

# CONSOLIDATED HELP DESK ACTIVITY REPORT

## 1 –28 FEBRUARY 2003

### METRICS FOR OVERALL CONSOLIDATED HELP DESK PROGRAM

#### 77 IDHS CHD New Tickets Logged

19 Broadsword New Tickets Logged	24 ISSE New Tickets Logged
29 JEDI / AFDI New Tickets Logged	0 JEDI / CSE-SS New Tickets Logged
0 JEDI / JEDI New Tickets Logged	2 JTT / ITS New Tickets Logged
1 JTT / JTT New Tickets Logged	2 Other New Tickets Logged

#### 28 IDHS CHD Brought Forward

3 Broadsword Tickets Brought Forward	6 ISSE Tickets Brought Forward
18 JEDI / AFDI Tickets Brought Forward	1 JEDI / CSE-SS Tickets Brought Forward
0 JEDI / JEDI Tickets Brought Forward	0 JTT / ITS Tickets Brought Forward
0 JTT / JTT Tickets Brought Forward	0 Other Tickets Brought Forward

#### 105 IDHS CHD Tickets Worked

22 Broadsword Tickets Worked	30 ISSE Tickets Worked
47 JEDI / AFDI Tickets Worked	1 JEDI / CSE-SS Tickets Worked
0 JEDI / JEDI Tickets Worked	2 JTT / ITS Tickets Worked
1 JTT / JTT Tickets Worked	2 Other Tickets Worked

#### 73 IDHS CHD Tickets Completed

16 Broadsword Tickets Completed	19 ISSE Tickets Completed
32 JEDI / AFDI Tickets Completed	1 JEDI / CSE-SS Tickets Completed
0 JEDI / JEDI Tickets Completed	2 JTT / ITS Tickets Completed
1 JTT / JTT Tickets Completed	2 Other Tickets Completed

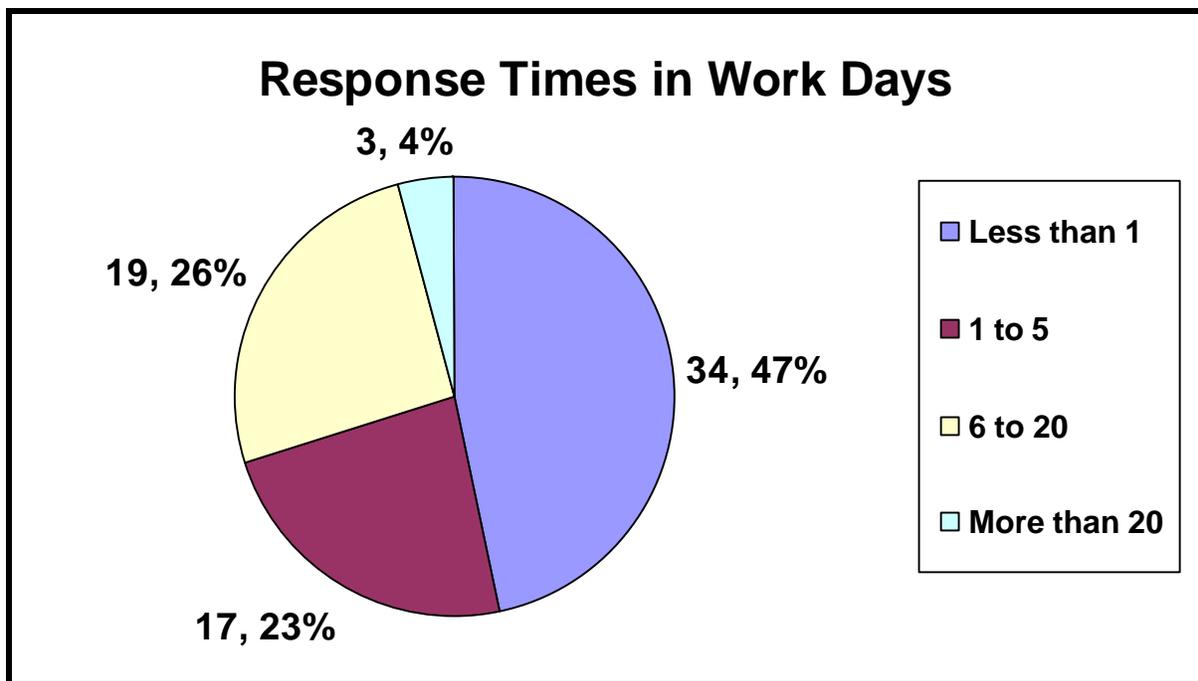
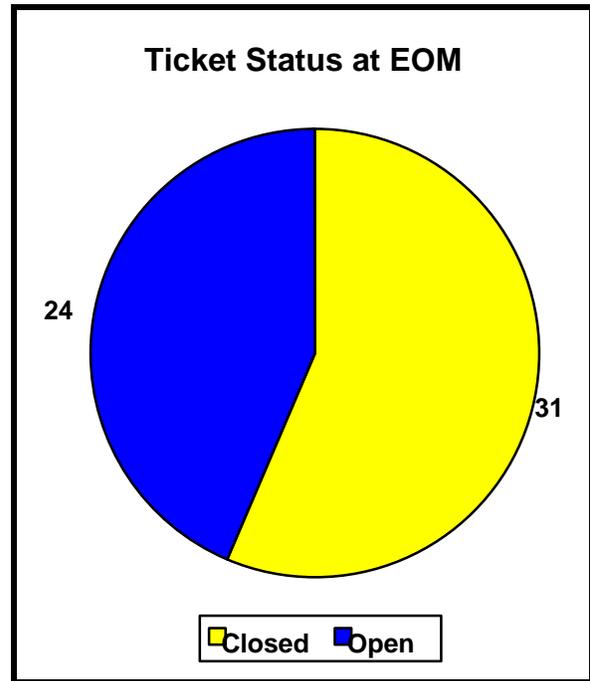
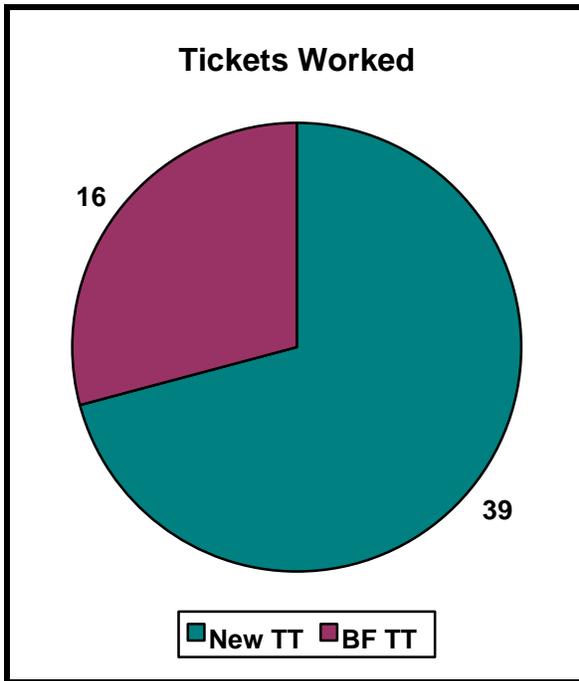
#### 32 IDHS CHD Remaining Open

