

CONSOLIDATED HELP DESK ACTIVITY REPORT
1 – 31 JANUARY 2002

METRICS FOR OVERALL CONSOLIDATED HELP DESK PROGRAM

39 IDHS CHD Total Tickets Logged

16 AFDI Tickets Logged
 12 Broadsword Tickets Logged
 10 CSE-SS Tickets Logged
 1 ISSE Tickets Logged

16 IDHS CHD Tickets Brought Forward

3 AFDI Tickets Brought Forward
 9 Broadsword Tickets Brought Forward
 4 CSE-SS Tickets Brought Forward
 0 ISSE Tickets Brought Forward

55 IDHS CHD Tickets In The System

19 AFDI Tickets In The System
 21 Broadsword Tickets In The System
 14 CSE-SS Tickets In The System
 1 ISSE Tickets In The System

31 IDHS CHD Tickets Completed

11 AFDI Tickets Completed
 13 Broadsword Tickets Completed
 7 CSE-SS Tickets Completed
 0 ISSE Tickets Completed

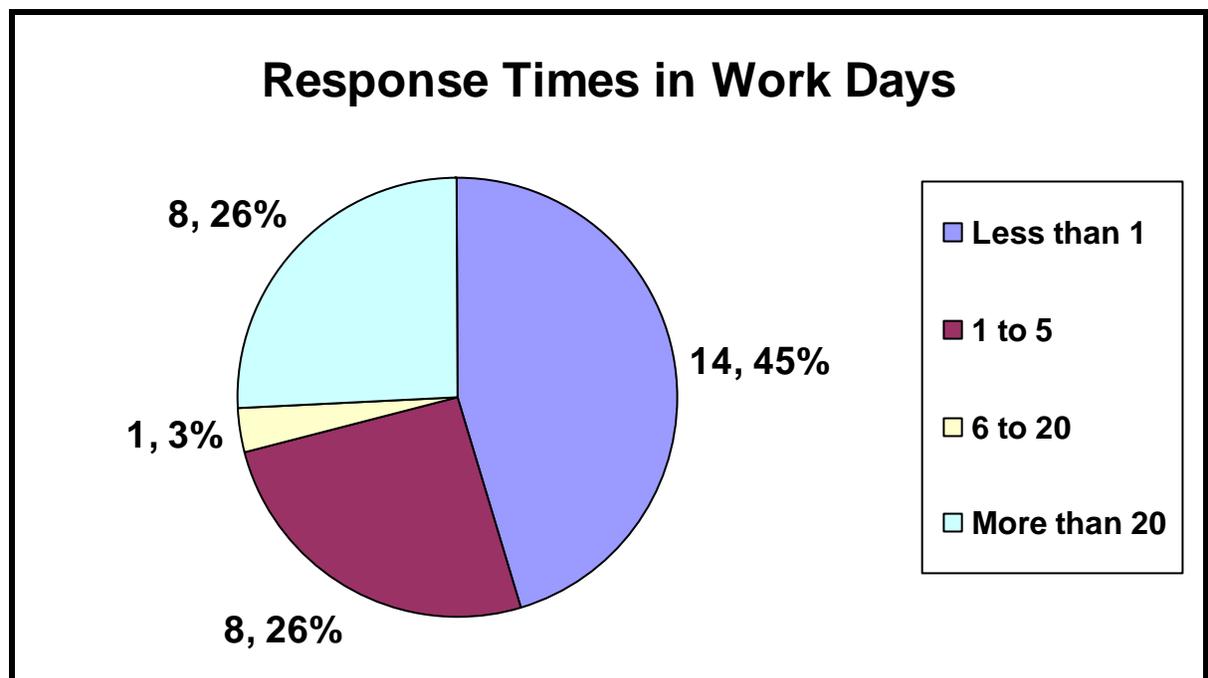
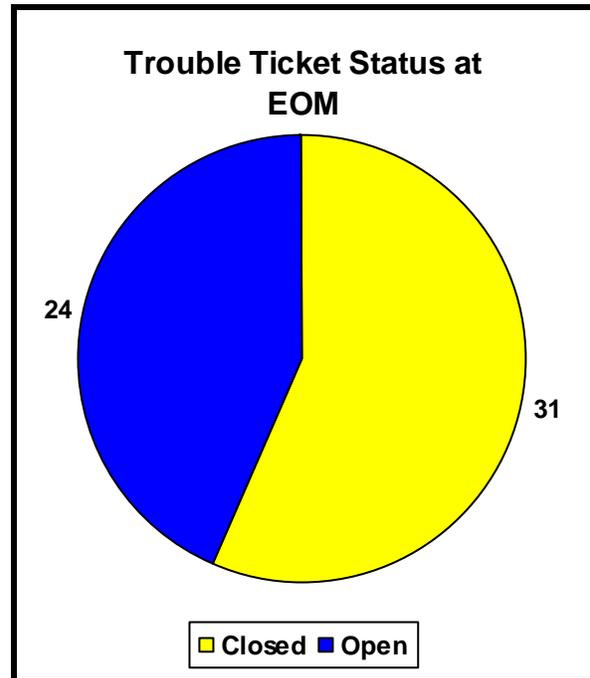
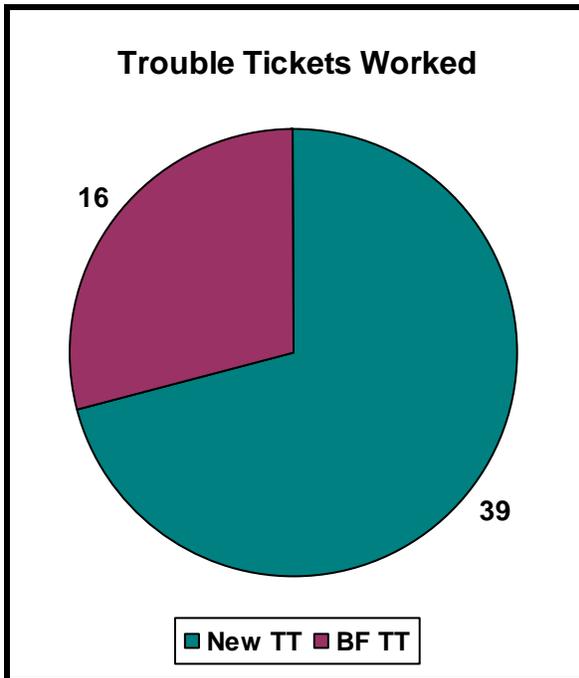
24 IDHS CHD Open / Brought Forward To Next Period

