

# CONSOLIDATED HELP DESK ACTIVITY REPORT

## 1 – 30 APRIL 2002

### METRICS FOR OVERALL CONSOLIDATED HELP DESK PROGRAM

#### **59 IDHS CHD Total Tickets Logged**

21 AFDI Tickets Logged  
 20 Broadsword Tickets Logged  
 6 CSE-SS Tickets Logged  
 12 ISSE Tickets Logged

#### **20 IDHS CHD Tickets Brought Forward**

8 AFDI Tickets Brought Forward  
 4 Broadsword Tickets Brought Forward  
 5 CSE-SS Tickets Brought Forward  
 3 ISSE Tickets Brought Forward

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

29 AFDI Tickets In The System  
 24 Broadsword Tickets In The System  
 11 CSE-SS Tickets In The System  
 15 ISSE Tickets In The System

#### **52 IDHS CHD Tickets Completed**

22 AFDI Tickets Completed  
 17 Broadsword Tickets Completed  
 10 CSE-SS Tickets Completed  
 3 ISSE Tickets Completed

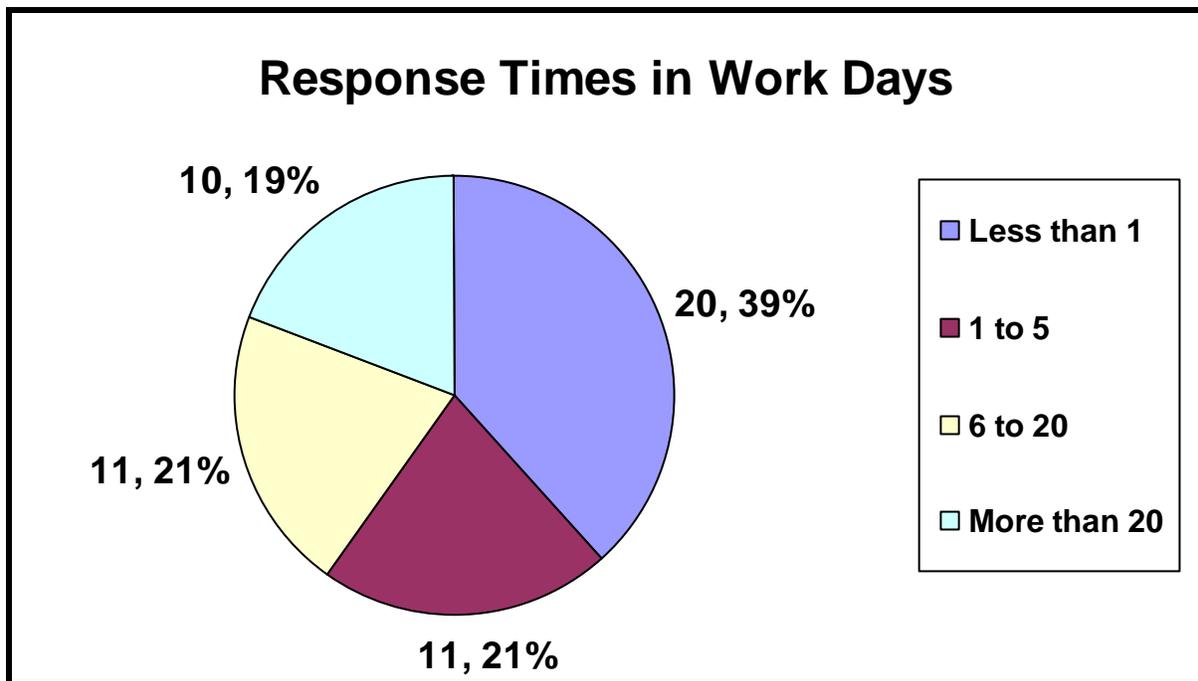
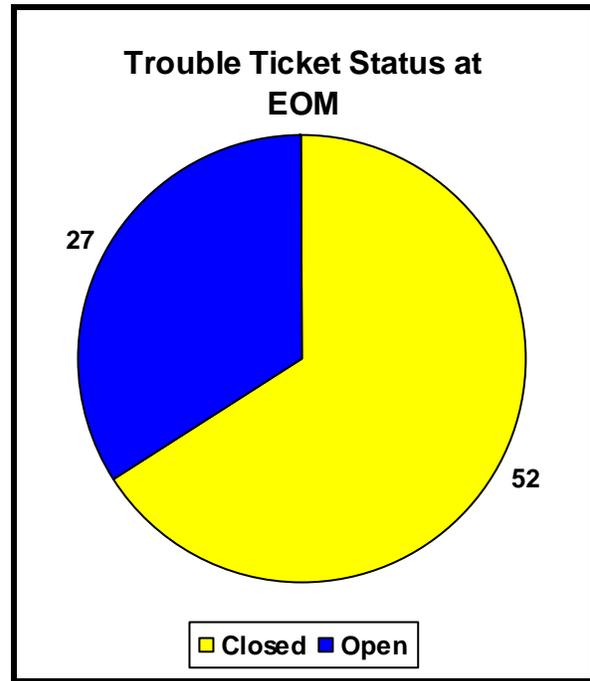
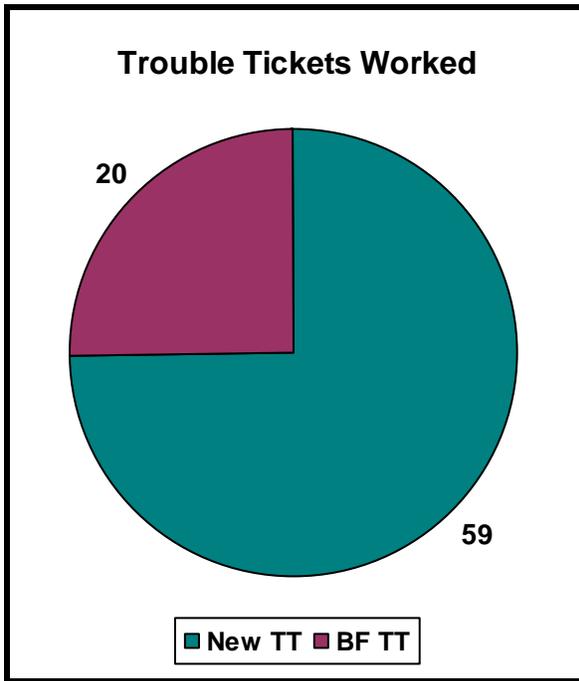
#### **27 IDHS CHD Open / Brought Forward To Next Period**

