

# CONSOLIDATED HELP DESK ACTIVITY REPORT

## 1 – 30 APRIL 2003

### METRICS FOR OVERALL CONSOLIDATED HELP DESK PROGRAM

#### 95 IDHS CHD New Tickets Logged

21	Broadsword New Tickets Logged	27	ISSE New Tickets Logged
39	JEDI / AFDI New Tickets Logged	0	JEDI / CSE-SS New Tickets Logged
0	JEDI / JEDI New Tickets Logged	0	JTT / ITS New Tickets Logged
6	JTT / JTT New Tickets Logged	2	Other New Tickets Logged

#### 41 IDHS CHD Brought Forward

3	Broadsword Tickets Brought Forward	16	ISSE Tickets Brought Forward
17	JEDI / AFDI Tickets Brought Forward	2	JEDI / CSE-SS Tickets Brought Forward
0	JEDI / JEDI Tickets Brought Forward	0	JTT / ITS Tickets Brought Forward
3	JTT / JTT Tickets Brought Forward	0	Other Tickets Brought Forward

#### 136 IDHS CHD Tickets Worked

24	Broadsword Tickets Worked	43	ISSE Tickets Worked
56	JEDI / AFDI Tickets Worked	2	JEDI / CSE-SS Tickets Worked
0	JEDI / JEDI Tickets Worked	0	JTT / ITS Tickets Worked
9	JTT / JTT Tickets Worked	2	Other Tickets Worked

#### 101 IDHS CHD Tickets Completed

20	Broadsword Tickets Completed	34	ISSE Tickets Completed
36	JEDI / AFDI Tickets Completed	1	JEDI / CSE-SS Tickets Completed
0	JEDI / JEDI Tickets Completed	0	JTT / ITS Tickets Completed
8	JTT / JTT Tickets Completed	2	Other Tickets Completed

#### 35 IDHS CHD Remaining Open

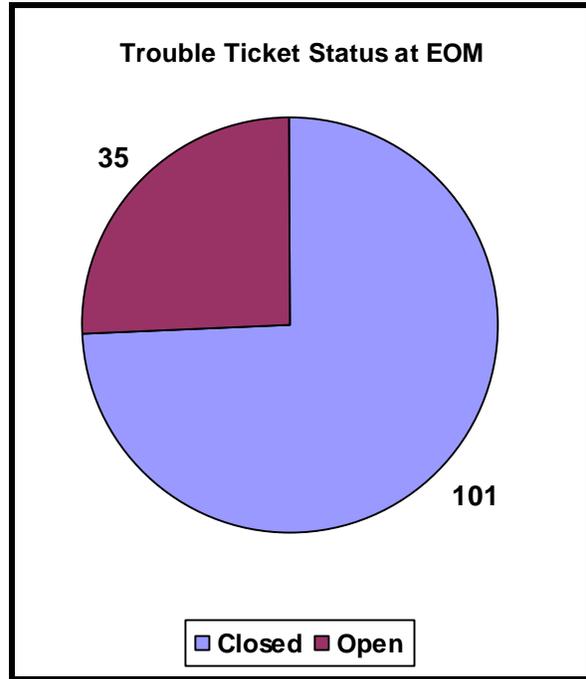
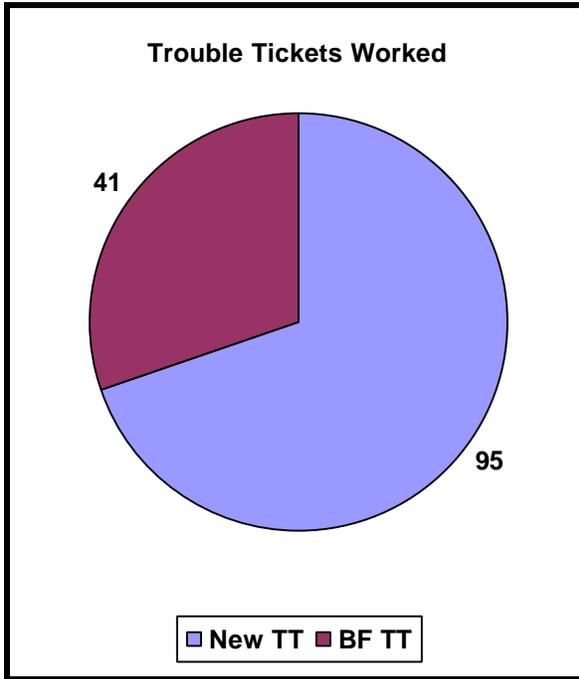
4	Broadsword Tickets Remaining Open	9	ISSE Tickets Remaining Open
20	JEDI / AFDI Tickets Remaining Open	1	JEDI / CSE-SS Tickets Remaining Open
0	JEDI / JEDI Tickets Remaining Open	0	JTT / ITS Tickets Remaining Open
1	JTT / JTT Tickets Remaining Open	0	Other Tickets Remaining Open

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	4	6	0
<i>ISSE</i>	18	2	9	5
<i>JEDI / AFDI</i>	19	6	8	3
<i>JEDI / CSE-SS</i>	0	0	1	0
<i>JEDI / JEDI</i>	0	0	0	0
<i>JTT / ITS</i>	0	0	0	0
<i>JTT / JTT</i>	3	2	2	1
<i>Other</i>	2	0	0	0
<b>Total CHD</b>	<b>52</b>	<b>14</b>	<b>26</b>	<b>9</b>

