

# CONSOLIDATED HELP DESK ACTIVITY REPORT 1 – 31 AUGUST 2002

## METRICS FOR OVERALL CONSOLIDATED HELP DESK PROGRAM

### **89 IDHS CHD Total Tickets Logged**

37 AFDI Tickets Logged  
8 Broadsword Tickets Logged  
10 CSE-SS Tickets Logged  
34 ISSE Tickets Logged

### **25 IDHS CHD Tickets Brought Forward**

7 AFDI Tickets Brought Forward  
4 Broadsword Tickets Brought Forward  
5 CSE-SS Tickets Brought Forward  
9 ISSE Tickets Brought Forward

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

44 AFDI Tickets In The System  
12 Broadsword Tickets In The System  
15 CSE-SS Tickets In The System  
43 ISSE Tickets In The System

### **82 IDHS CHD Tickets Completed**

33 AFDI Tickets Completed  
11 Broadsword Tickets Completed  
12 CSE-SS Tickets Completed  
26 ISSE Tickets Completed

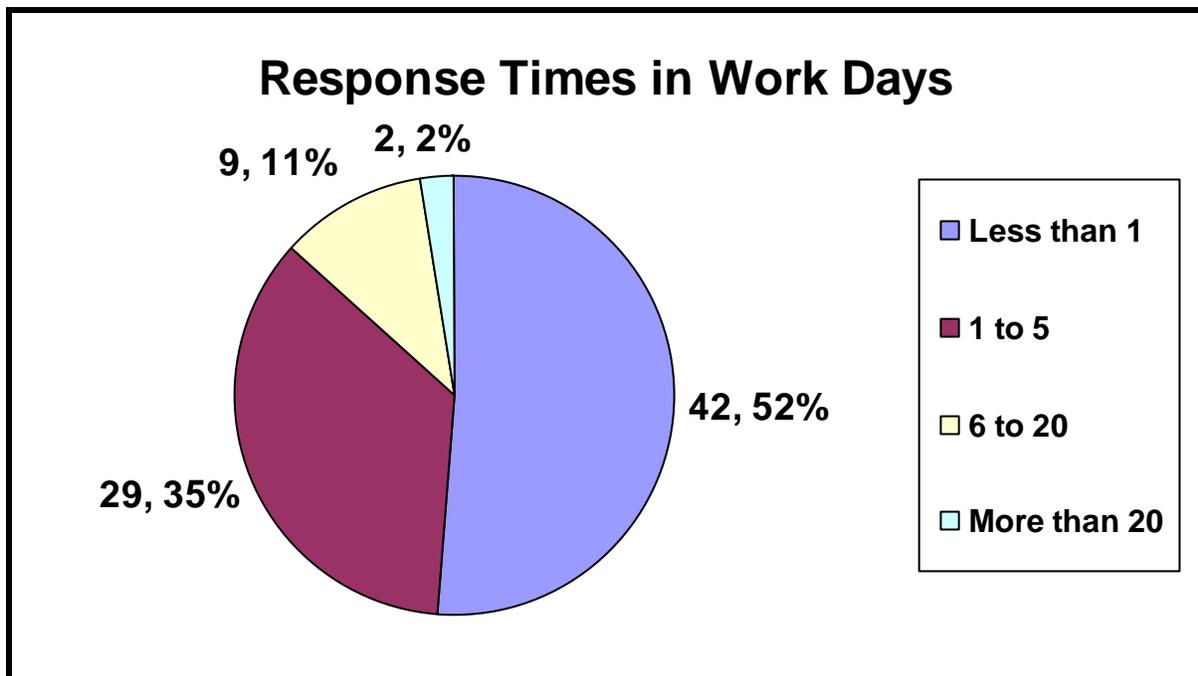
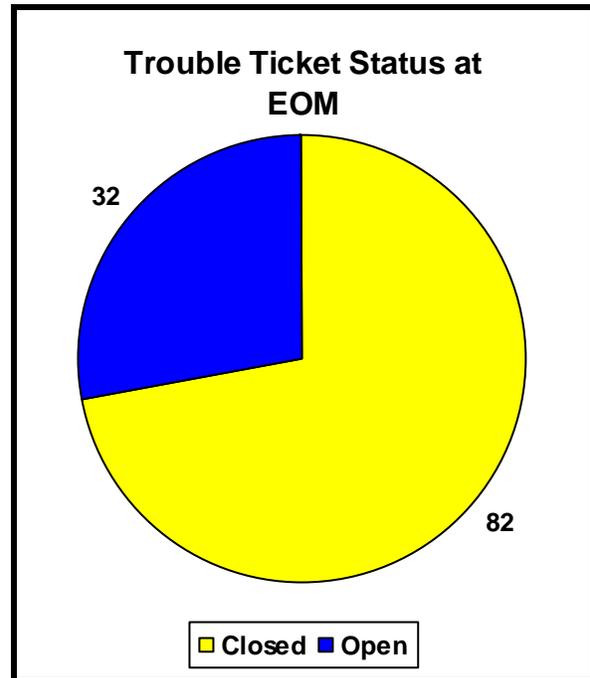
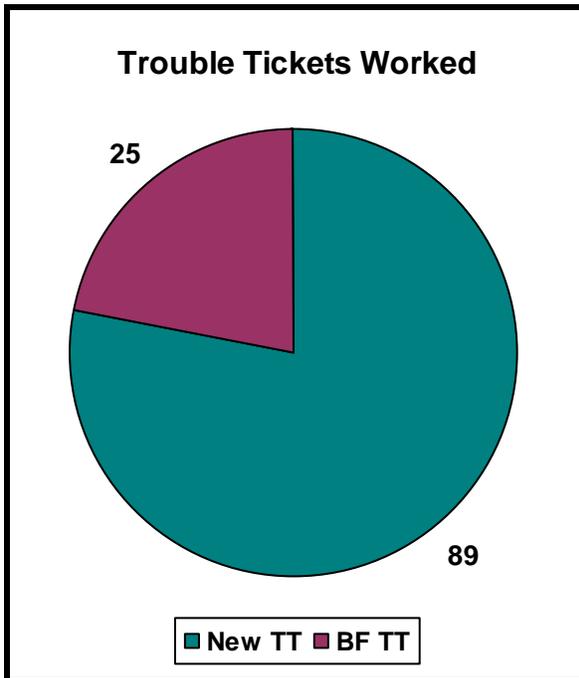
### **32 IDHS CHD Open / Brought Forward To Next Period**

