

CONSOLIDATED HELP DESK ACTIVITY REPORT

1 – 28 FEBRUARY 2002

METRICS FOR OVERALL CONSOLIDATED HELP DESK PROGRAM

47 IDHS CHD Total Tickets Logged

14 AFDI Tickets Logged
 24 Broadsword Tickets Logged
 7 CSE-SS Tickets Logged
 2 ISSE Tickets Logged

24 IDHS CHD Tickets Brought Forward

8 AFDI Tickets Brought Forward
 8 Broadsword Tickets Brought Forward
 7 CSE-SS Tickets Brought Forward
 1 ISSE Tickets Brought Forward

71 IDHS CHD Tickets In The System

22 AFDI Tickets In The System
 32 Broadsword Tickets In The System
 14 CSE-SS Tickets In The System
 3 ISSE Tickets In The System

50 IDHS CHD Tickets Completed

15 AFDI Tickets Completed
 24 Broadsword Tickets Completed
 9 CSE-SS Tickets Completed
 2 ISSE Tickets Completed

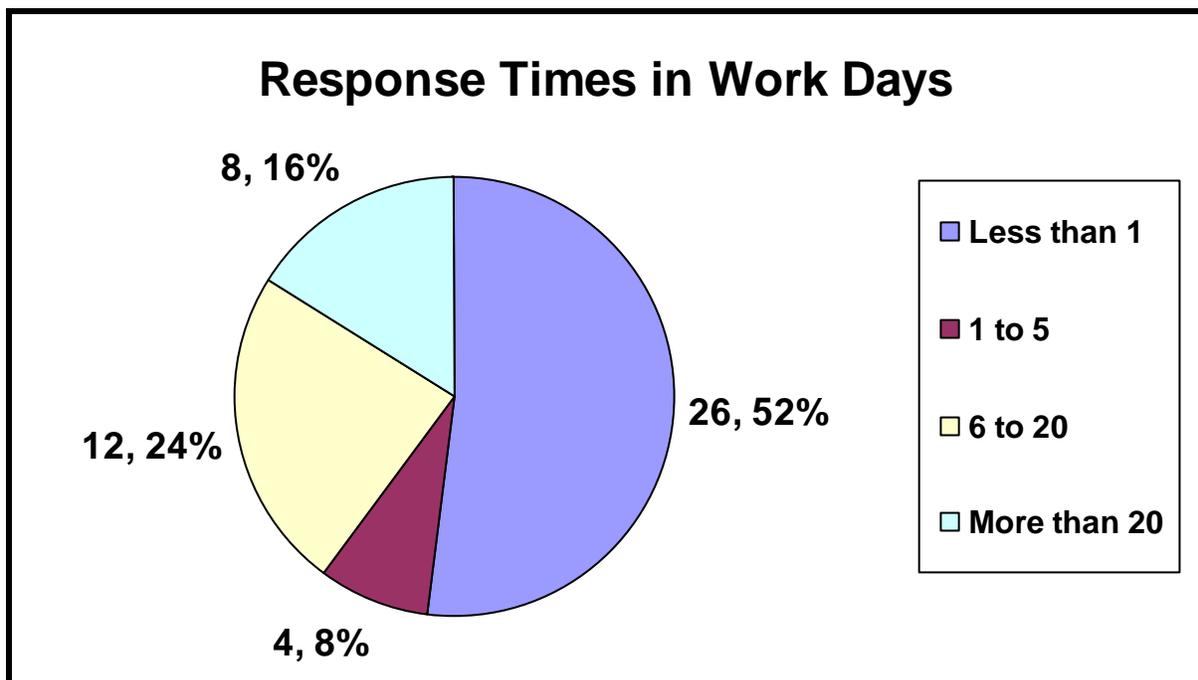
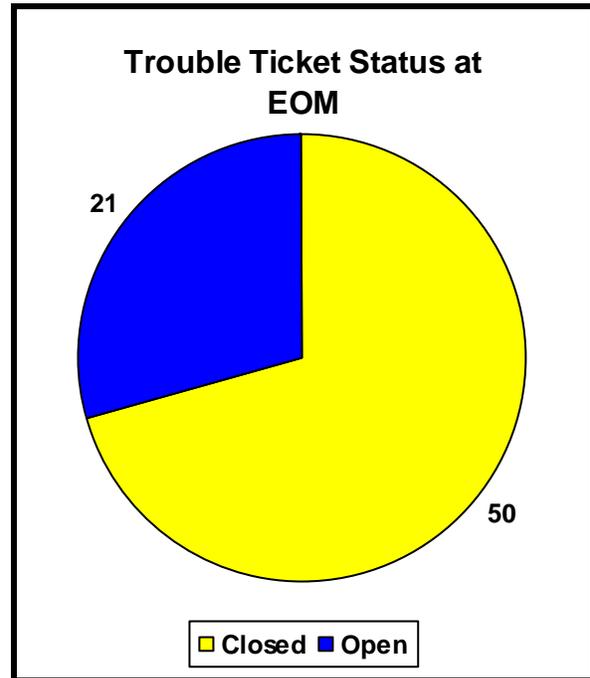
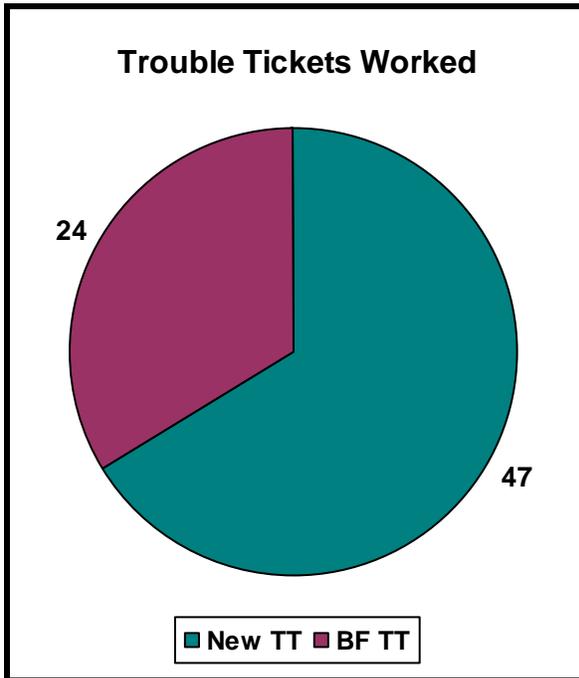
21 IDHS CHD Open / Brought Forward To Next Period

