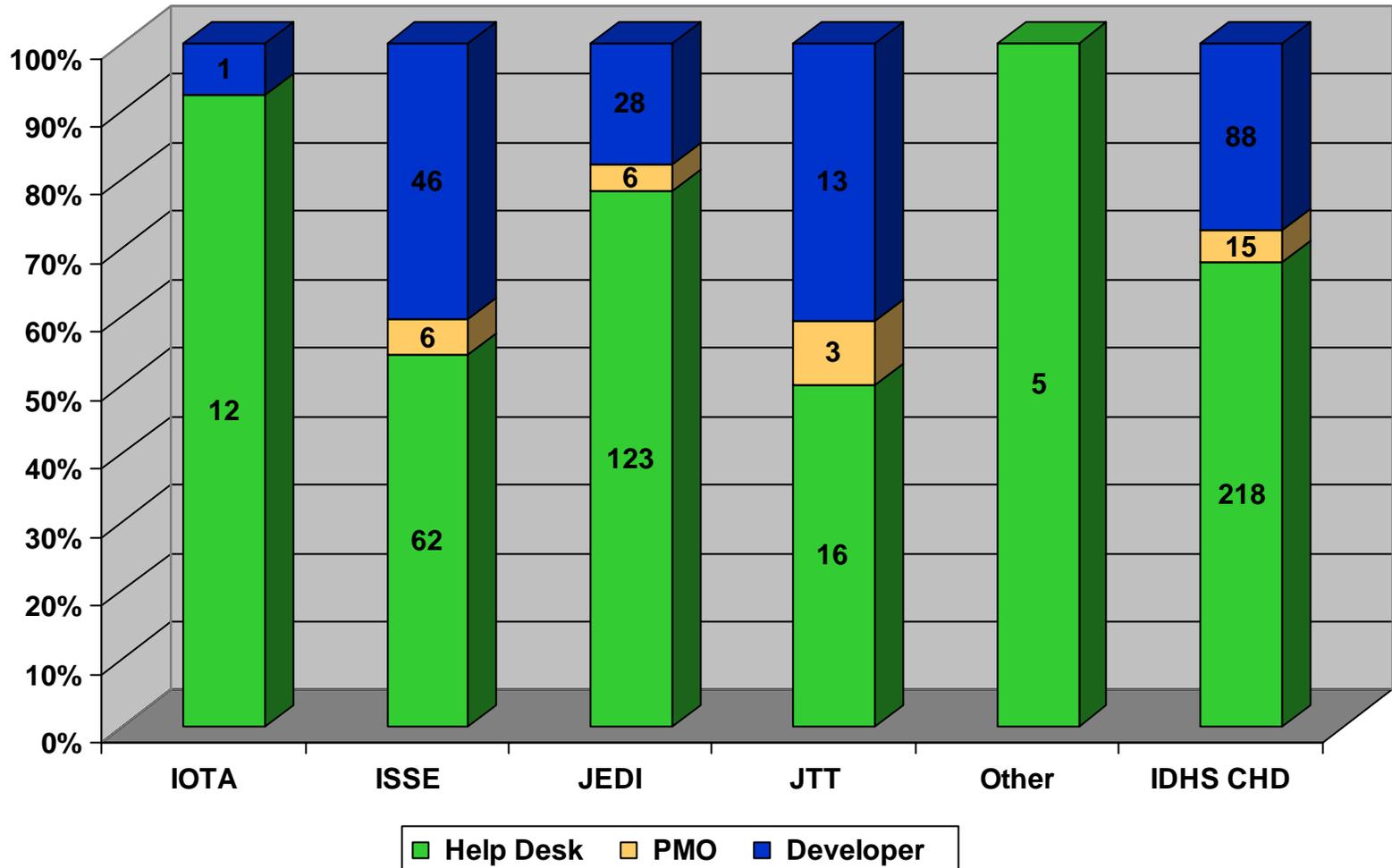
Supported PMOs and Programs

- 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)

