

# CONSOLIDATED HELP DESK ACTIVITY REPORT

## 1 – 31 MAY 2002

### METRICS FOR OVERALL CONSOLIDATED HELP DESK PROGRAM

#### **30 IDHS CHD Total Tickets Logged**

16 AFDI Tickets Logged  
 7 Broadsword Tickets Logged  
 5 CSE-SS Tickets Logged  
 2 ISSE Tickets Logged

#### **27 IDHS CHD Tickets Brought Forward**

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

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

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

#### **39 IDHS CHD Tickets Completed**

18 AFDI Tickets Completed  
 13 Broadsword Tickets Completed  
 5 CSE-SS Tickets Completed  
 3 ISSE Tickets Completed

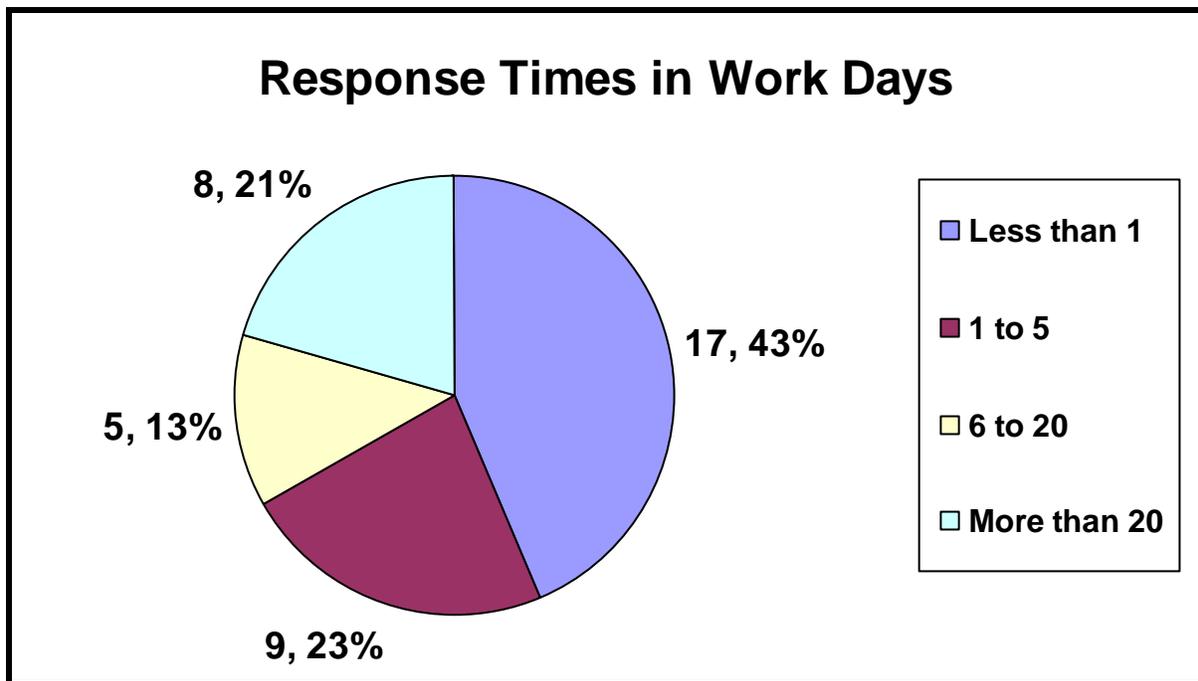
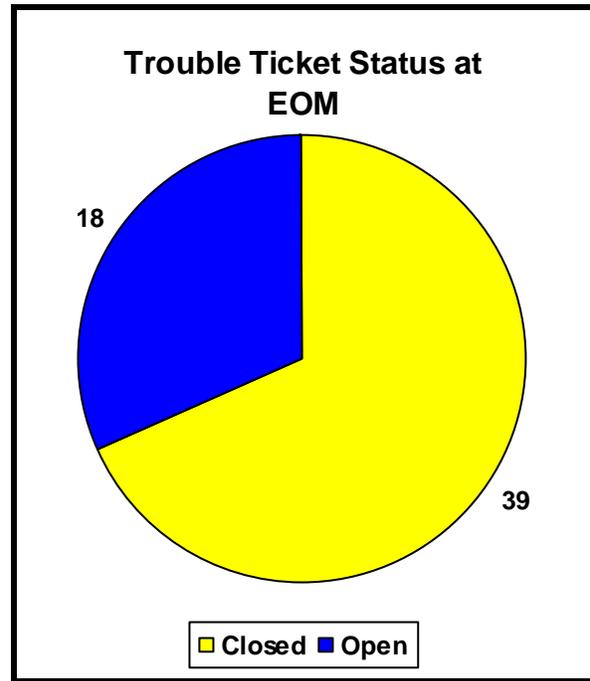
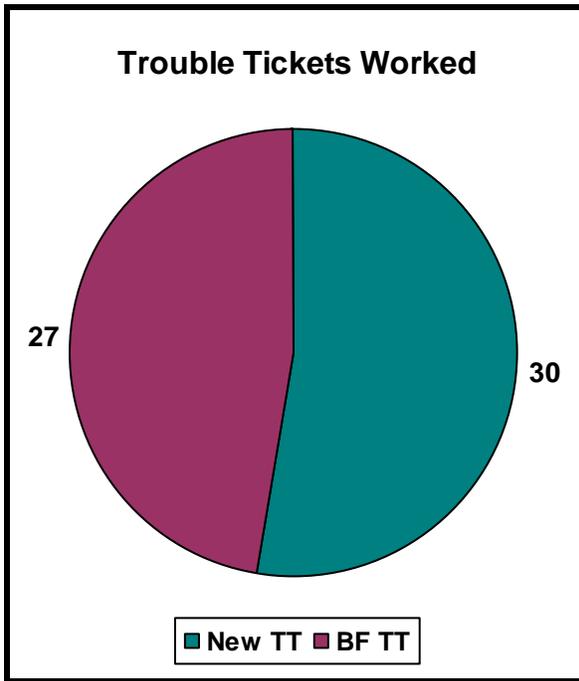
#### **18 IDHS CHD Open / Brought Forward To Next Period**