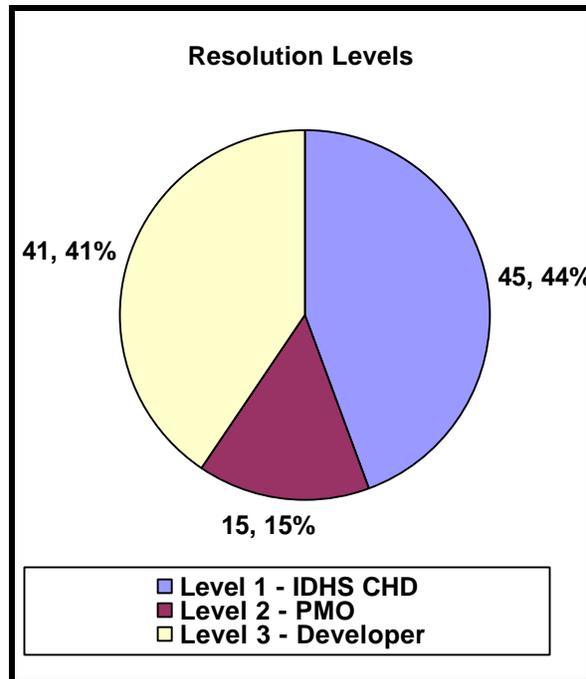
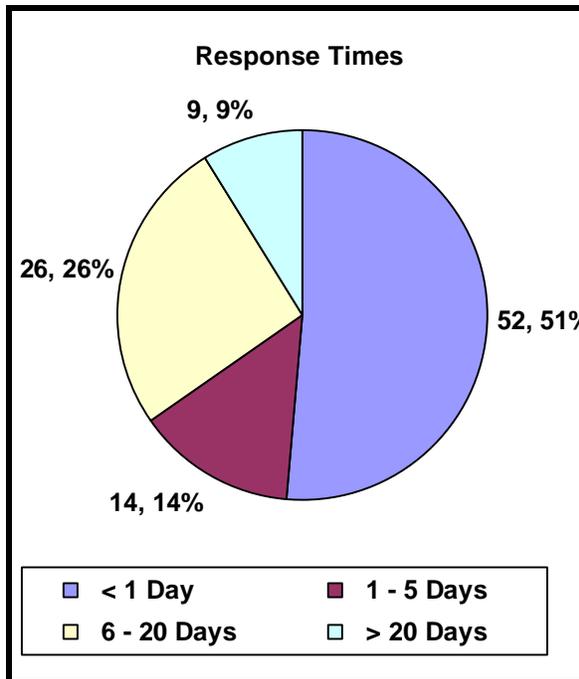
### IDHS CHD OVERALL

95 New Tickets Logged  
 41 Tickets Brought Forward  
 136 Tickets Worked  
 101 Tickets Completed  
 35 Tickets Remaining Open

#### Metrics on All Tickets:



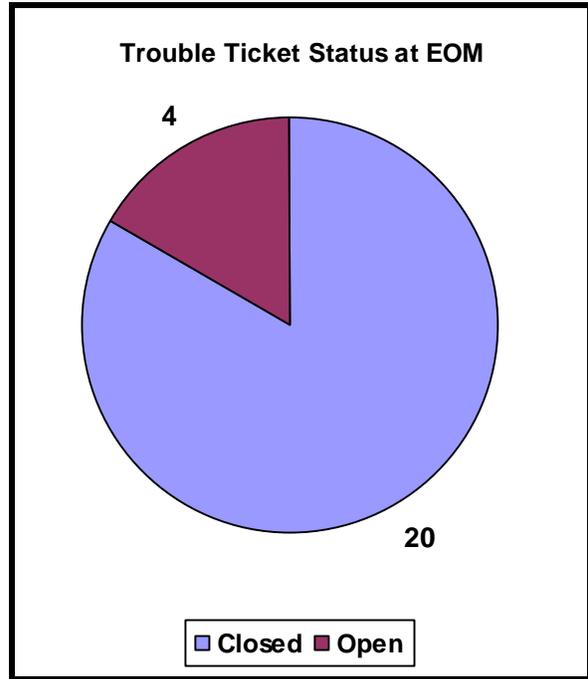
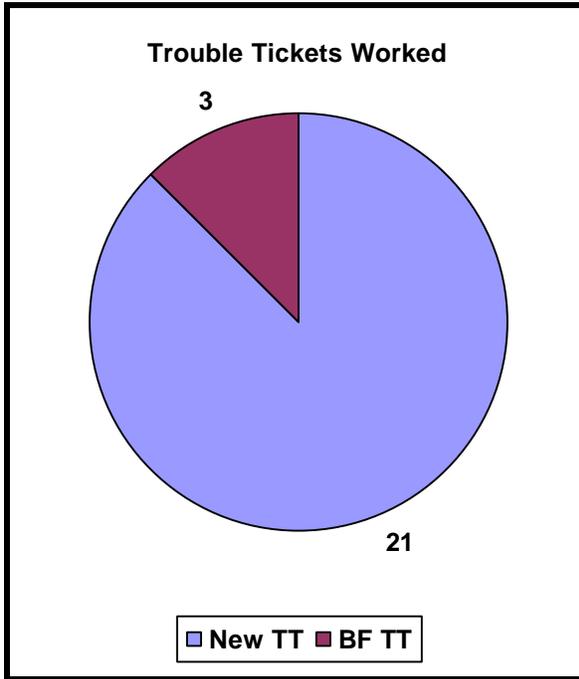
#### Metrics on Closed Tickets:



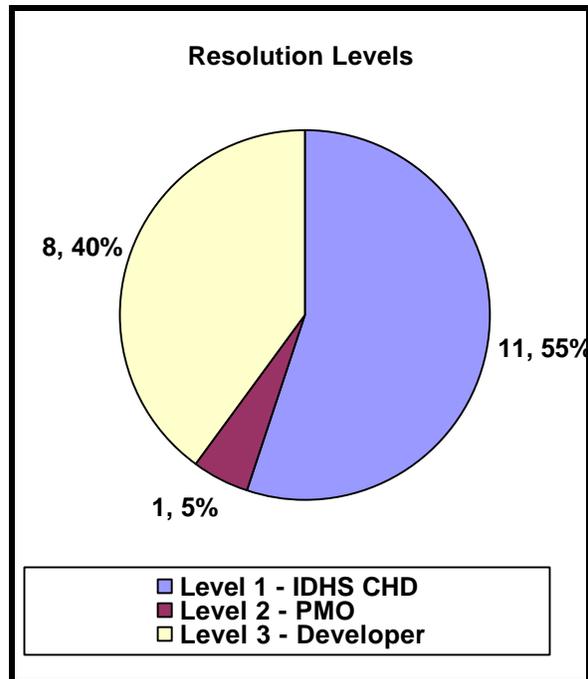
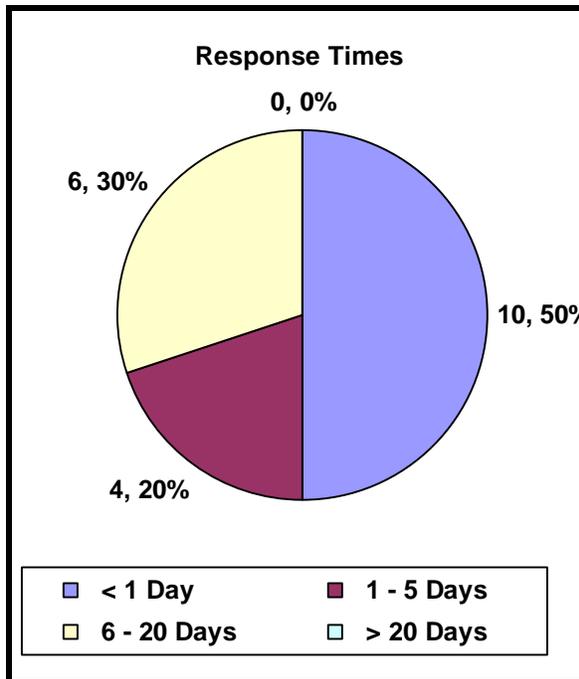
**BROADSWORD**