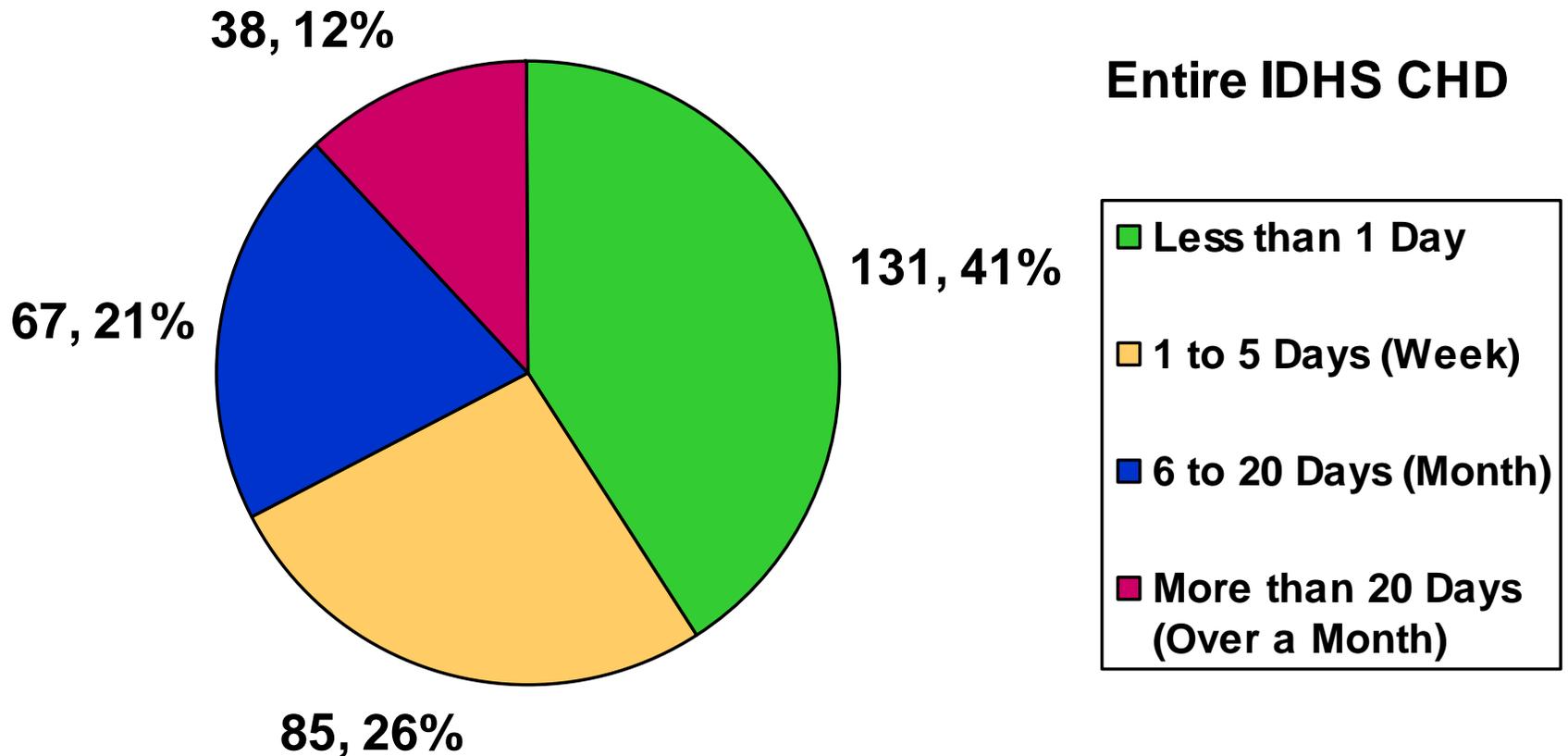
Program Work Load and Ticket Status



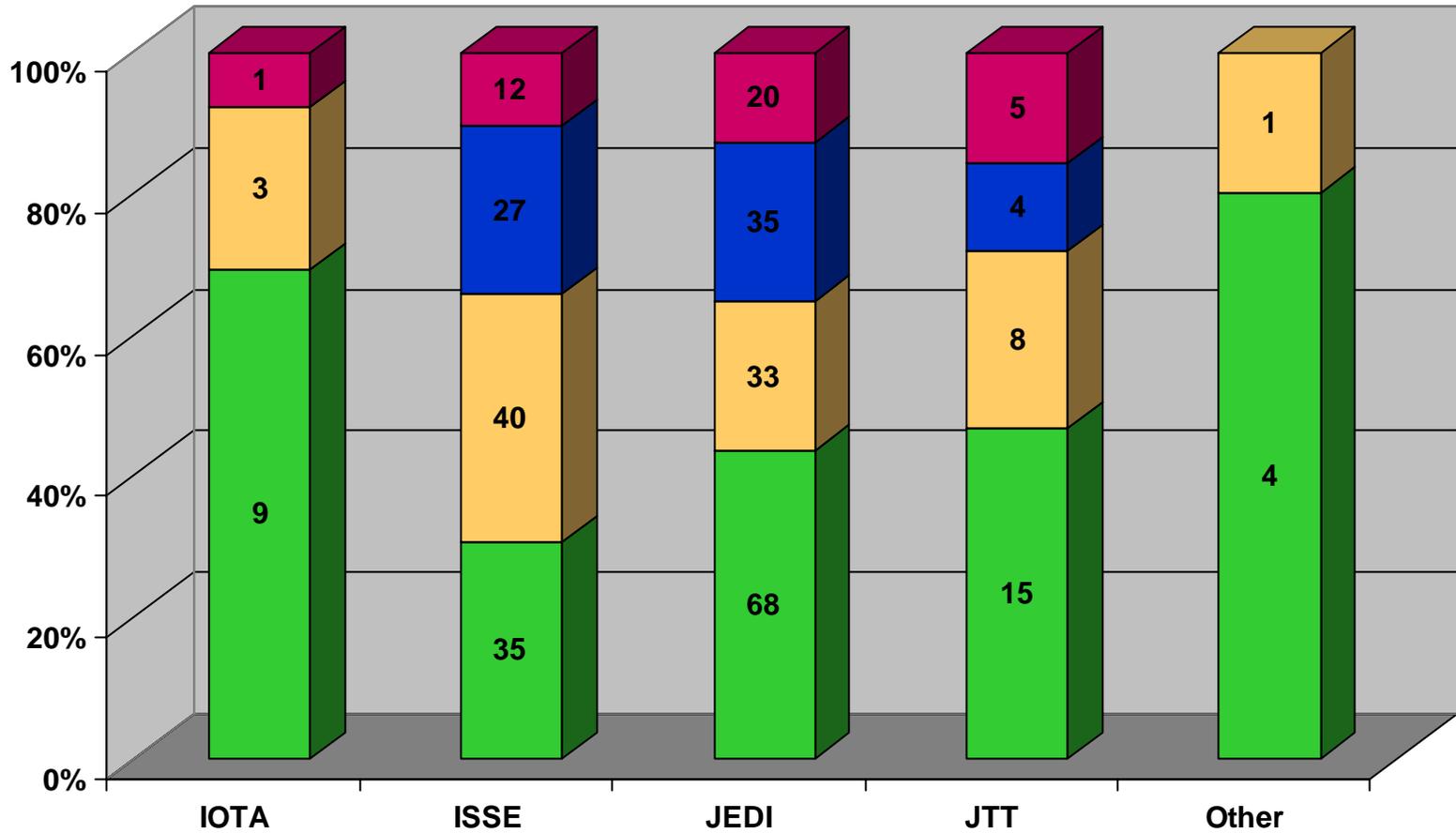
Engineering Level at TT Closure



Time to Close Ticket in Days by Percentage

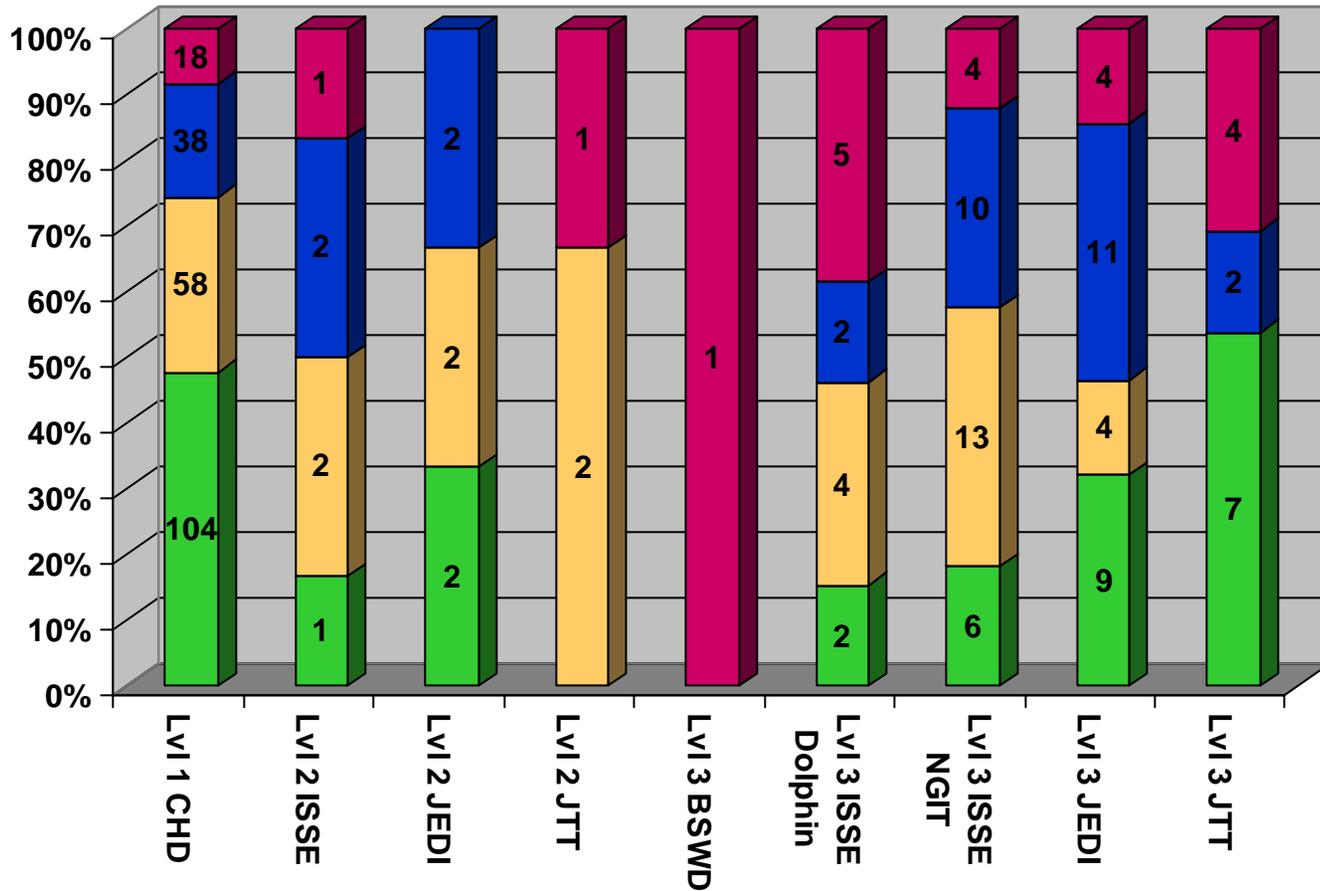


Time in Work Days by Percentage



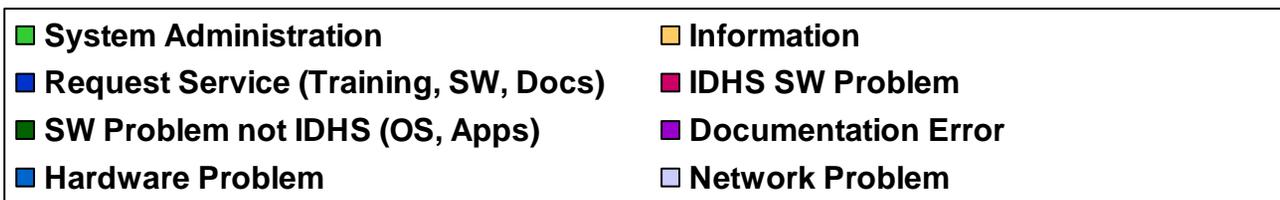
