

CONSOLIDATED HELP DESK ACTIVITY REPORT

1 – 30 JUNE 2002

METRICS FOR OVERALL CONSOLIDATED HELP DESK PROGRAM

52 IDHS CHD Total Tickets Logged

23 AFDI Tickets Logged
 15 Broadsword Tickets Logged
 9 CSE-SS Tickets Logged
 5 ISSE Tickets Logged

18 IDHS CHD Tickets Brought Forward

5 AFDI Tickets Brought Forward
 1 Broadsword Tickets Brought Forward
 1 CSE-SS Tickets Brought Forward
 11 ISSE Tickets Brought Forward

70 IDHS CHD Tickets In The System

28 AFDI Tickets In The System
 16 Broadsword Tickets In The System
 10 CSE-SS Tickets In The System
 16 ISSE Tickets In The System

48 IDHS CHD Tickets Completed

20 AFDI Tickets Completed
 10 Broadsword Tickets Completed
 7 CSE-SS Tickets Completed
 11 ISSE Tickets Completed

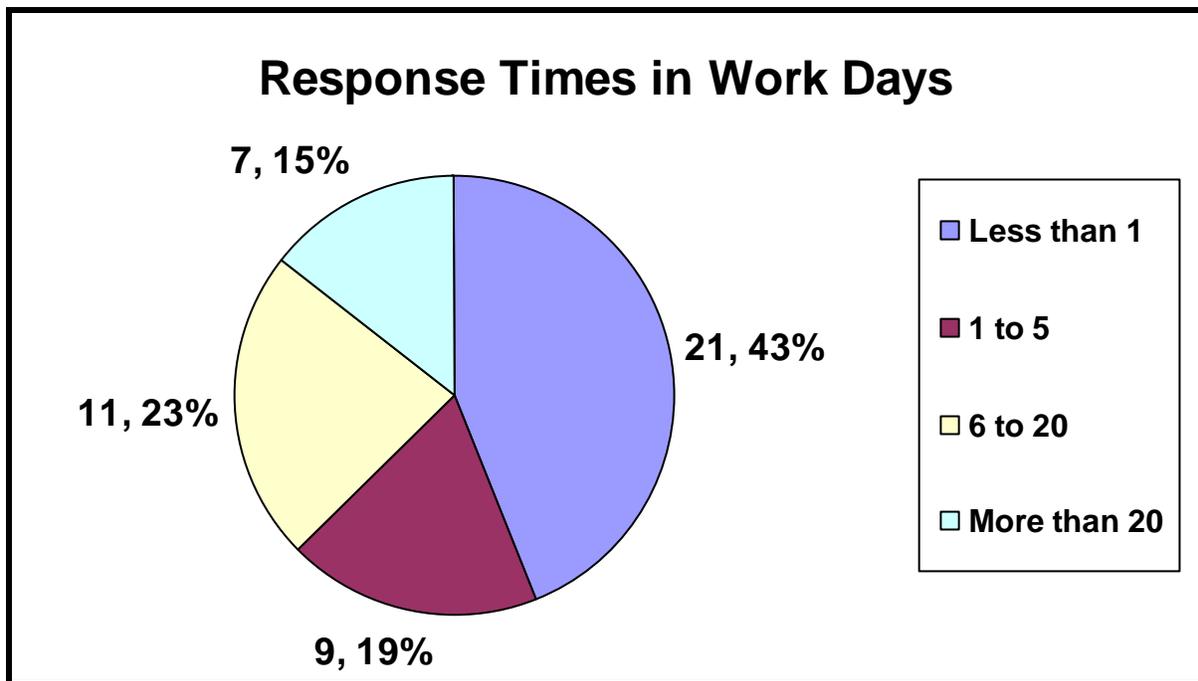
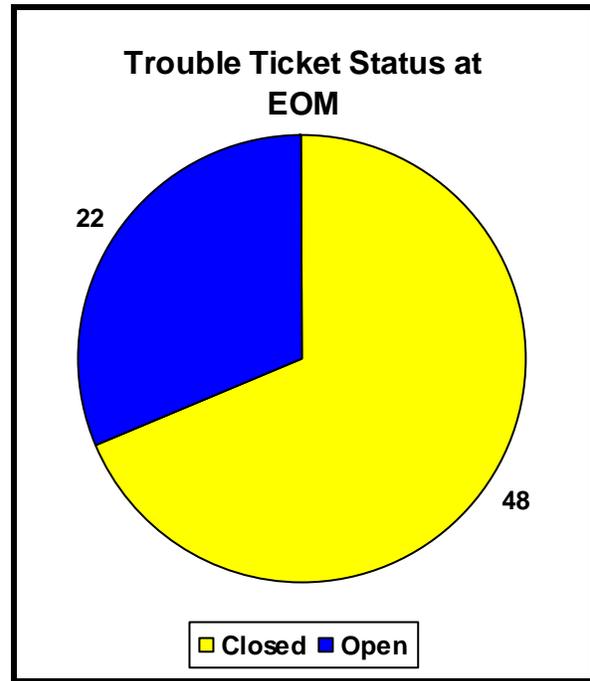
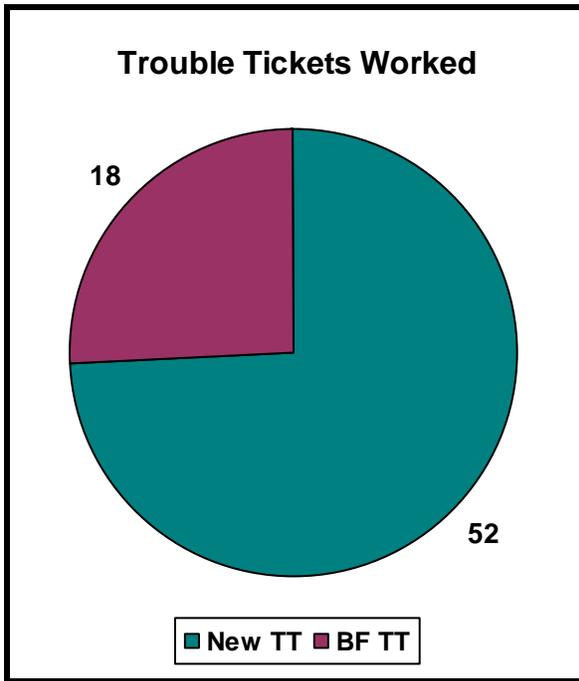
22 IDHS CHD Open / Brought Forward To Next Period