- 21 New Tickets Logged
- 3 Tickets Brought Forward
- 24 Tickets Worked
- 20 Tickets Completed
- 4 Tickets Remaining Open

**Metrics on All Tickets:**



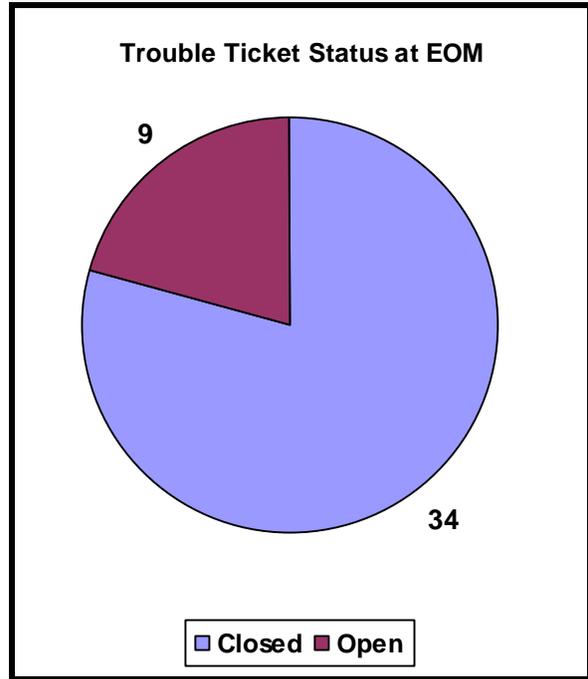
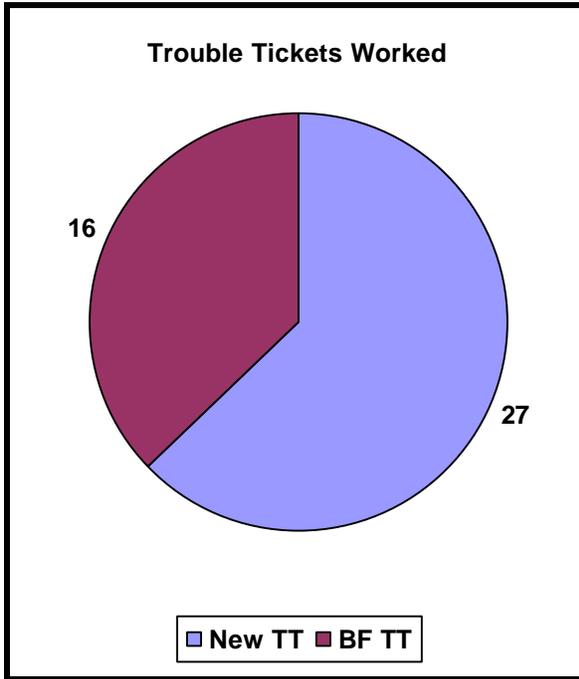
**Metrics on Closed Tickets:**



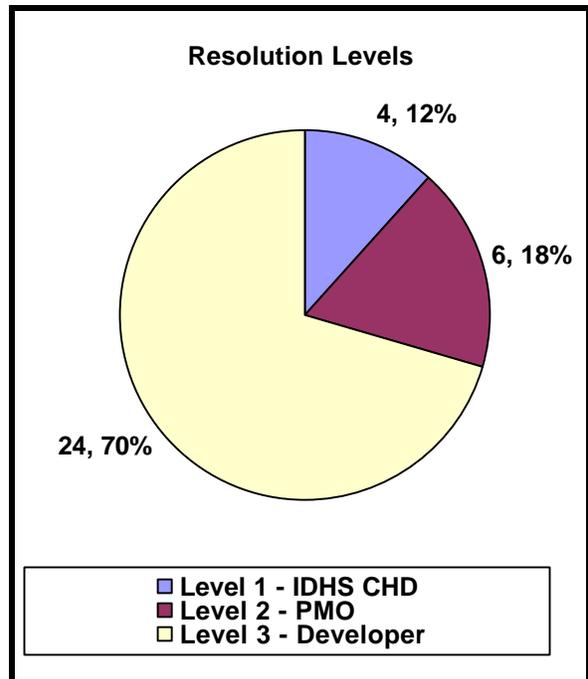
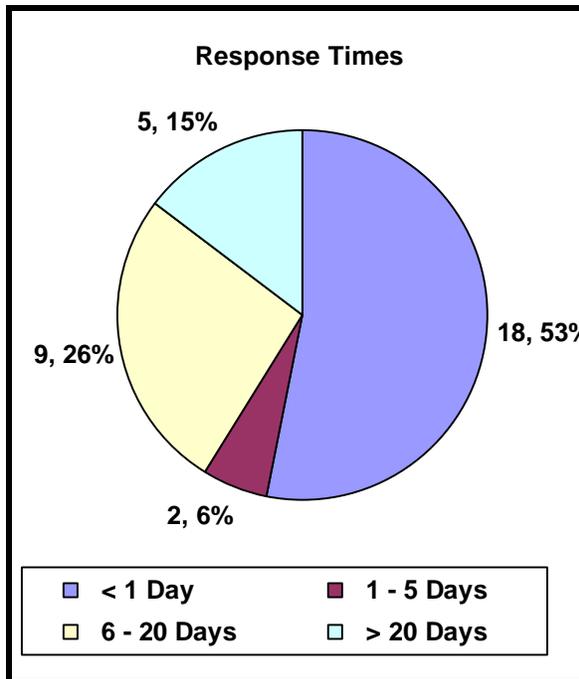
**ISSE**

