

CONSOLIDATED HELP DESK ACTIVITY REPORT

1 – 31 DECEMBER 2002

METRICS FOR OVERALL CONSOLIDATED HELP DESK PROGRAM

78 IDHS CHD Total Tickets Logged

26 AFDI Tickets Logged
 26 Broadsword Tickets Logged
 1 CSE-SS Tickets Logged
 24 ISSE Tickets Logged
 1 JTT Tickets Logged

29 IDHS CHD Tickets Brought Forward

11 AFDI Tickets Brought Forward
 4 Broadsword Tickets Brought Forward
 0 CSE-SS Tickets Brought Forward
 14 ISSE Tickets Brought Forward
 0 JTT Tickets Brought Forward

107 IDHS CHD Tickets In The System

37 AFDI Tickets In The System
 30 Broadsword Tickets In The System
 1 CSE-SS Tickets In The System
 38 ISSE Tickets In The System
 1 JTT Tickets In The System

80 IDHS CHD Tickets Completed

24 AFDI Tickets Completed
 26 Broadsword Tickets Completed
 0 CSE-SS Tickets Completed
 29 ISSE Tickets Completed
 1 JTT Tickets Completed

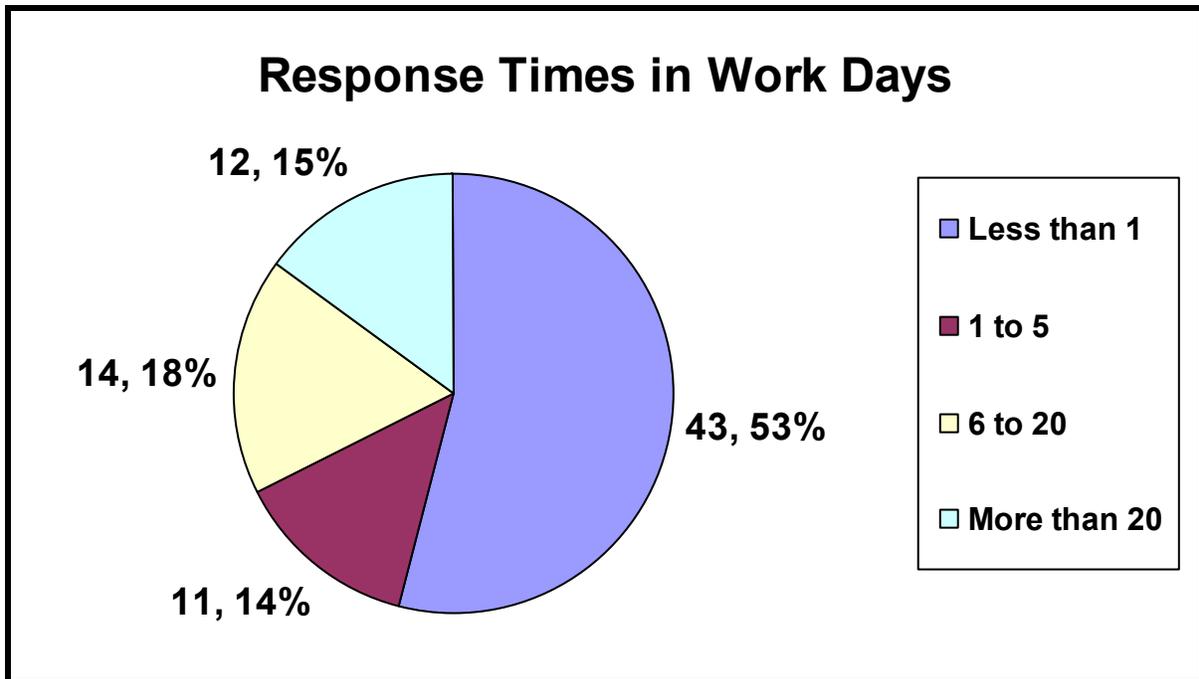
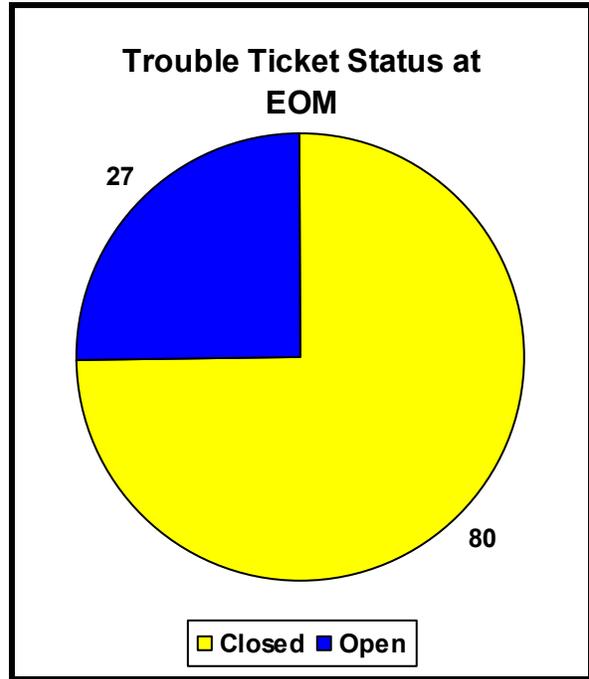
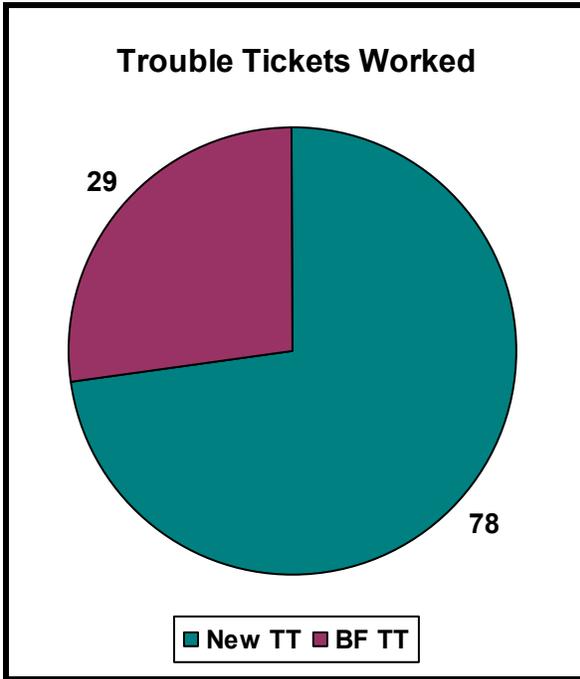
24 IDHS CHD Open / Brought Forward To Next Period

