

CONSOLIDATED HELP DESK ACTIVITY REPORT

1 – 31 JANUARY 2003

METRICS FOR OVERALL CONSOLIDATED HELP DESK PROGRAM

82 IDHS CHD Total Tickets Logged

41 AFDI Tickets Logged
 18 Broadsword Tickets Logged
 3 CSE-SS Tickets Logged
 19 ISSE Tickets Logged
 0 JTT Tickets Logged
 1 OTHER Tickets Logged

27 IDHS CHD Tickets Brought Forward

13 AFDI Tickets Brought Forward
 4 Broadsword Tickets Brought Forward
 1 CSE-SS Tickets Brought Forward
 9 ISSE Tickets Brought Forward
 0 JTT Tickets Brought Forward
 0 OTHER Tickets Brought Forward

109 IDHS CHD Tickets In The System

54 AFDI Tickets In The System
 22 Broadsword Tickets In The System
 4 CSE-SS Tickets In The System
 28 ISSE Tickets In The System
 0 JTT Tickets In The System
 1 OTHER Tickets In The System

81 IDHS CHD Tickets Completed

36 AFDI Tickets Completed
 19 Broadsword Tickets Completed
 3 CSE-SS Tickets Completed
 22 ISSE Tickets Completed
 0 JTT Tickets Completed
 1 OTHER Tickets Completed

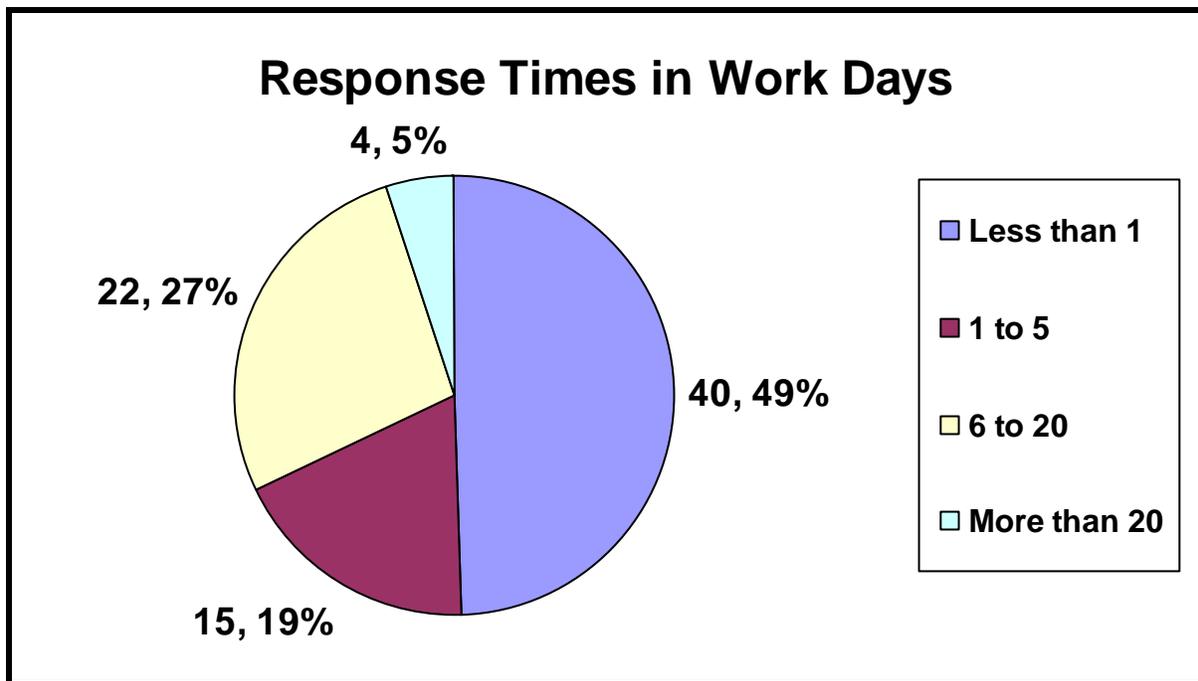
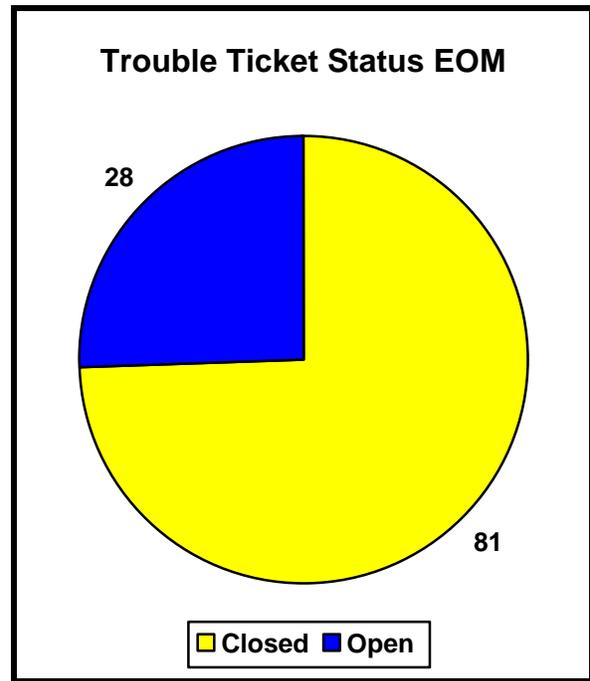
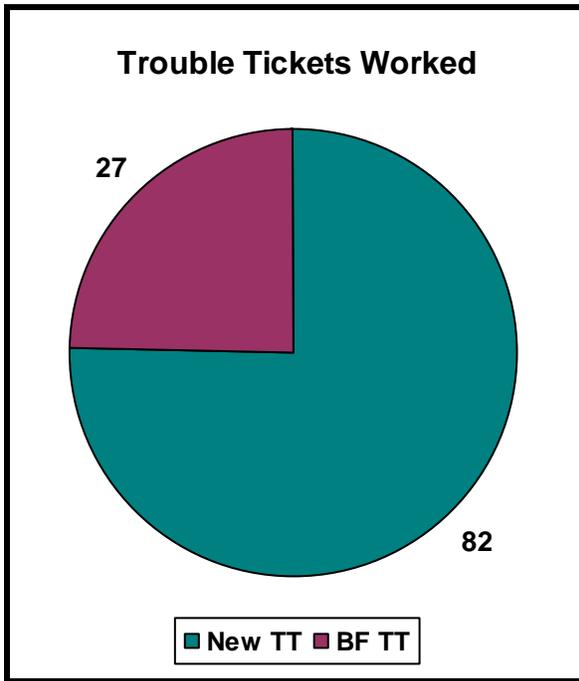
28 IDHS CHD Open / Brought Forward To Next Period