8 AFDI Tickets Open / Brought Forward To Next Period
 6 Broadsword Tickets Open / Brought Forward To Next Period
 3 CSE-SS Tickets Open / Brought Forward To Next Period
 5 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>	21	9	11	7
<i>AFDI</i>	10	4	6	0
<i>BSWD</i>	5	2	2	1
<i>CSE</i>	6	1	0	0
<i>ISSE</i>	0	2	3	6

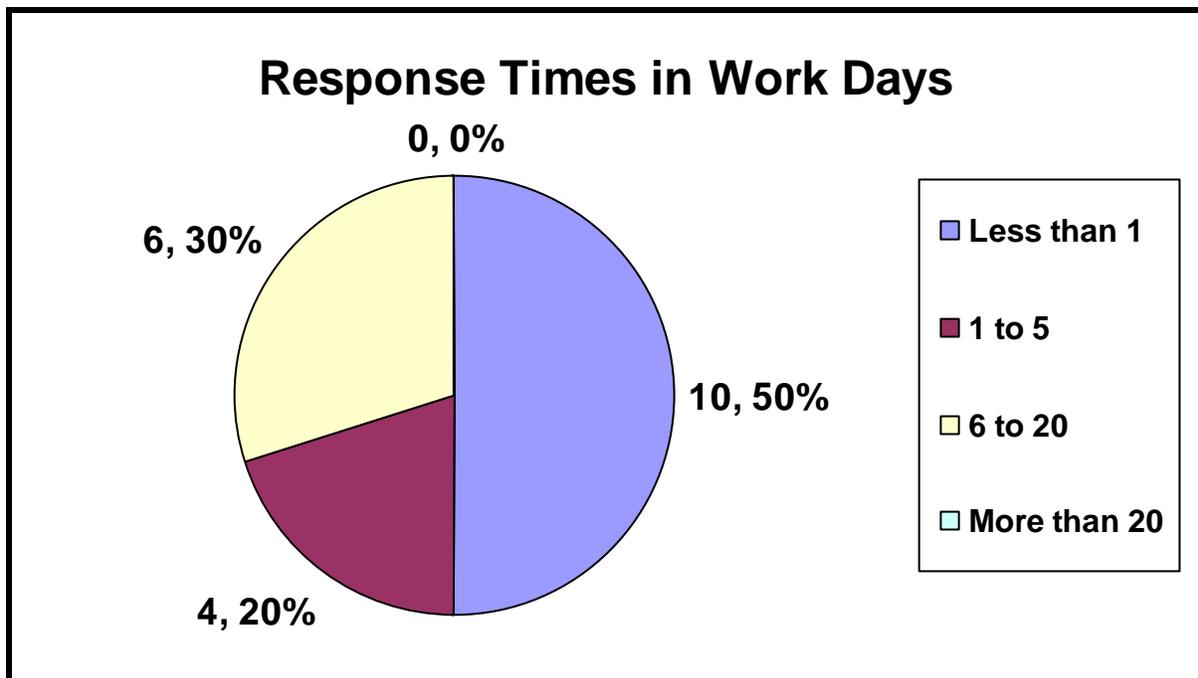
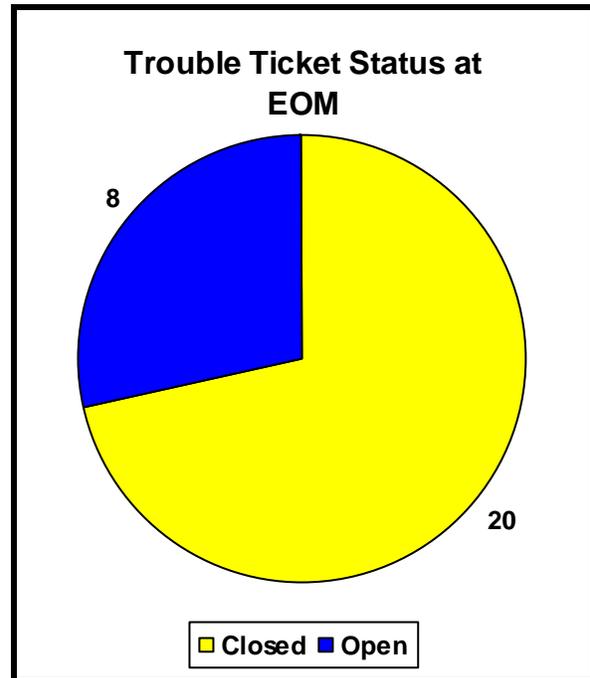
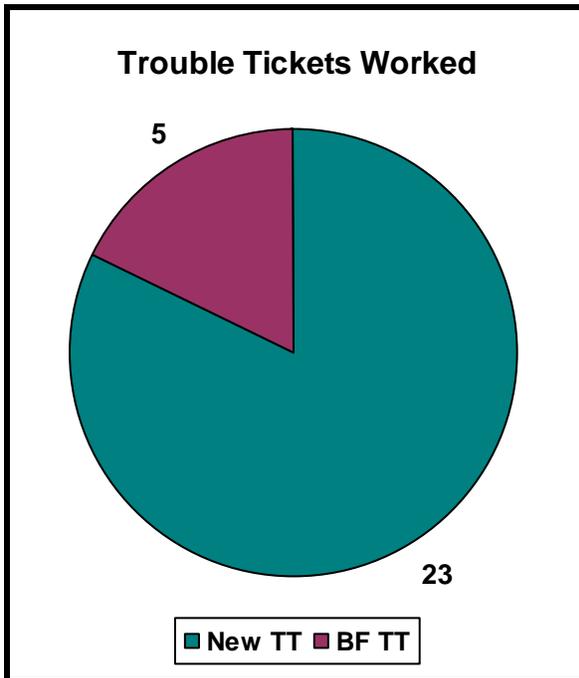
IDHS CHD OVERALL