13 AFDI Tickets Open / Brought Forward To Next Period
 4 Broadsword Tickets Open / Brought Forward To Next Period
 1 CSE-SS Tickets Open / Brought Forward To Next Period
 9 ISSE Tickets Open / Brought Forward To Next Period
 0 JTT 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
Overall (Total)	43	11	14	12
AFDI	12	5	6	1
BSWD	19	3	3	1
CSE	0	0	0	0
ISSE	11	3	5	10
JTT	1	0	0	0

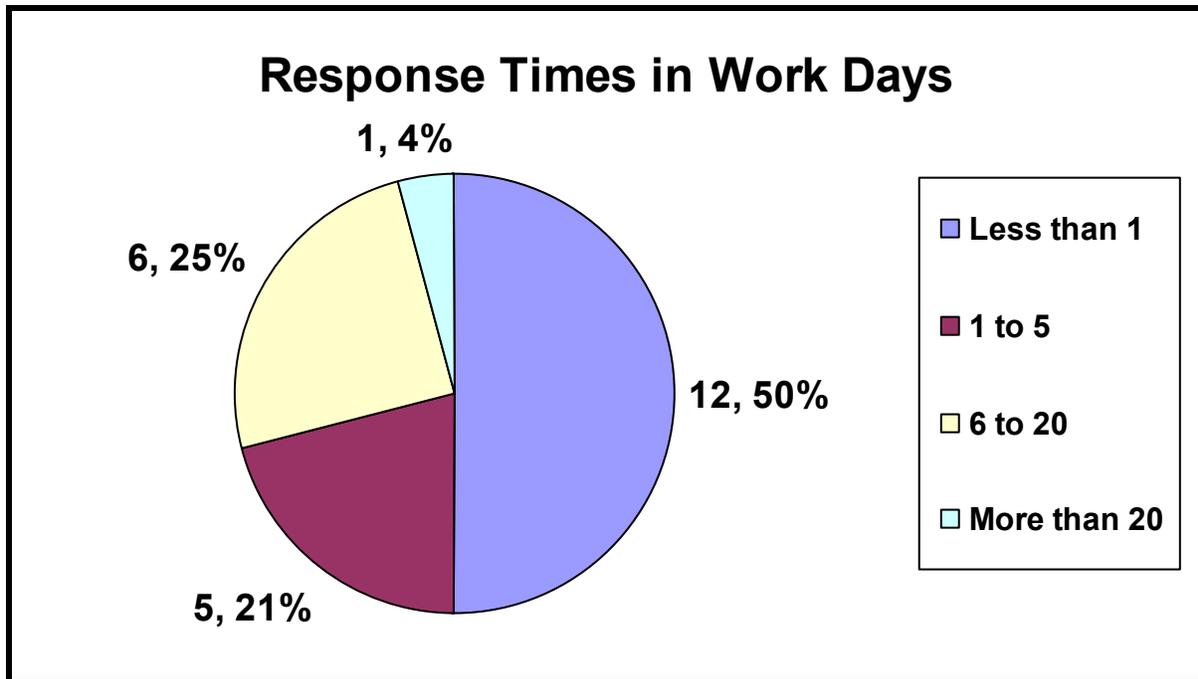
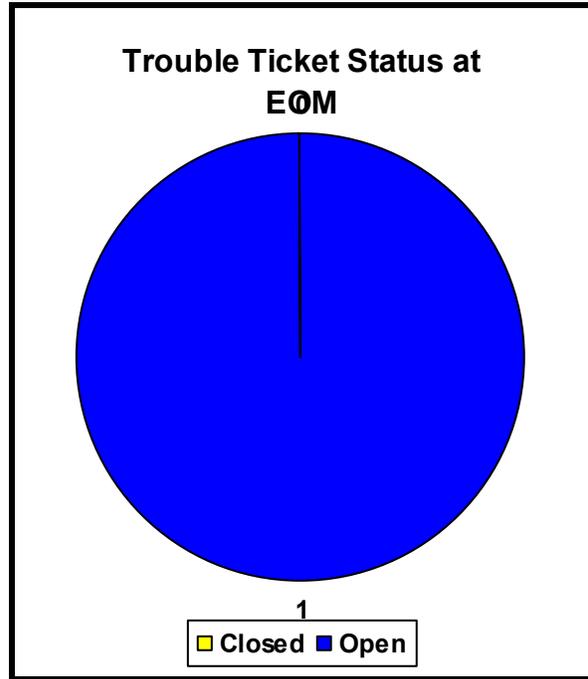
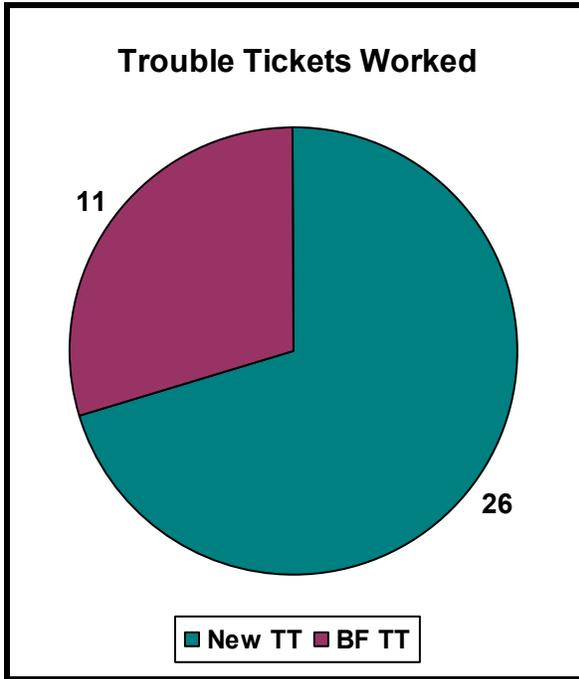
IDHS CHD OVERALL

