

CONSOLIDATED HELP DESK ACTIVITY REPORT

1 – 31 MARCH 2003

METRICS FOR OVERALL CONSOLIDATED HELP DESK PROGRAM

107 IDHS CHD New Tickets Logged

14 Broadsword New Tickets Logged	34 ISSE New Tickets Logged
46 JEDI / AFDI New Tickets Logged	3 JEDI / CSE-SS New Tickets Logged
0 JEDI / JEDI New Tickets Logged	0 JTT / ITS New Tickets Logged
9 JTT / JTT New Tickets Logged	1 Other New Tickets Logged

32 IDHS CHD Brought Forward

6 Broadsword Tickets Brought Forward	11 ISSE Tickets Brought Forward
15 JEDI / AFDI Tickets Brought Forward	0 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

139 IDHS CHD Tickets Worked

20 Broadsword Tickets Worked	45 ISSE Tickets Worked
61 JEDI / AFDI Tickets Worked	3 JEDI / CSE-SS Tickets Worked
0 JEDI / JEDI Tickets Worked	0 JTT / ITS Tickets Worked
9 JTT / JTT Tickets Worked	1 Other Tickets Worked

99 IDHS CHD Tickets Completed

17 Broadsword Tickets Completed	29 ISSE Tickets Completed
45 JEDI / AFDI Tickets Completed	1 JEDI / CSE-SS Tickets Completed
0 JEDI / JEDI Tickets Completed	0 JTT / ITS Tickets Completed
6 JTT / JTT Tickets Completed	1 Other Tickets Completed

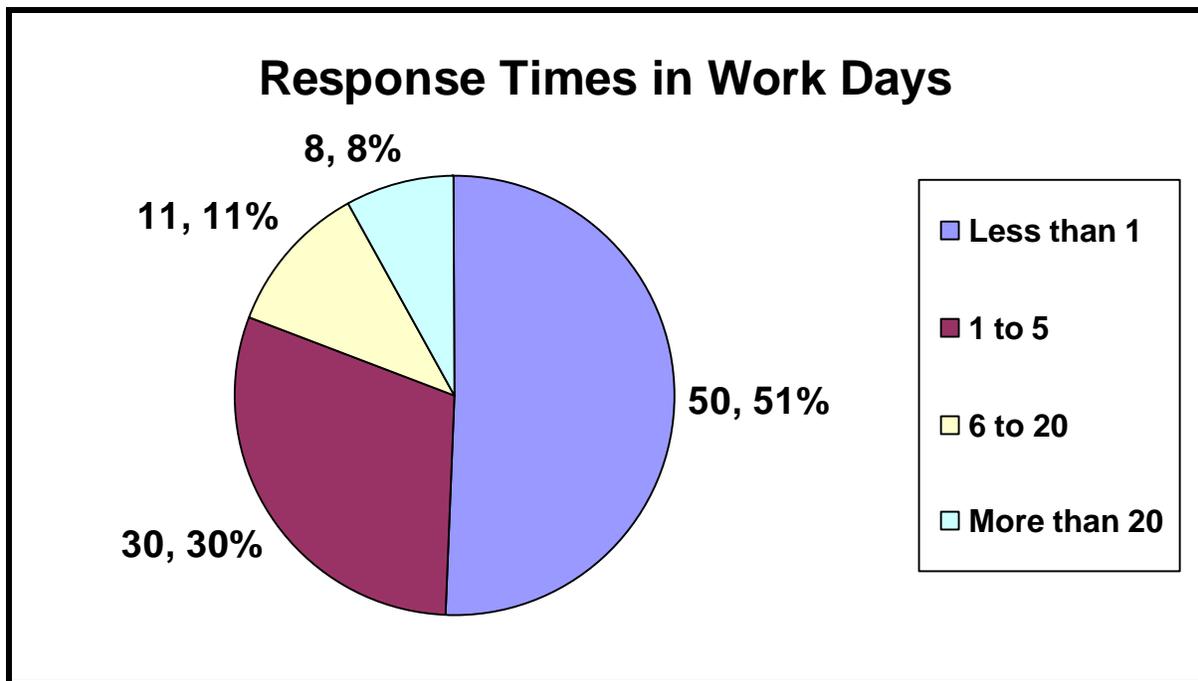
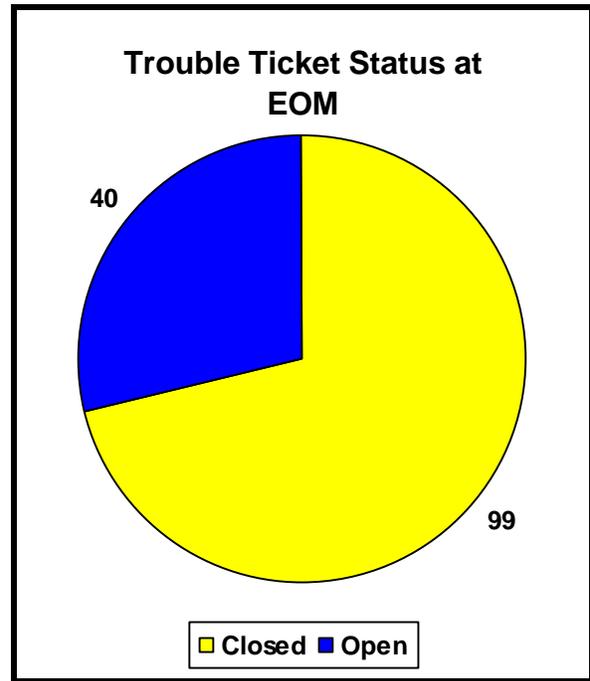
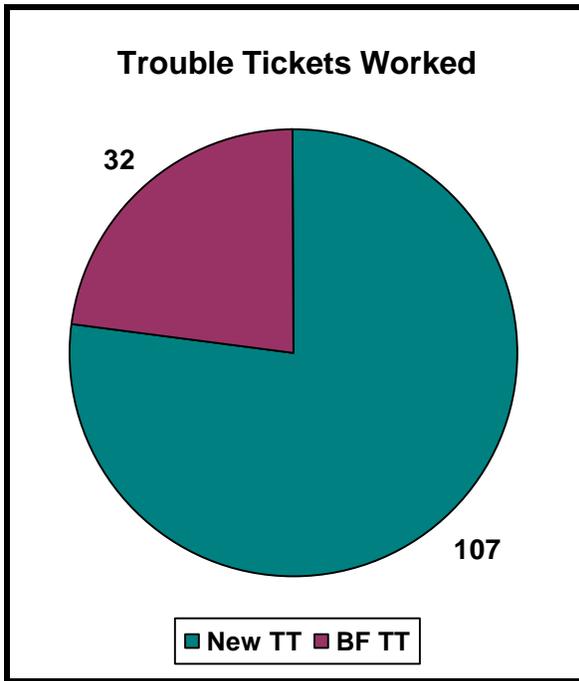
40 IDHS CHD Remaining Open