7 AFDI Tickets Open / Brought Forward To Next Period
 8 Broadsword Tickets Open / Brought Forward To Next Period
 5 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>	26	4	12	8
<i>AFDI</i>	9	0	5	1
<i>BSWD</i>	15	1	3	5
<i>CSE</i>	2	3	3	1
<i>ISSE</i>	0	0	1	1

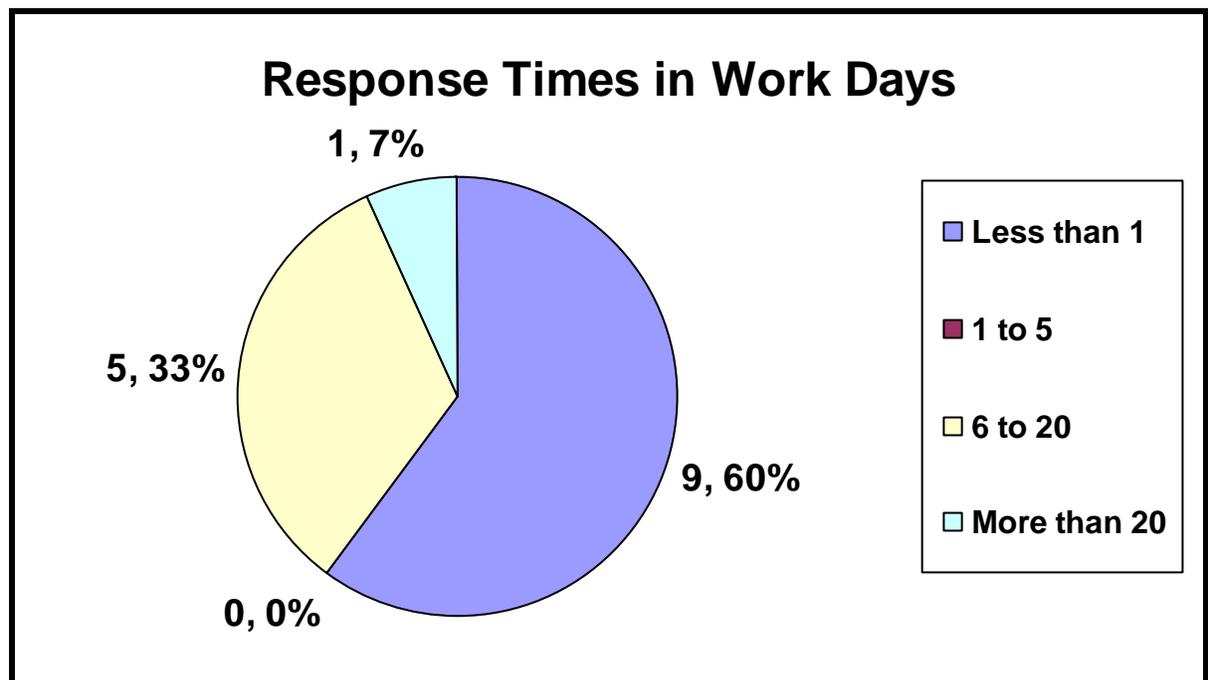
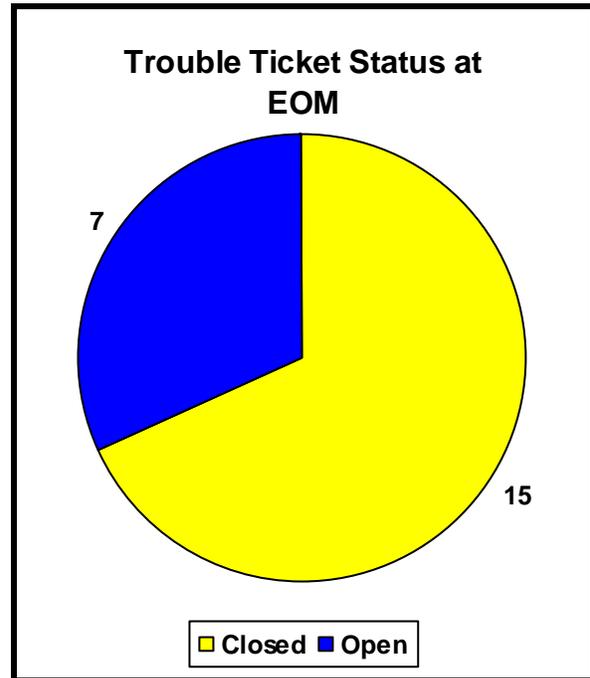
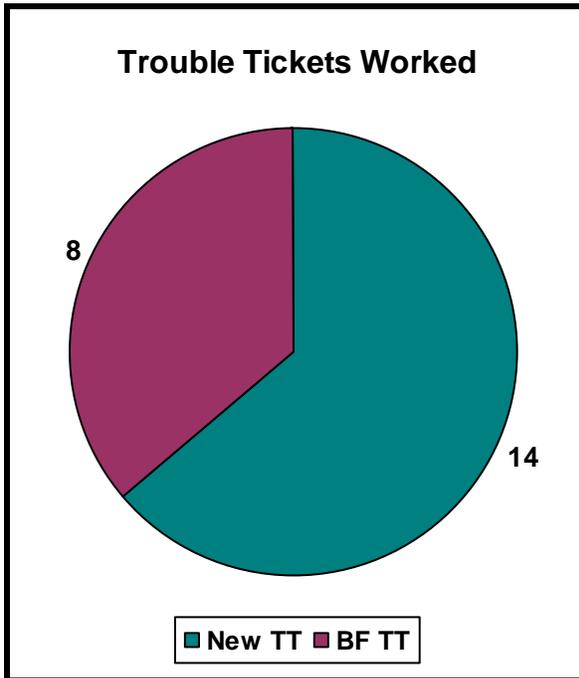
IDHS CHD OVERALL