18 AFDI Tickets Open / Brought Forward To Next Period
 3 Broadsword Tickets Open / Brought Forward To Next Period
 1 CSE-SS Tickets Open / Brought Forward To Next Period
 6 ISSE Tickets Open / Brought Forward To Next Period
 0 JTT Tickets Open / Brought Forward To Next Period
 0 OTHER 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)	40	15	22	4
AFDI	20	7	8	1
BSWD	10	4	4	1
CSE	2	0	1	0
ISSE	7	4	9	2
JTT	0	0	0	0
OTHER	1	0	0	0

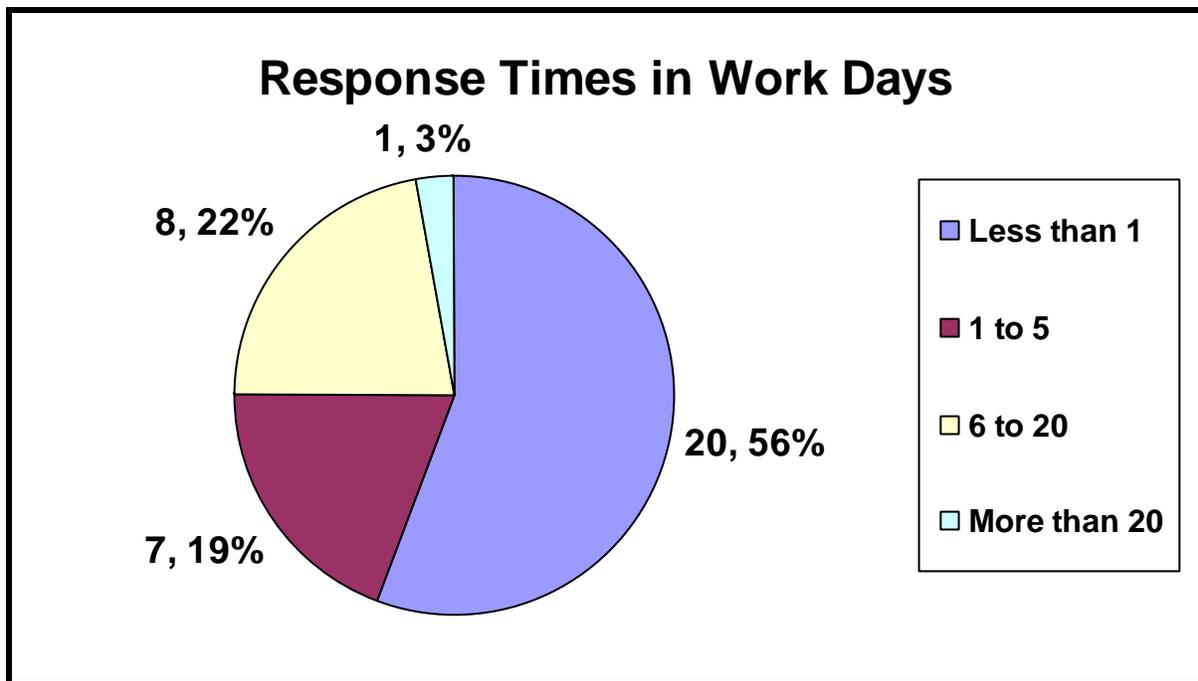
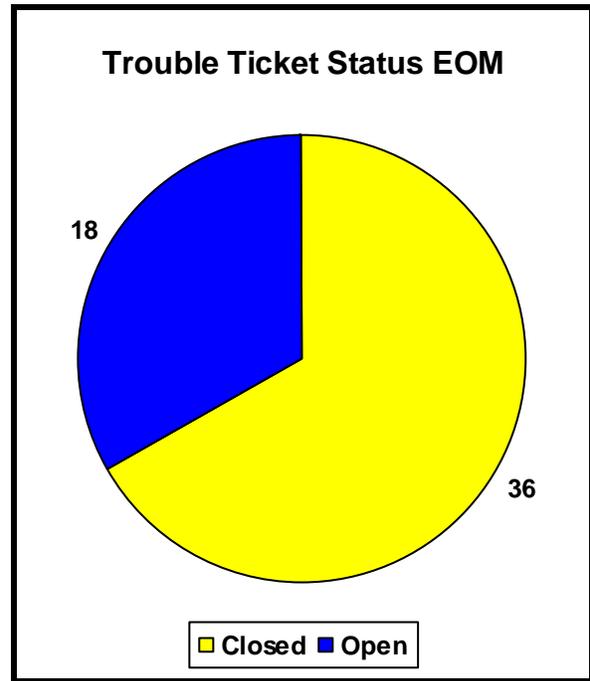
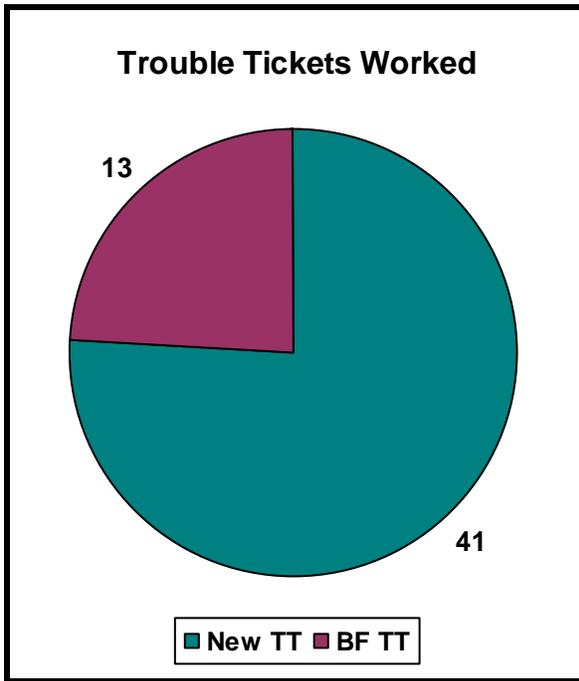
IDHS CHD OVERALL

- 82 Total Tickets Logged
- 27 Tickets Brought Forward
- 109 Tickets In The System
- 81 Tickets Completed
- 28 Tickets Open / Brought Forward To Next Period