3 Broadsword Tickets Remaining Open	16 ISSE Tickets Remaining Open
16 JEDI / AFDI Tickets Remaining Open	2 JEDI / CSE-SS Tickets Remaining Open
0 JEDI / JEDI Tickets Remaining Open	0 JTT / ITS Tickets Remaining Open
3 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>	7	6	0	4
<i>ISSE</i>	17	5	3	4
<i>JEDI / AFDI</i>	23	15	7	0
<i>JEDI / CSE-SS</i>	1	0	0	0
<i>JEDI / JEDI</i>	0	0	0	0
<i>JTT / ITS</i>	0	0	0	0
<i>JTT / JTT</i>	1	4	1	0
<i>Other</i>	1	0	0	0
Total CHD	50	30	11	8

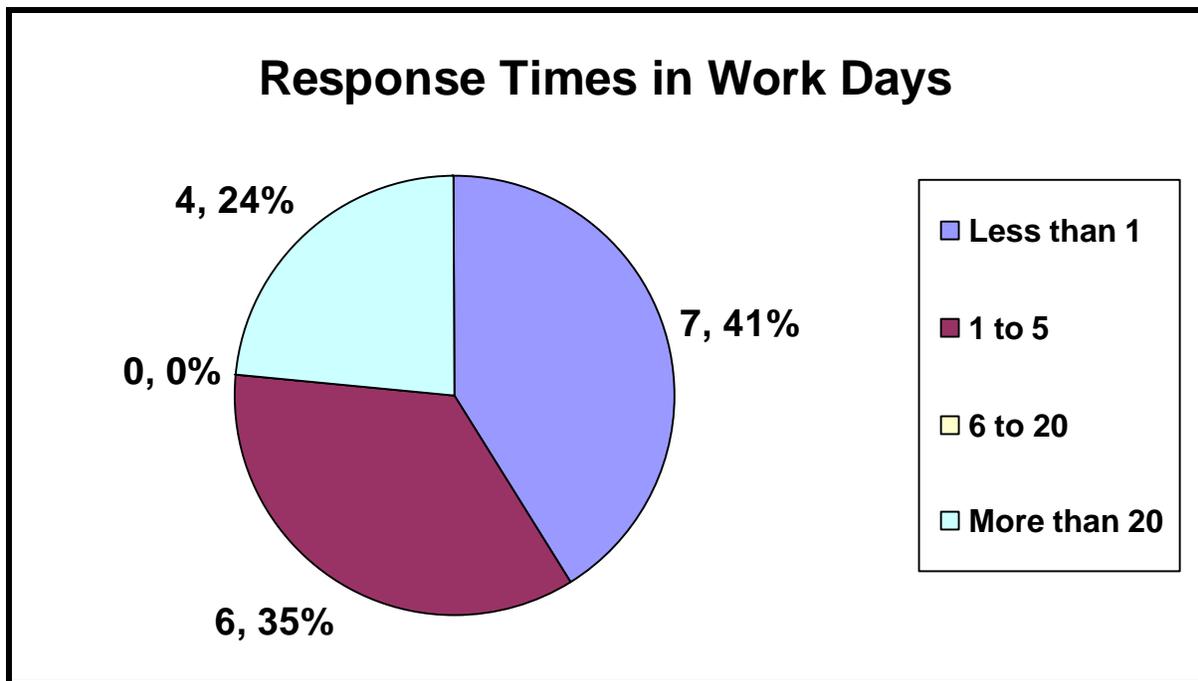
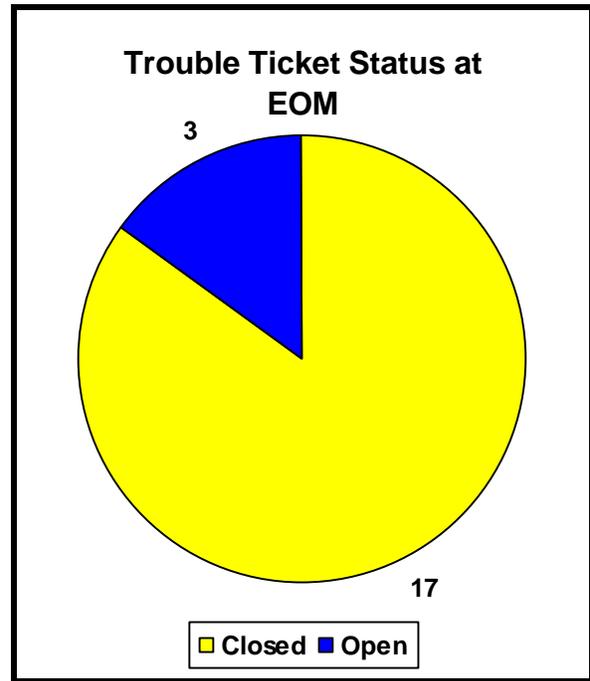
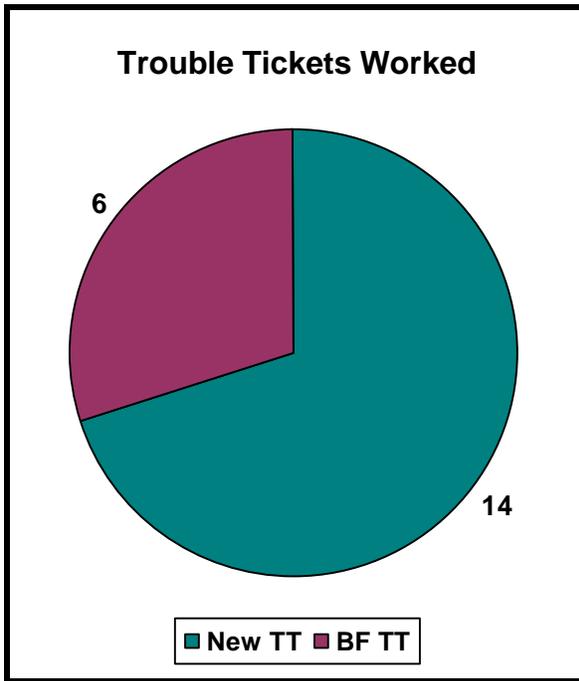
IDHS CHD OVERALL