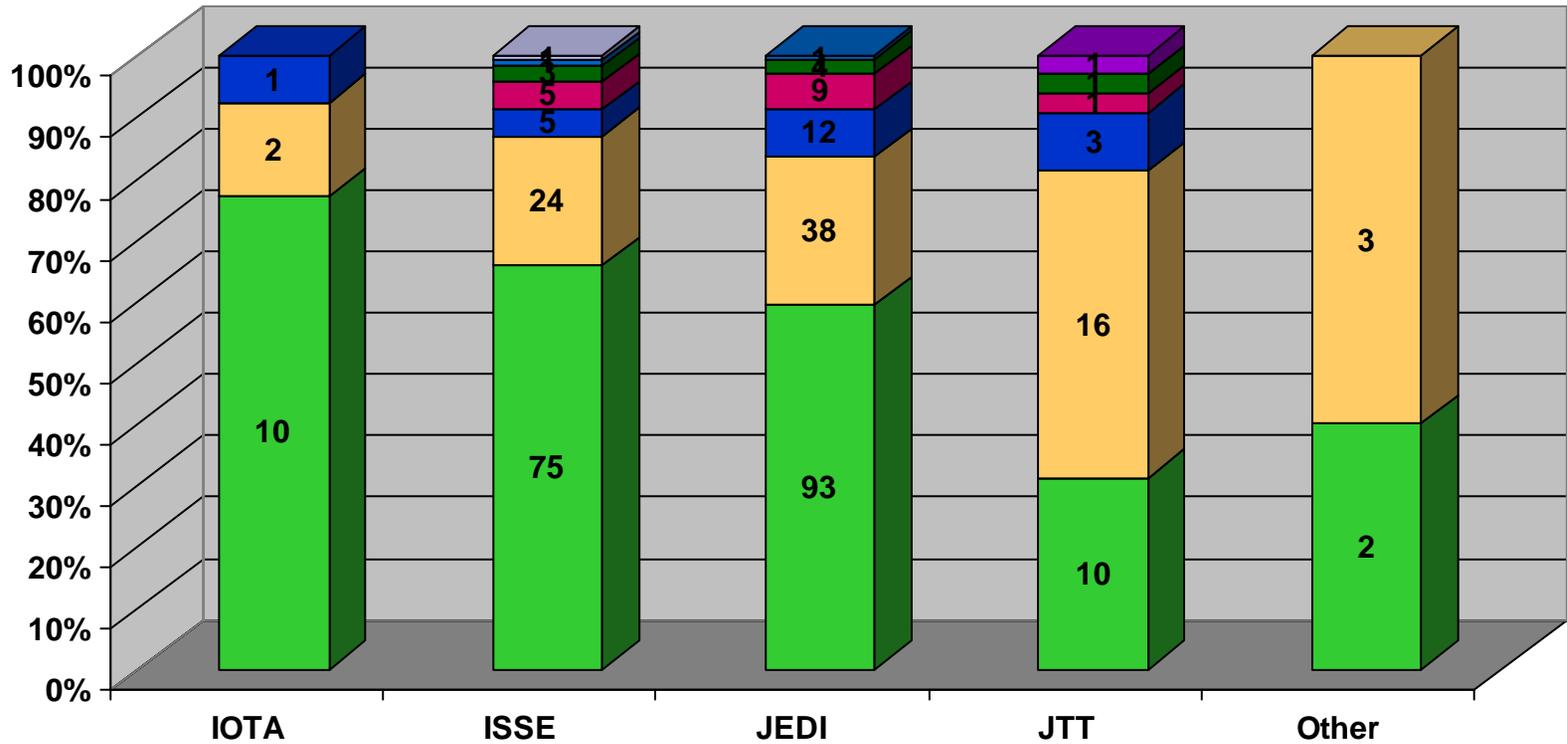
■ Less than 1 Day ■ 1 to 5 Days (Week) ■ 6 to 20 Days (Month) ■ More than 20 (Over a Month)

Time Per Engineering Level



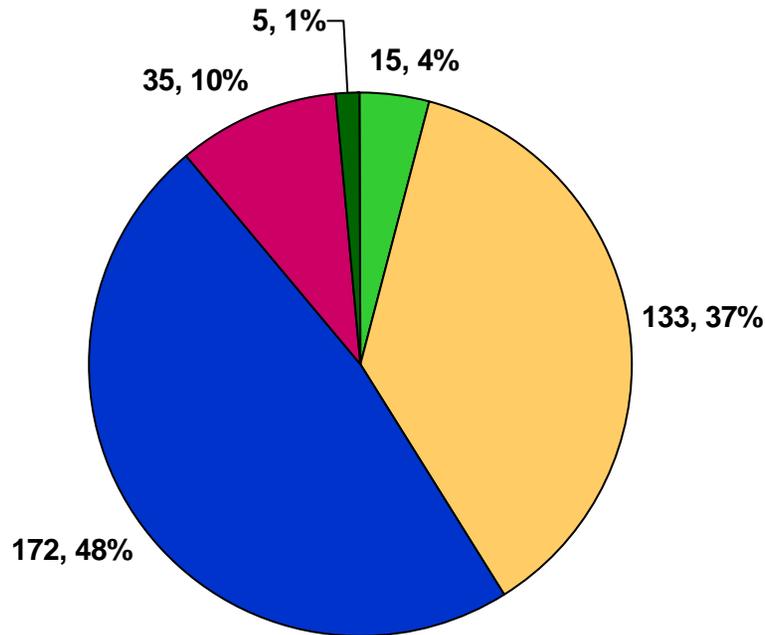
■ Less than 1 Day
 ■ 1 to 5 Days (Week)
 ■ 6 to 20 Days (Month)
 ■ More than 20 (Over a Month)