8 AFDI Tickets Open / Brought Forward To Next Period
 8 Broadsword Tickets Open / Brought Forward To Next Period
 7 CSE-SS Tickets Open / Brought Forward To Next Period
 1 ISSE Tickets Open / Brought Forward To Next Period

RESPONSE TIMES:	Less than 1 WORK DAY	1 TO 5 WORK DAYS	6 TO 20 WORK DAYS	More than 20 WORK DAYS
<i>Overall (Total)</i>	14	8	1	8
<i>AFDI</i>	6	3	1	1
<i>BSWD</i>	5	3	0	5
<i>CSE</i>	3	2	0	2
<i>ISSE</i>	0	0	0	0

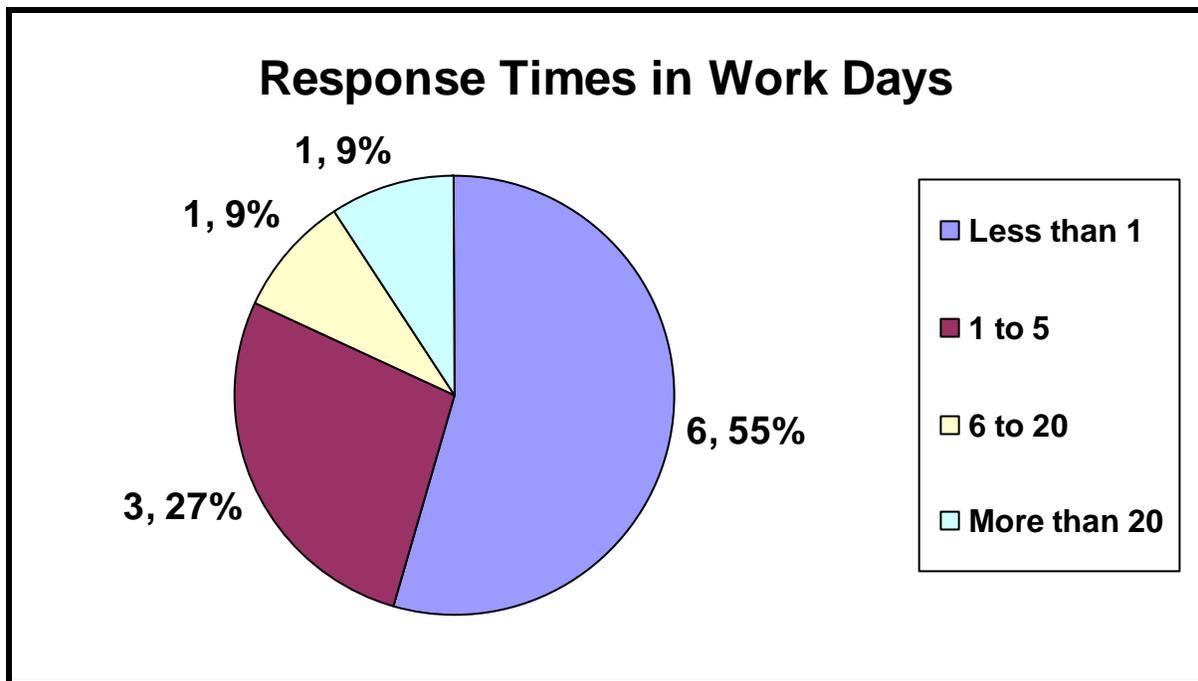
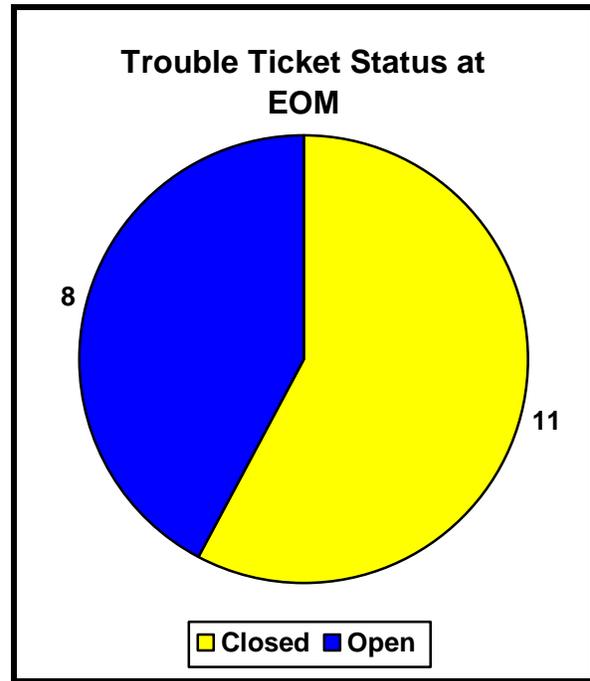
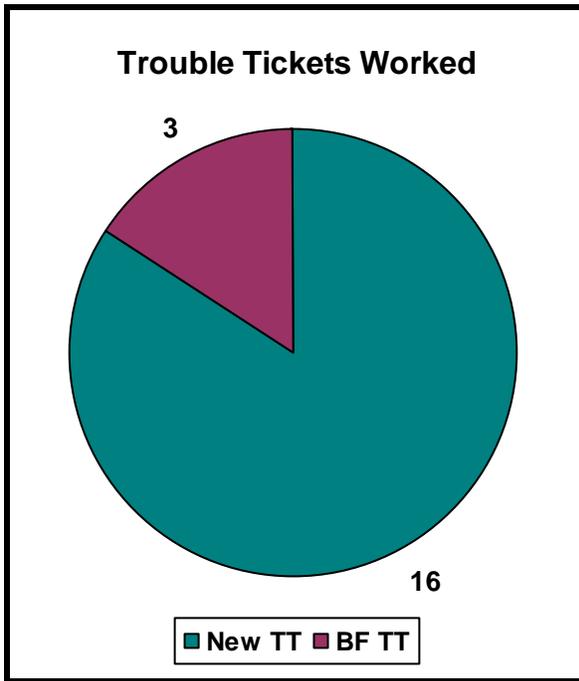
IDHS CHD OVERALL