11 AFDI Tickets Open / Brought Forward To Next Period  
1 Broadsword Tickets Open / Brought Forward To Next Period  
3 CSE-SS Tickets Open / Brought Forward To Next Period  
17 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>	42	29	9	2
<i>AFDI</i>	14	15	4	0
<i>BSWD</i>	5	3	2	1
<i>CSE</i>	4	6	2	0
<i>ISSE</i>	19	5	1	1

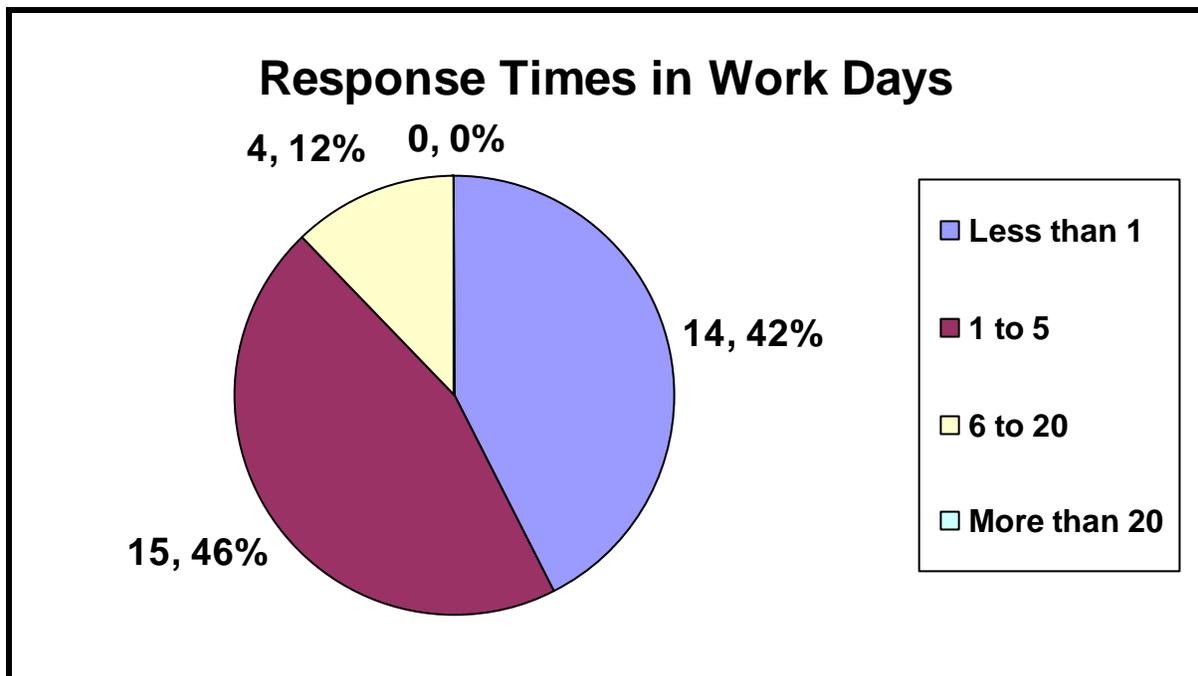
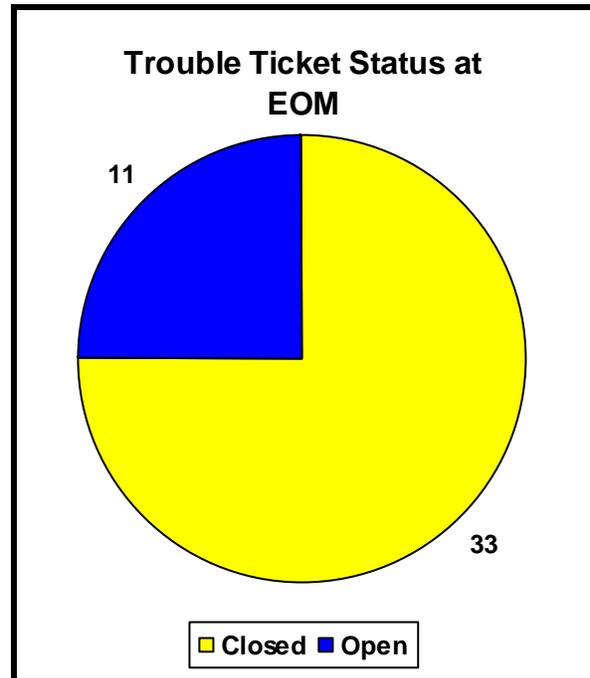
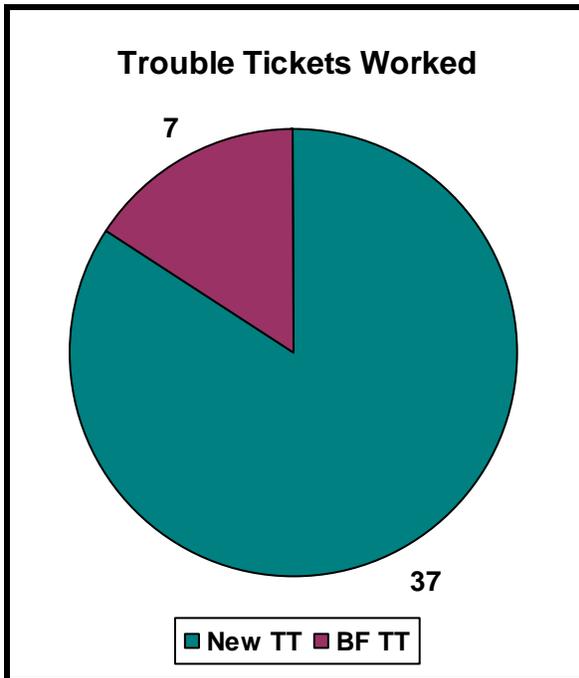
### IDHS CHD OVERALL