- 52 Total Tickets Logged
- 18 Tickets Brought Forward
- 70 Tickets In The System
- 48 Tickets Completed
- 22 Tickets Open / Brought Forward To Next Period



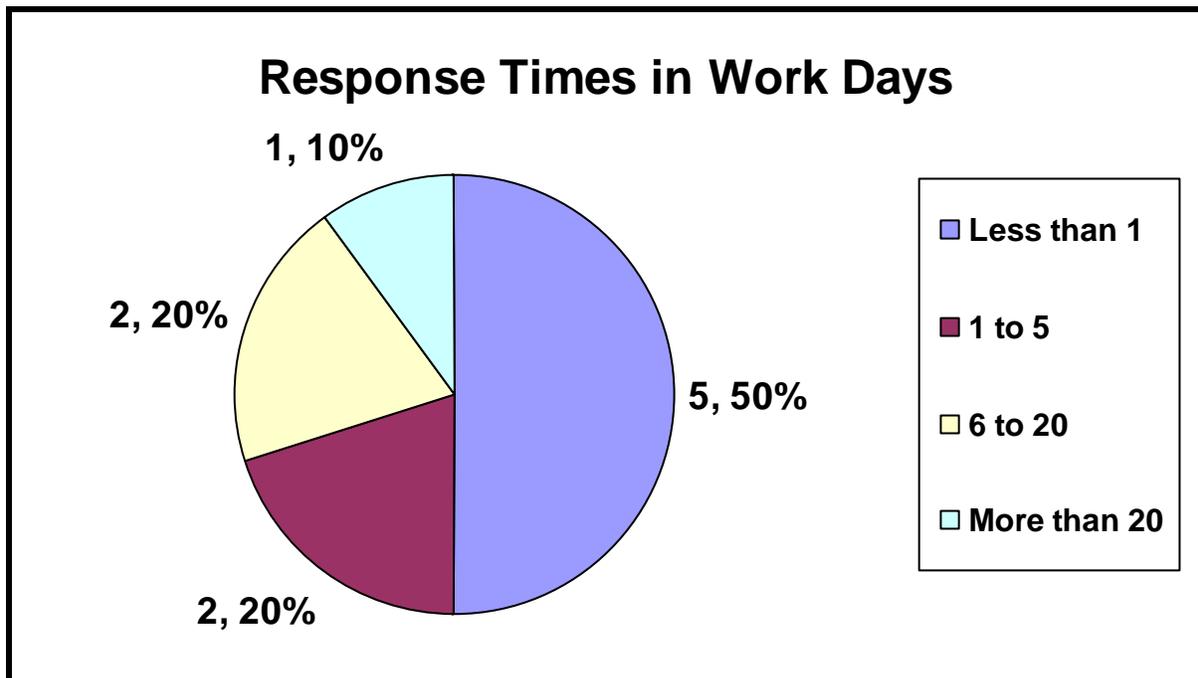
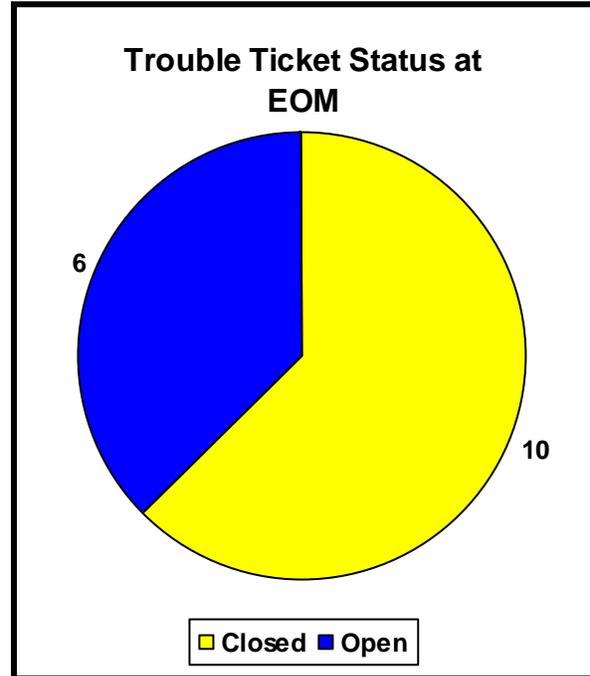
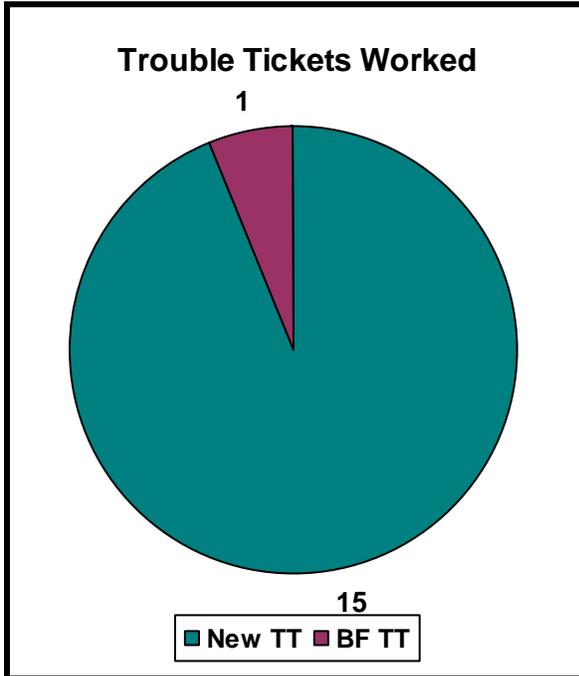
AFDI

