

## **CONSOLIDATED HELP DESK ACTIVITY REPORT**

### **1 – 31 MARCH 2002**

#### **METRICS FOR OVERALL CONSOLIDATED HELP DESK PROGRAM**

##### **60 IDHS CHD Total Tickets Logged**

34 AFDI Tickets Logged  
 15 Broadsword Tickets Logged  
 8 CSE-SS Tickets Logged  
 3 ISSE Tickets Logged

##### **22 IDHS CHD Tickets Brought Forward**

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

##### **82 IDHS CHD Tickets In The System**

41 AFDI Tickets In The System  
 23 Broadsword Tickets In The System  
 14 CSE-SS Tickets In The System  
 4 ISSE Tickets In The System

##### **62 IDHS CHD Tickets Completed**

33 AFDI Tickets Completed  
 19 Broadsword Tickets Completed  
 9 CSE-SS Tickets Completed  
 1 ISSE Tickets Completed

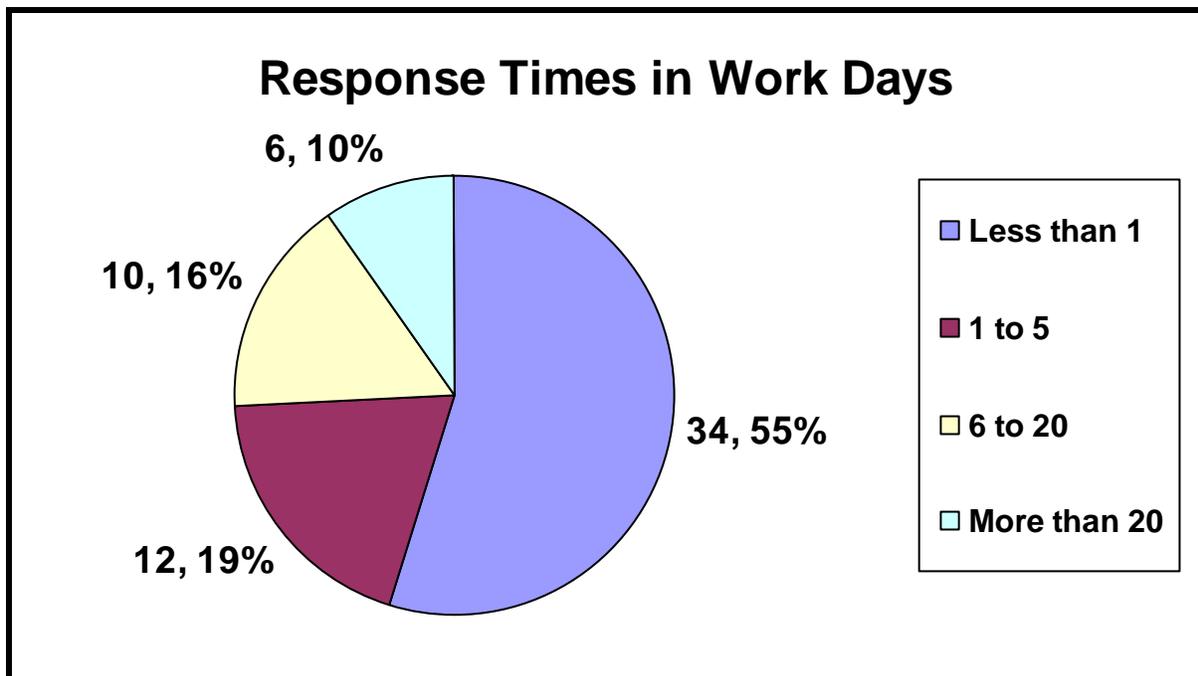
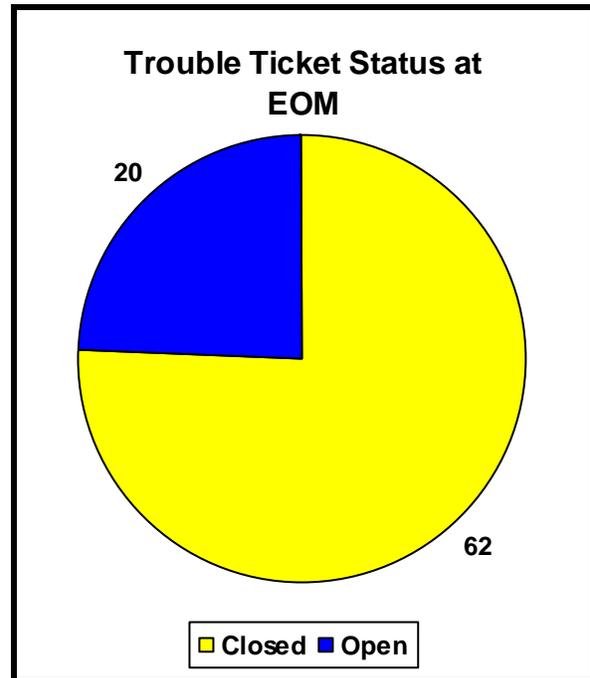
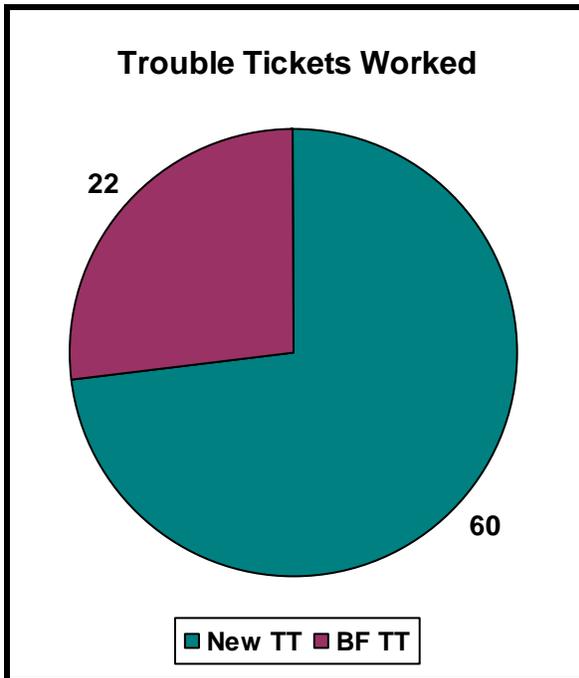
##### **20 IDHS CHD Open / Brought Forward To Next Period**