- 89 Total Tickets Logged
- 25 Tickets Brought Forward
- 114 Tickets In The System
- 82 Tickets Completed
- 32 Tickets Open / Brought Forward To Next Period



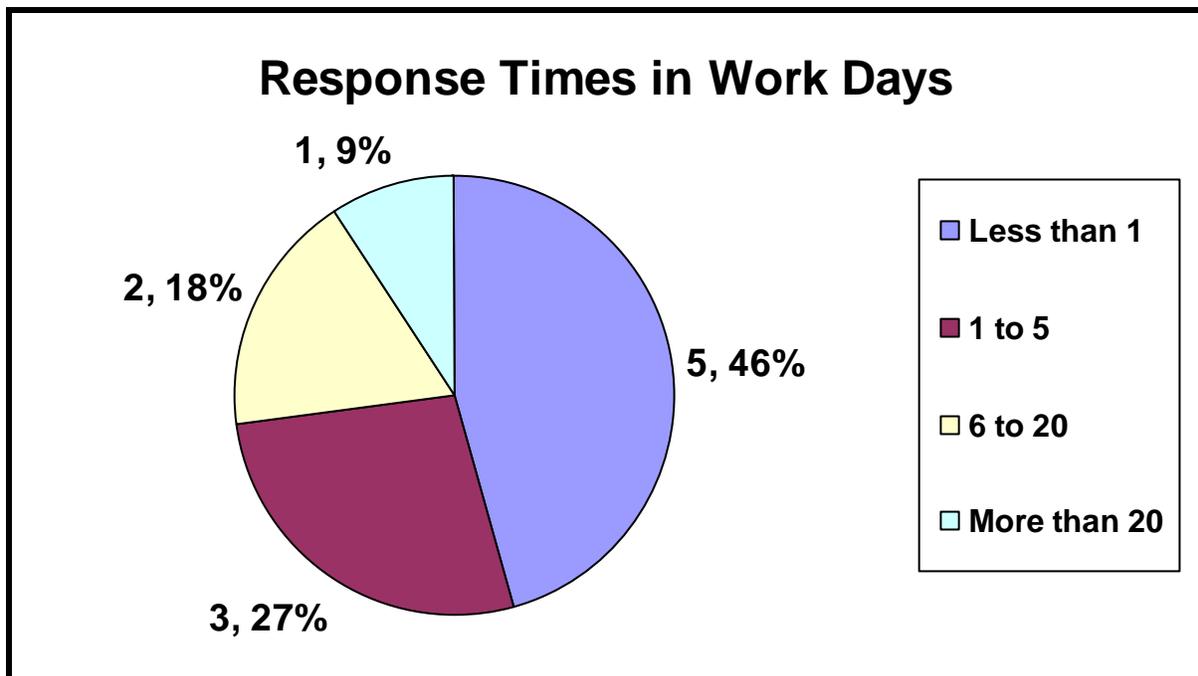
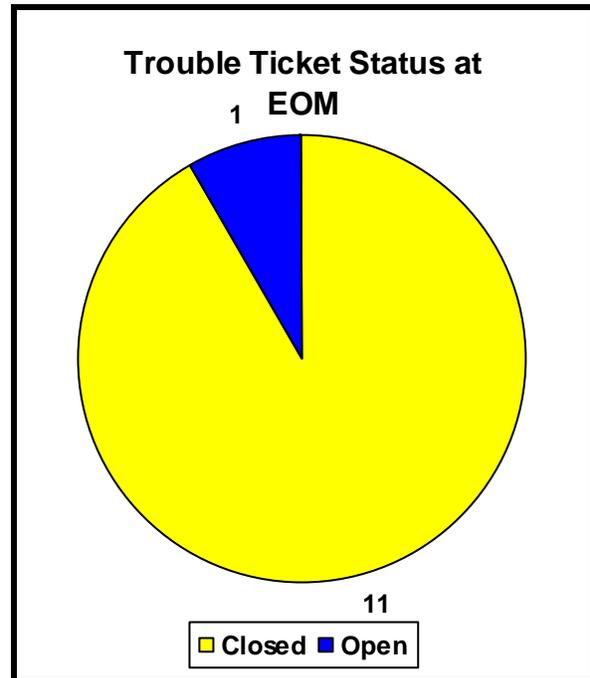
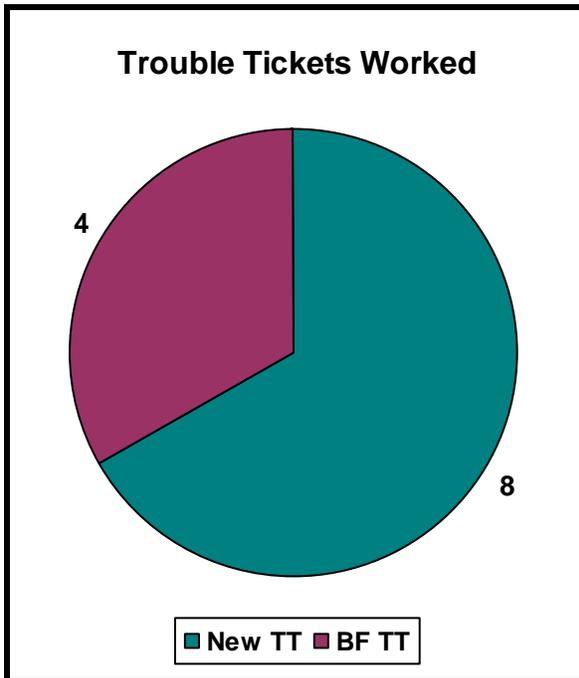
### AFDI