- 23 Total Tickets Logged
- 5 Tickets Brought Forward
- 28 Tickets In The System
- 20 Tickets Completed
- 8 Tickets Open / Brought Forward To Next Period



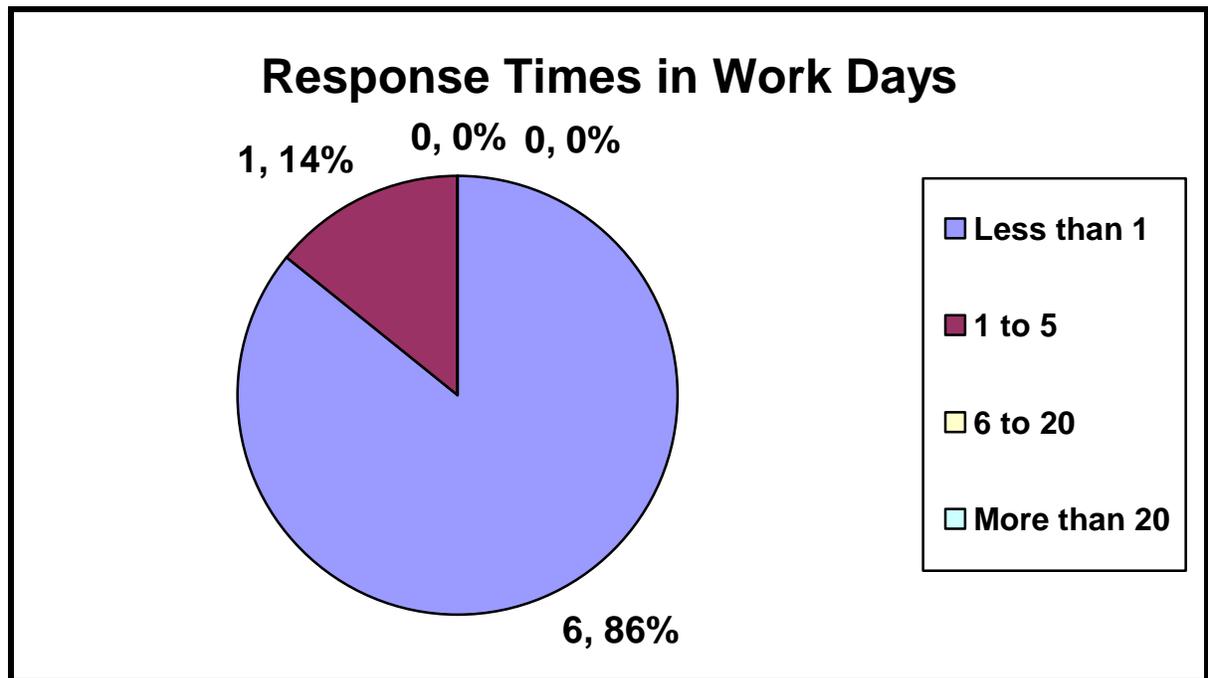
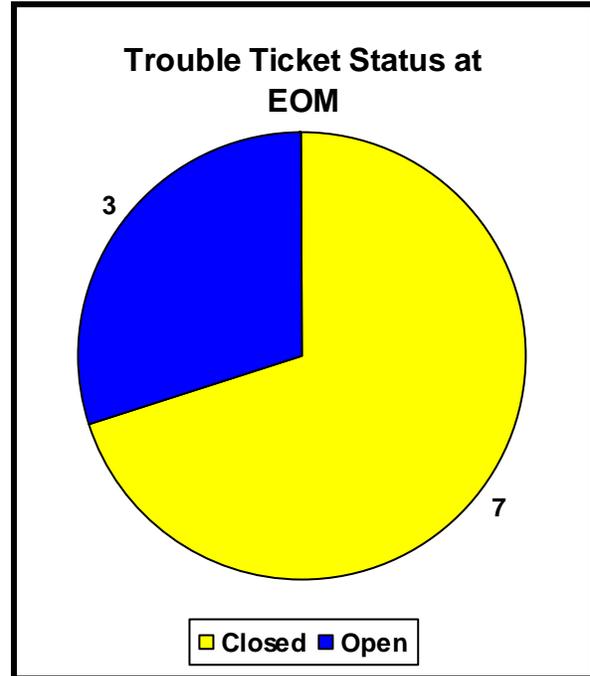
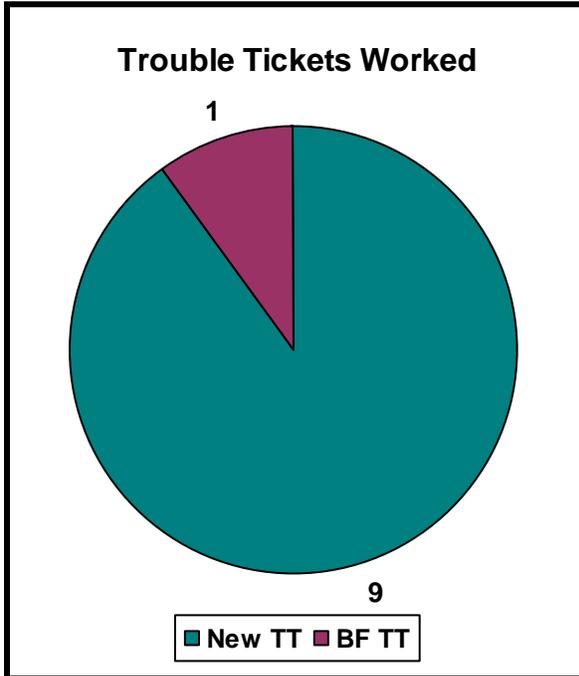
BROADSWORD

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



CSE-SS

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



ISSE

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