8 AFDI Tickets Open / Brought Forward To Next Period  
 4 Broadsword Tickets Open / Brought Forward To Next Period  
 5 CSE-SS Tickets Open / Brought Forward To Next Period  
 3 ISSE Tickets Open / Brought Forward To Next Period

<b>RESPONSE TIMES:</b>	<b>Less than 1 WORK DAY</b>	<b>1 TO 5 WORK DAYS</b>	<b>6 TO 20 WORK DAYS</b>	<b>More than 20 WORK DAYS</b>
<i>Overall (Total)</i>	34	12	10	6
<i>AFDI</i>	19	7	5	2
<i>BSWD</i>	11	3	4	1
<i>CSE</i>	3	2	1	3
<i>ISSE</i>	1	0	0	0

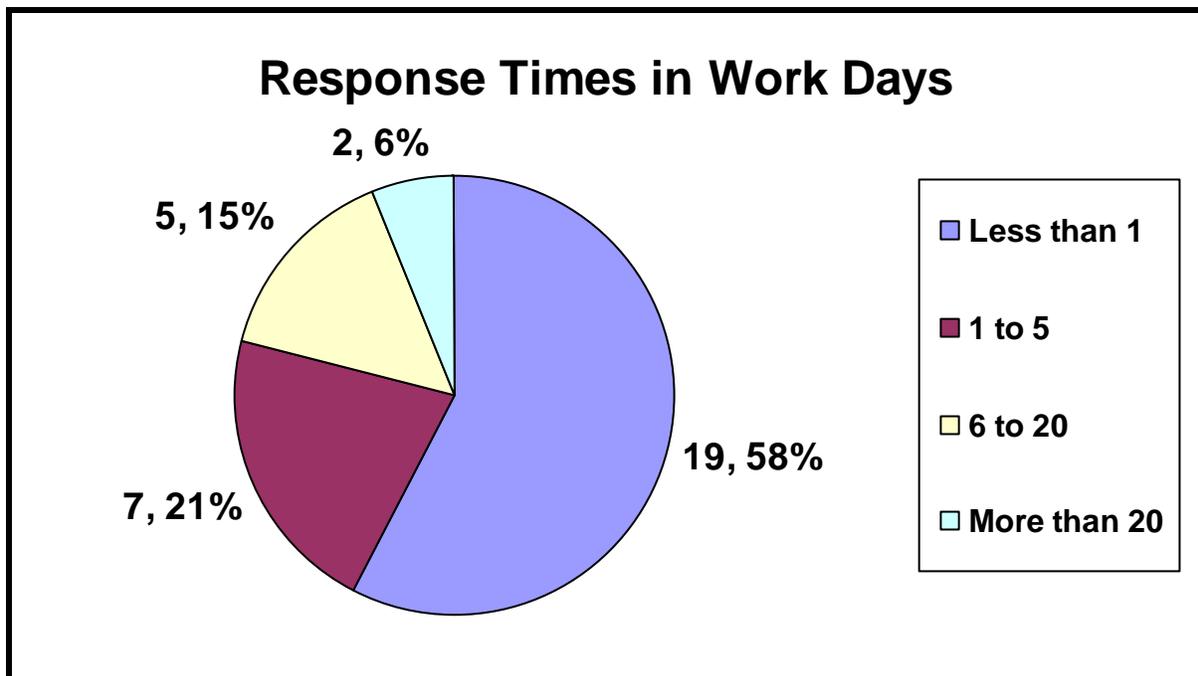
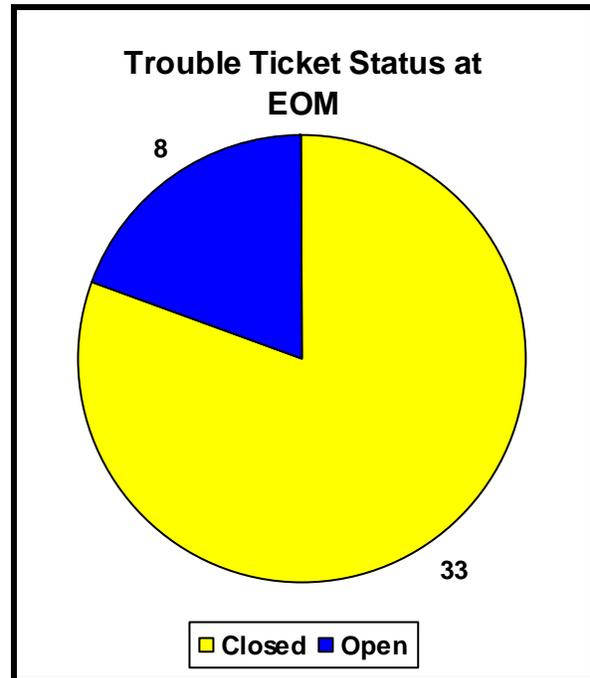
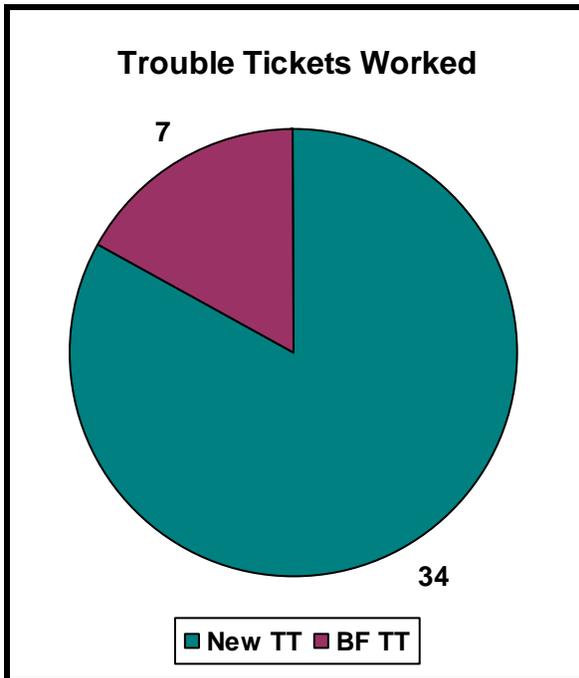
### IDHS CHD OVERALL