5 AFDI Tickets Open / Brought Forward To Next Period  
 1 Broadsword Tickets Open / Brought Forward To Next Period  
 1 CSE-SS Tickets Open / Brought Forward To Next Period  
 11 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>	17	9	5	8
<i>AFDI</i>	8	5	1	4
<i>BSWD</i>	6	3	2	2
<i>CSE</i>	3	1	1	0
<i>ISSE</i>	0	0	1	2

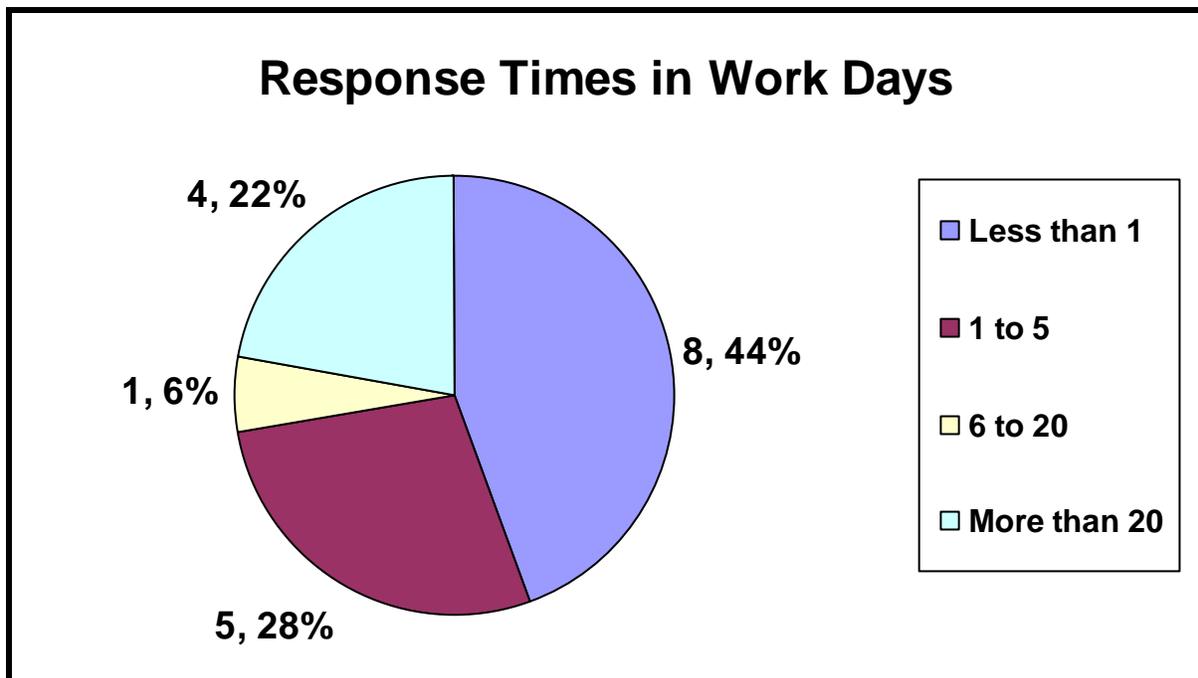
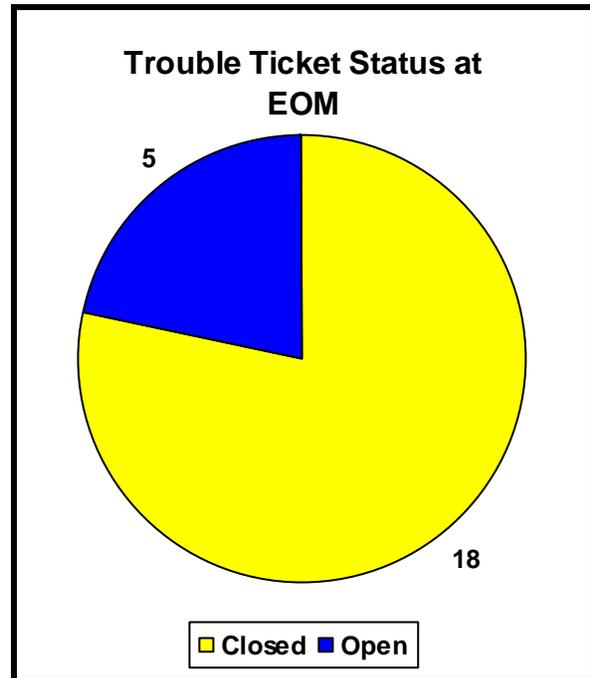
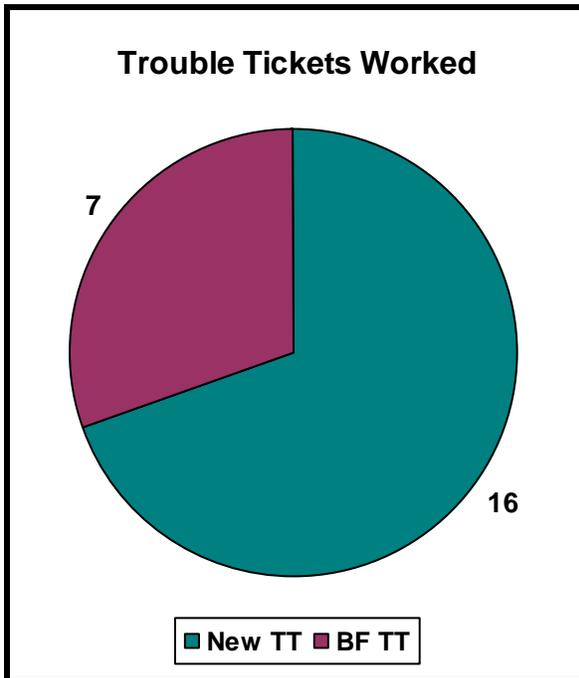
### IDHS CHD OVERALL