- 39 Total Tickets Logged
- 16 Tickets Brought Forward
- 55 Tickets In The System
- 31 Tickets Completed
- 24 Tickets Open / Brought Forward To Next Period



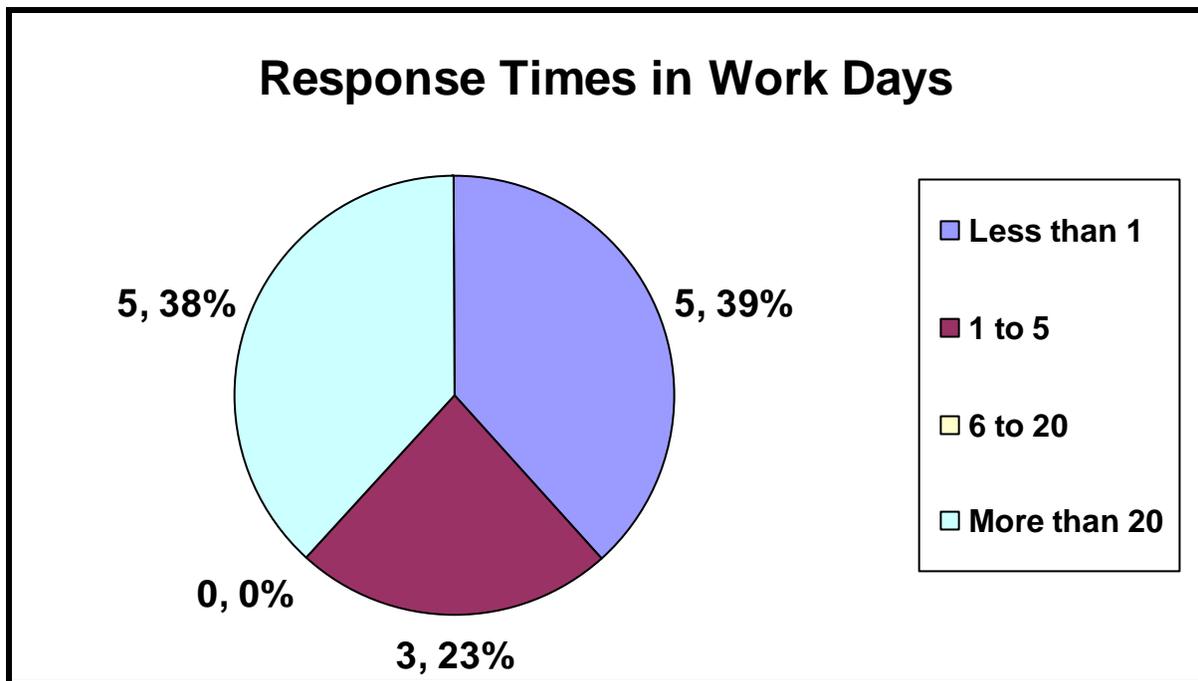
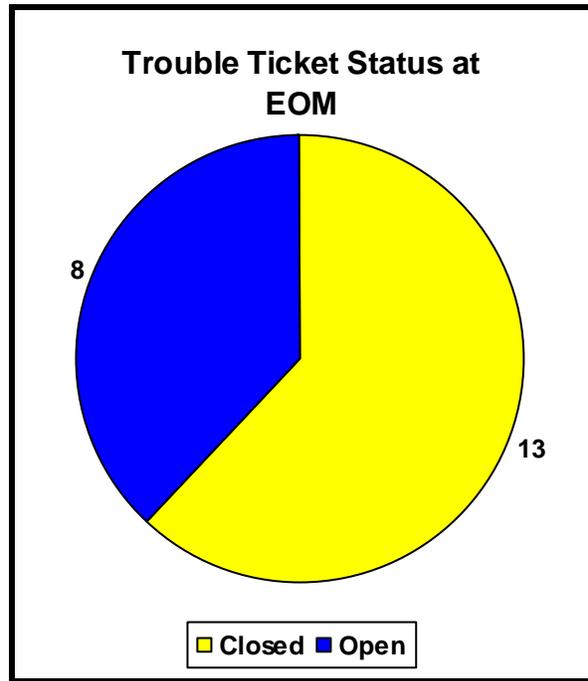
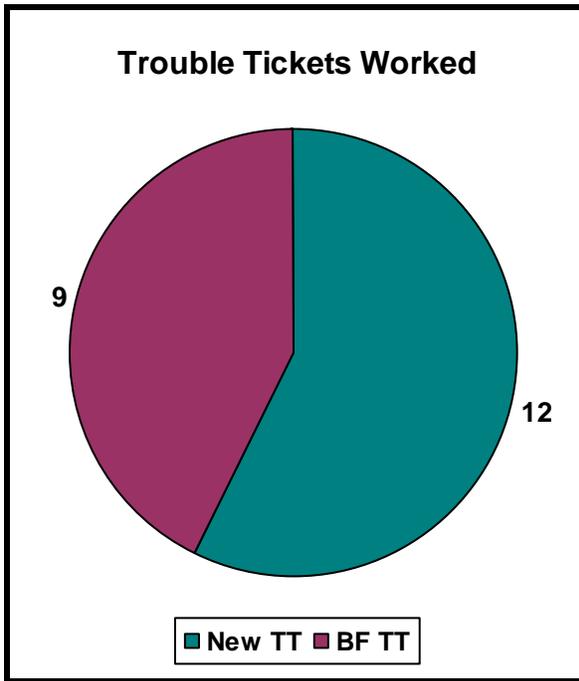
AFDI

- 16 Total Tickets Logged
- 03 Tickets Brought Forward
- 19 Tickets In The System
- 11 Tickets Completed
- 08 Tickets Open / Brought Forward To Next Period