- 107 New Tickets Logged
- 32 Tickets Brought Forward
- 139 Tickets Worked
- 99 Tickets Completed
- 40 Tickets Remaining Open



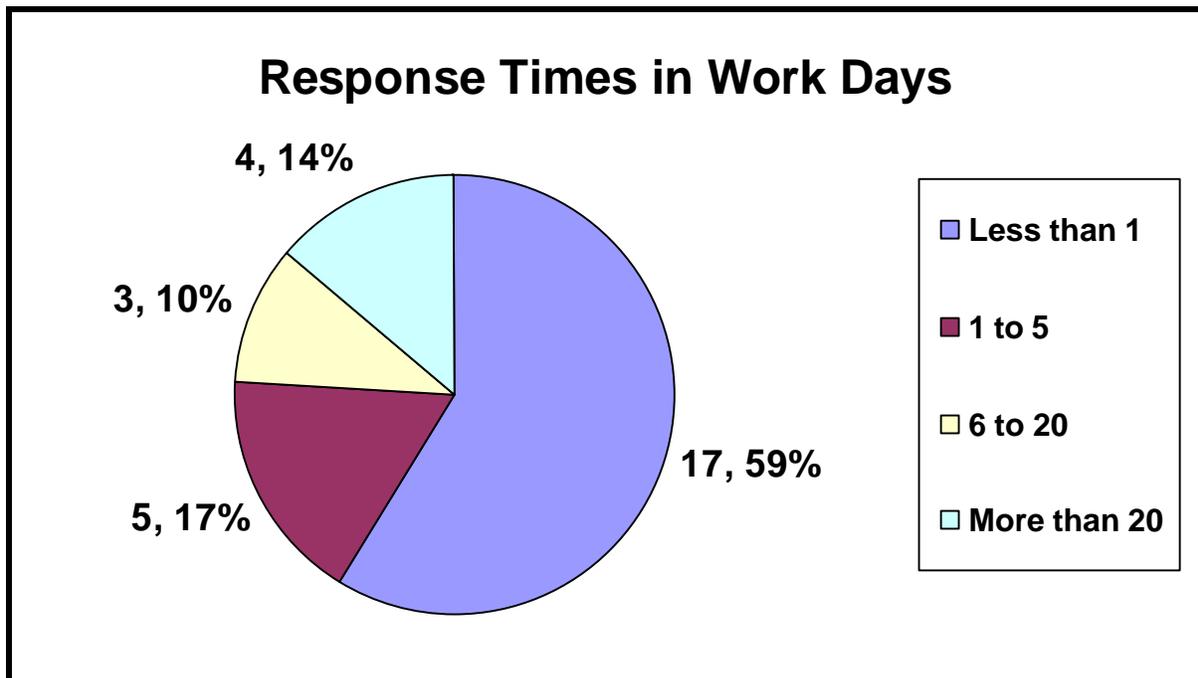
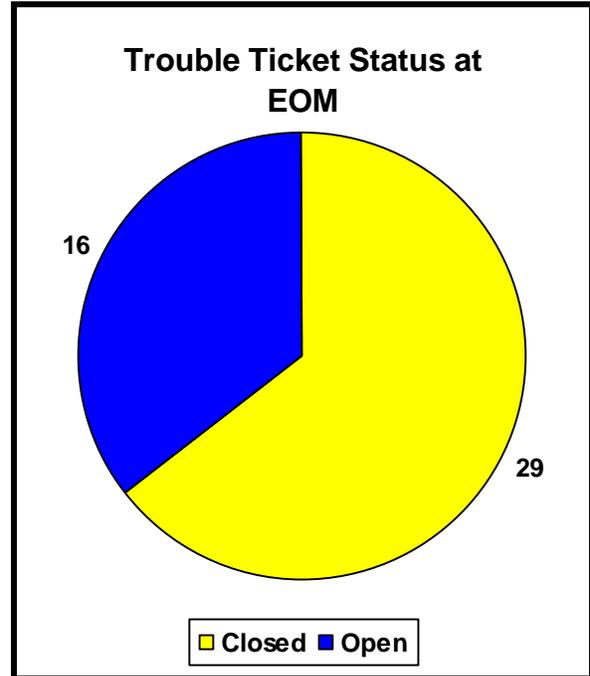
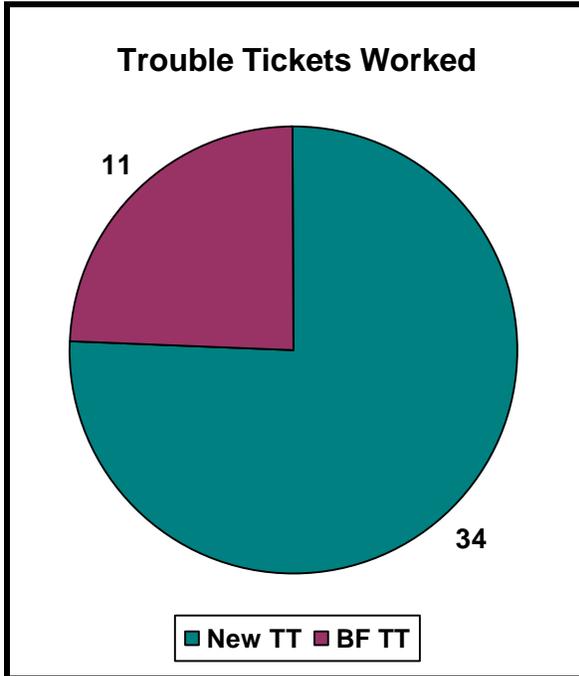
BROADSWORD