- 30 Total Tickets Logged
- 27 Tickets Brought Forward
- 57 Tickets In The System
- 39 Tickets Completed
- 18 Tickets Open / Brought Forward To Next Period



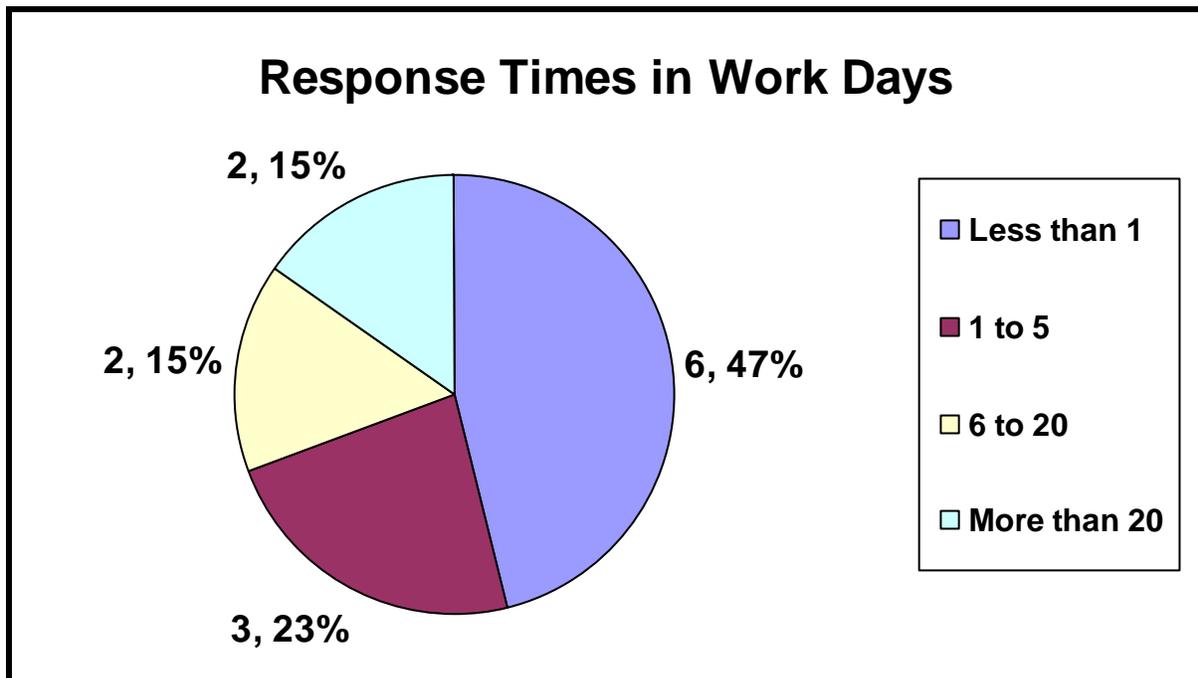
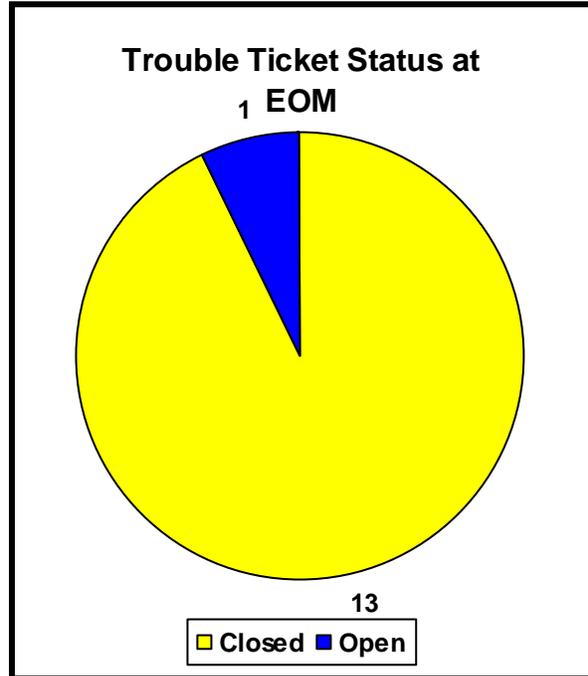
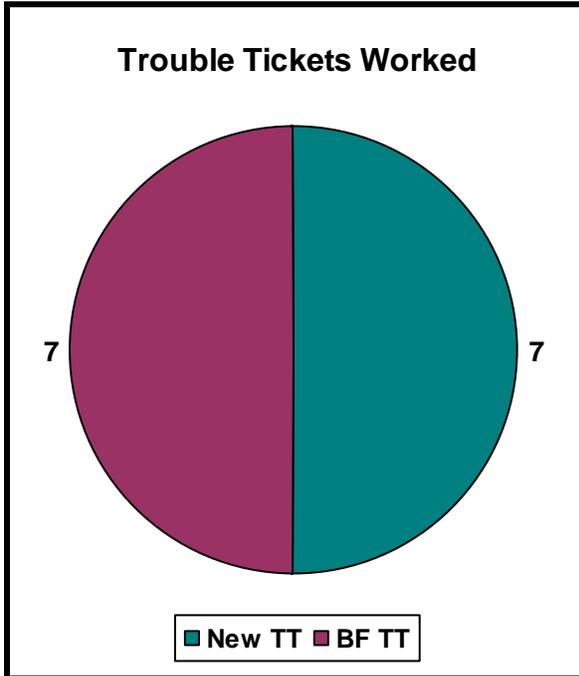
### AFDI