6 Broadsword Tickets Remaining Open	11 ISSE Tickets Remaining Open
15 JEDI / AFDI Tickets Remaining Open	0 JEDI / CSE-SS Tickets Remaining Open
0 JEDI / JEDI Tickets Remaining Open	0 JTT / ITS Tickets Remaining Open
0 JTT / JTT Tickets Remaining Open	0 Other Tickets Remaining Open

RESPONSE TIMES:	Less than 1 WORK DAY	1 TO 5 WORK DAYS	6 TO 20 WORK DAYS	More than 20 WORK DAYS
<i>BSWD</i>	10	3	3	0
<i>ISSE</i>	7	6	6	0
<i>JEDI / AFDI</i>	14	7	8	3
<i>JEDI / CSE-SS</i>	0	0	1	0
<i>JEDI / JEDI</i>	0	0	0	0
<i>JTT / ITS</i>	1	1	0	0
<i>JTT / JTT</i>	0	0	1	0
<i>Other</i>	2	0	0	0
Total CHD	34	17	19	3

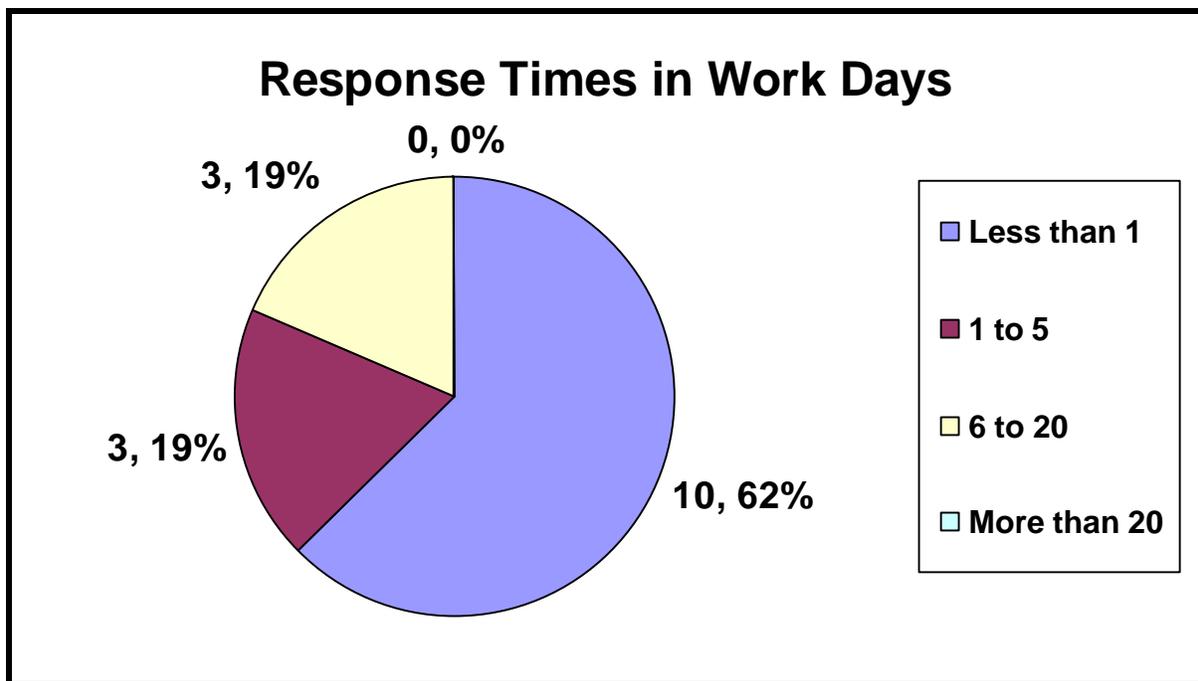
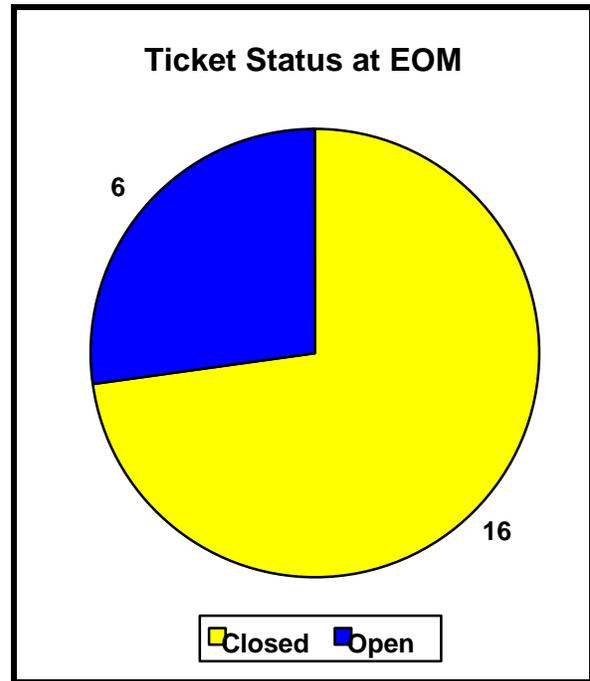
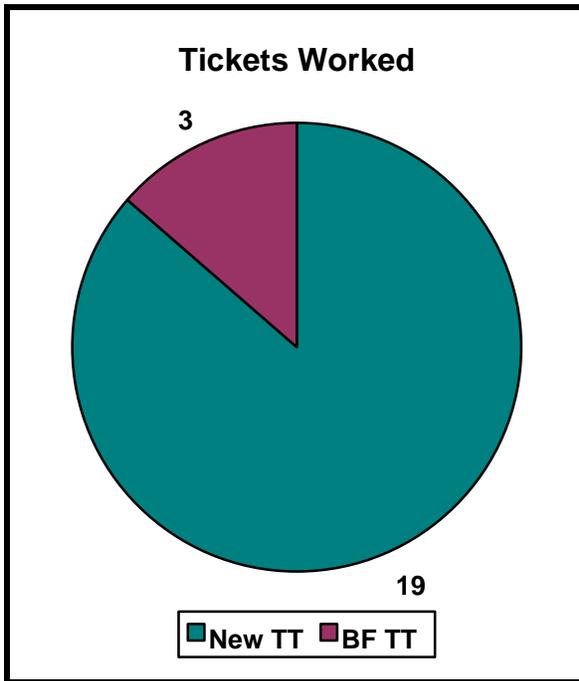
### IDHS CHD OVERALL

- 77 New Tickets Logged
- 28 Tickets Brought Forward
- 105 Tickets Worked
- 73 Tickets Completed
- 32 Tickets Remaining Open