- 14 New Tickets Logged
- 6 Tickets Brought Forward
- 20 Tickets Worked
- 17 Tickets Completed
- 3 Tickets Remaining Open



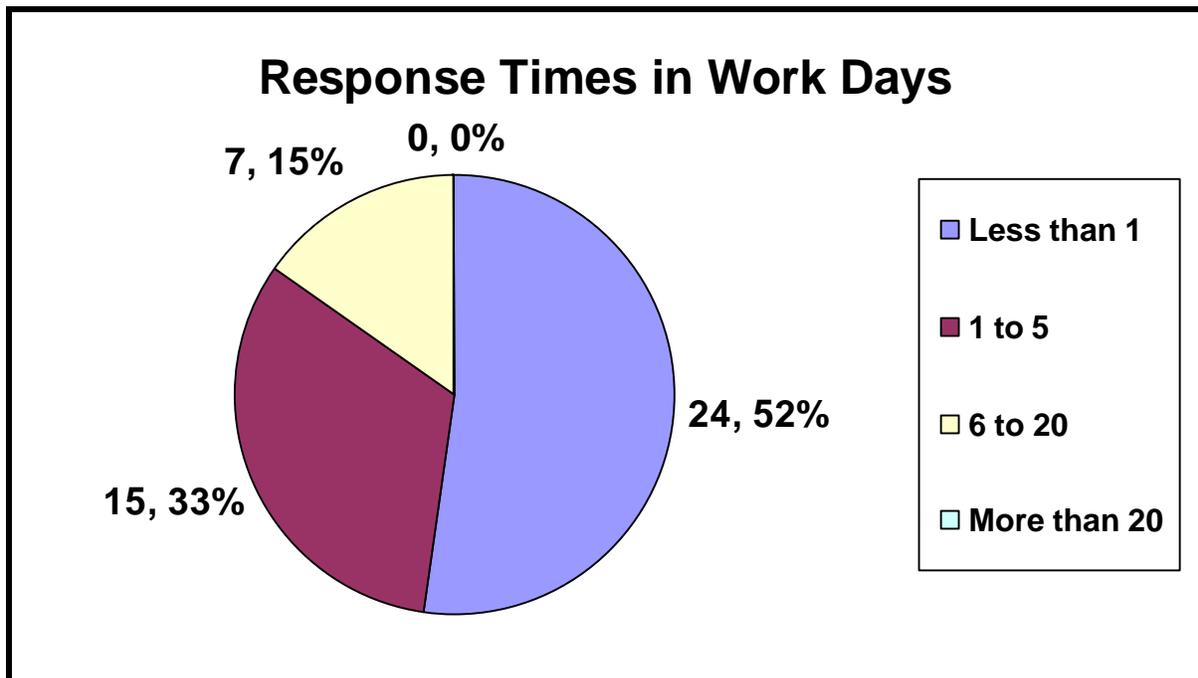
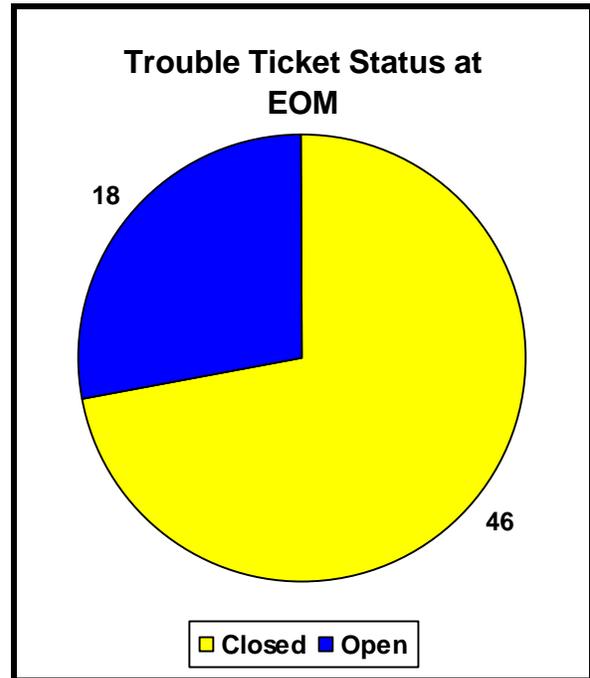
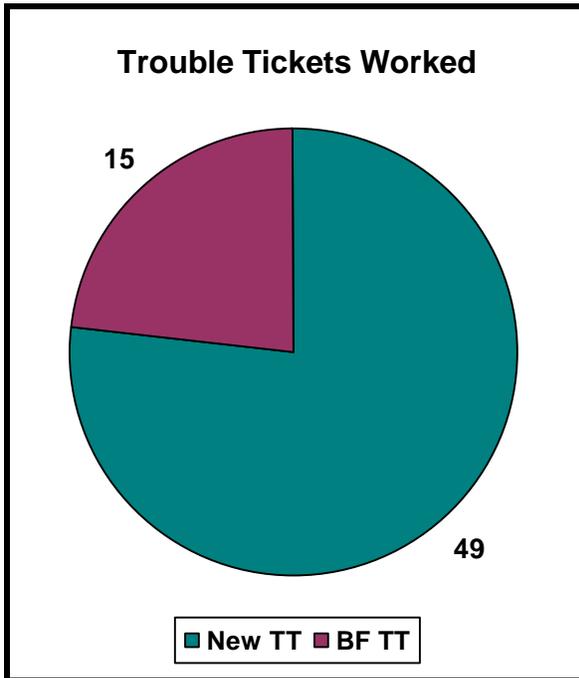
ISSE