Problem Type Category

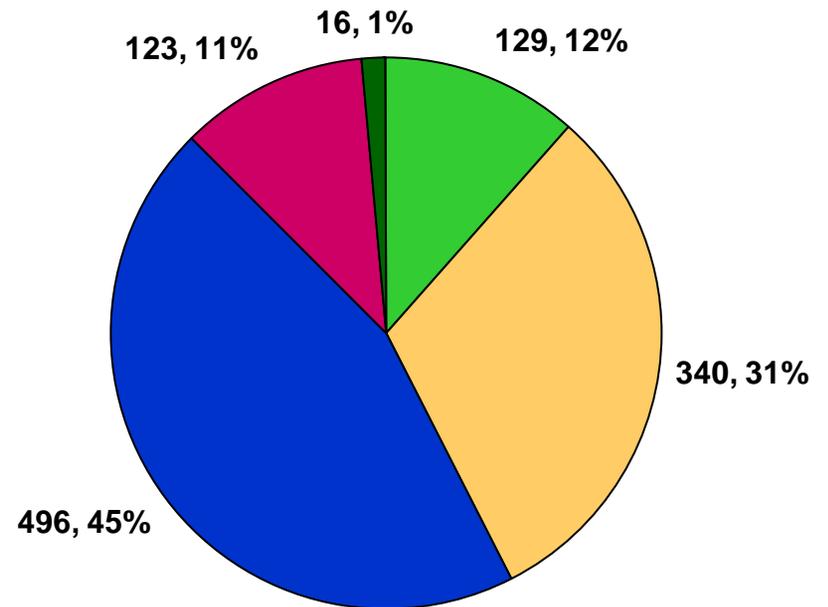


Distribution of New Tickets per PMO

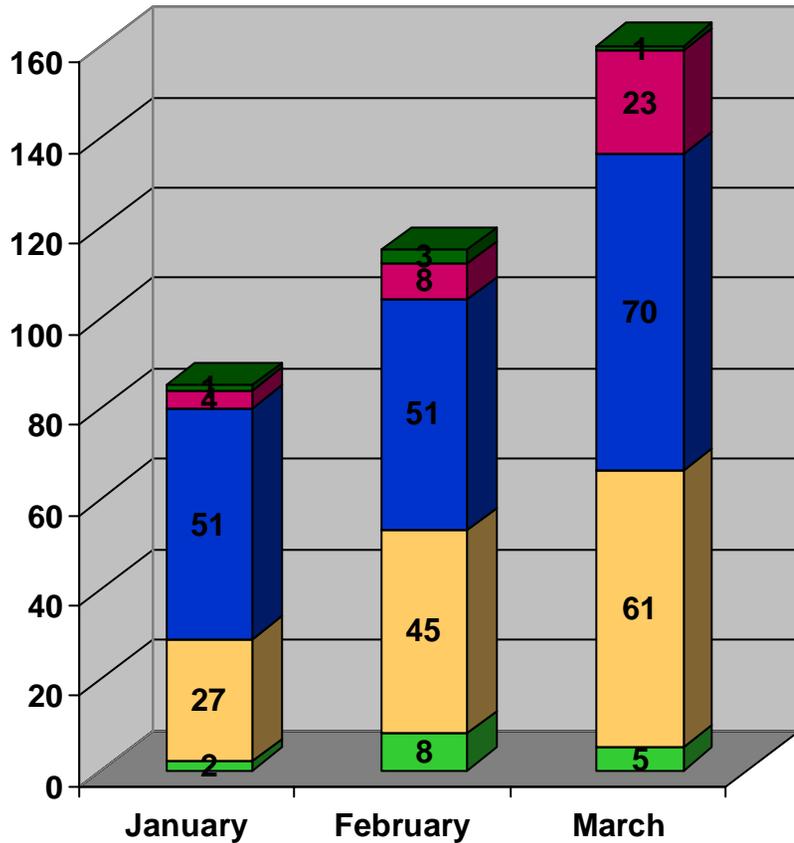
Calendar Quarter



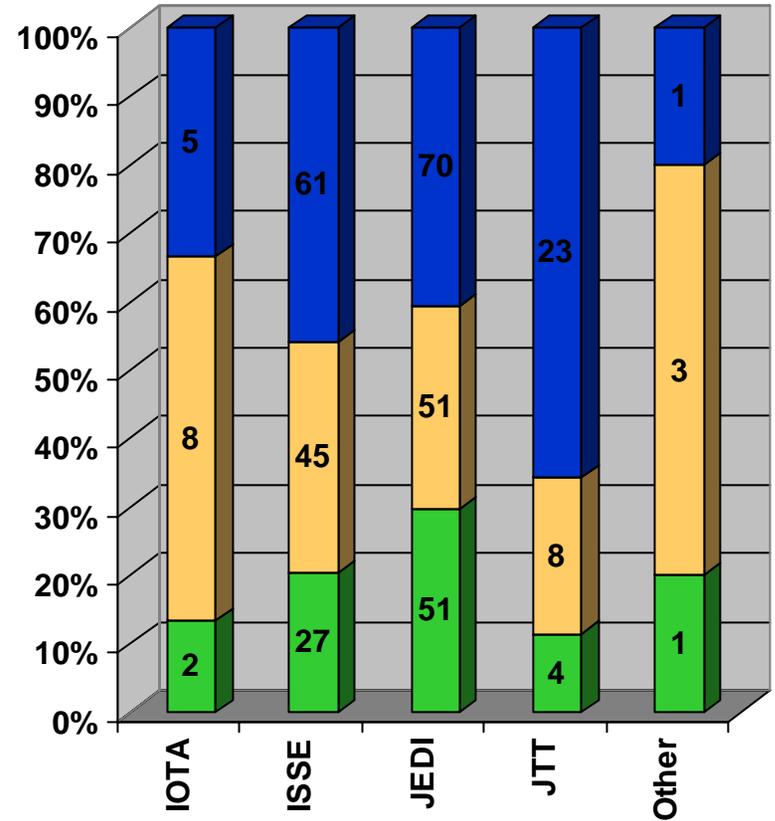
Previous 12 Months



Number Initiated Per Month

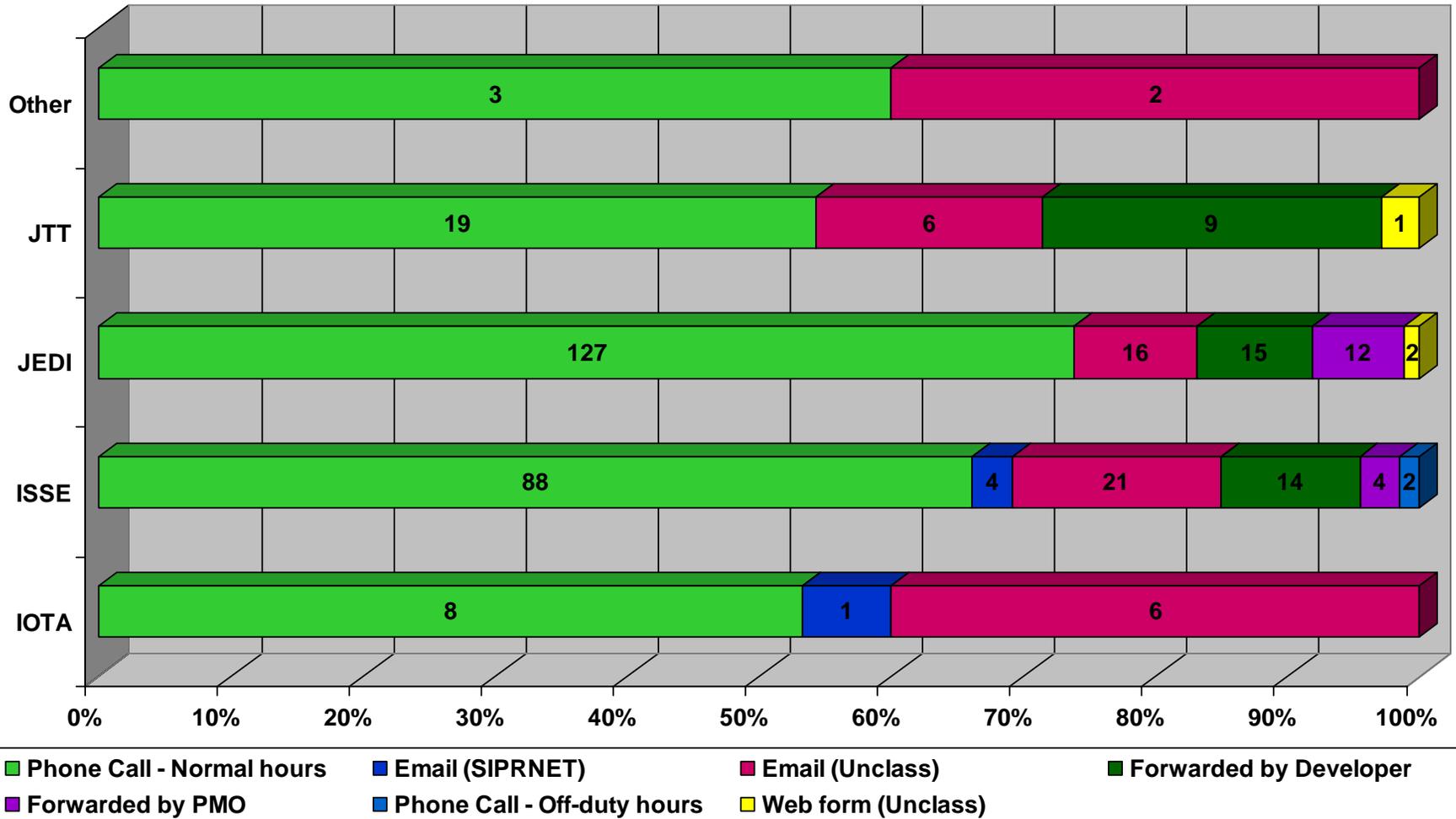