- 60 Total Tickets Logged
- 22 Tickets Brought Forward
- 82 Tickets In The System
- 62 Tickets Completed
- 20 Tickets Open / Brought Forward To Next Period



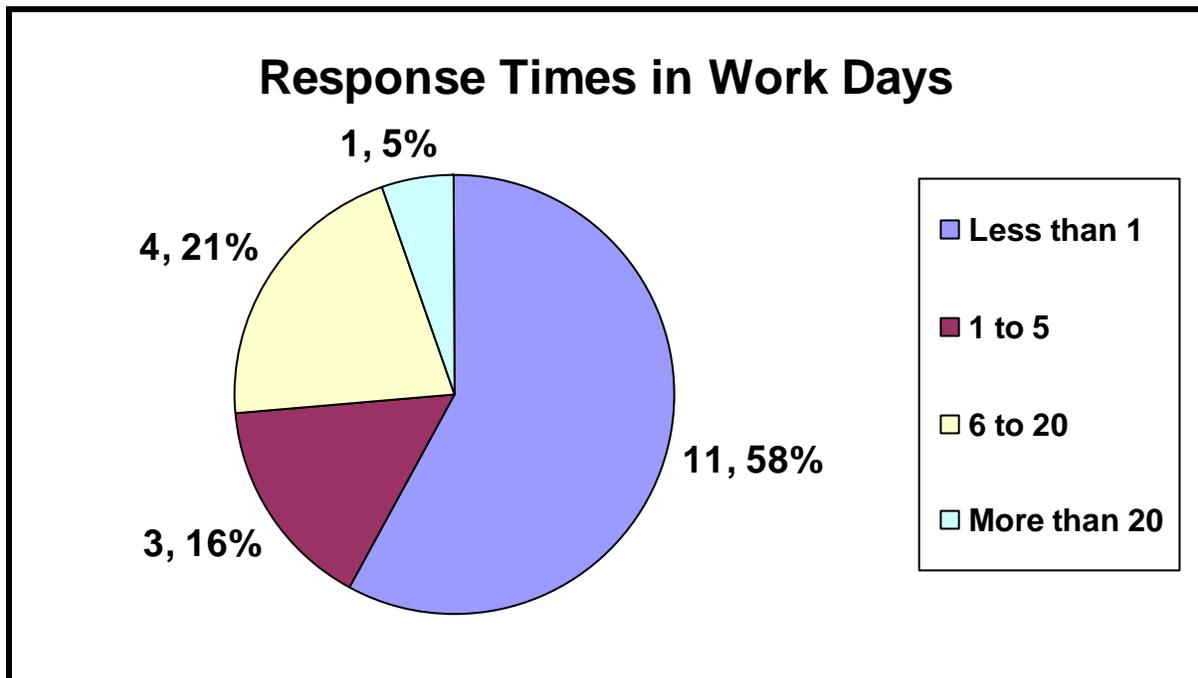
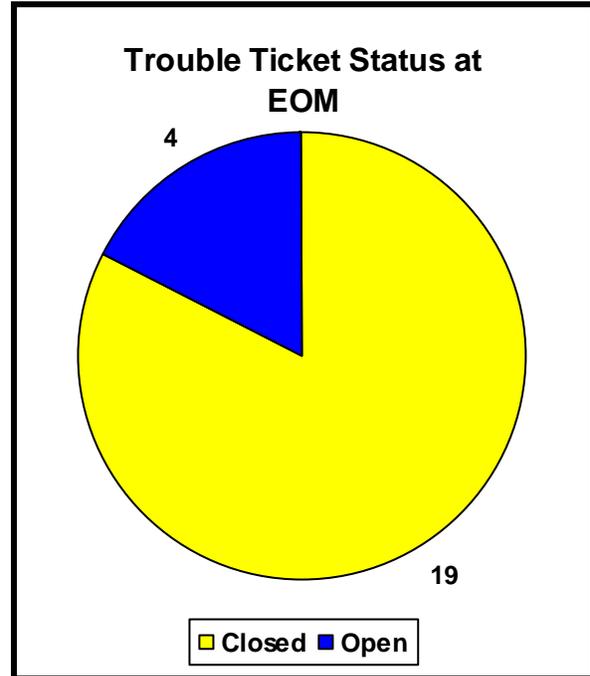
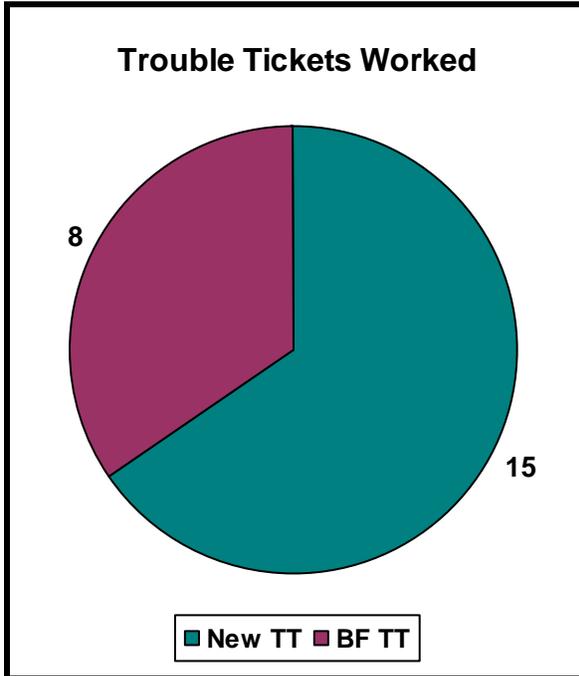
### AFDI