7 AFDI Tickets Open / Brought Forward To Next Period  
 7 Broadsword Tickets Open / Brought Forward To Next Period  
 1 CSE-SS Tickets Open / Brought Forward To Next Period  
 12 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>	20	11	11	10
<i>AFDI</i>	10	3	4	5
<i>BSWD</i>	8	5	2	2
<i>CSE</i>	2	3	3	2
<i>ISSE</i>	0	0	2	1

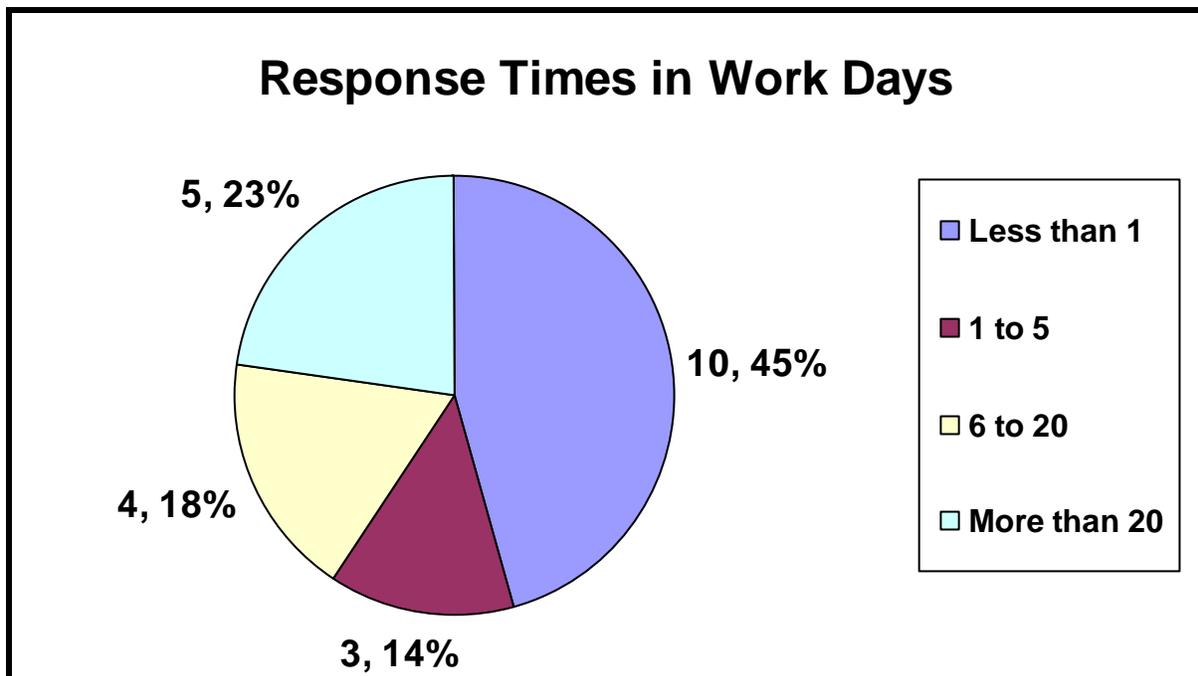
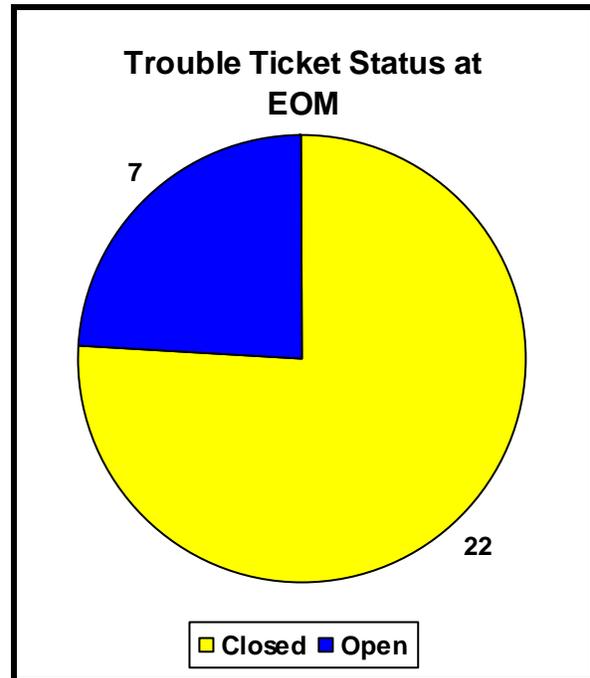
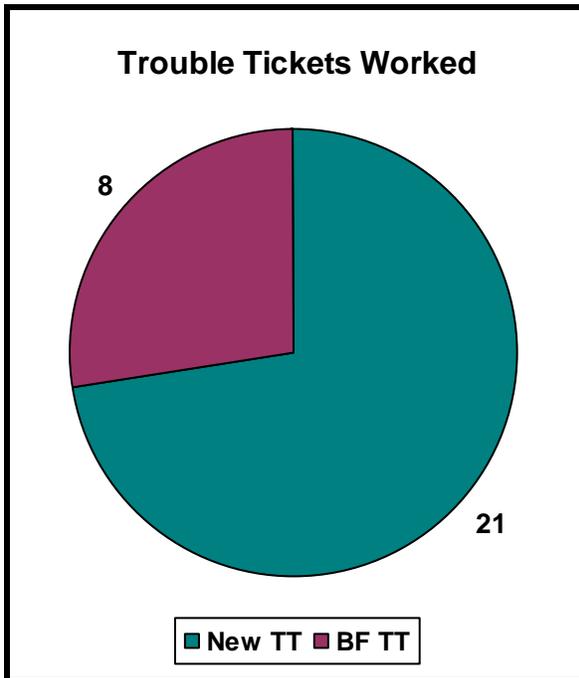
### IDHS CHD OVERALL