- 27 New Tickets Logged
- 16 Tickets Brought Forward
- 43 Tickets Worked
- 34 Tickets Completed
- 9 Tickets Remaining Open

**Metrics on All Tickets:**



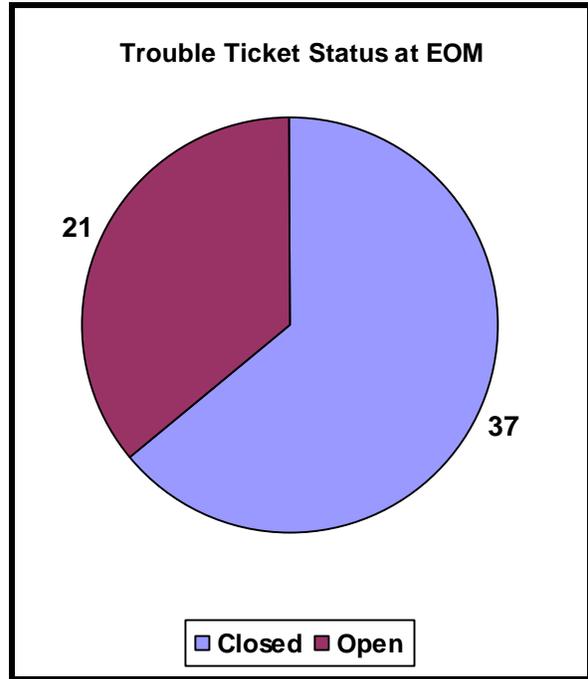
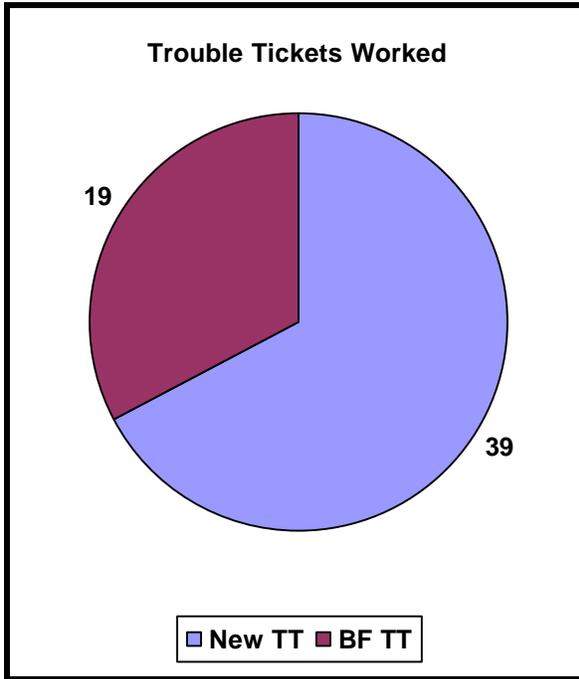
**Metrics on Closed Tickets:**



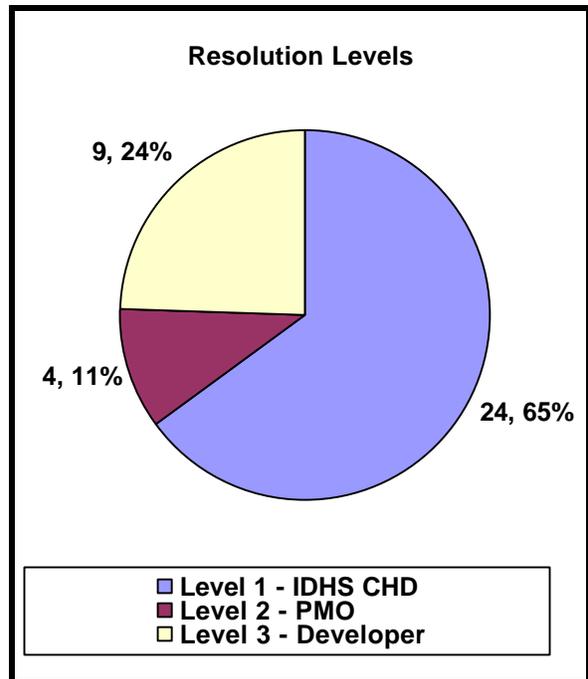
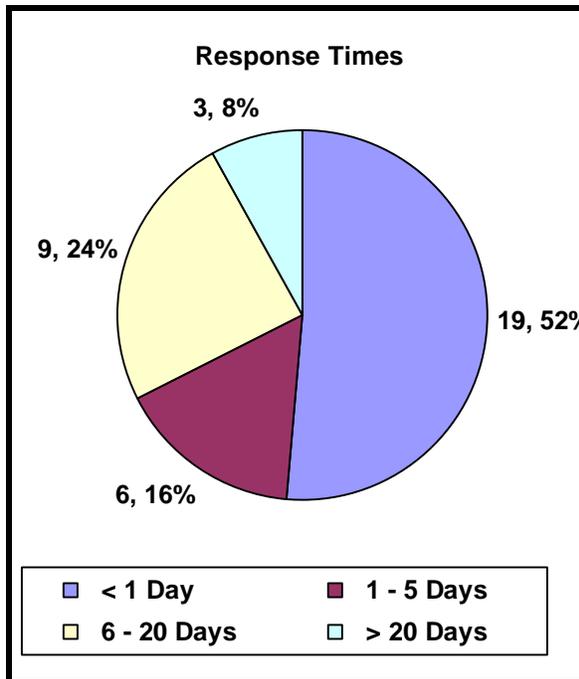
### JEDI OVERALL