- 47 Total Tickets Logged
- 24 Tickets Brought Forward
- 71 Tickets In The System
- 50 Tickets Completed
- 21 Tickets Open / Brought Forward To Next Period



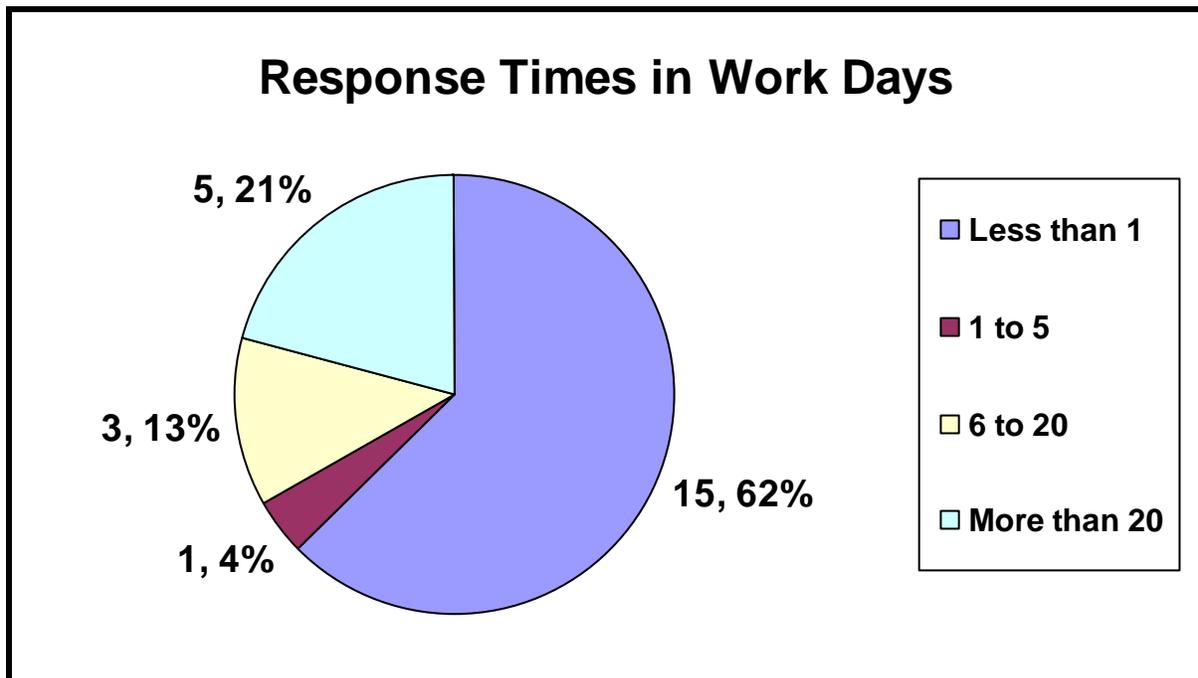
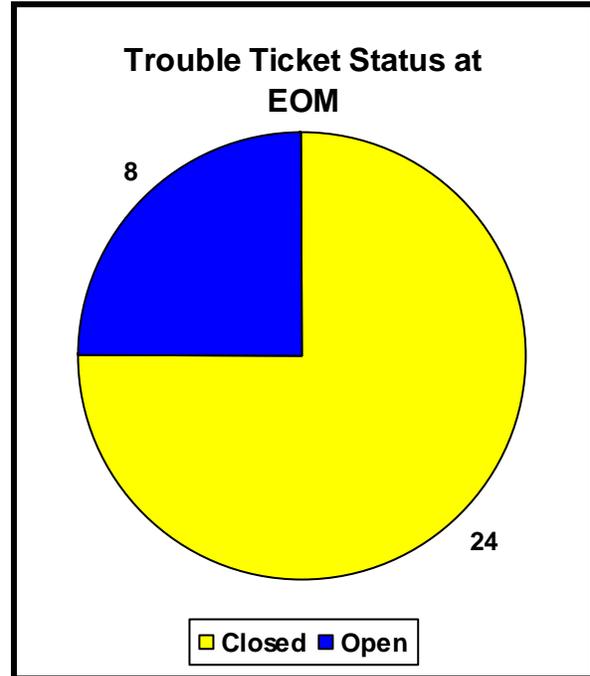
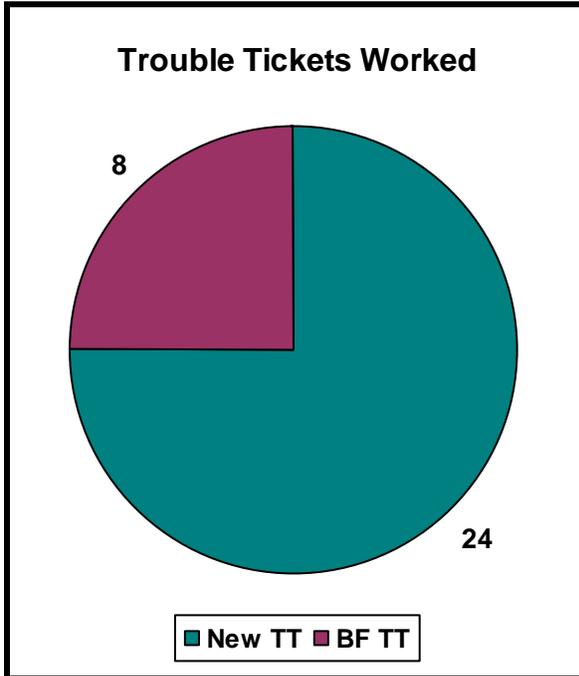
AFDI