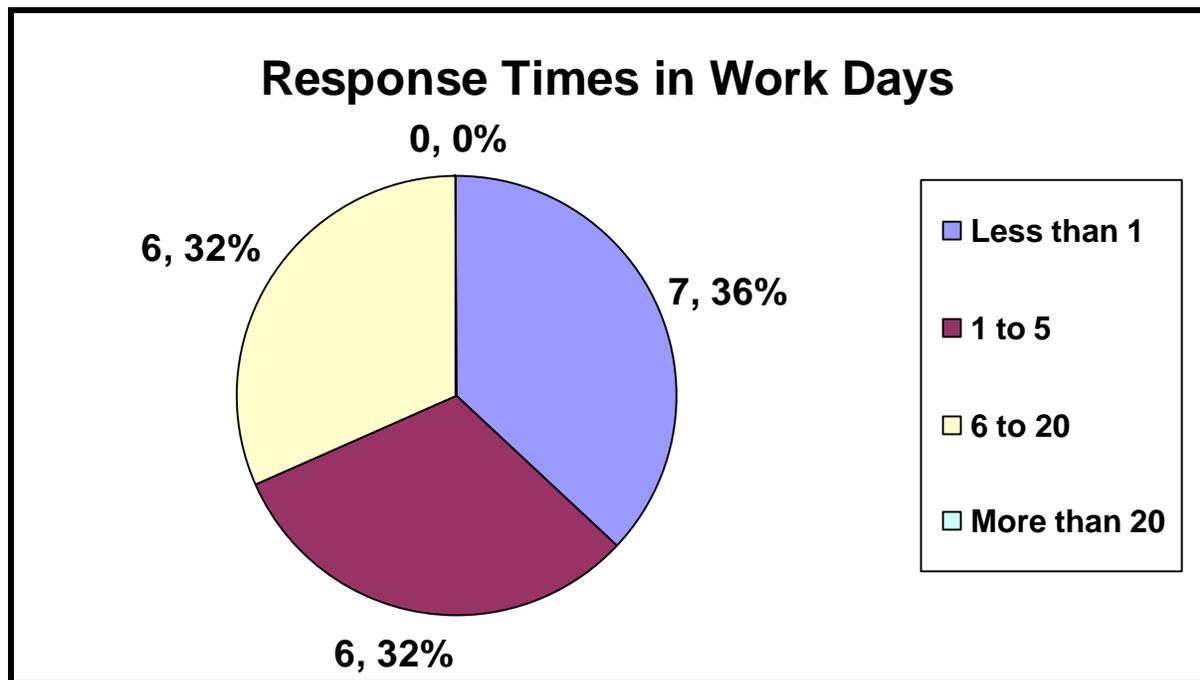
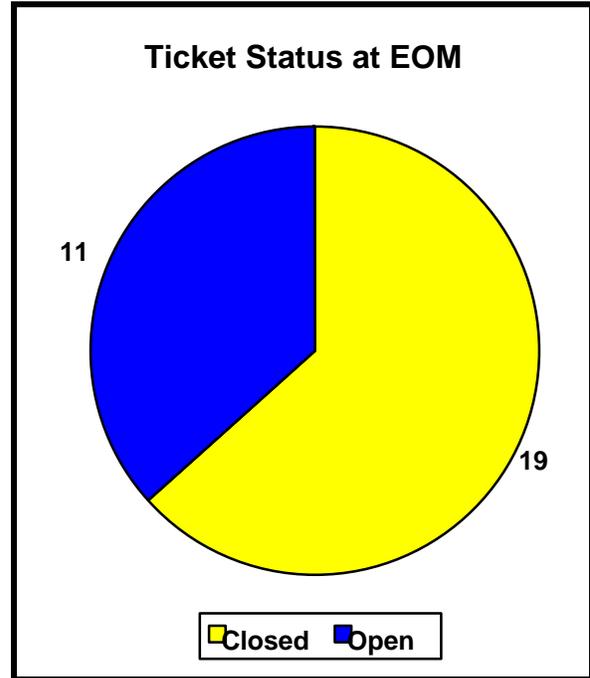
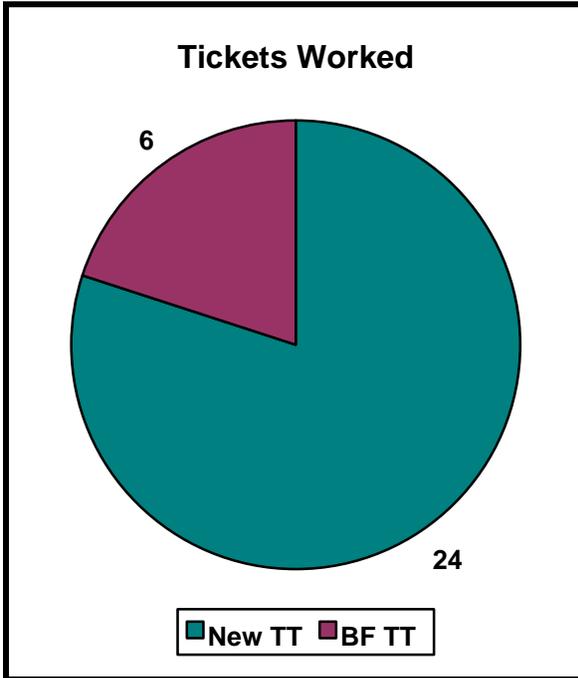
### BROADSWORD

- 19 New Tickets Logged
- 3 Tickets Brought Forward
- 22 Tickets Worked
- 16 Tickets Completed
- 6 Tickets Remaining Open