- 39 New Tickets Logged
- 19 Tickets Brought Forward
- 58 Tickets Worked
- 37 Tickets Completed
- 21 Tickets Remaining Open

#### Metrics on All Tickets:



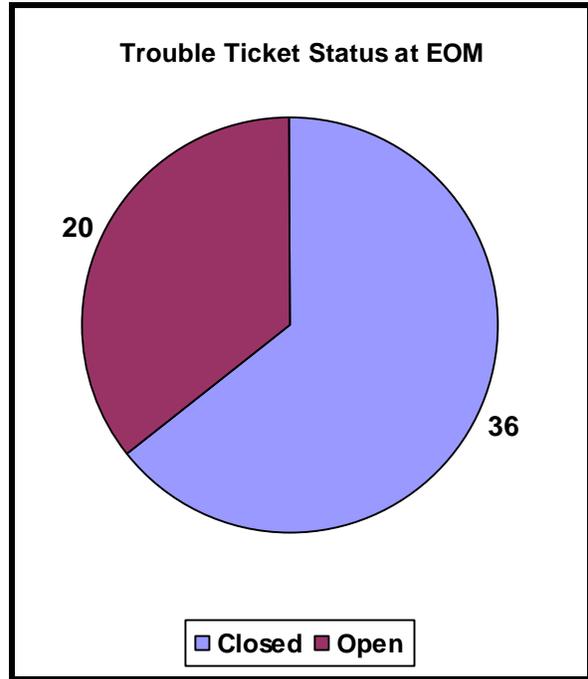
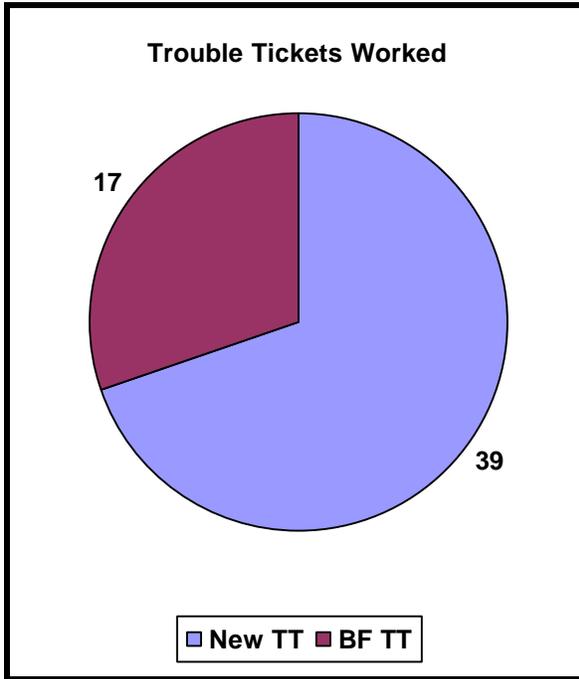
#### Metrics on Closed Tickets:



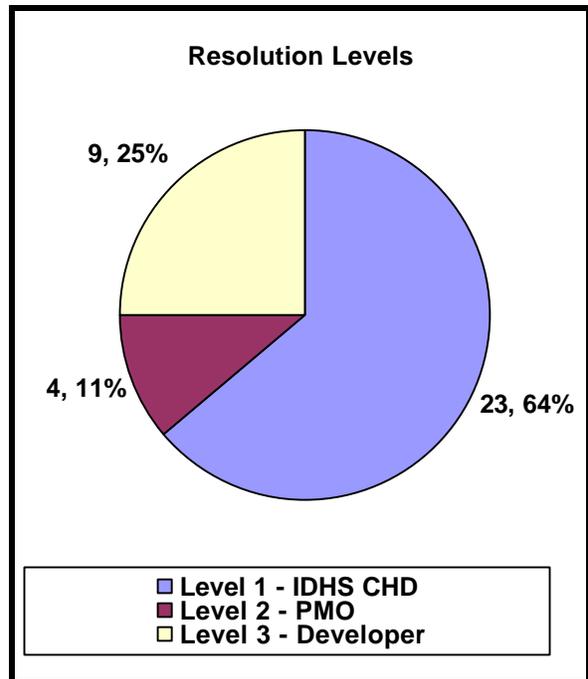
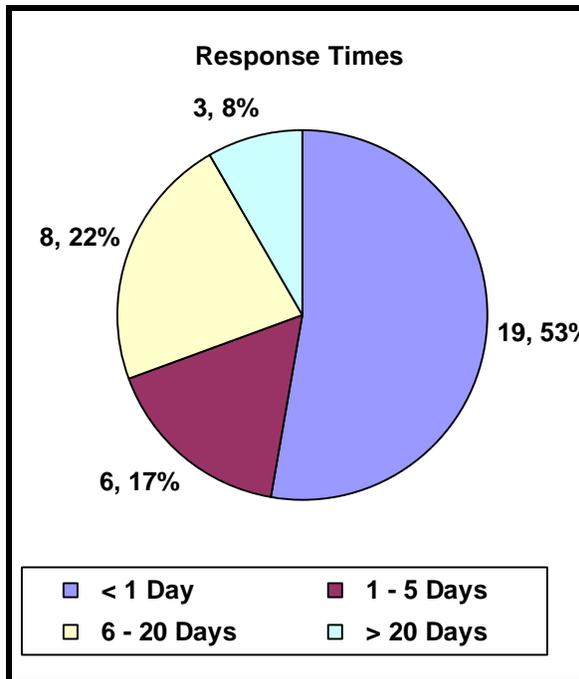
### JEDI / AFDI

- 39 New Tickets Logged
- 17 Tickets Brought Forward
- 56 Tickets Worked
- 36 Tickets Completed
- 20 Tickets Remaining Open