■ IOTA ■ ISSE ■ JEDI ■ JTT ■ Other

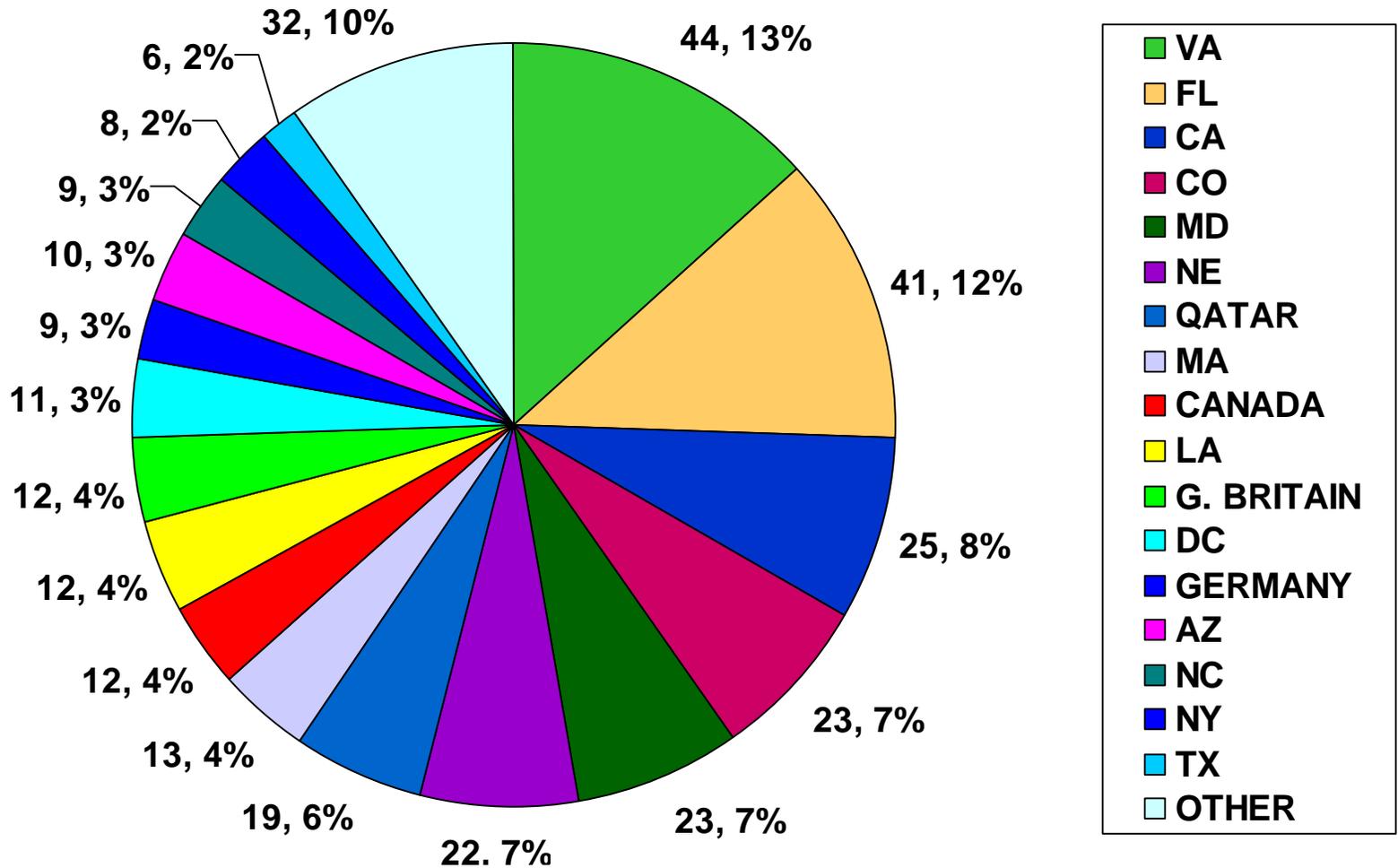


■ January ■ February ■ March

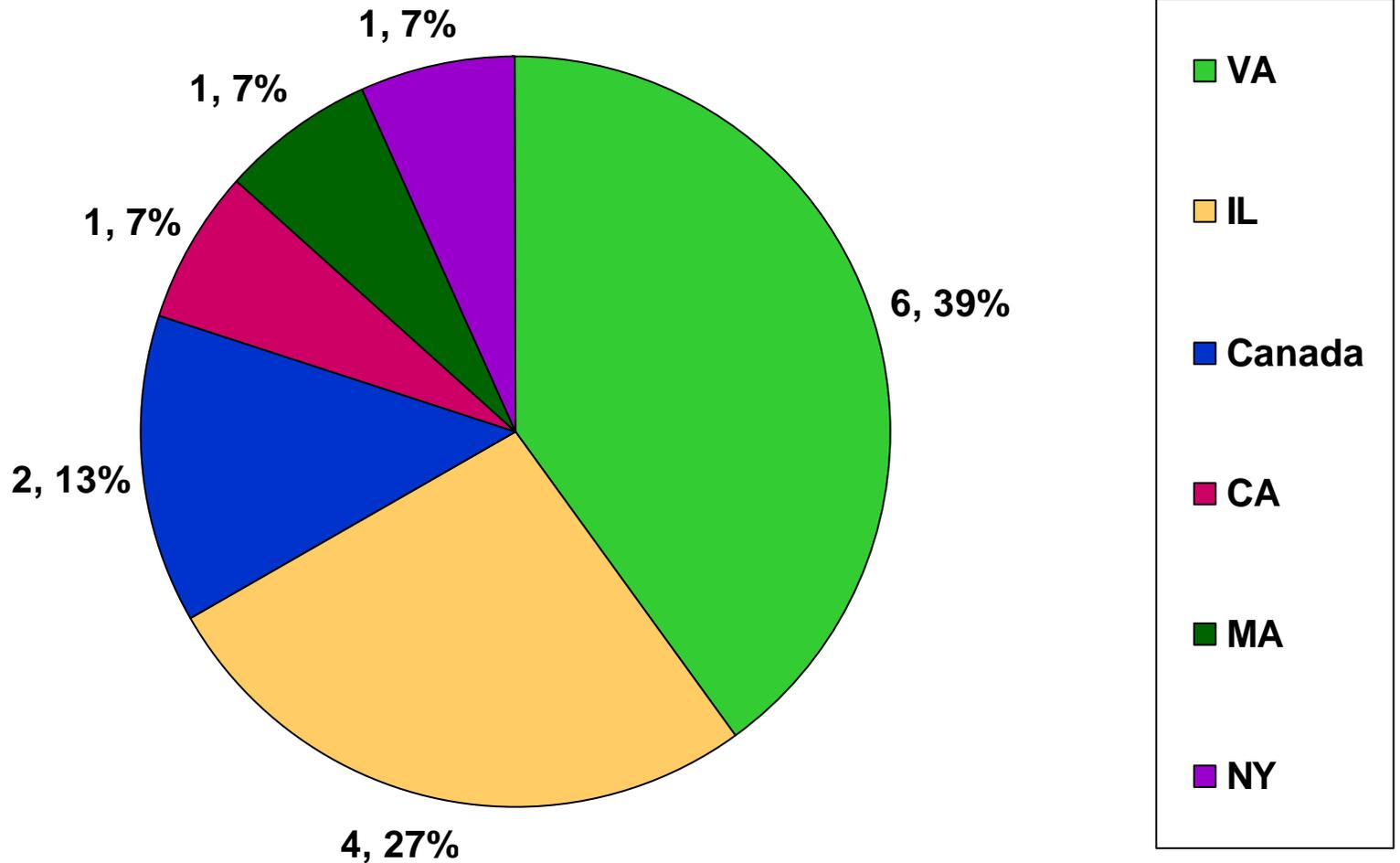
Ticket Initiation Method



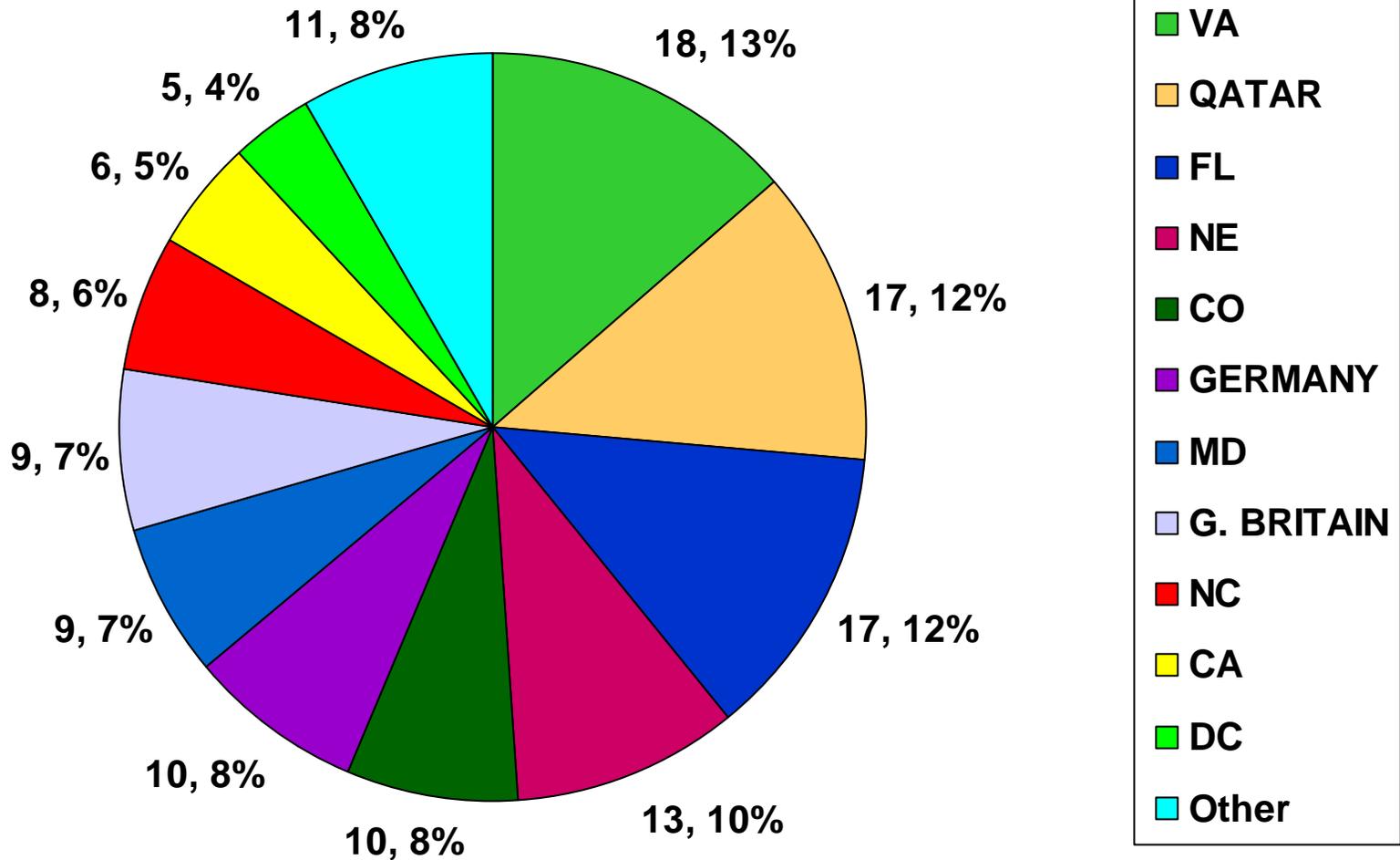
Overall IDHS CHD: New Tickets by Location