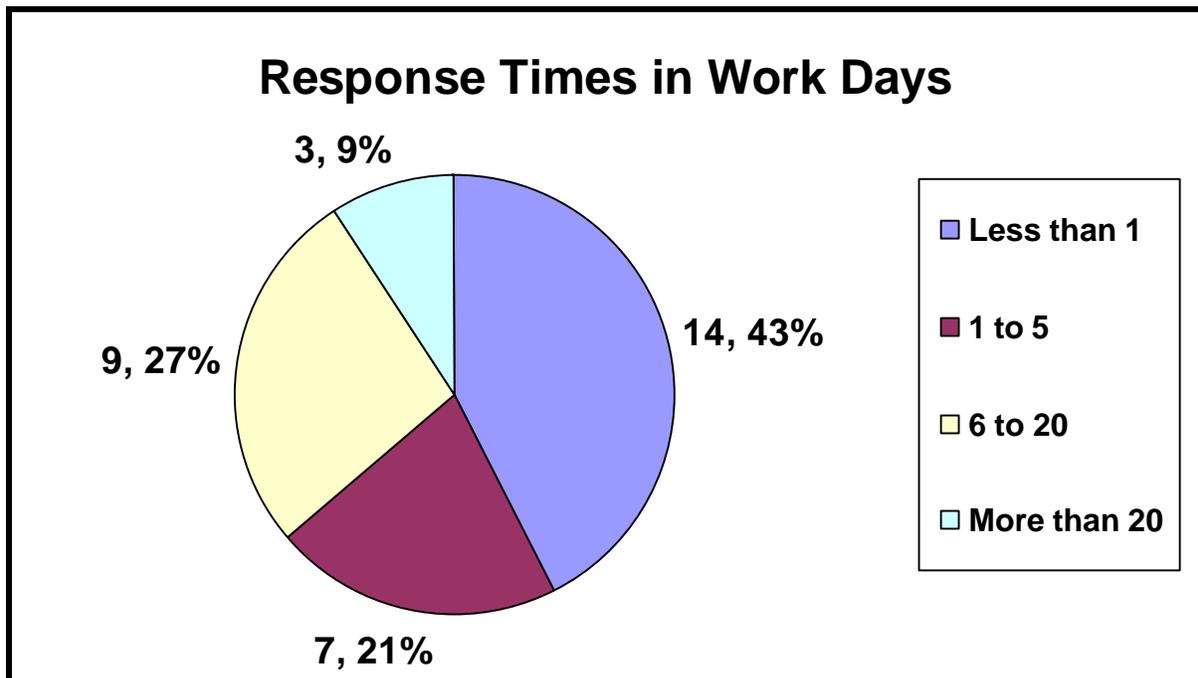
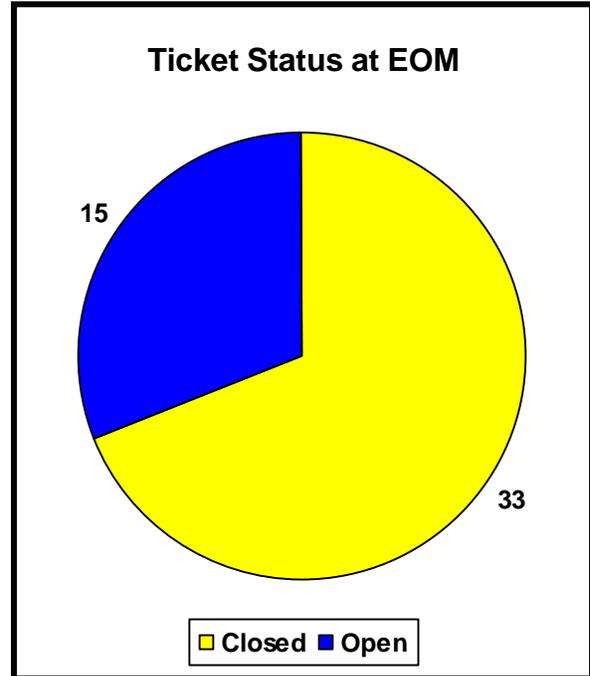
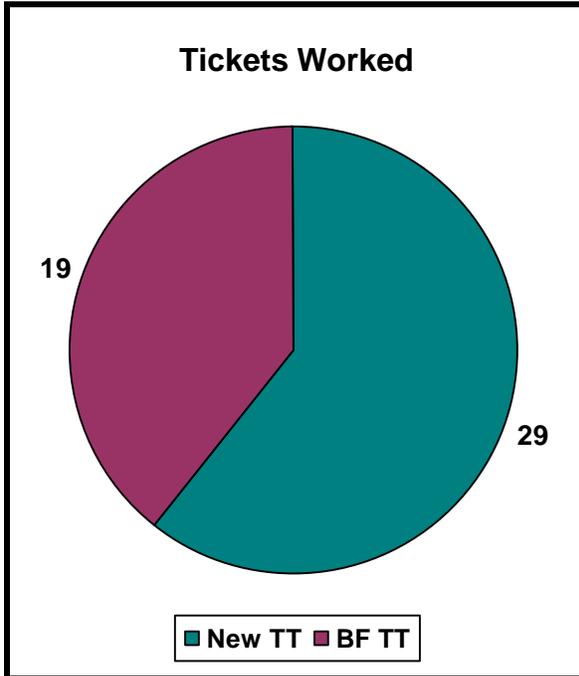
### ISSE

24 New Tickets Logged  
6 Tickets Brought Forward  
30 Tickets Worked  
19 Tickets Completed  
11 Tickets Remaining Open



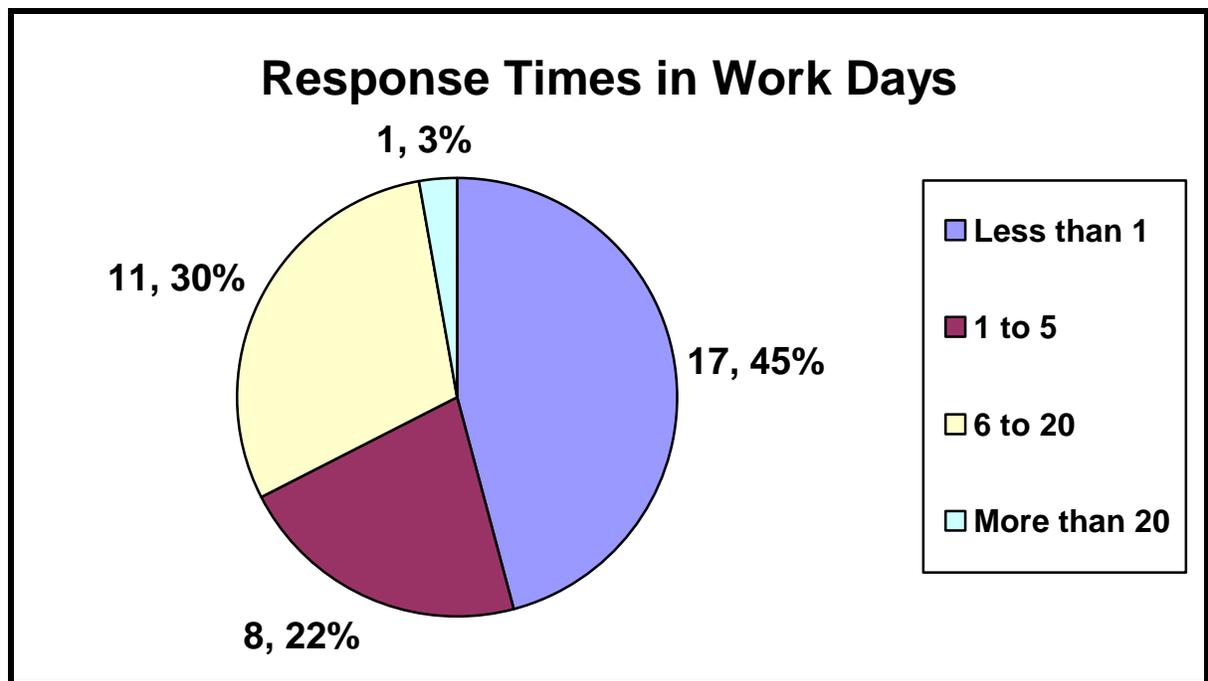
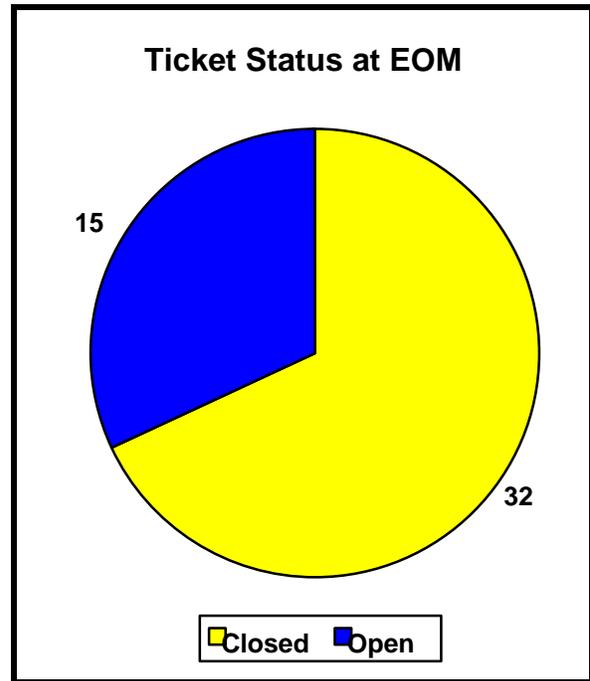
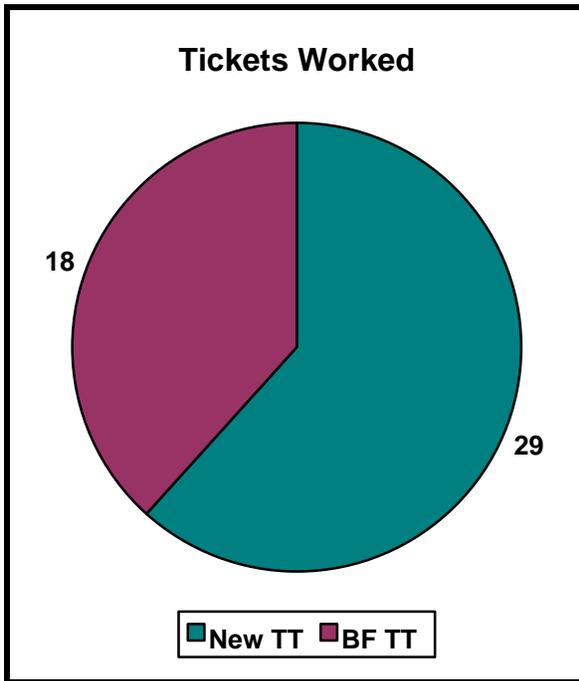
### JEDI OVERALL