#### Metrics on All Tickets:



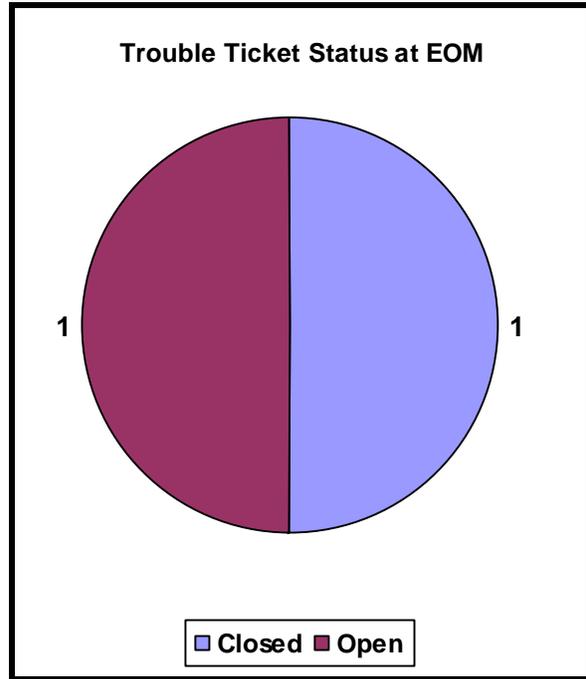
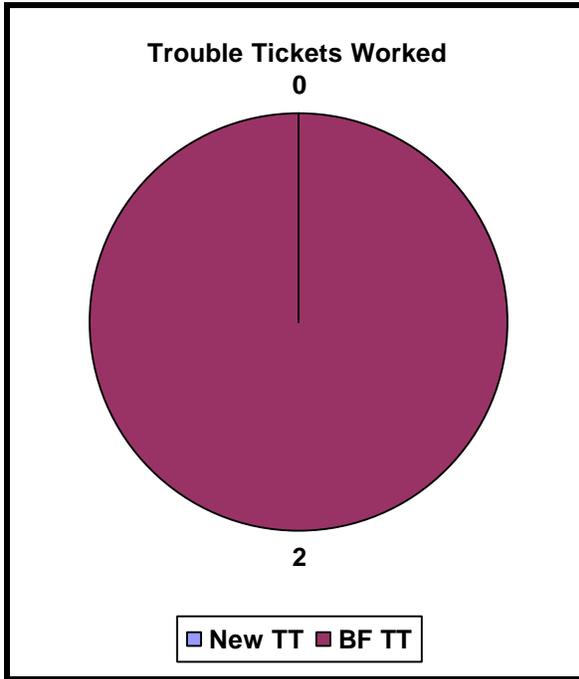
#### Metrics on Closed Tickets:



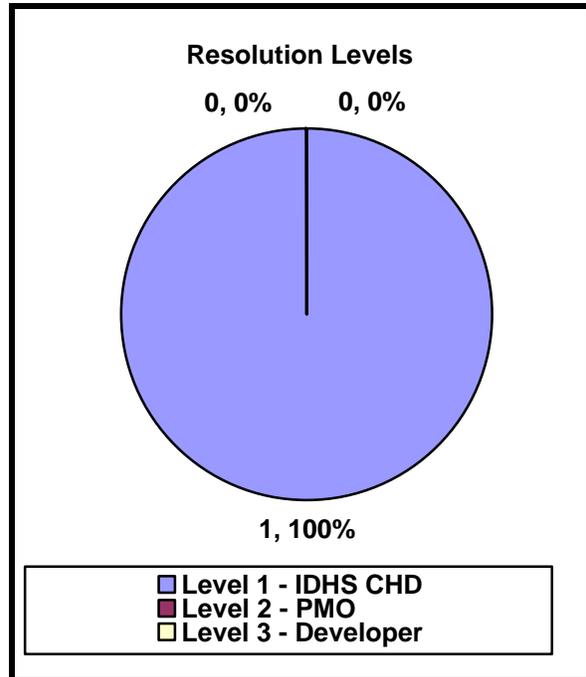
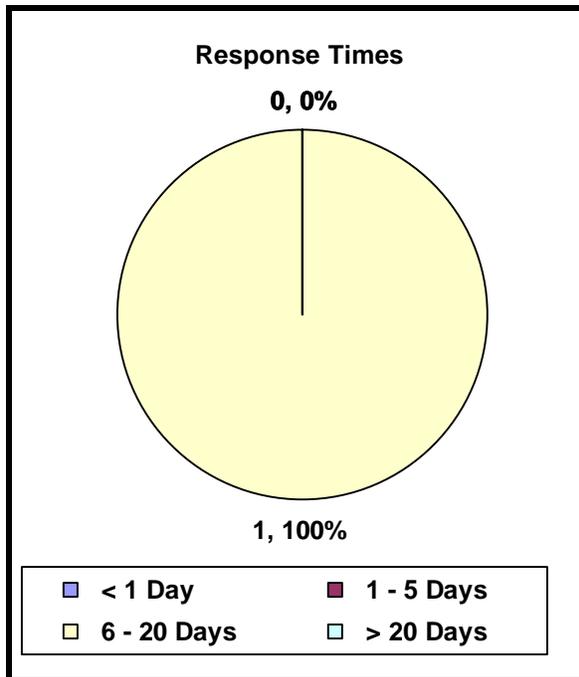
**JEDI / CSE-SS**