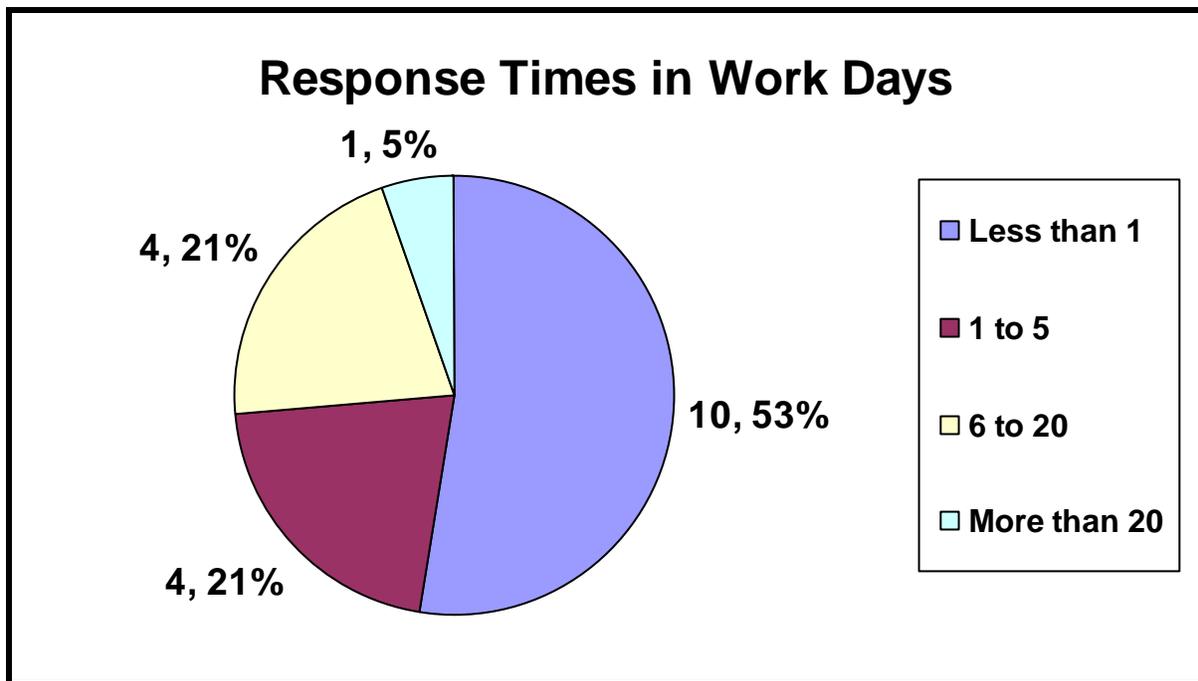
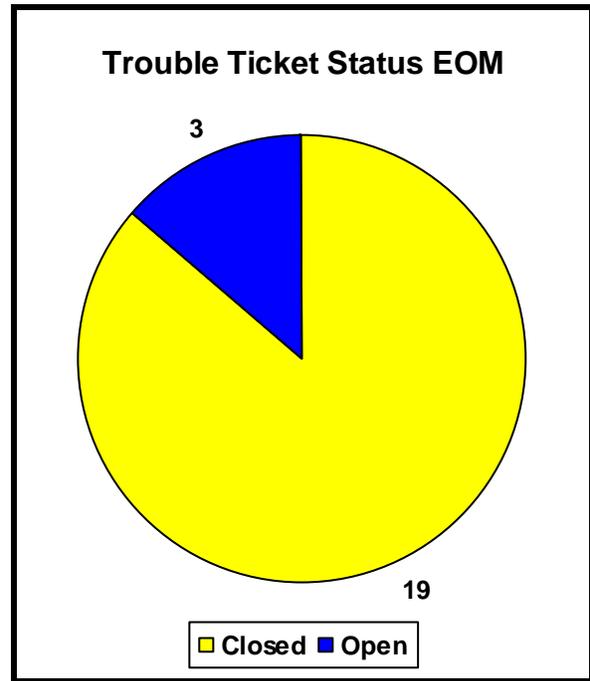
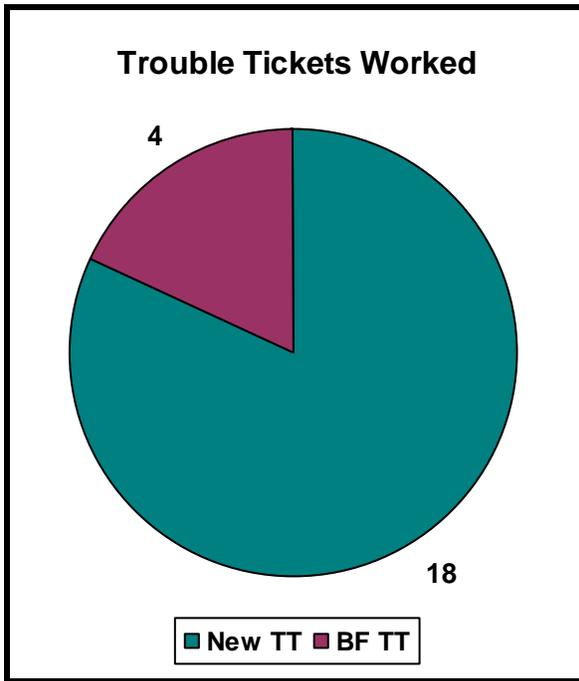
AFDI