- 29 New Tickets Logged
- 19 Tickets Brought Forward
- 48 Tickets Worked
- 33 Tickets Completed
- 15 Tickets Remaining Open



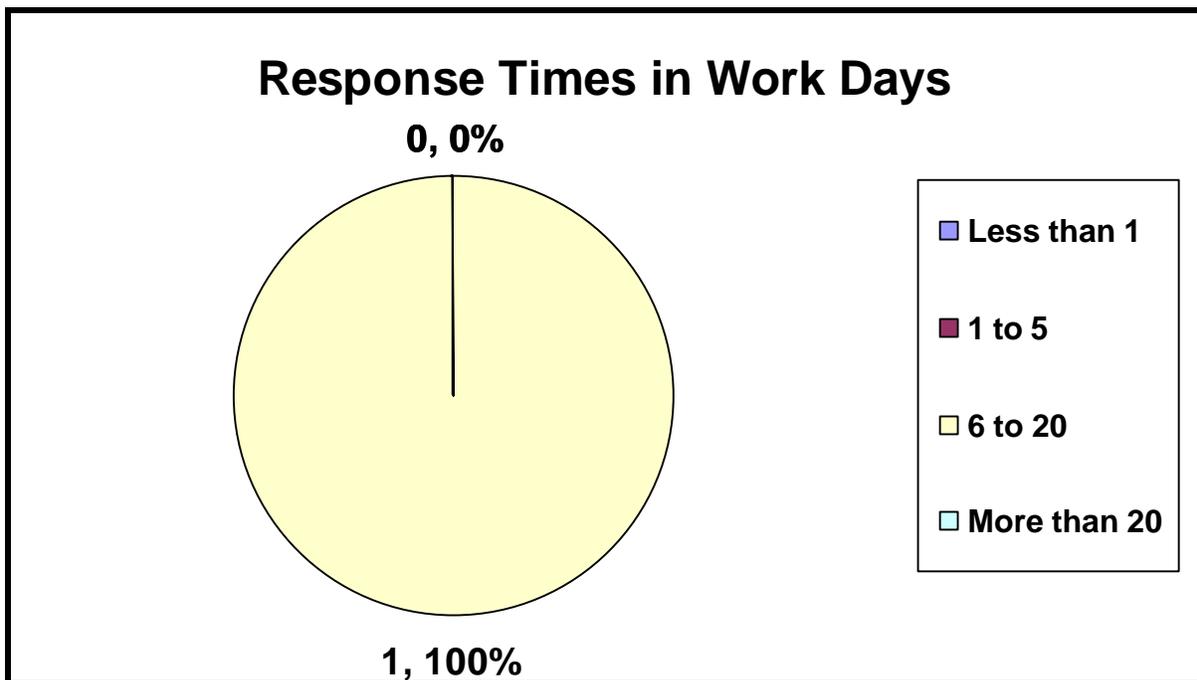
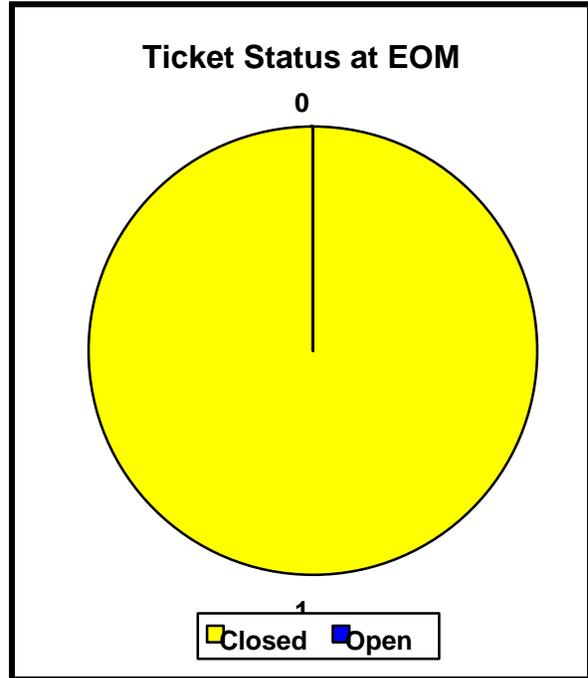
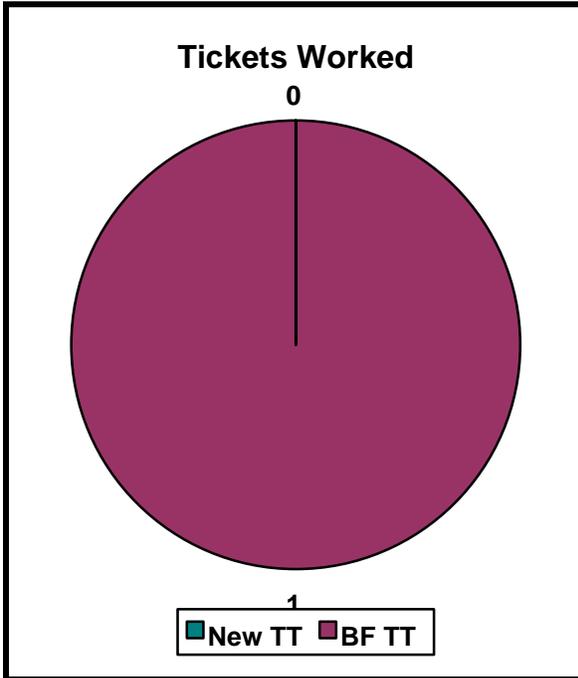
### JEDI / AFDI

- 29 New Tickets Logged
- 18 Tickets Brought Forward
- 47 Tickets Worked
- 32 Tickets Completed
- 15 Tickets Remaining Open