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

**Metrics on All Tickets:**



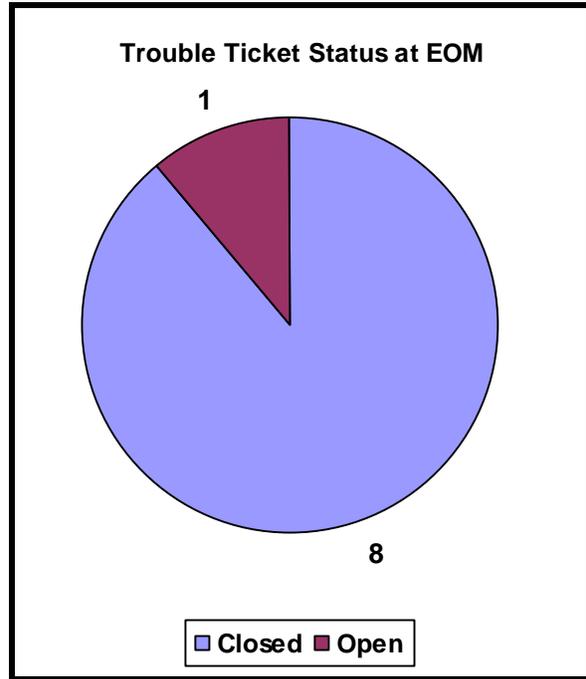
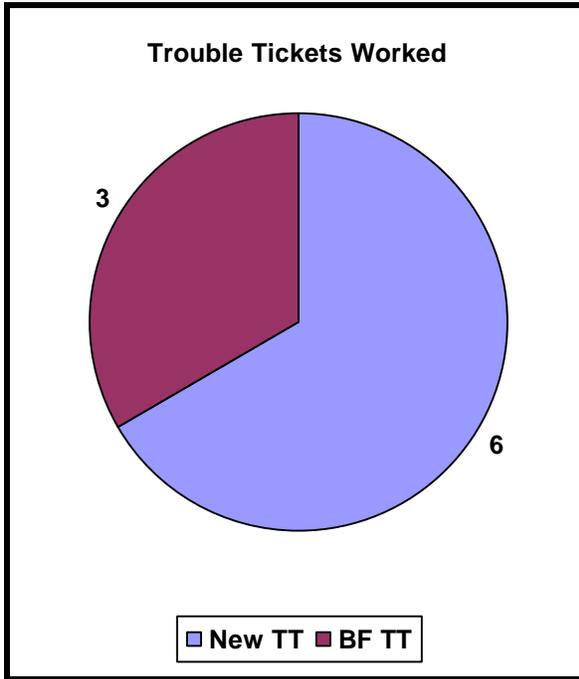
**Metrics on Closed Tickets:**



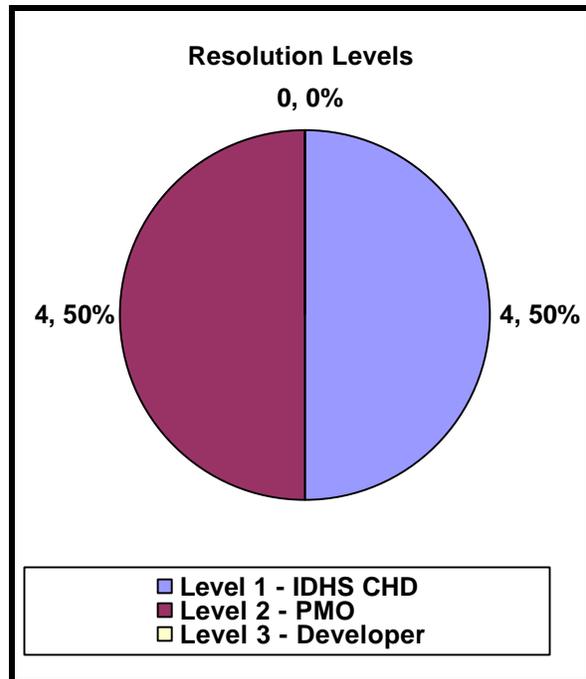
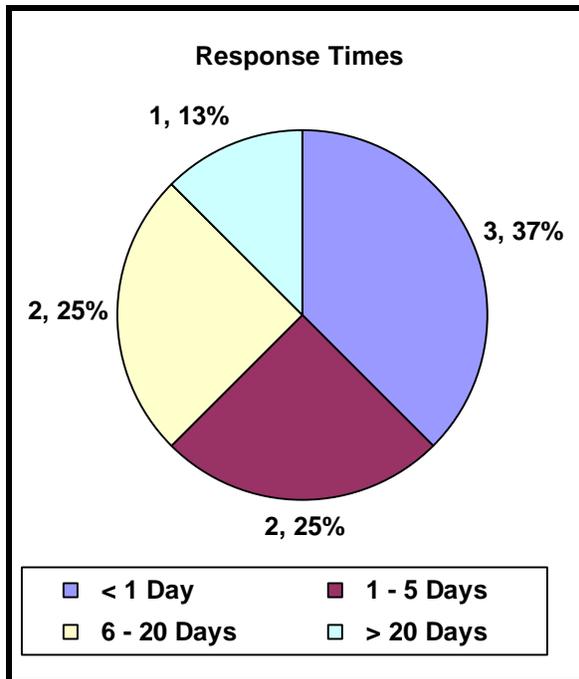
### JTT OVERALL

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

#### Metrics on All Tickets:



#### Metrics on Closed Tickets:



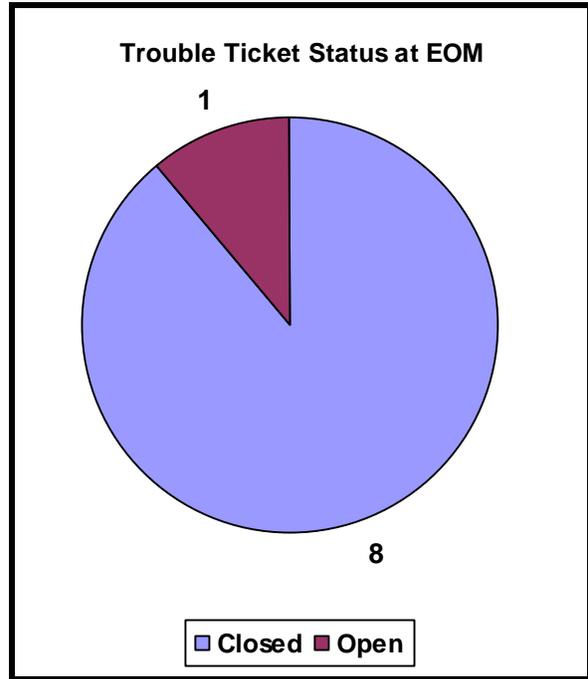
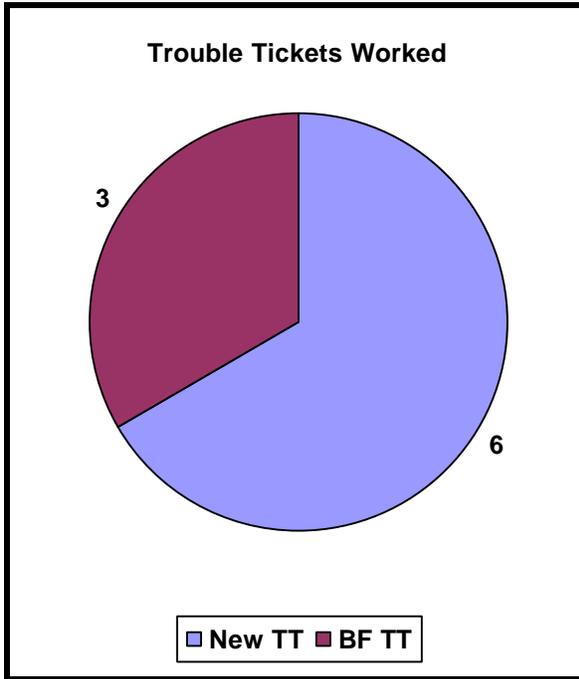
**JTT / ITS**