- 34 New Tickets Logged
- 11 Tickets Brought Forward
- 45 Tickets Worked
- 29 Tickets Completed
- 16 Tickets Remaining Open



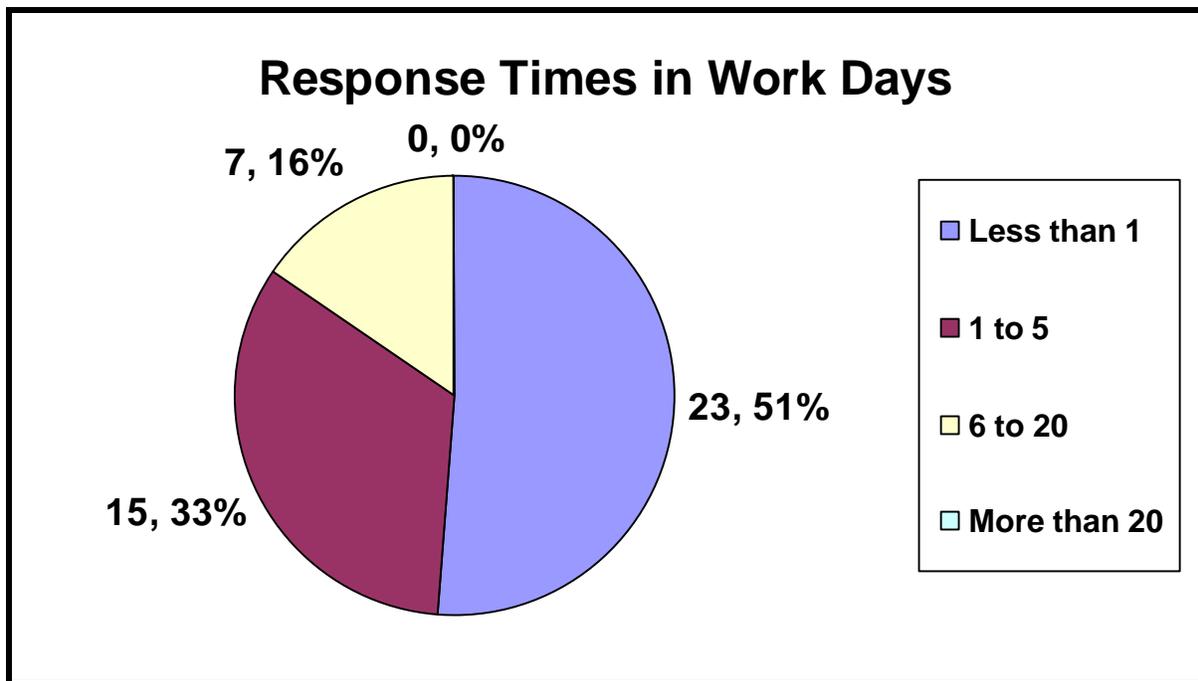
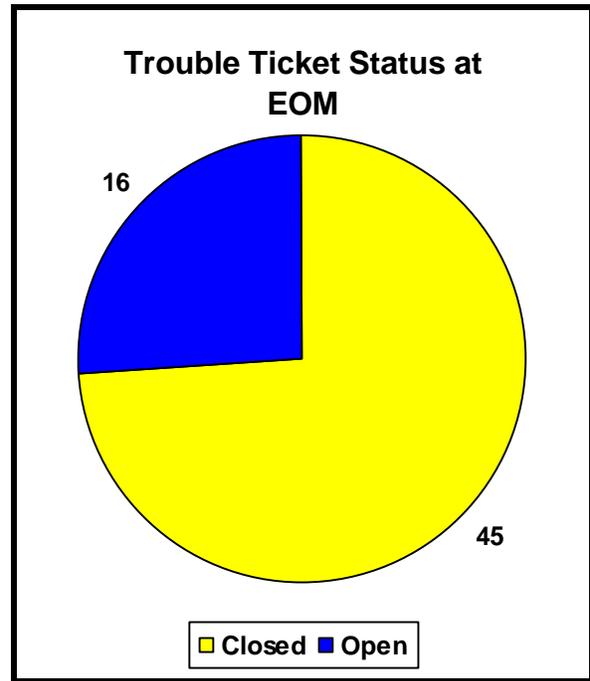
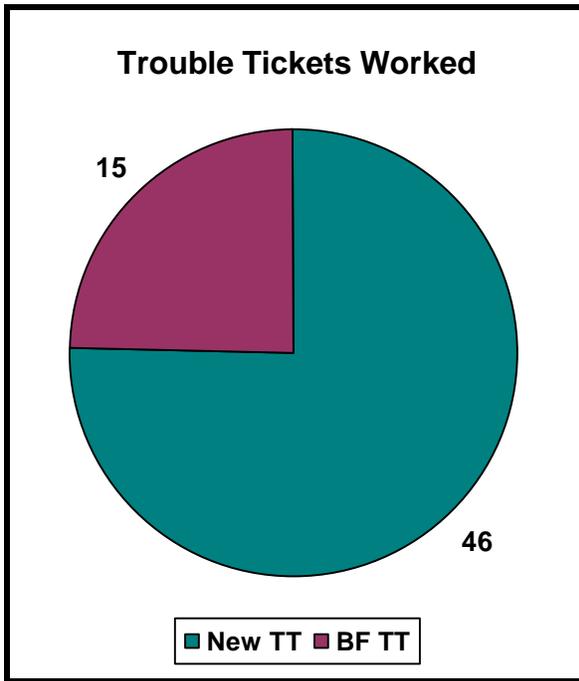
JEDI OVERALL