- 41 Total Tickets Logged
- 13 Tickets Brought Forward
- 54 Tickets In The System
- 36 Tickets Completed
- 18 Tickets Open / Brought Forward To Next Period



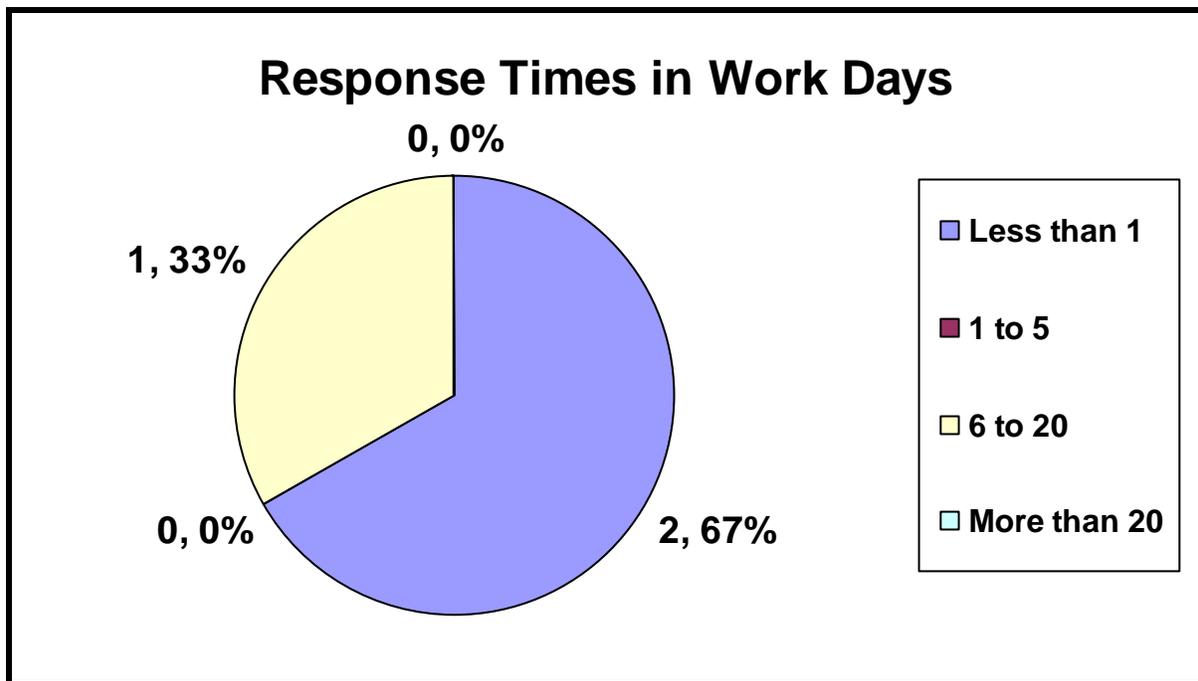
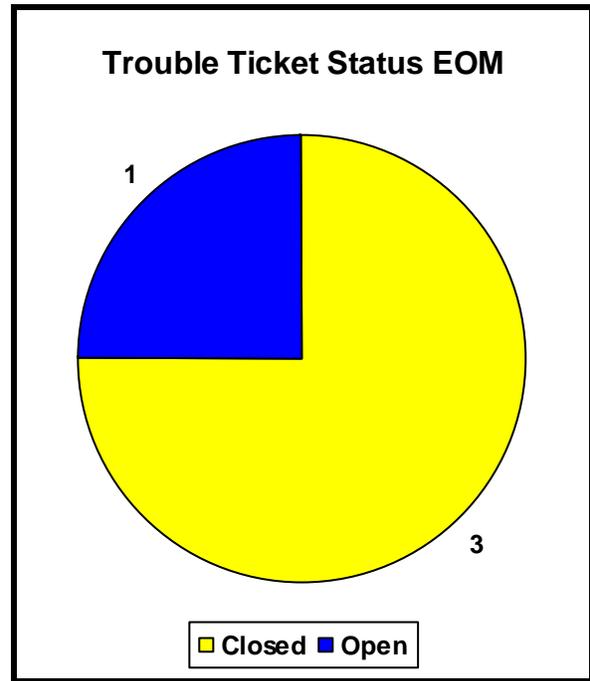
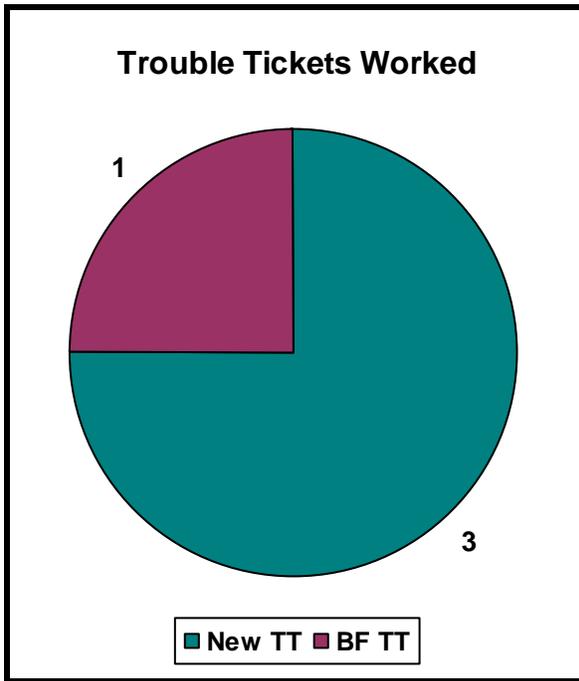
BROADSWORD