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

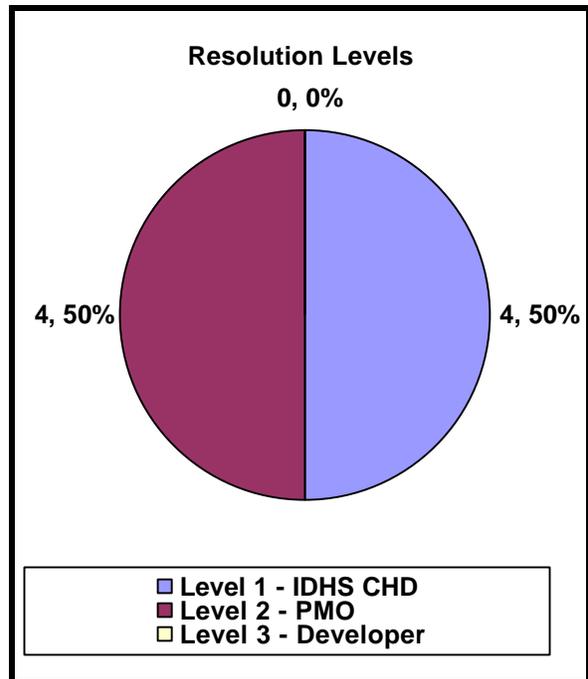
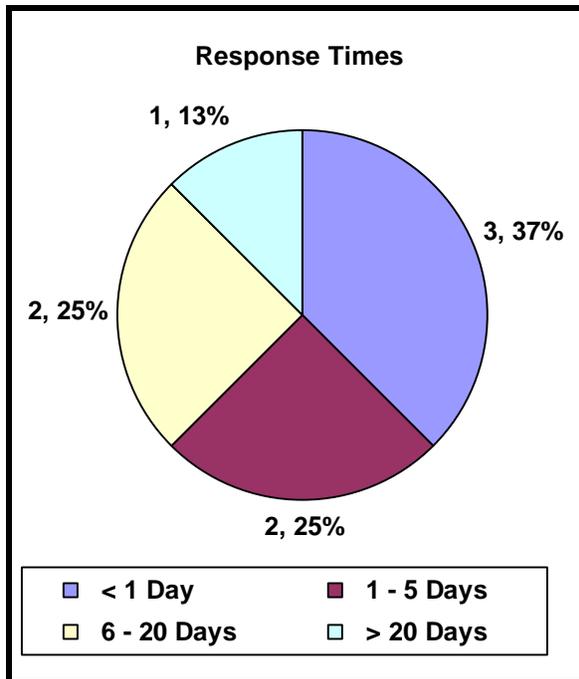
### JTT / JTT

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

#### Metrics on All Tickets:



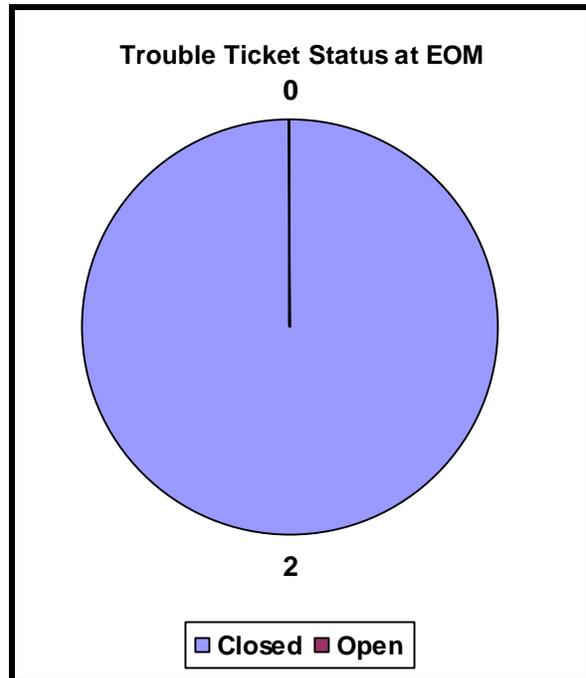
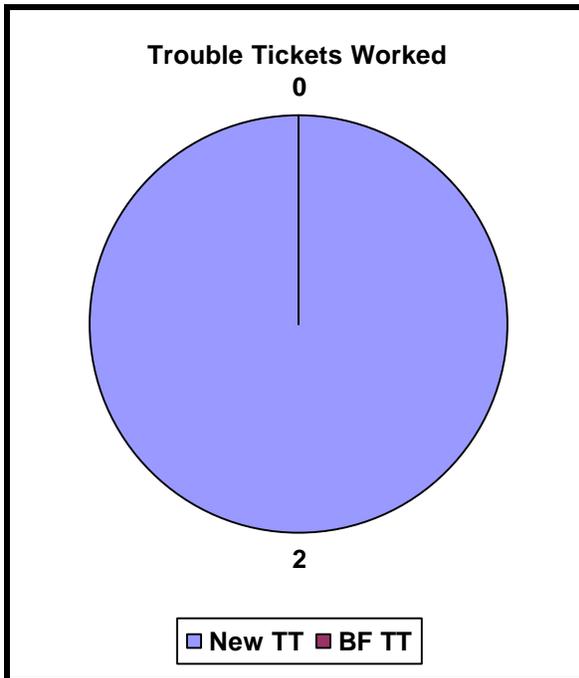
#### Metrics on Closed Tickets:



**OTHER**

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

**Metrics on All Tickets:**



**Metrics on Closed Tickets:**