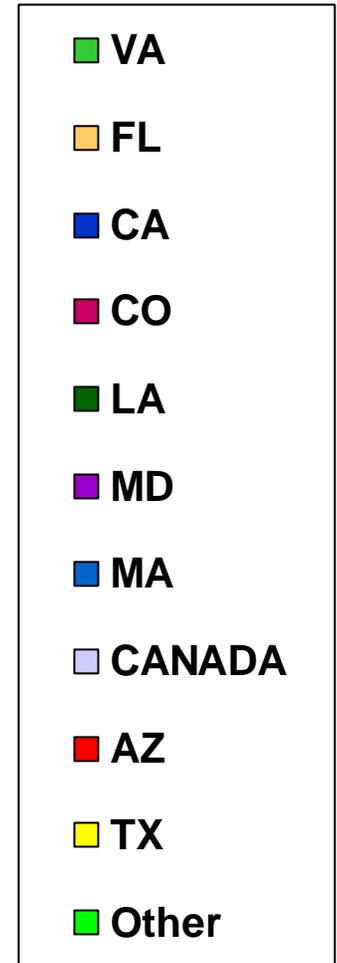
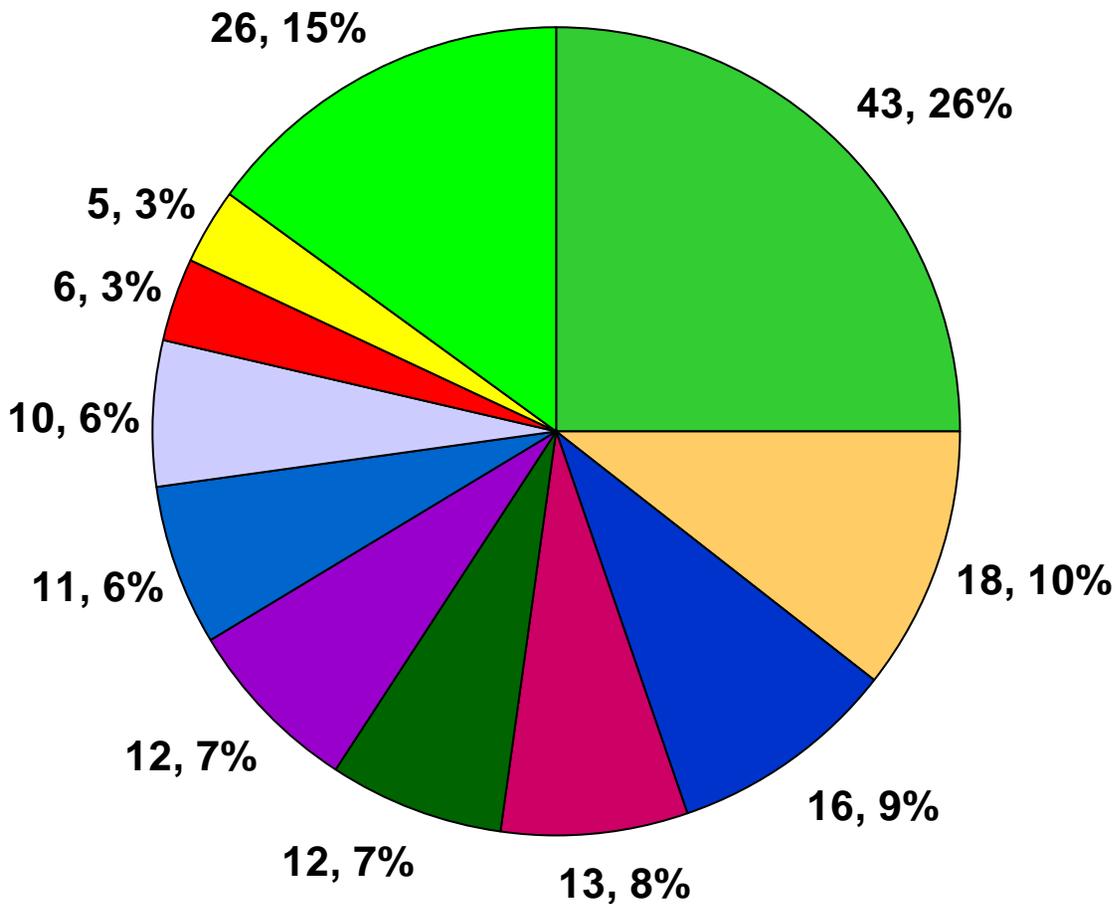
IOTA PMO: New Tickets by Location



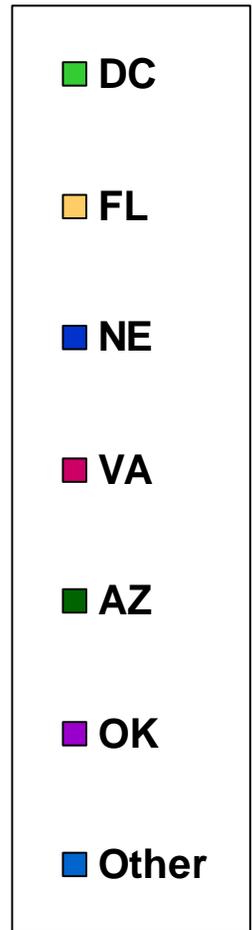
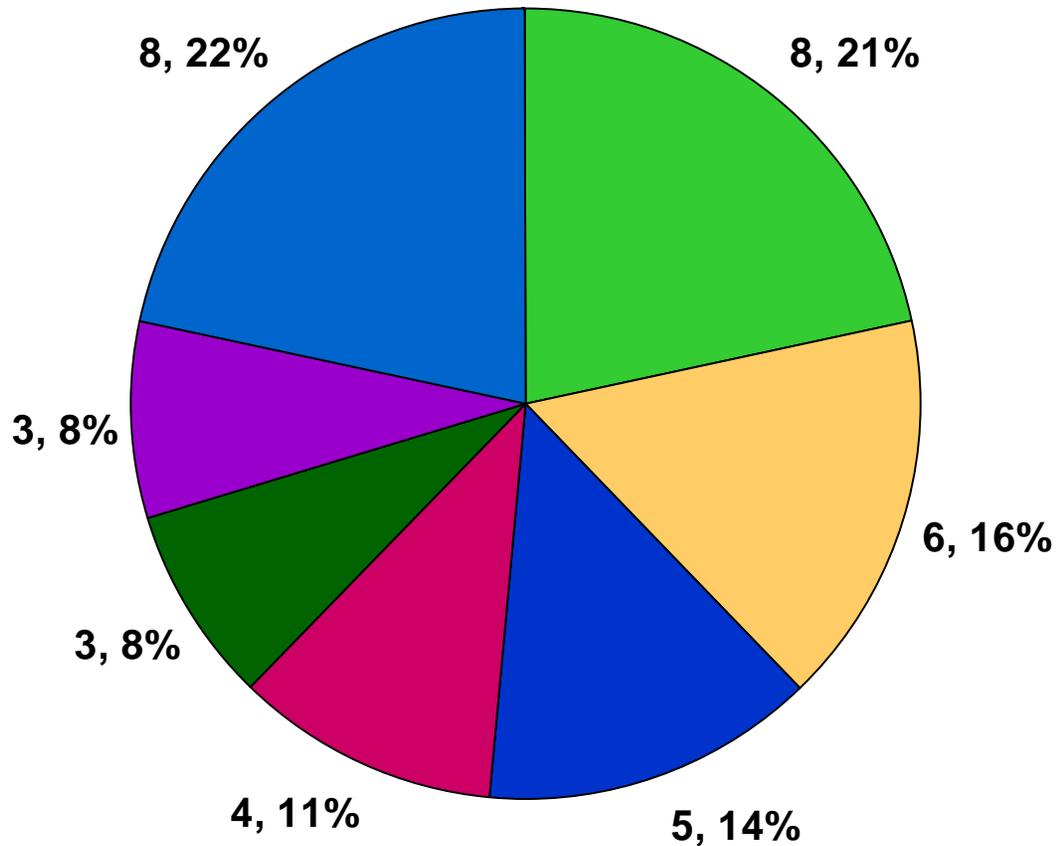
ISSE PMO: New Tickets by Location