- 34 Total Tickets Logged
- 7 Tickets Brought Forward
- 41 Tickets In The System
- 33 Tickets Completed
- 8 Tickets Open / Brought Forward To Next Period



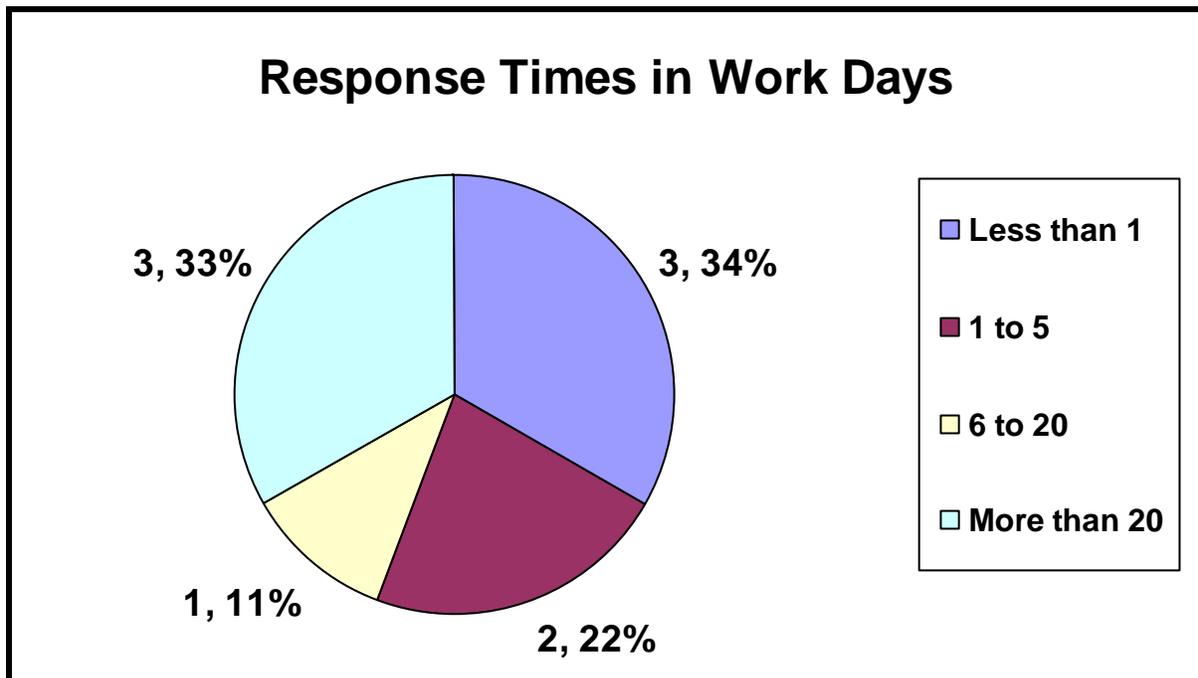
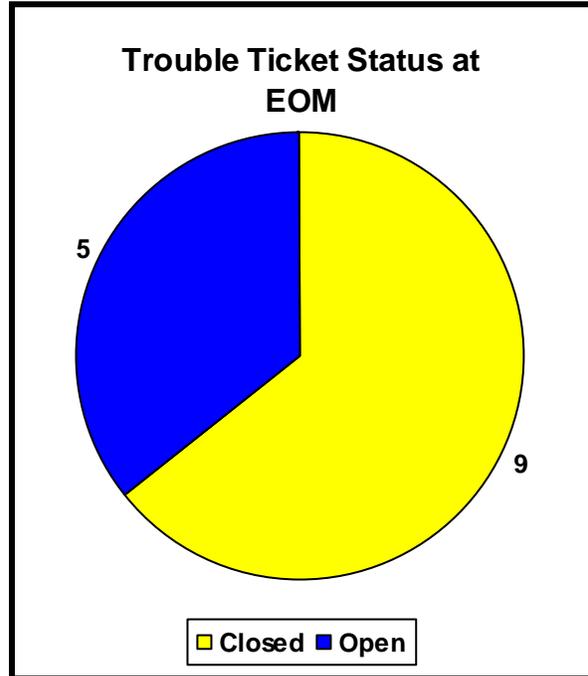
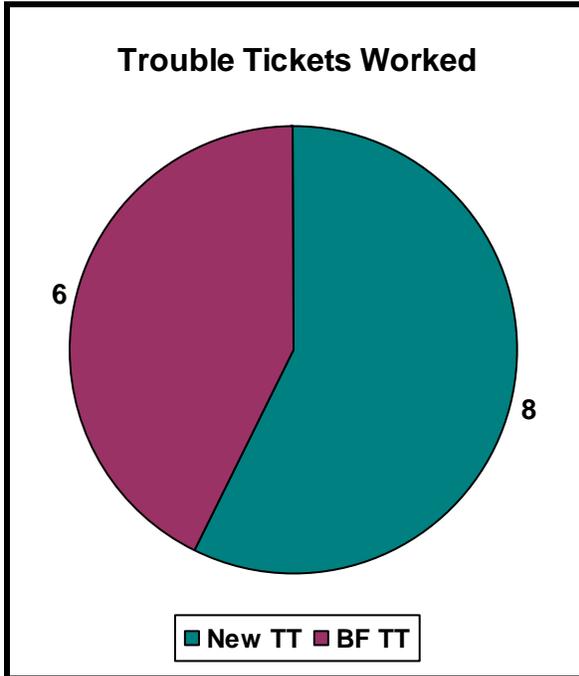
**BROADSWORD**

- 15 Total Tickets Logged
- 8 Tickets Brought Forward
- 23 Tickets In The System
- 19 Tickets Completed
- 4 Tickets Open / Brought Forward To Next Period



**CSE-SS**

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



### ISSE

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