- 59 Total Tickets Logged
- 20 Tickets Brought Forward
- 79 Tickets In The System
- 52 Tickets Completed
- 27 Tickets Open / Brought Forward To Next Period



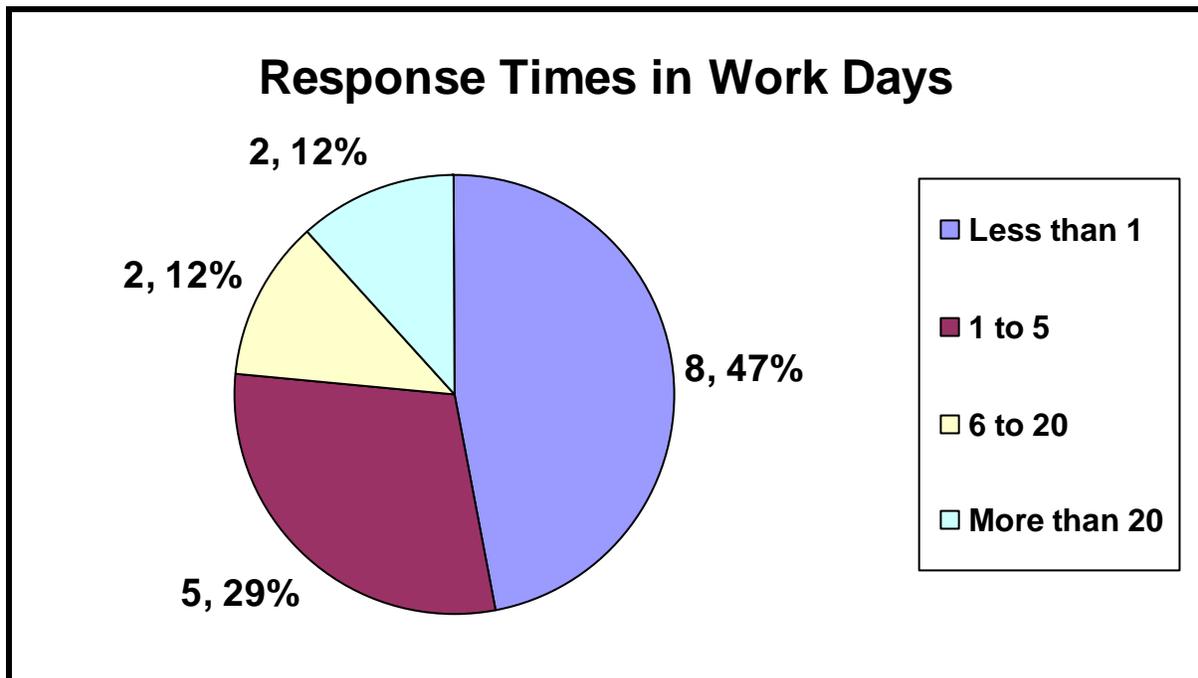
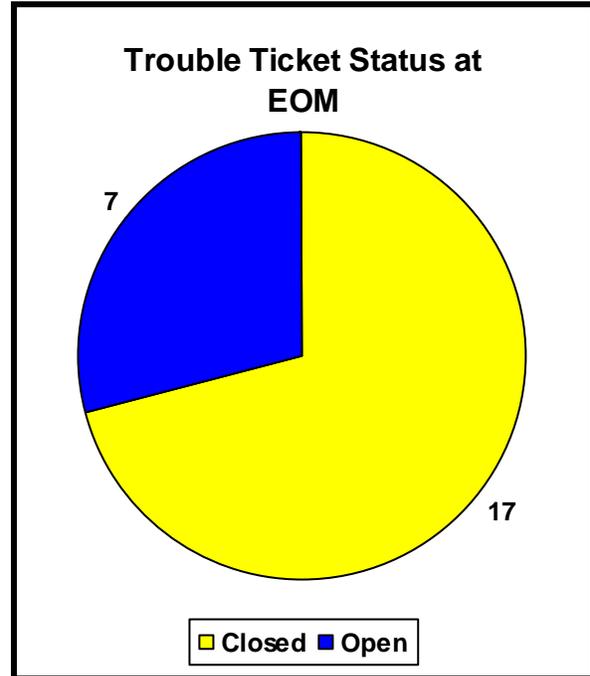
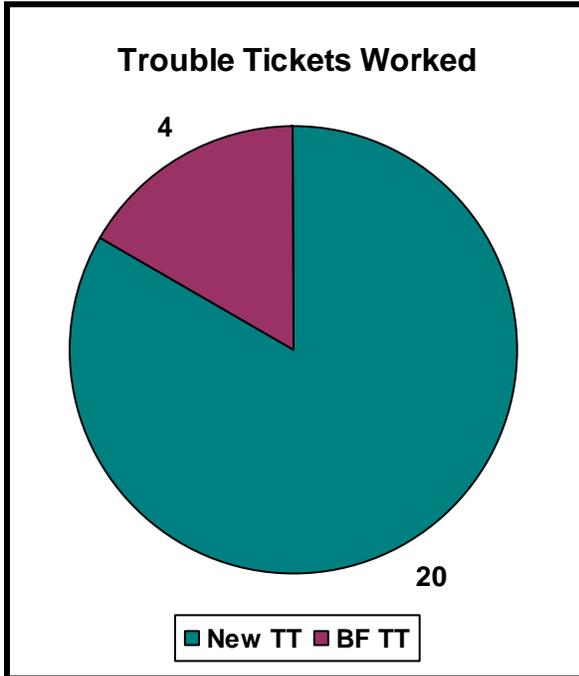
### AFDI