- 16 Total Tickets Logged
- 7 Tickets Brought Forward
- 23 Tickets In The System
- 18 Tickets Completed
- 5 Tickets Open / Brought Forward To Next Period



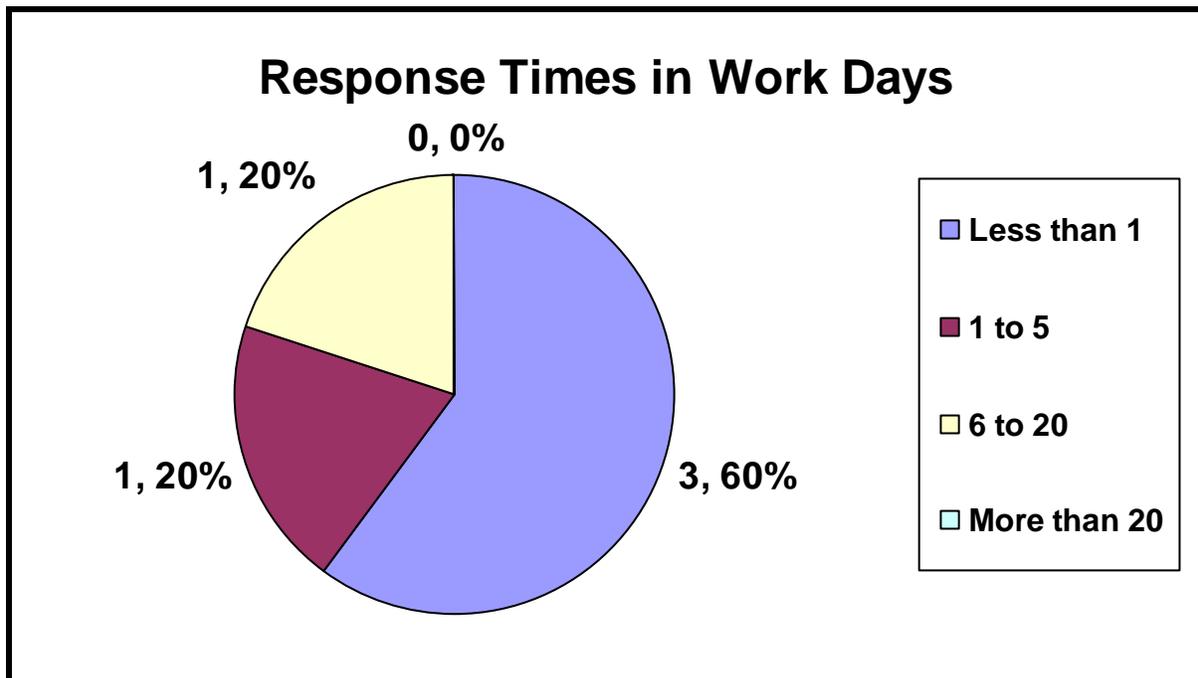
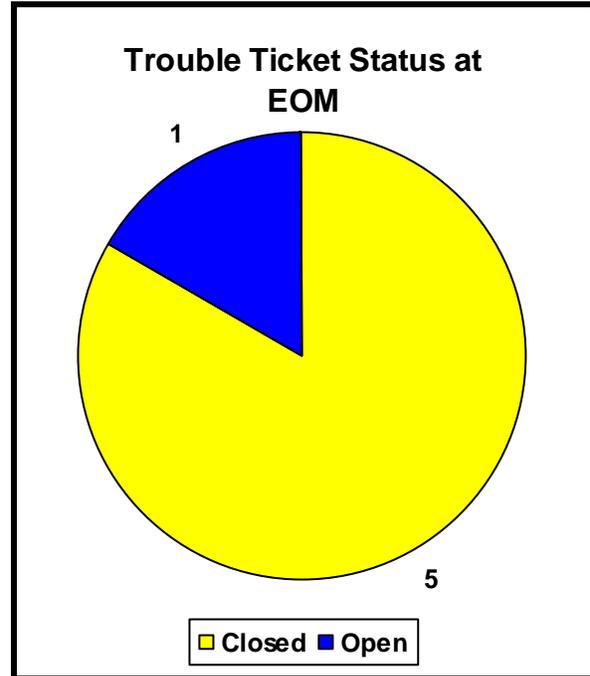
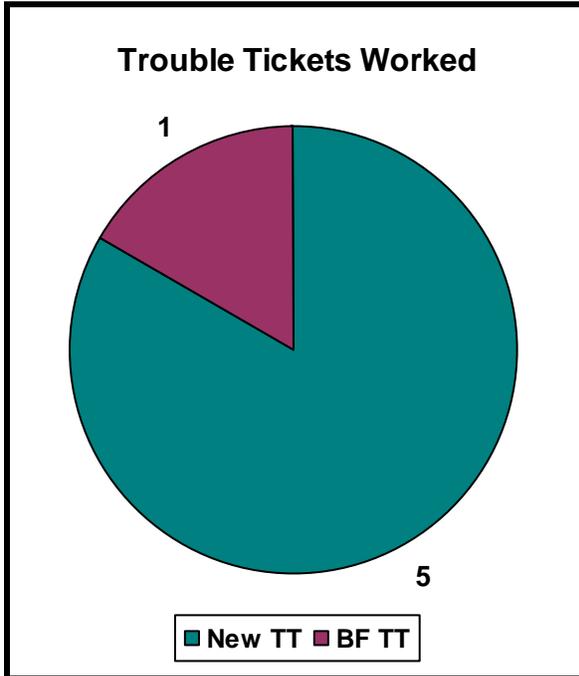
**BROADSWORD**

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



**CSE-SS**

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



**ISSE**

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