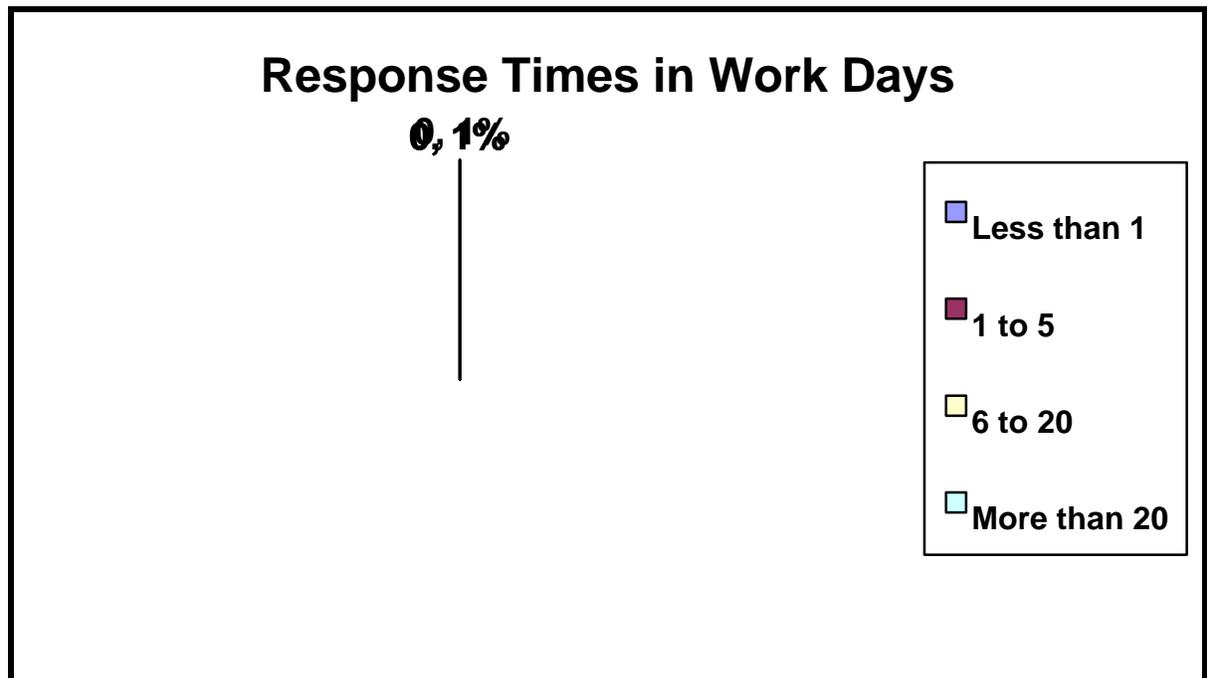
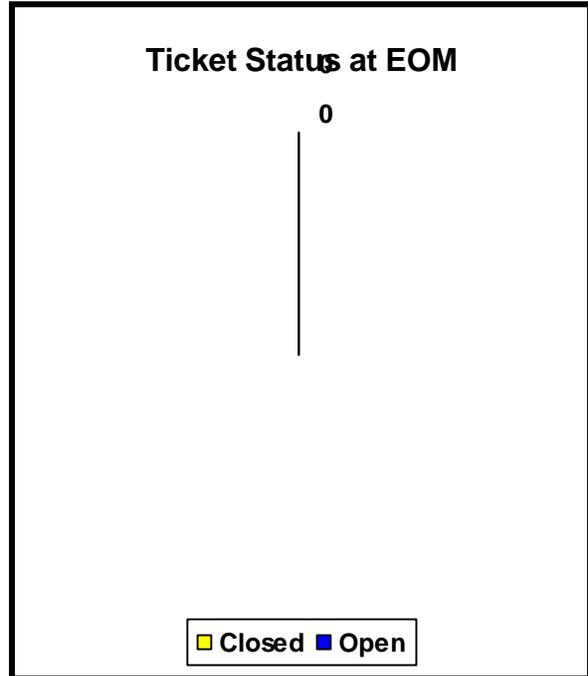
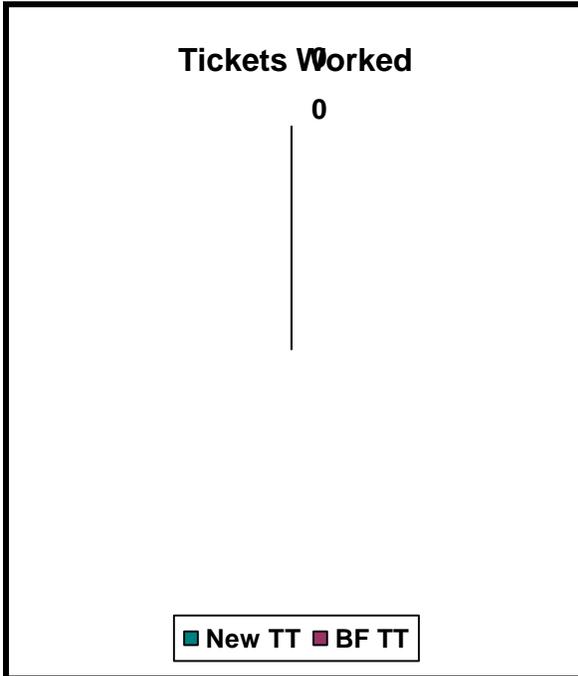
### JEDI / CSE-SS