49 New Tickets Logged
15 Tickets Brought Forward
64 Tickets Worked
46 Tickets Completed
18 Tickets Remaining Open



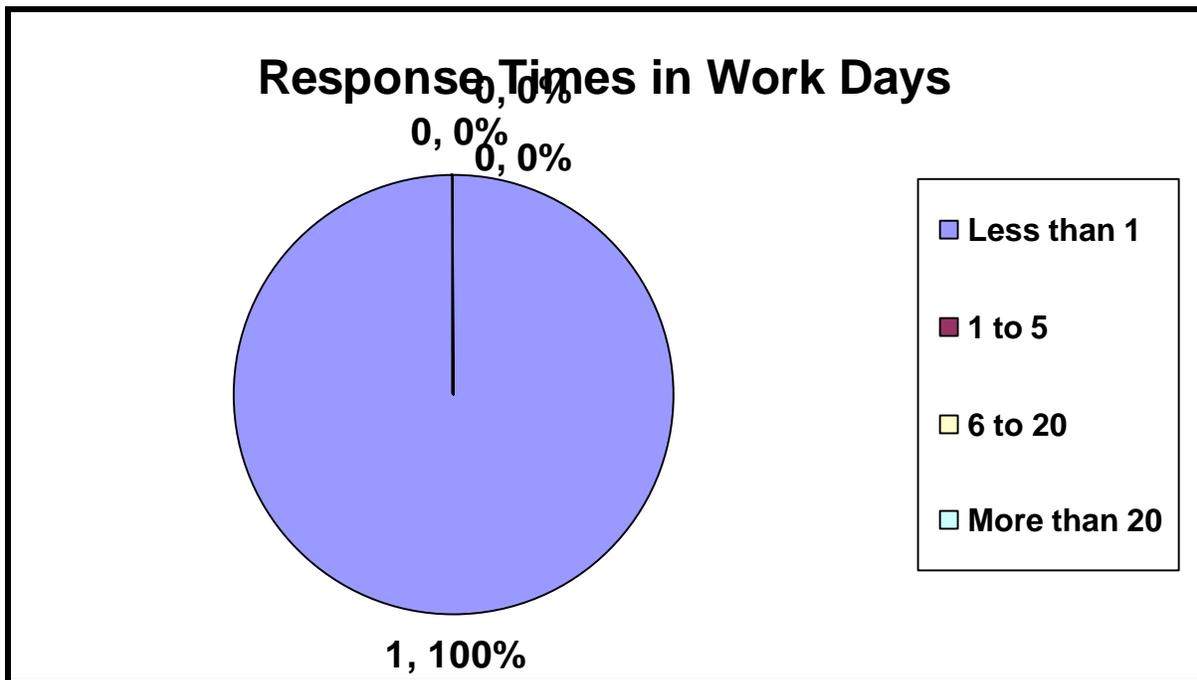
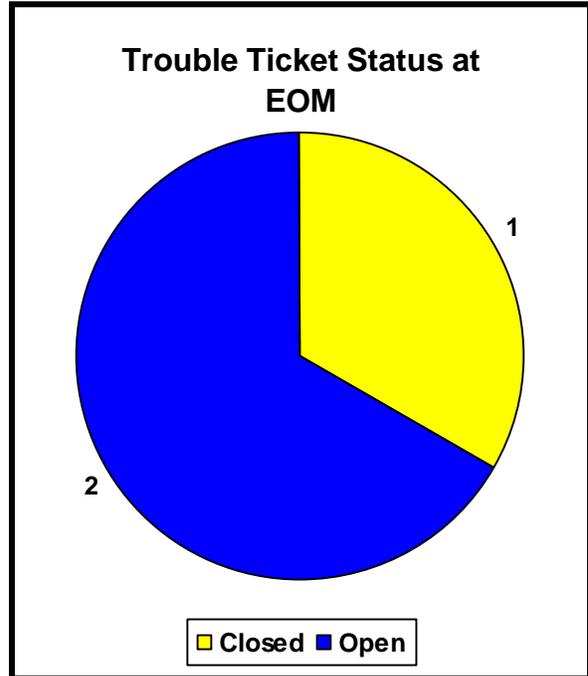
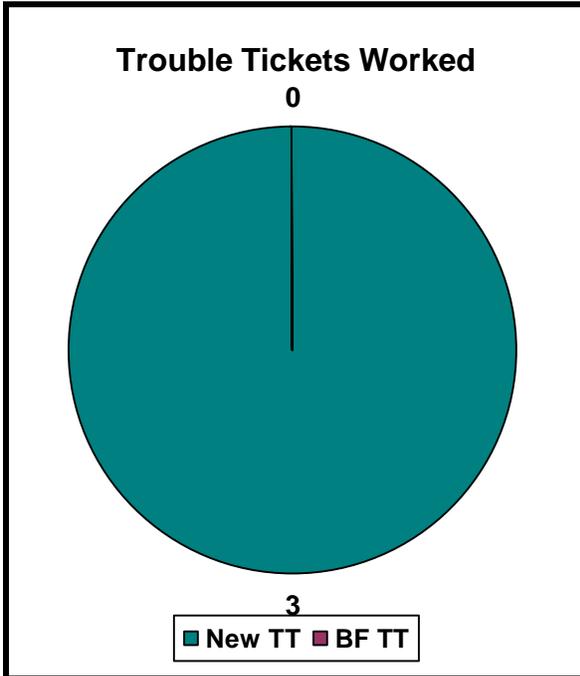
JEDI / AFDI