- 18 Total Tickets Logged
- 4 Tickets Brought Forward
- 22 Tickets In The System
- 19 Tickets Completed
- 3 Tickets Open / Brought Forward To Next Period



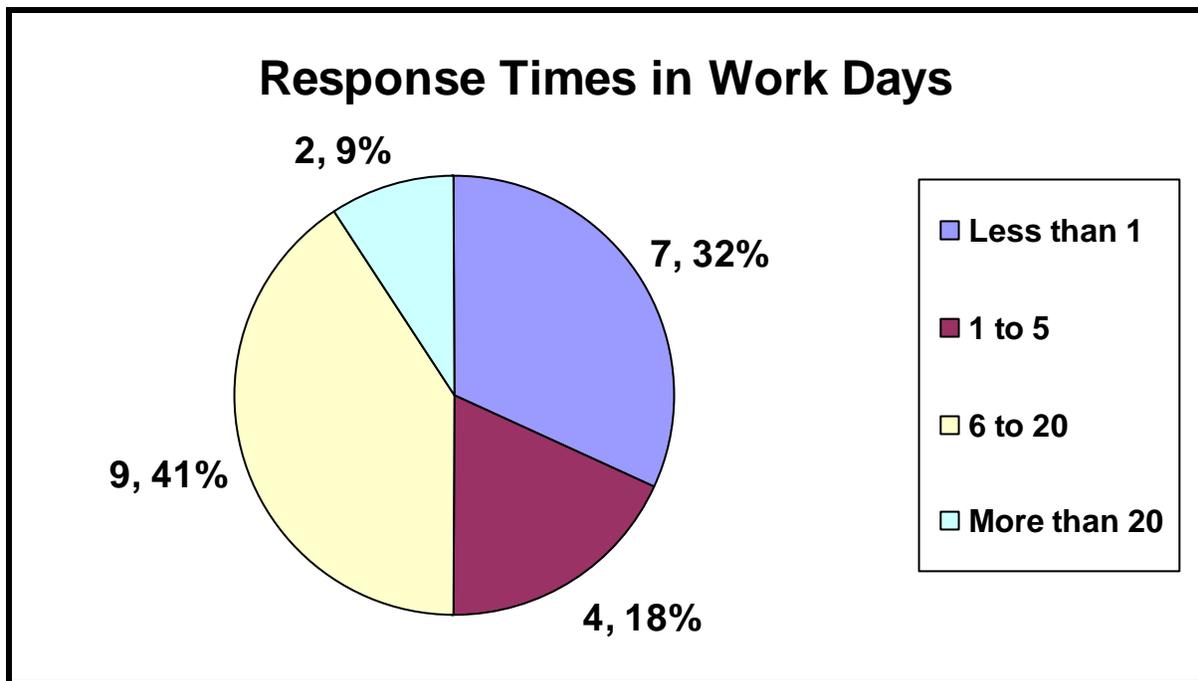
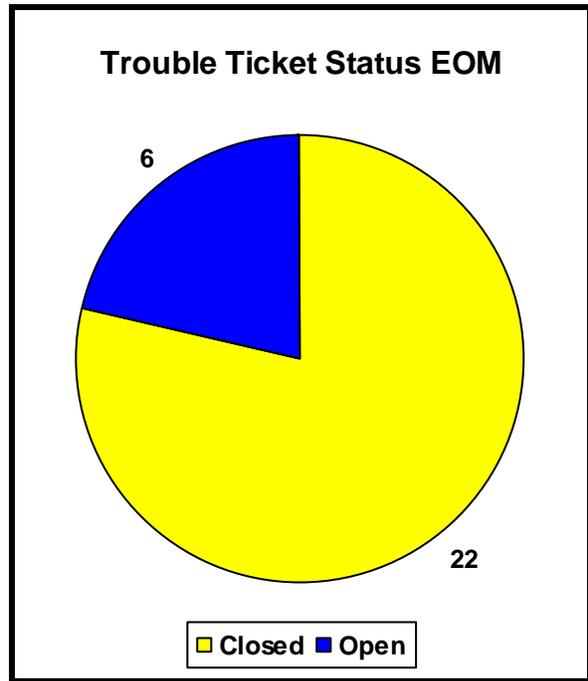
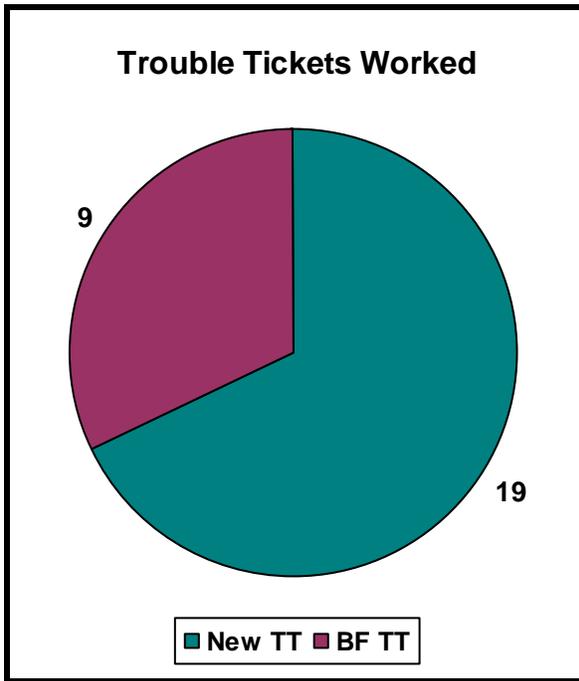
CSE-SS