- 78 Total Tickets Logged
- 29 Tickets Brought Forward
- 107 Tickets In The System
- 80 Tickets Completed
- 27 Tickets Open / Brought Forward To Next Period



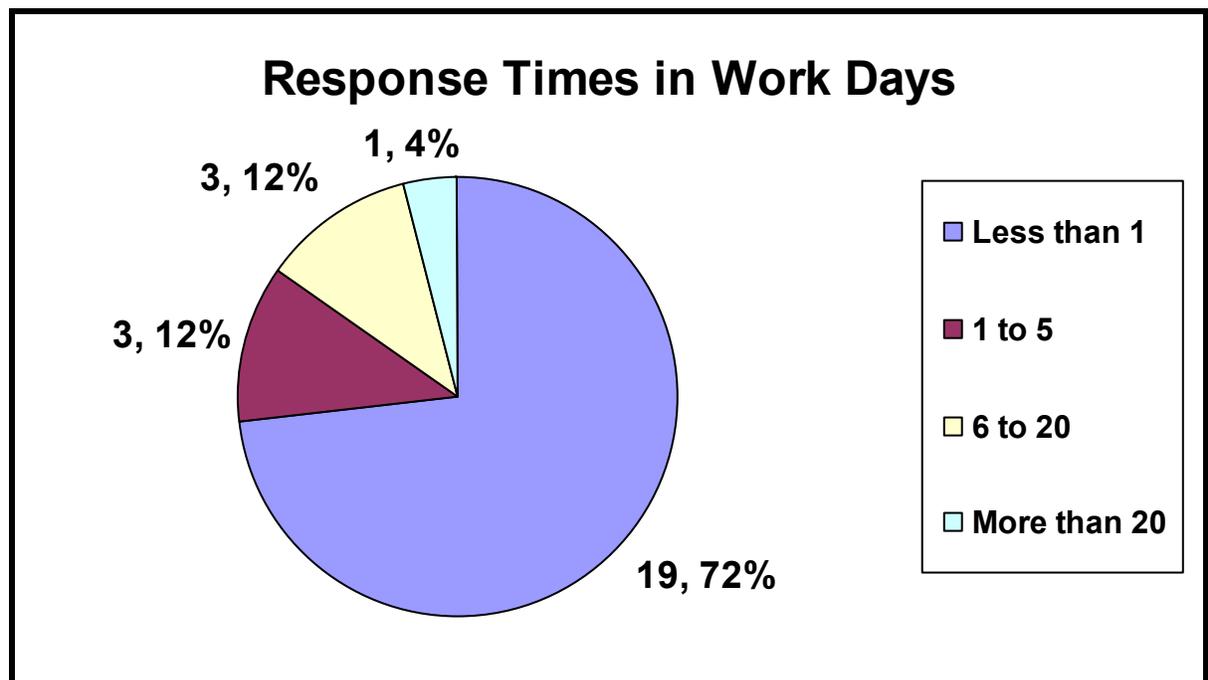
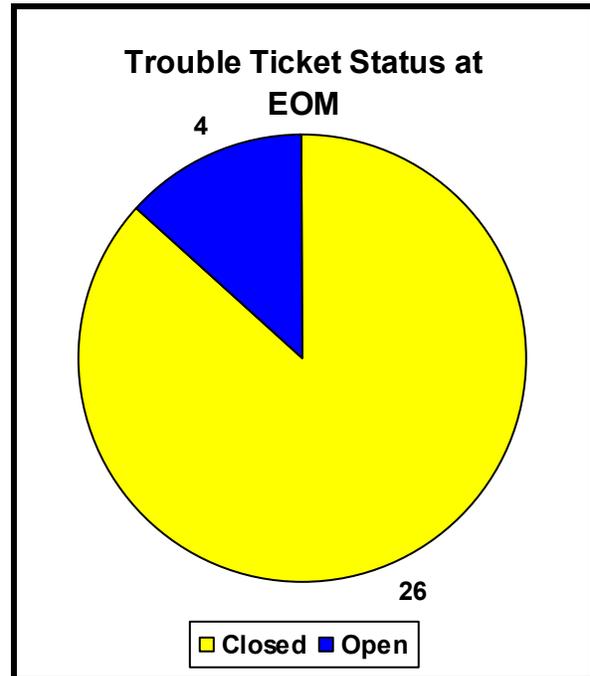
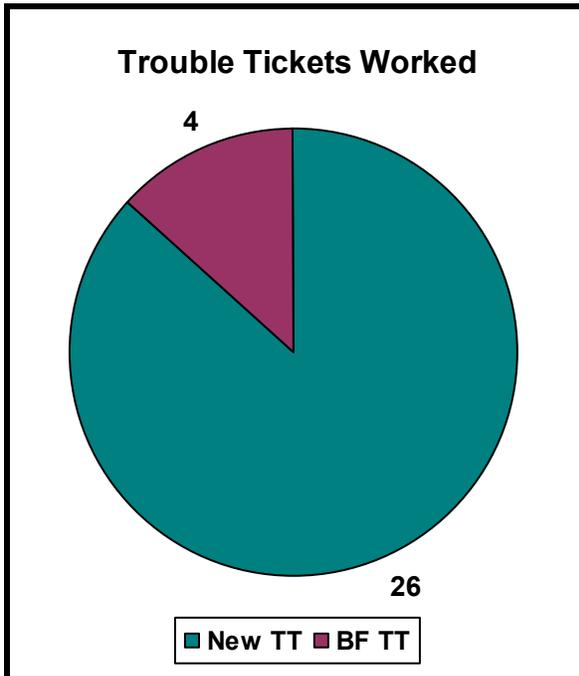
AFDI