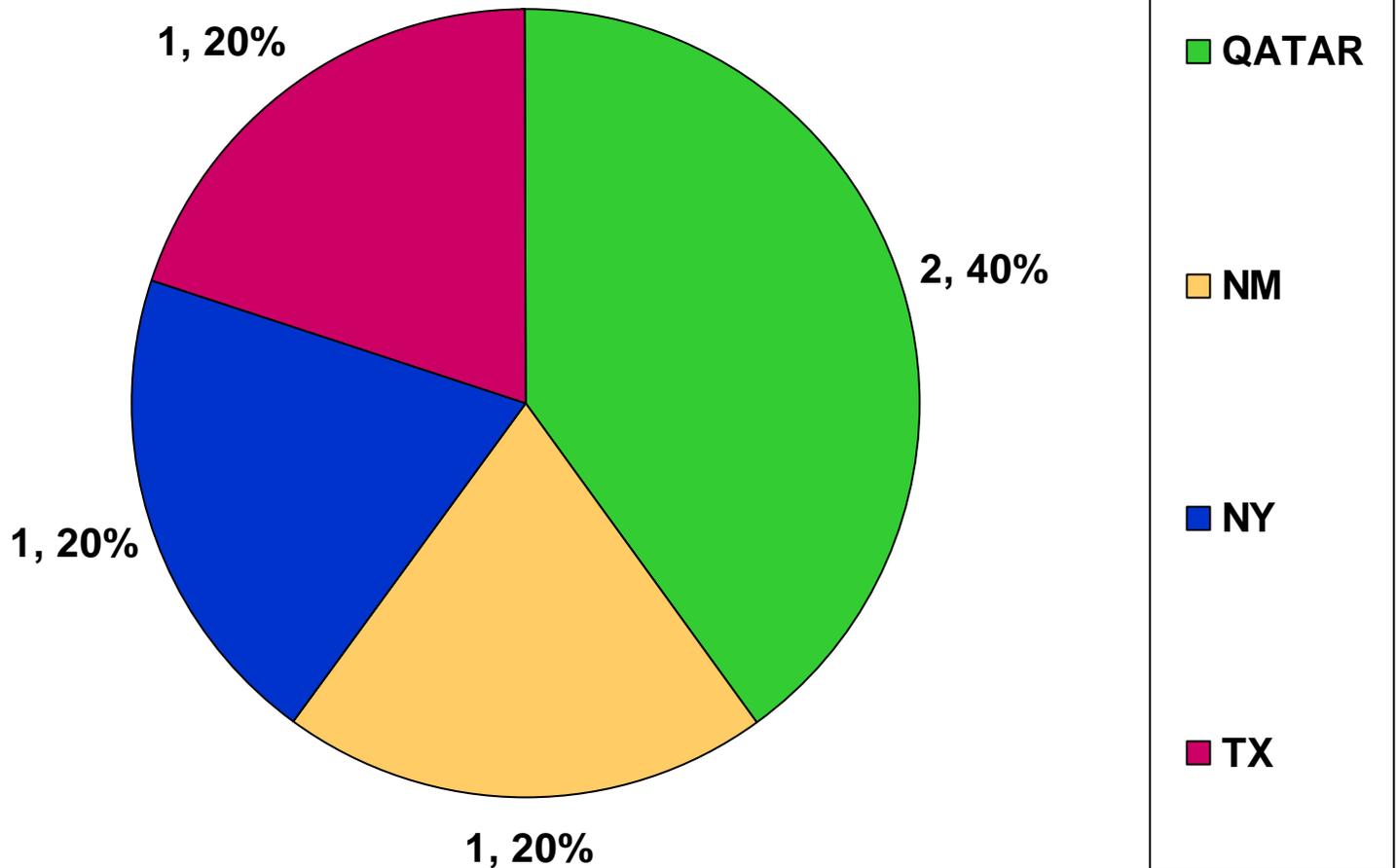
JEDI PMO: New Tickets by Location



JTT PMO: New Tickets by Location



Other: New Tickets by Location



IOTA PMO PCMRs from CHD TTs

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

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	CHD TT#	Status	Status Date
ISSE	ATO-3-ISSE GUARD/GUARD-03-011I	02004	New	20-NOV-03
			Open	31-DEC-03
ISSE	ATO-3-ISSE GUARD/GUARD-03-010I	02022	New	19-NOV-03
			Open	31-DEC-03
ISSE	ATO-3-ISSE GUARD/GUARD-03-009I	01857	New	22-OCT-03
			Open	31-DEC-03
ISSE	AFRL/IFS-ISSE GUARD-04-005I	02577	New	17-MAR-04
ISSE	AFCCC-1-ISSE GUARD/IUA-03-010I	02325	New	31-DEC-03
ISSE	NORTHCOM-ISSE GUARD/IUA-04-004I	02363	New	17-MAR-04
ISSE	JCO-1-ISSE GUARD/IUA-03-009I	02260	New	03-DEC-03
			Open	31-DEC-03
ISSE	JICPAC-1-ISSE GUARD/IUA-03-008I	01771	New	01-DEC-03
			Open	31-DEC-03
ISSE	DAO-2-ISSE GUARD/MLDBR-03-002I	02213	New	16-DEC-03
			Open	31-DEC-03
ISSE	JICPAC-1-ISSE GUARD/MLDBR-03-001I	02209	New	16-DEC-03
			Open	31-DEC-03

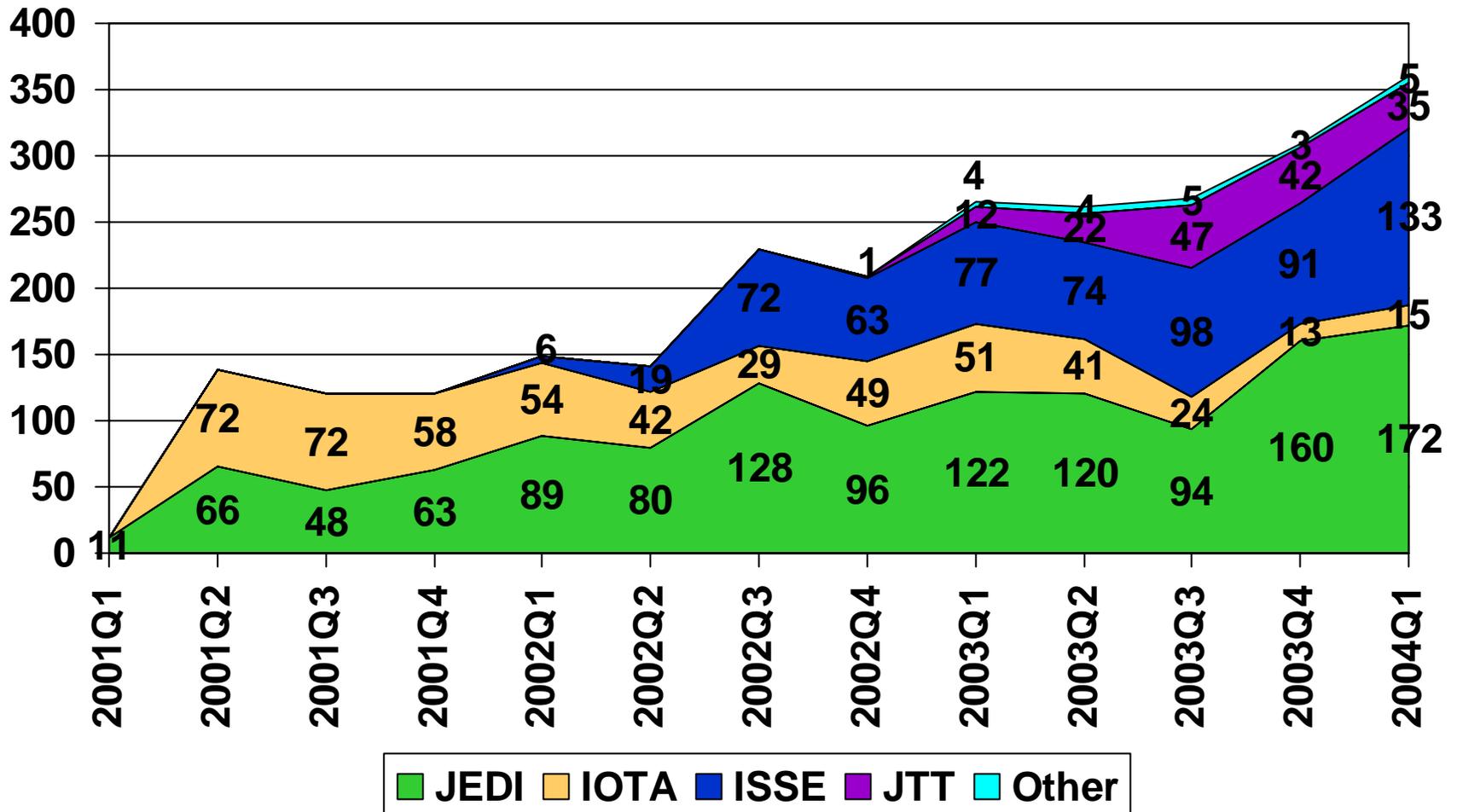
JEDI PMO PCMRs from CHD TTs

PCMR Number	CHD TT#	Status	Status Date
AFRL/IFE-AFDI-03-070I	02194	New	21-NOV-03
		Open	22-JAN-04
AFRL/IFE-AFDI-03-069I	02007	New	12-NOV-03
		Open	22-JAN-04
UNKNOWN-AFDI-03-068I	01768	New	05-NOV-03
		Open	22-JAN-04
JCO-1-AFDI-03-021I	01915	New	08-JUL-03
		Open	10-JUL-03
AFRL/IFE-AFDI-03-003I	01568	New	16-MAY-03
		Open	10-JUL-03
AFRL/IFE-AFDI-03-002I	01630	New	15-MAY-03
UNKNOWN-AFDI-04-001I	02616	New	23-MAR-04
AFRL/IFE-AFDI-03-001I	01323	New	12-FEB-03
		Open	10-JUL-03