0 New Tickets Logged  
1 Tickets Brought Forward  
1 Tickets Worked  
1 Tickets Completed  
0 Tickets Remaining Open



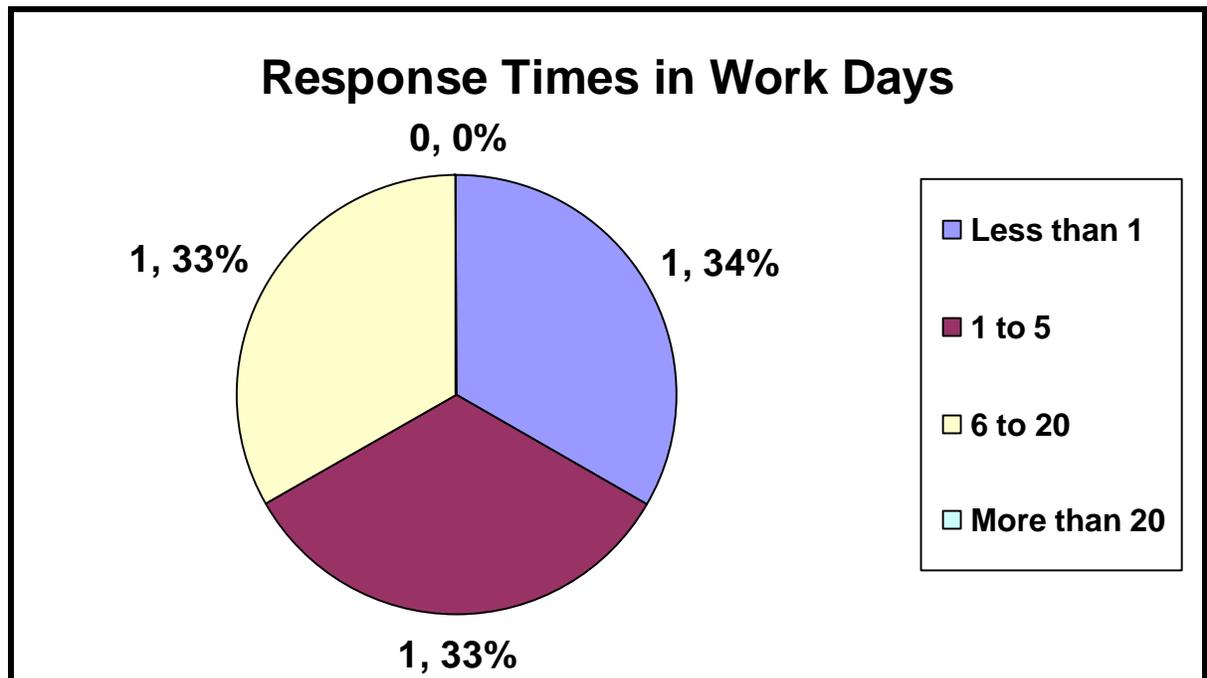
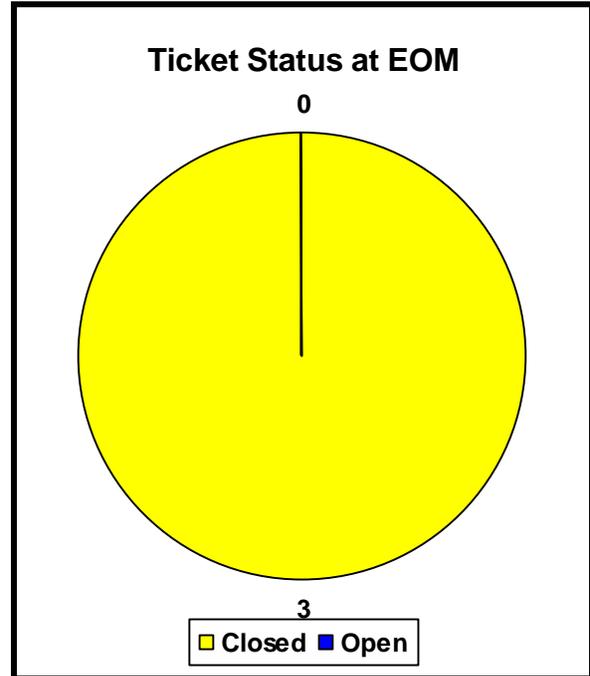
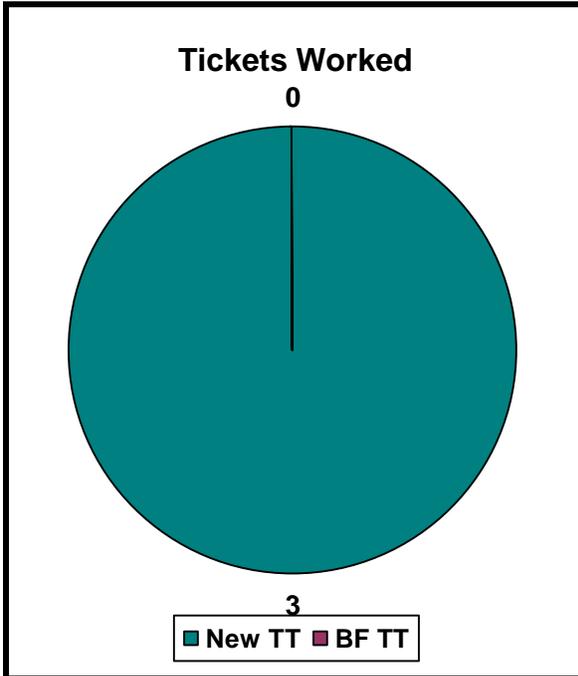
### JEDI / JEDI

0 New Tickets Logged  
0 Tickets Brought Forward  
0 Tickets Worked  
0 Tickets Completed  
0 Tickets Remaining Open



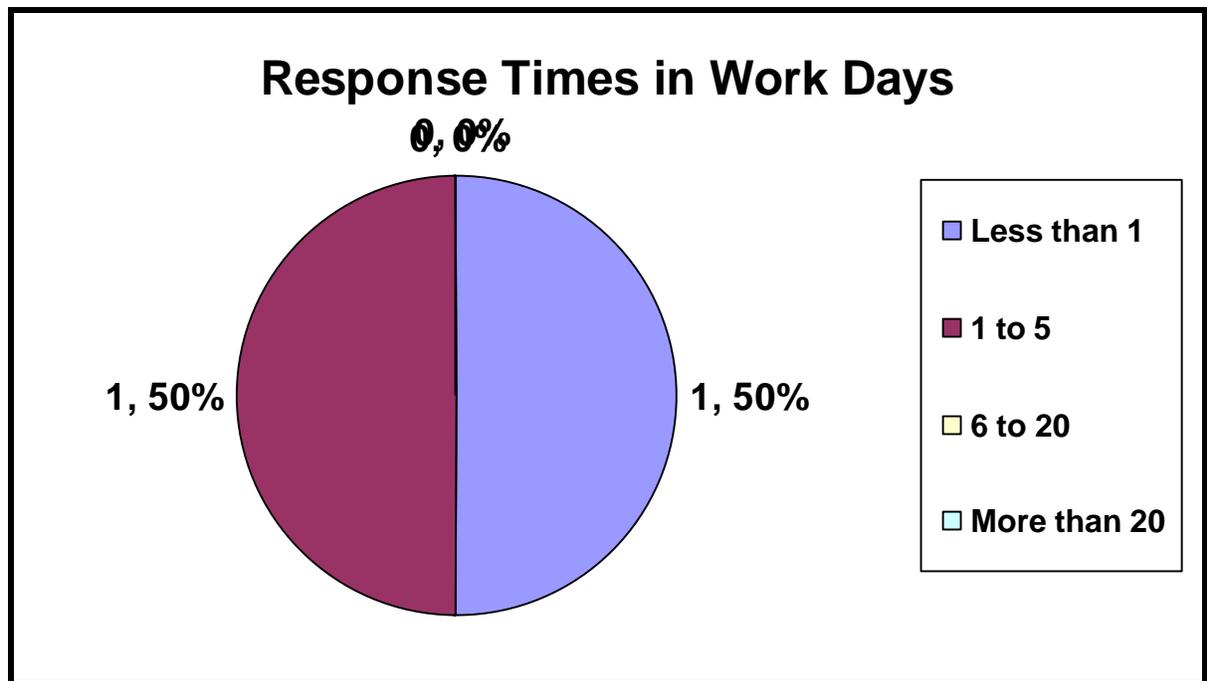
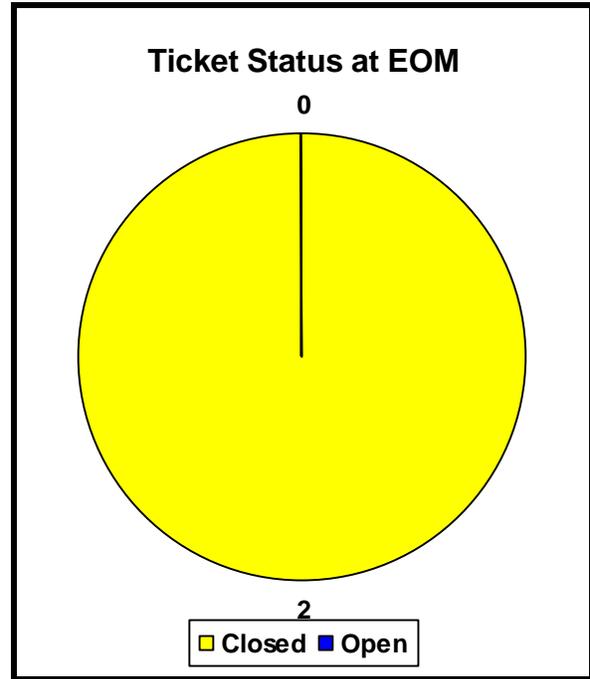
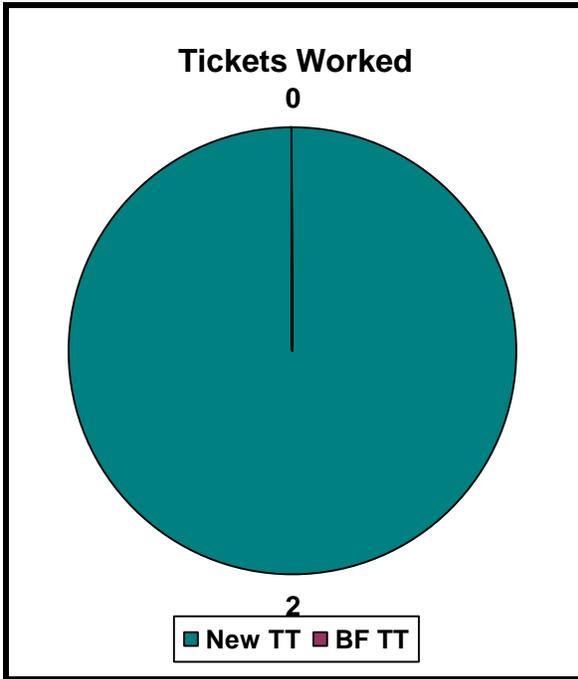
### JTT OVERALL