- 26 Total Tickets Logged
- 11 Tickets Brought Forward
- 37 Tickets In The System
- 24 Tickets Completed
- 13 Tickets Open / Brought Forward To Next Period



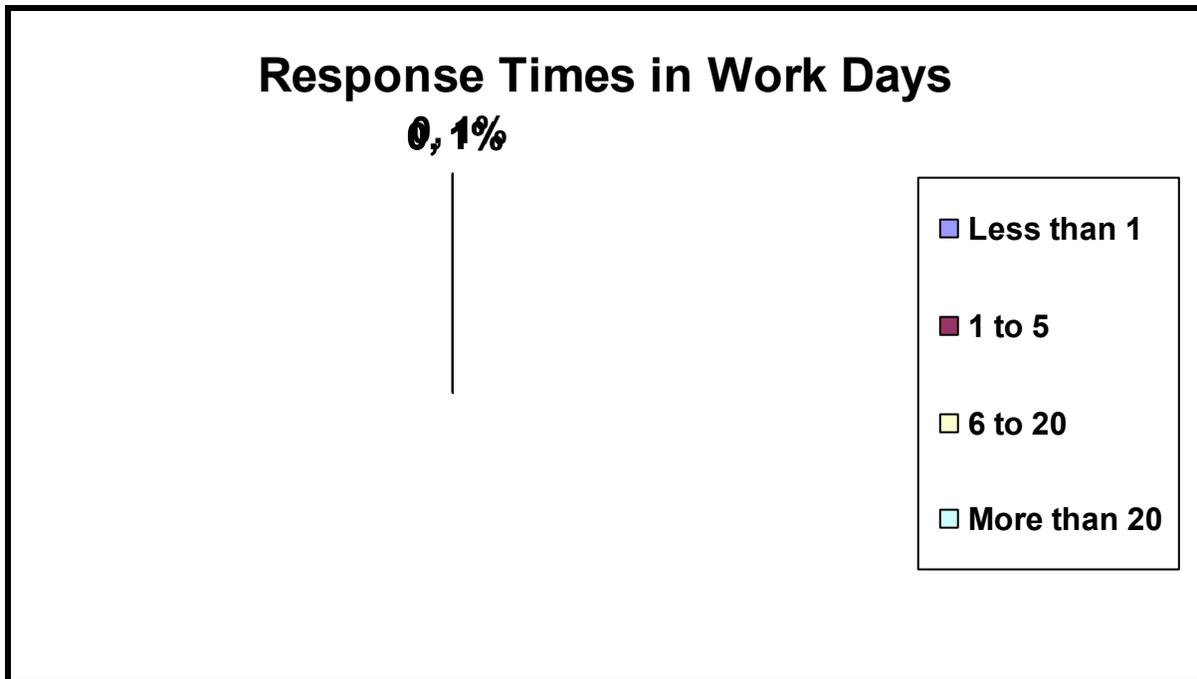
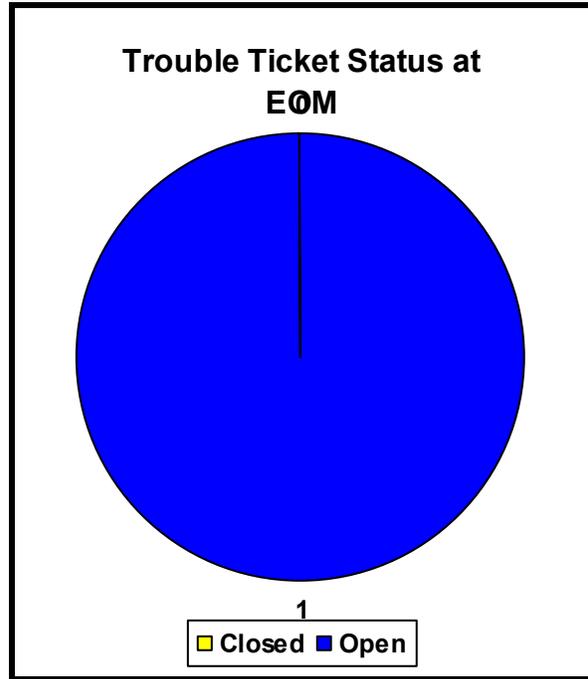
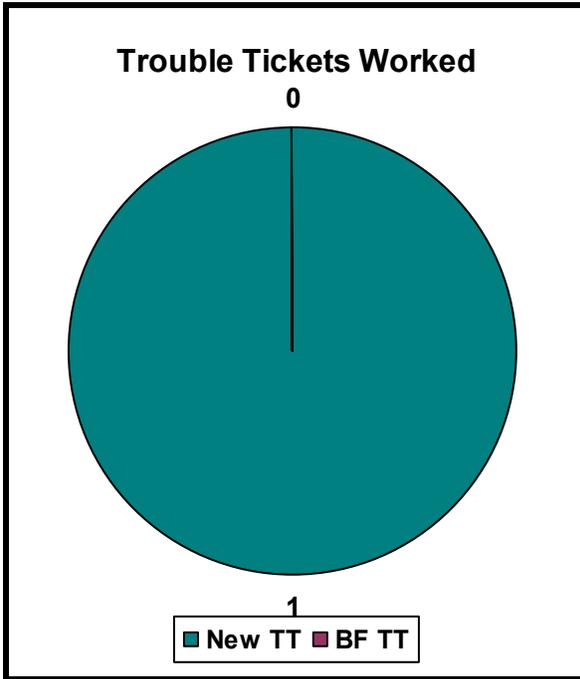
BROADSWORD