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



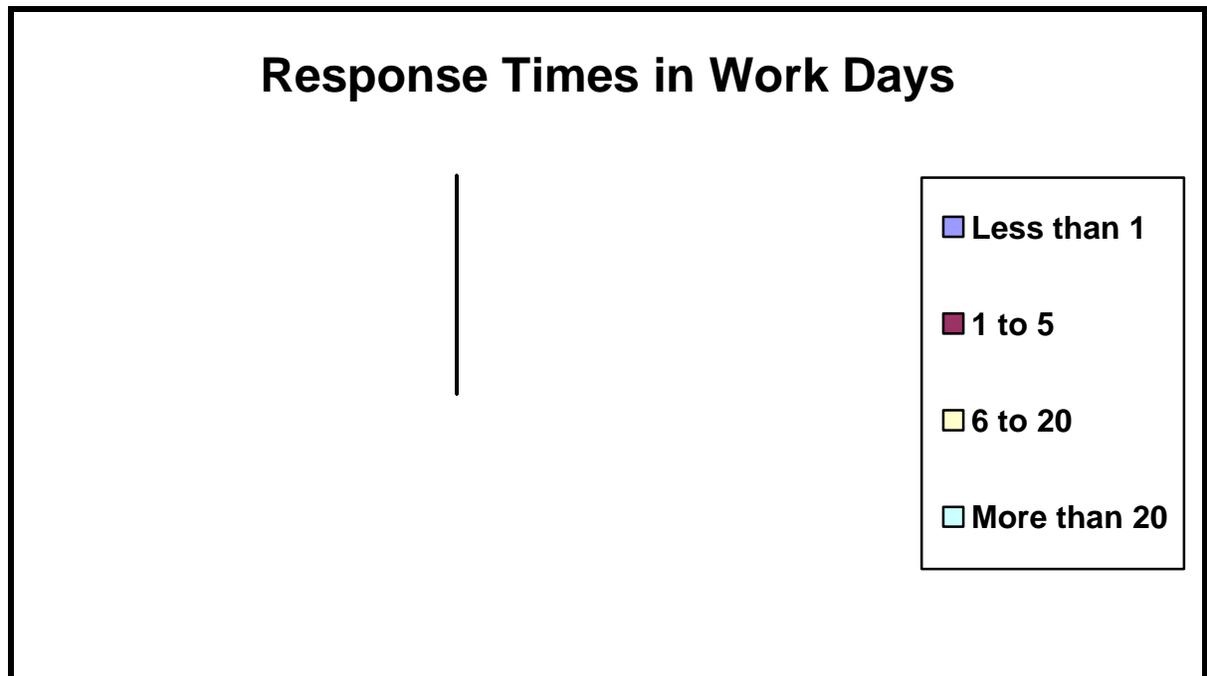
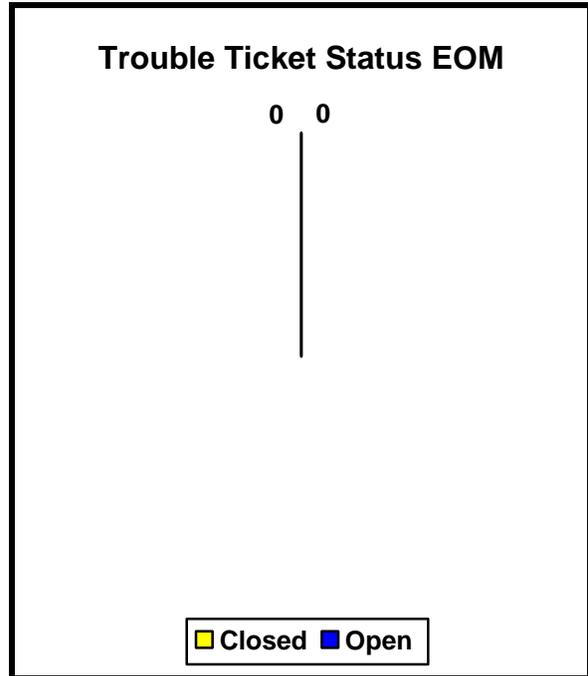
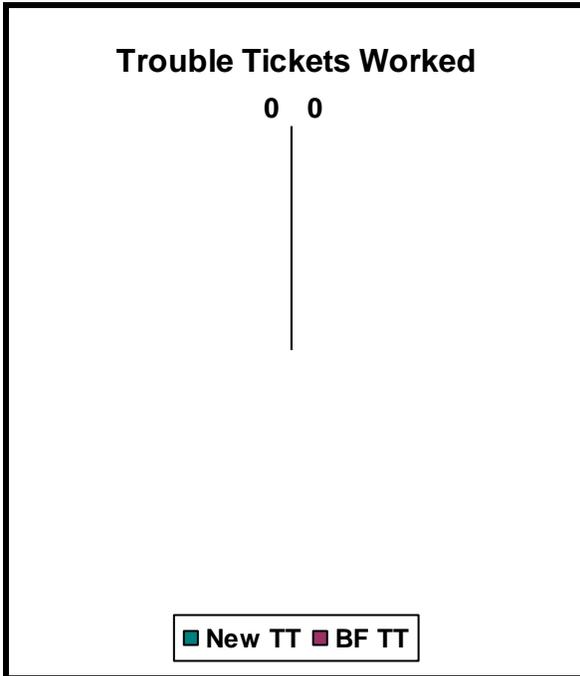
ISSE

- 19 Total Tickets Logged
- 9 Tickets Brought Forward
- 28 Tickets In The System
- 22 Tickets Completed
- 6 Tickets Open / Brought Forward To Next Period



JTT

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



OTHER PROGRAMS

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