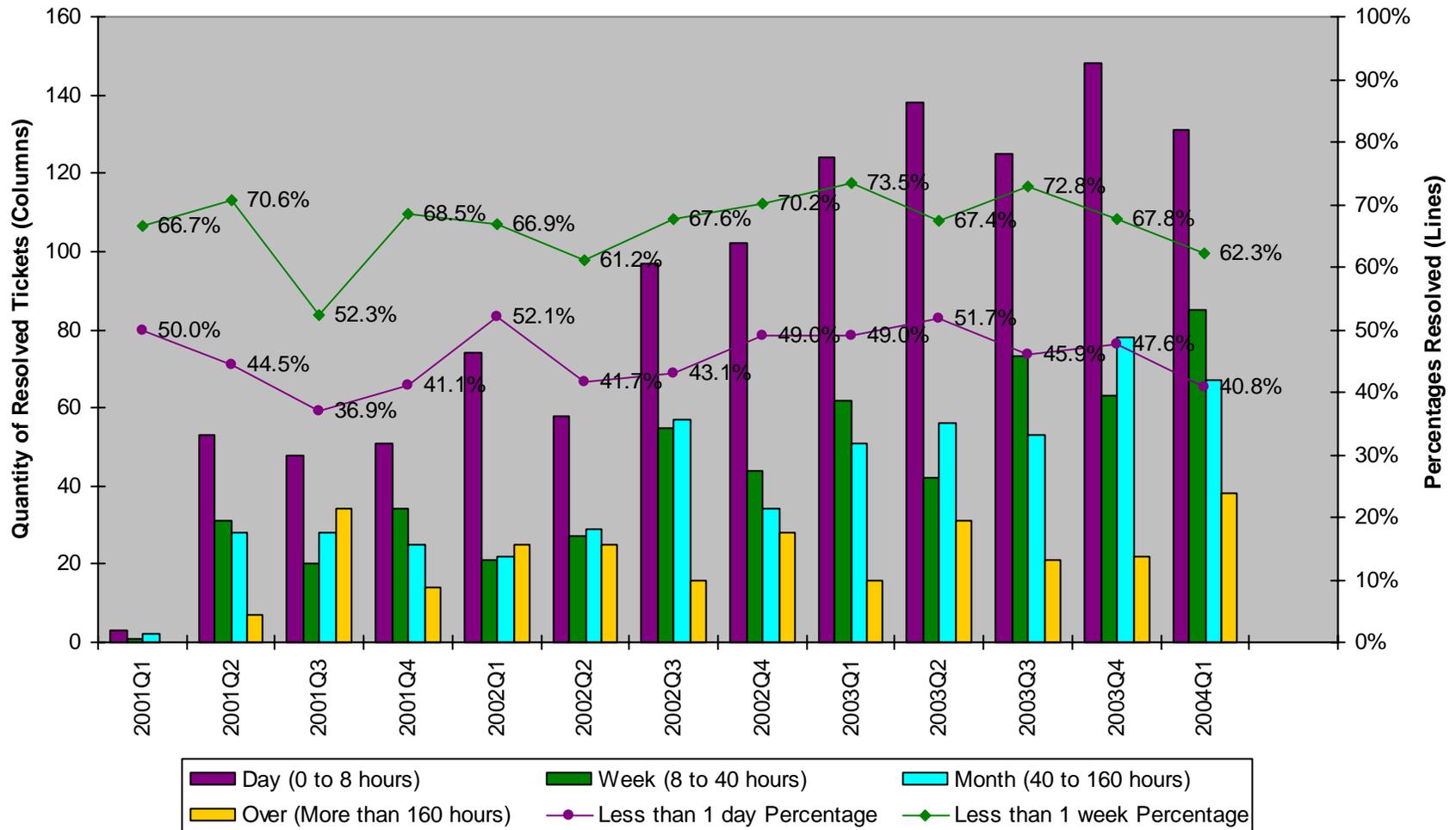
JTT PMO PCMRs from CHD TTs

PCMR Number	CHD TT#	Status	Status Date
AFRL/IFE-JTT-03-388I	01781	New	16-JUL-03
		Open	23-JUL-03
AFRL/IFE-JTT-03-337I	01398	New	13-MAR-03
		Open	18-MAR-03
		Closed	07-JAN-04
AFRL/IFE-ITS-03-013I	02239	New	25-NOV-03
		Open	25-NOV-03

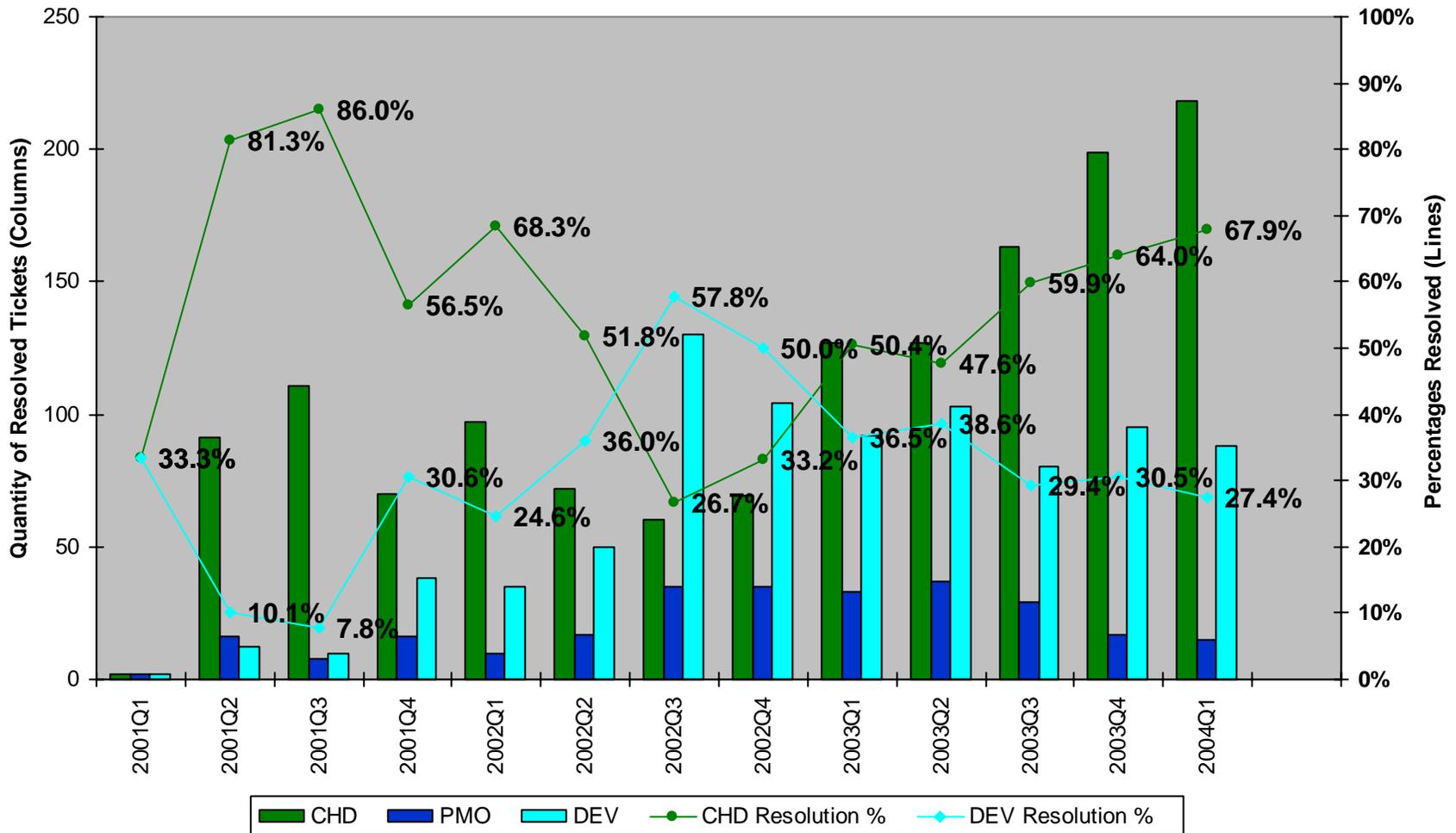
Help Volume Since Inception



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
 - 32 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
 - STU-III telephone
- Request Help via Email:
 - Unclassified:
 - IDHS.Help@rl.af.mil
 - SIPRNET:
 - IDHS.Help@ife.rl.af.smil.mil
 - Intelink:
 - IDHS.Help@mail.rome.ic.gov
- Request Help via Web Forms:
 - Web:
 - <http://extranet.if.afrl.af.mil/chd/>
 - SIPRNET:
 - <http://ife.rl.af.smil.mil/chd/>
 - Intelink:
 - <http://web1.rome.ic.gov/chd/>