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



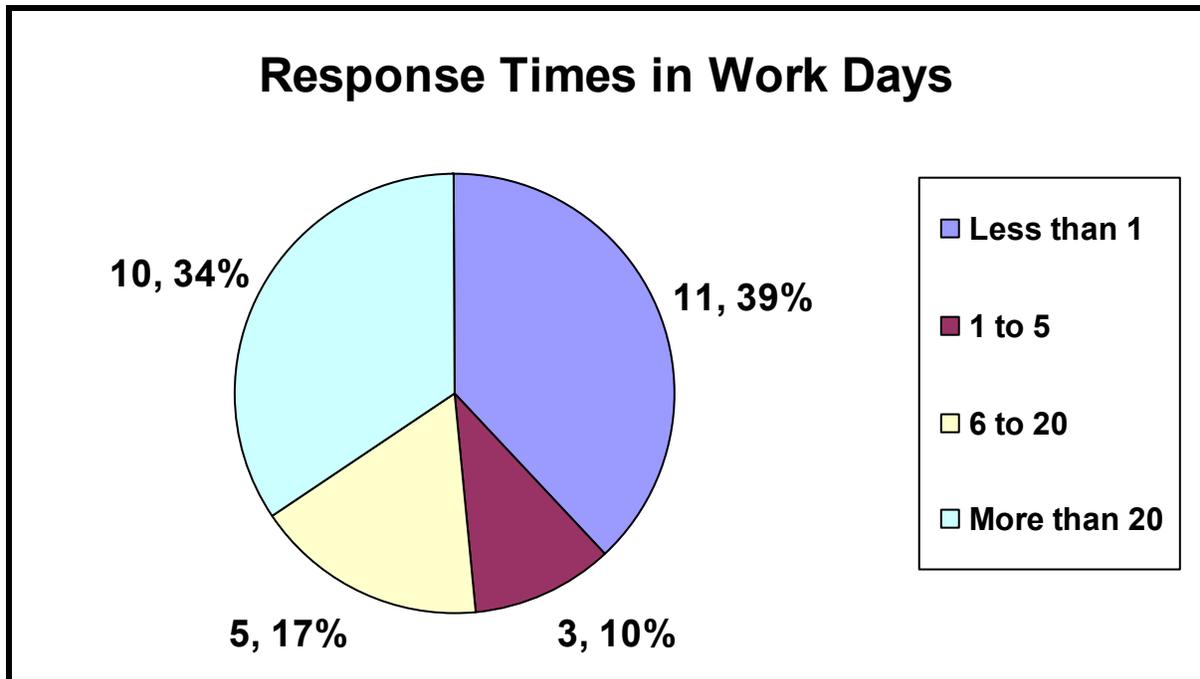
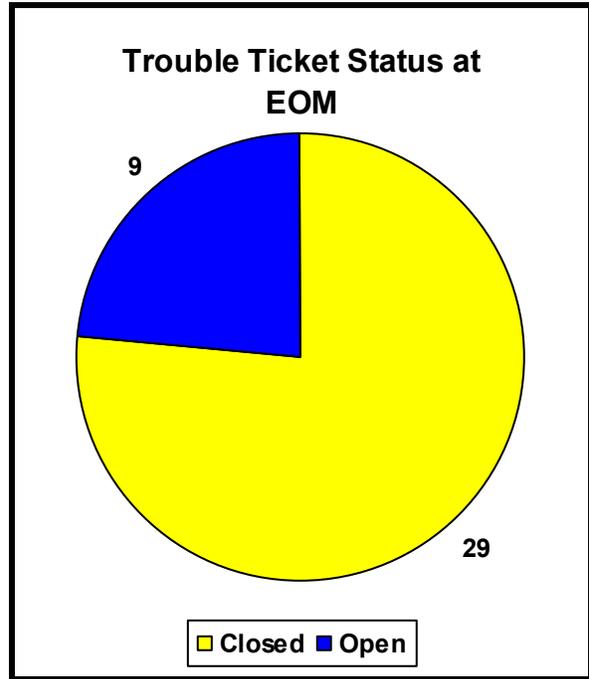
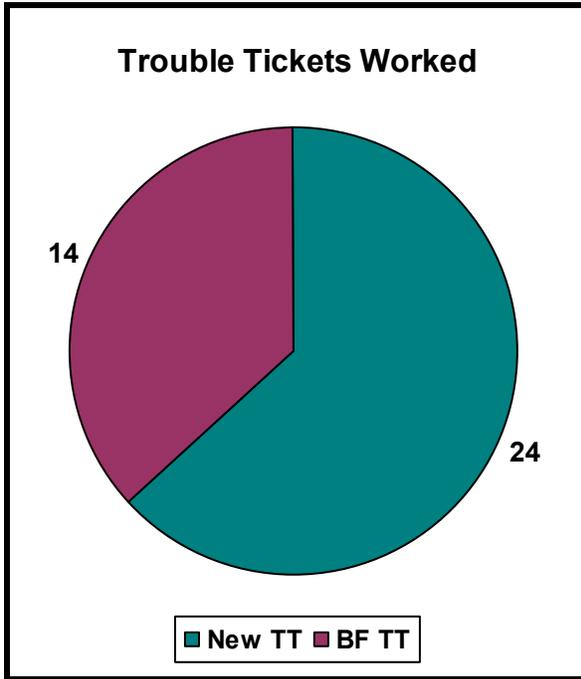
CSE-SS

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



ISSE

- 24 Total Tickets Logged
- 14 Tickets Brought Forward
- 38 Tickets In The System
- 29 Tickets Completed
- 9 Tickets Open / Brought Forward To Next Period



JTT

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