- 46 New Tickets Logged
- 15 Tickets Brought Forward
- 61 Tickets Worked
- 45 Tickets Completed
- 16 Tickets Remaining Open



JEDI / CSE-SS

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



JEDI / JEDI

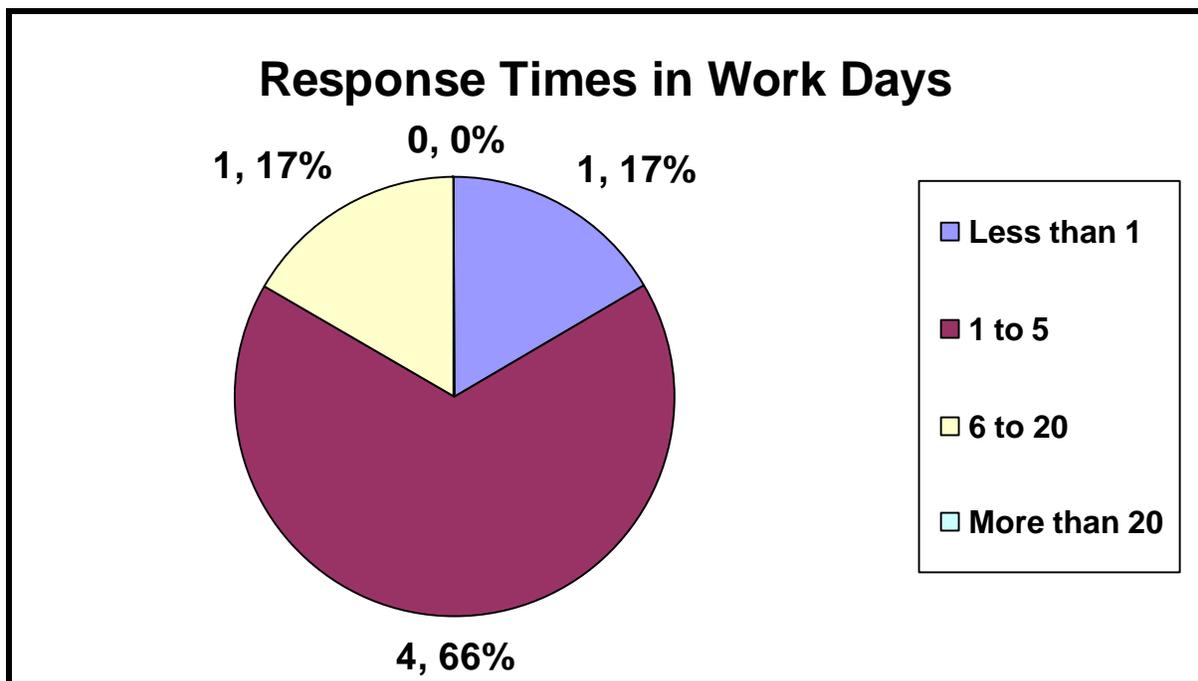
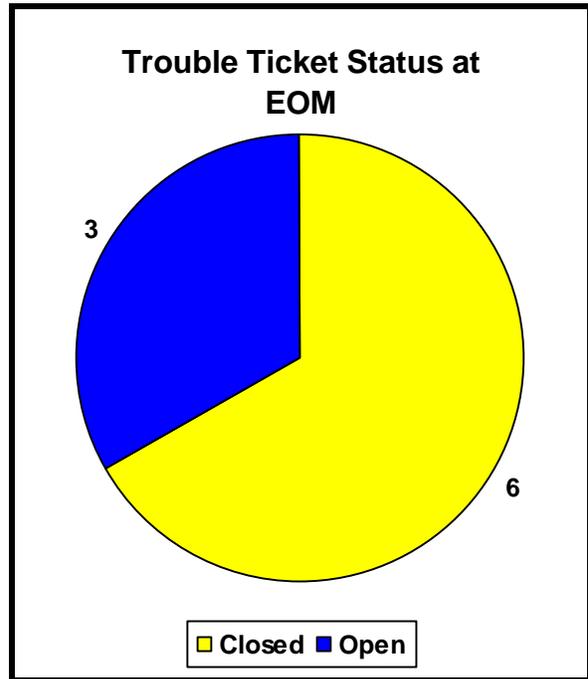
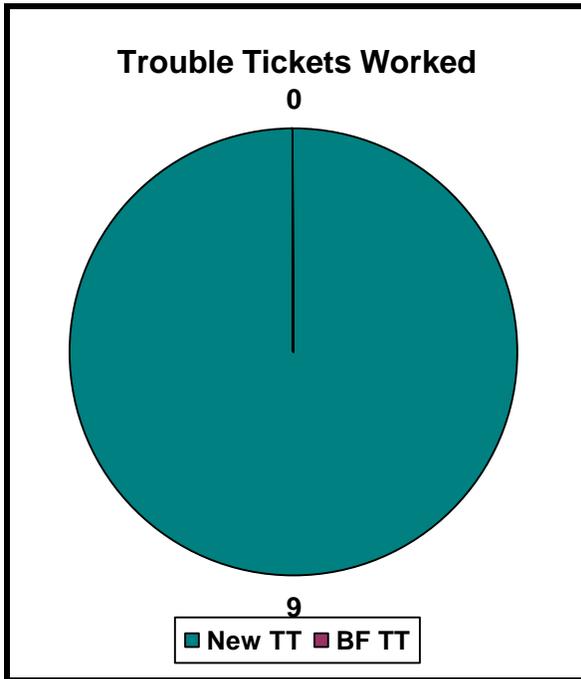
0 New Tickets Logged
0 Tickets Brought Forward
0 Tickets Worked
0 Tickets Completed
0 Tickets Remaining Open