3 New Tickets Logged  
0 Tickets Brought Forward  
3 Tickets Worked  
3 Tickets Completed  
0 Tickets Remaining Open



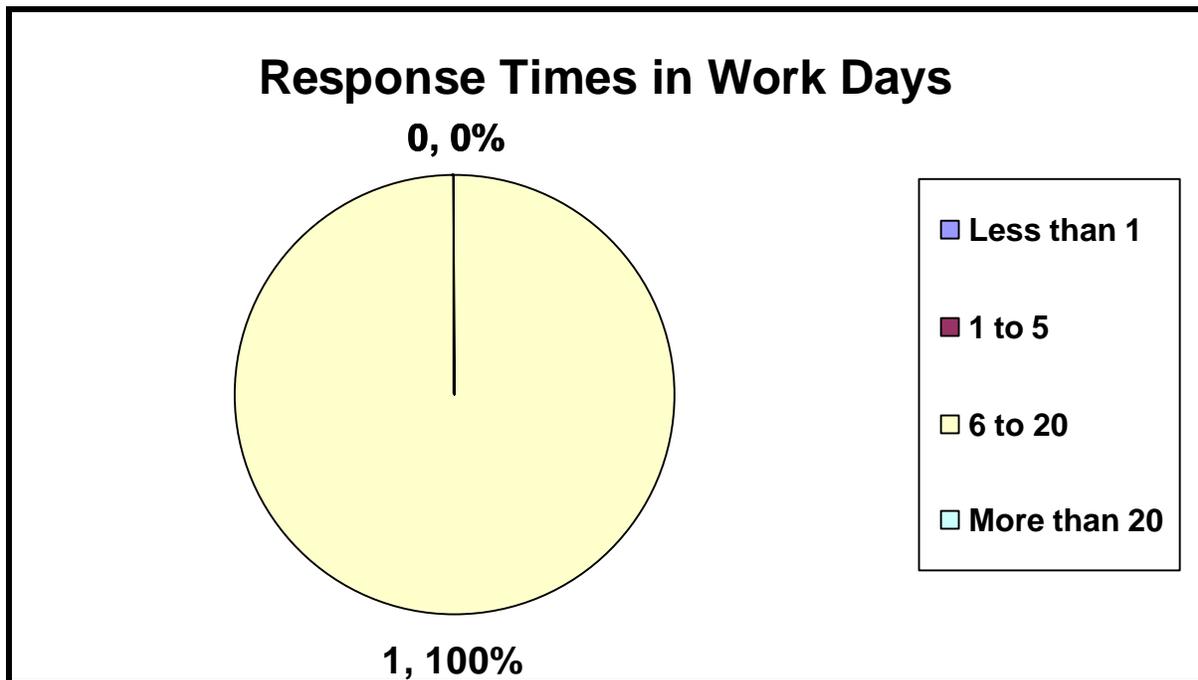
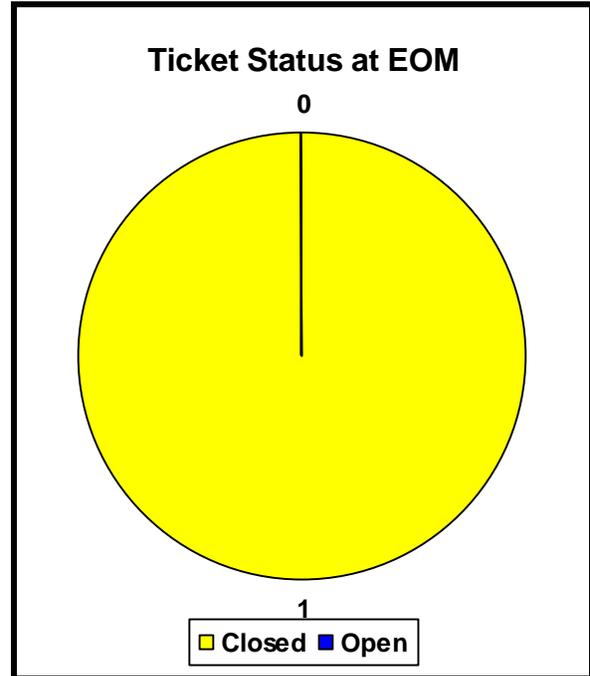
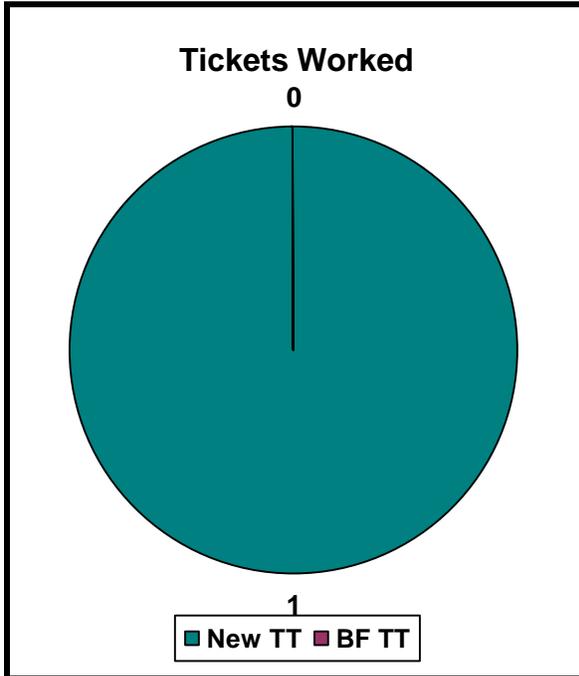
### JTT / ITS

2 New Tickets Logged  
0 Tickets Brought Forward  
2 Tickets Worked  
2 Tickets Completed  
0 Tickets Remaining Open



### JTT / JTT

- 1 New Tickets Logged
- 0 Tickets Brought Forward
- 1 Tickets Worked
- 1 Tickets Completed
- 0 Tickets Remaining Open



### OTHER

- 2 New Tickets Logged
- 0 Tickets Brought Forward
- 2 Tickets Worked
- 2 Tickets Completed
- 0 Tickets Remaining Open