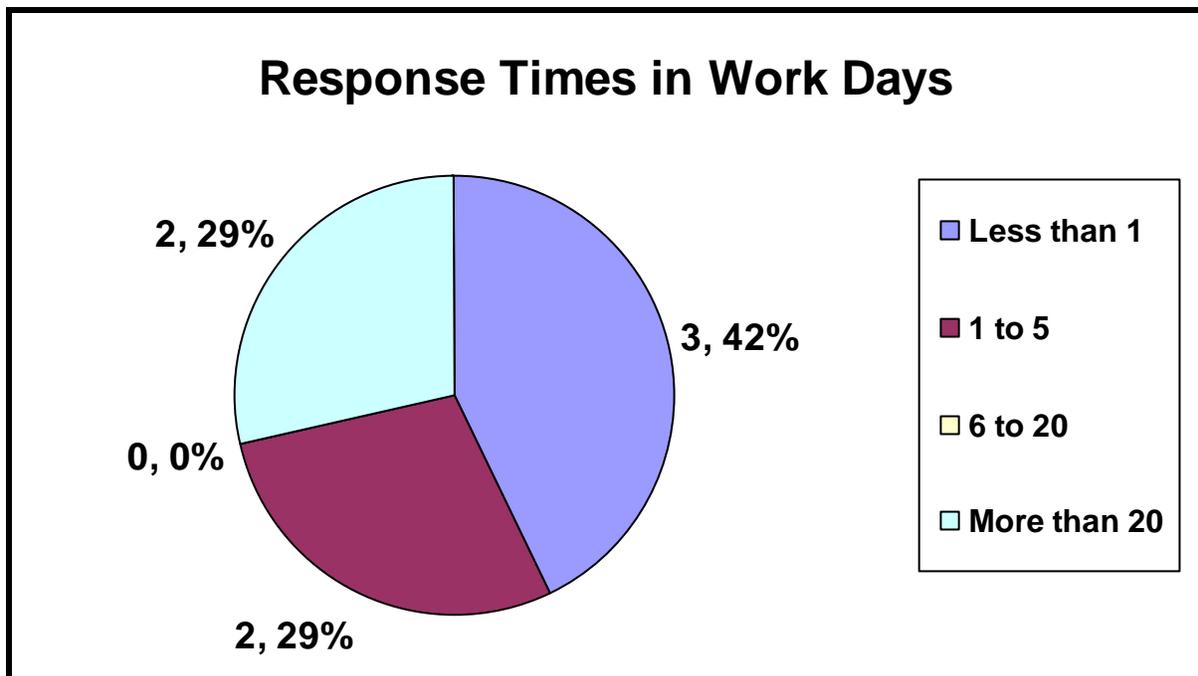
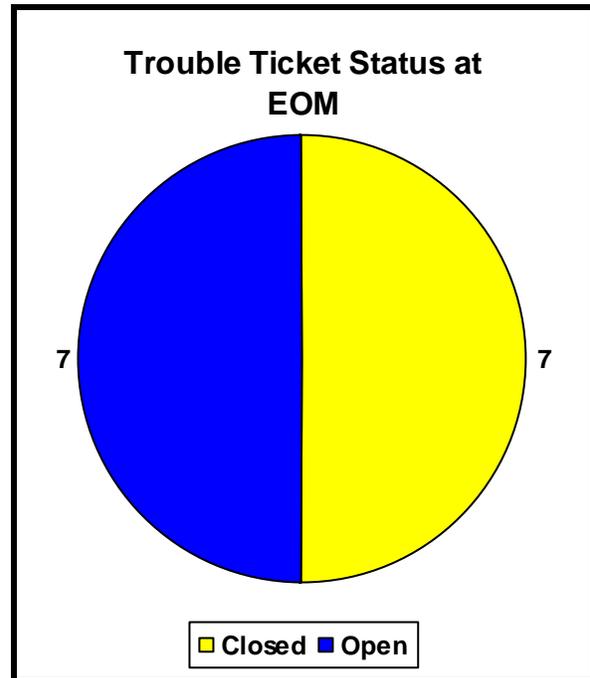
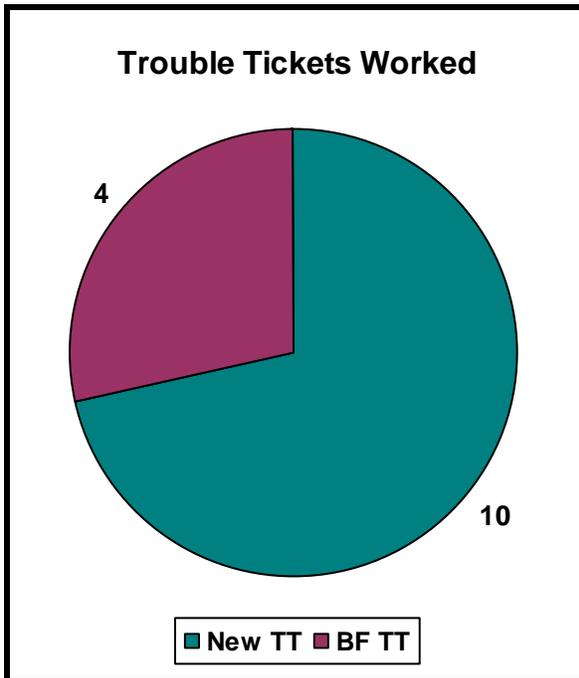
BROADSWORD