0 Tickets Brought Forward Into This Month

0 New Tickets This Month

JTT OVERALL

- 9 New Tickets Logged
- 0 Tickets Brought Forward
- 9 Tickets Worked
- 6 Tickets Completed
- 3 Tickets Remaining Open



JTT / ITS

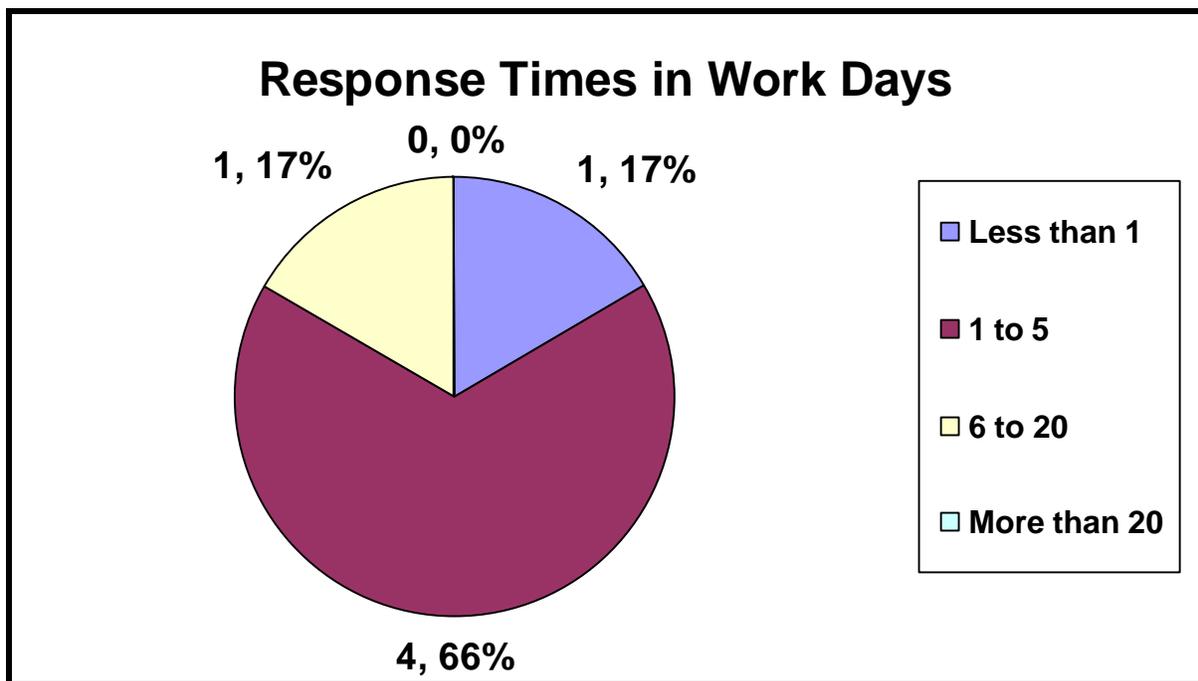
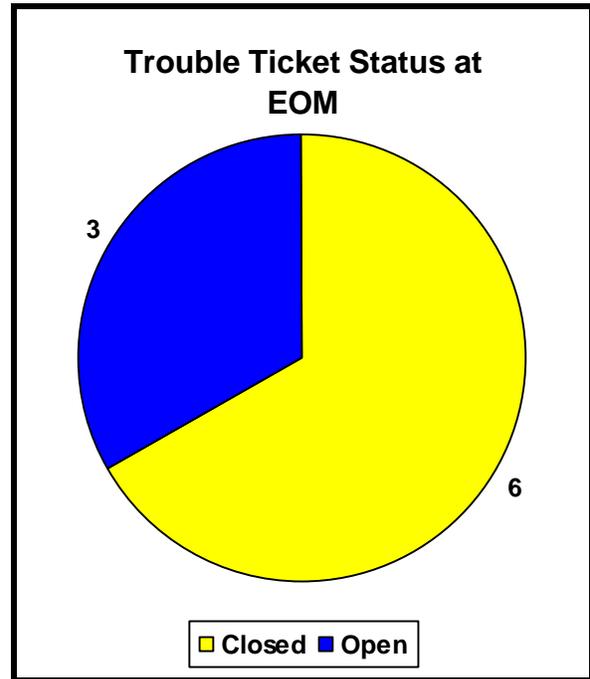
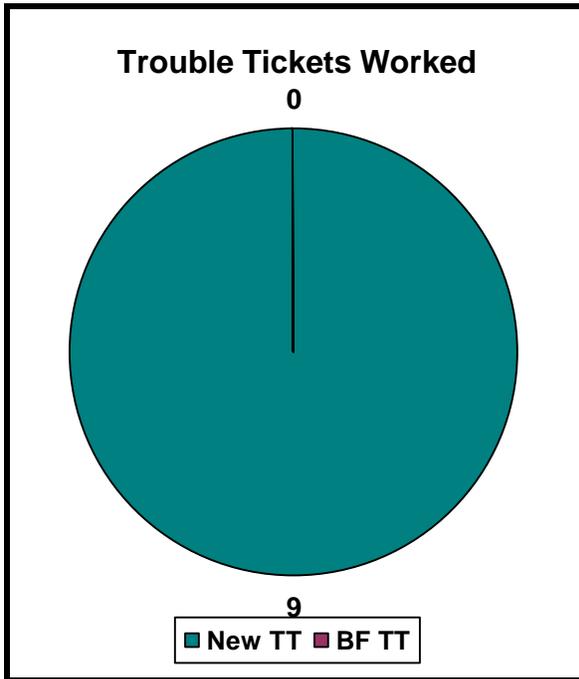
0 New Tickets Logged
0 Tickets Brought Forward
0 Tickets Worked
0 Tickets Completed
0 Tickets Remaining Open

0 Tickets Brought Forward Into This Month

0 New Tickets This Month

JTT / JTT

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



OTHER

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