- 37 Total Tickets Logged
- 7 Tickets Brought Forward
- 44 Tickets In The System
- 33 Tickets Completed
- 11 Tickets Open / Brought Forward To Next Period



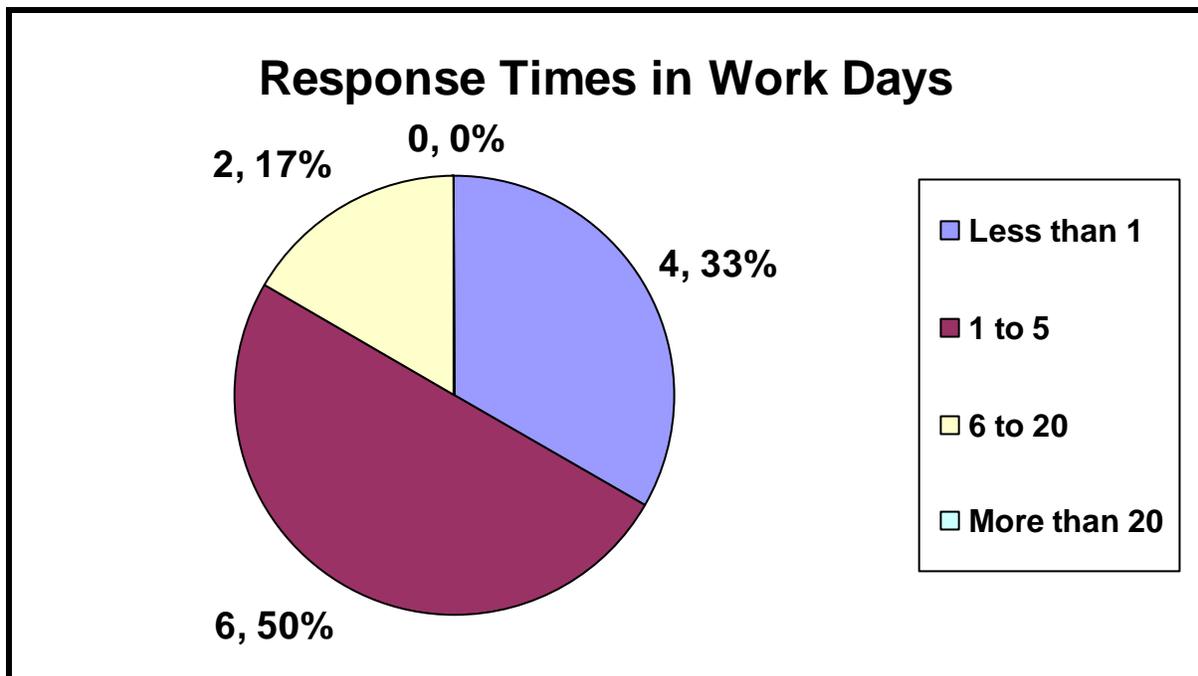
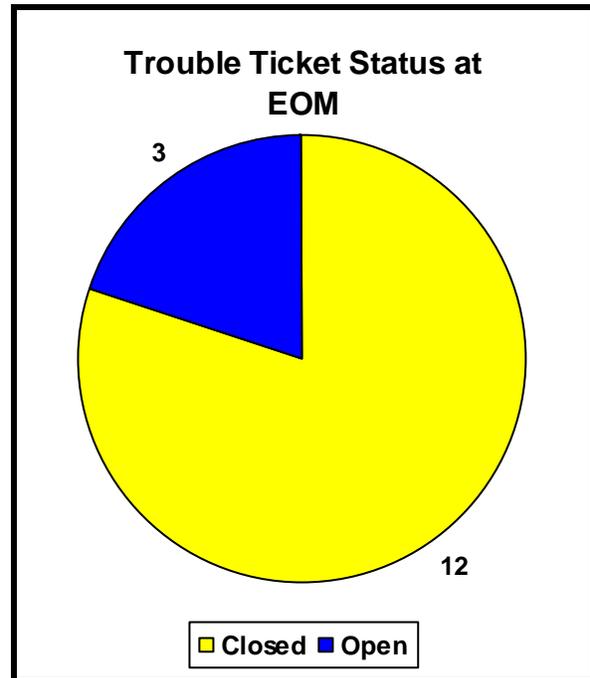
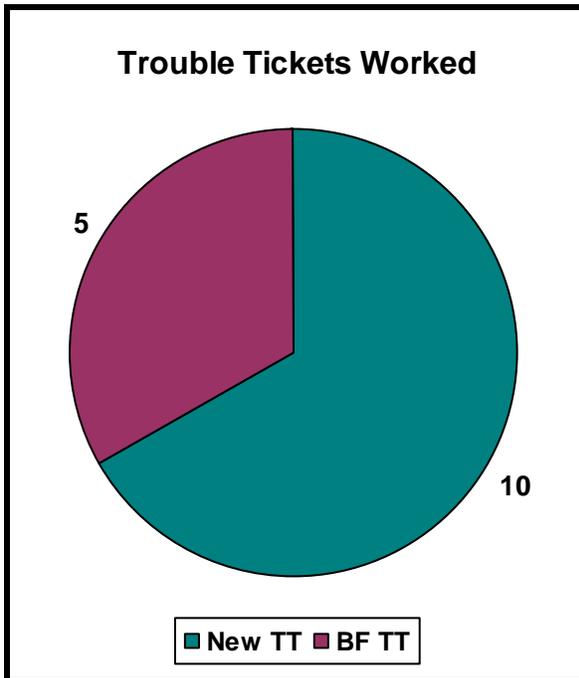
**BROADSWORD**

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



**CSE-SS**

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



### ISSE

- 34 Total Tickets Logged
- 9 Tickets Brought Forward
- 43 Tickets In The System
- 26 Tickets Completed
- 17 Tickets Open / Brought Forward To Next Period