- 12 Total Tickets Logged
- 09 Tickets Brought Forward
- 21 Tickets In The System
- 13 Tickets Completed
- 08 Tickets Open / Brought Forward To Next Period



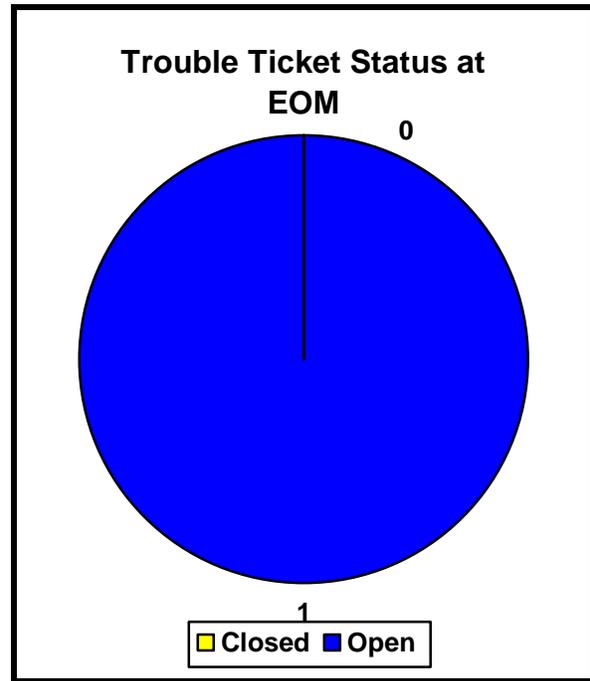
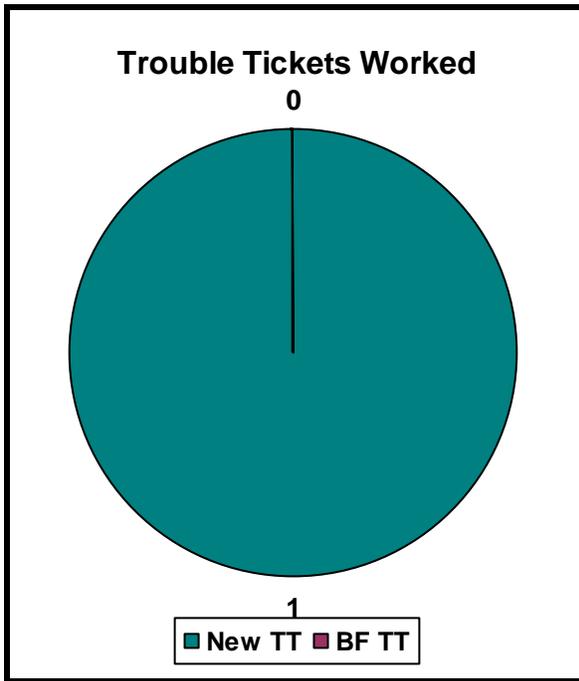
CSE-SS

- 10 Total Tickets Logged
- 04 Tickets Brought Forward
- 14 Tickets In The System
- 07 Tickets Completed
- 07 Tickets Open / Brought Forward To Next Period



ISSE

- 01 Total Tickets Logged
- 00 Tickets Brought Forward
- 01 Tickets In The System
- 00 Tickets Completed
- 01 Tickets Open / Brought Forward To Next Period



Support for ISSE begins during this period.