- 14 Total Tickets Logged
- 8 Tickets Brought Forward
- 22 Tickets In The System
- 15 Tickets Completed
- 7 Tickets Open / Brought Forward To Next Period



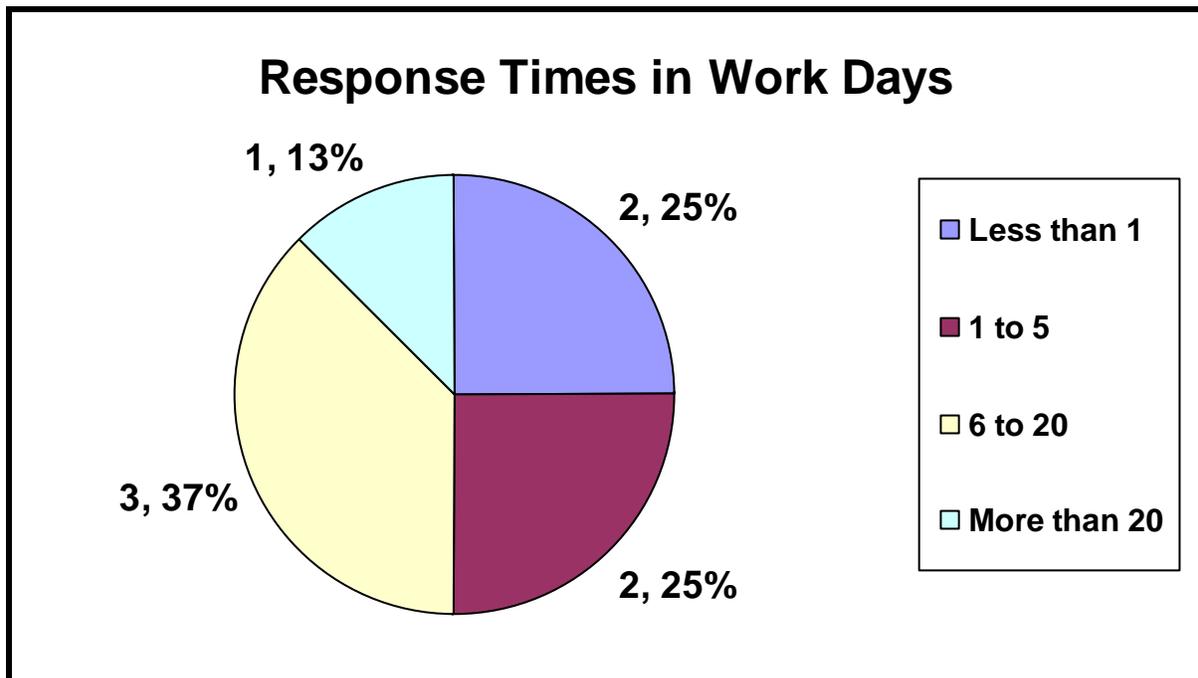
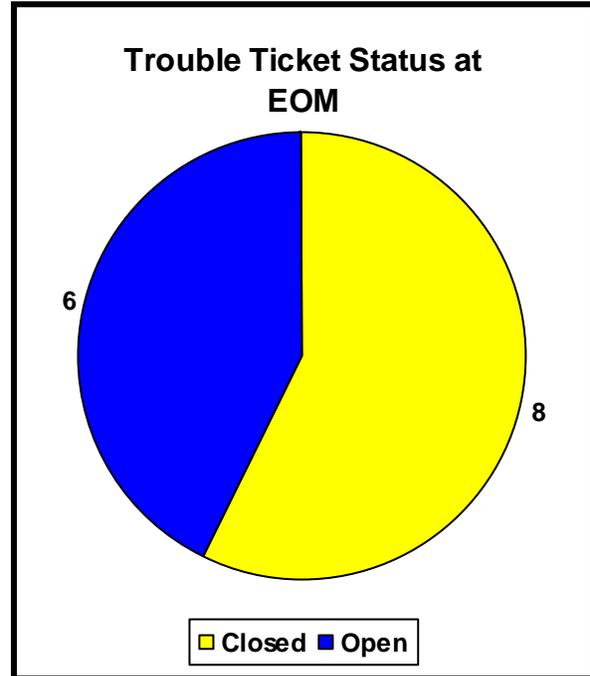
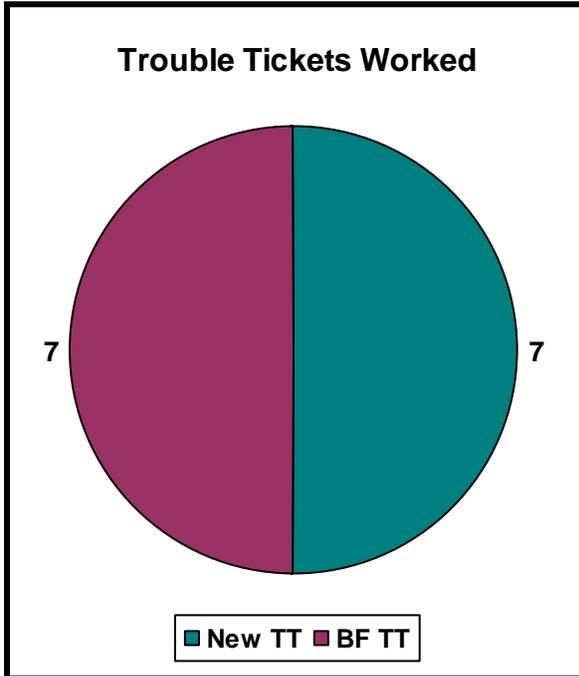
BROADSWORD

- 24 Total Tickets Logged
- 8 Tickets Brought Forward
- 32 Tickets In The System
- 24 Tickets Completed
- 8 Tickets Open / Brought Forward To Next Period



CSE-SS

- 7 Total Tickets Logged
- 7 Tickets Brought Forward
- 14 Tickets In The System
- 8 Tickets Completed
- 6 Tickets Open / Brought Forward To Next Period



ISSE

- 2 Total Tickets Logged
- 1 Tickets Brought Forward
- 3 Tickets In The System
- 2 Tickets Completed
- 1 Tickets Open / Brought Forward To Next Period