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



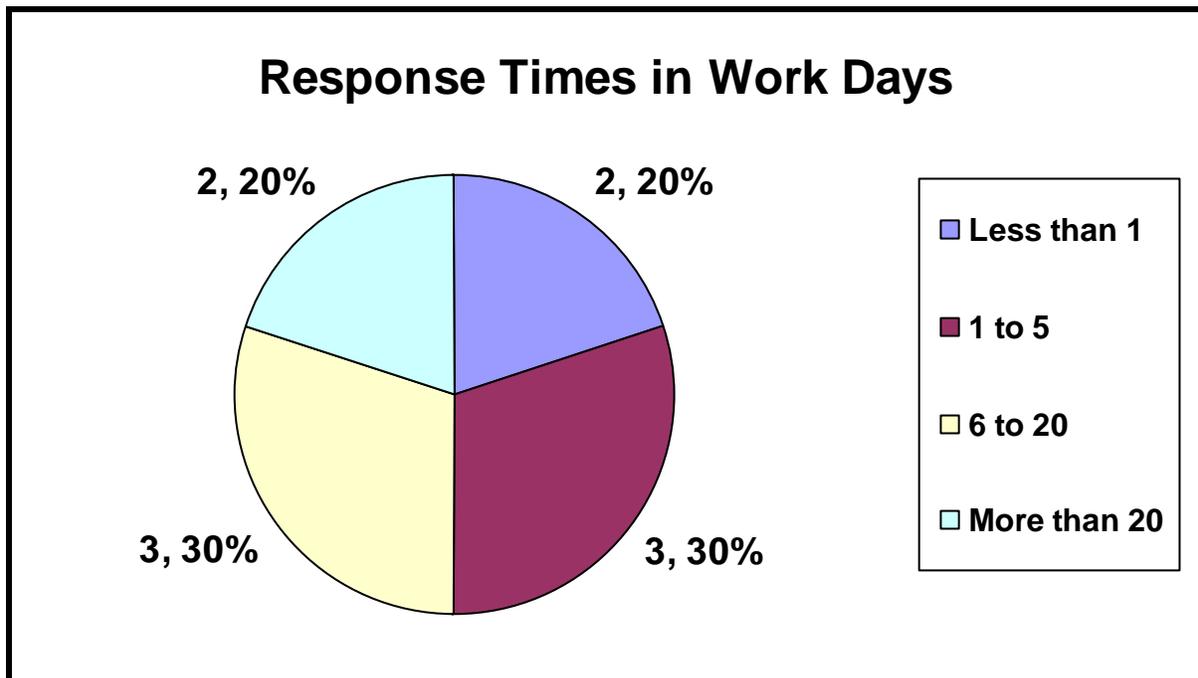
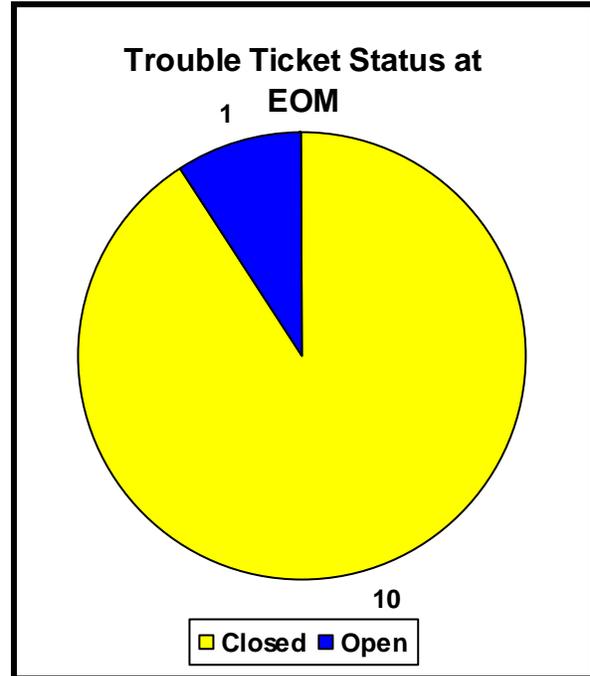
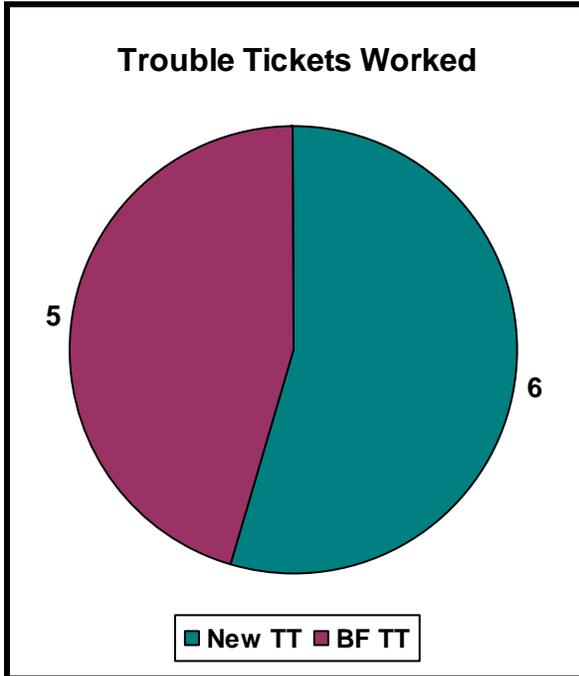
**BROADSWORD**

- 20 Total Tickets Logged
- 4 Tickets Brought Forward
- 24 Tickets In The System
- 17 Tickets Completed
- 7 Tickets Open / Brought Forward To Next Period



**CSE-SS**

- 6 Total Tickets Logged
- 5 Tickets Brought Forward
- 11 Tickets In The System
- 10 Tickets Completed
- 1 Tickets Open / Brought Forward To Next Period



### ISSE

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

