

# CONSOLIDATED HELP DESK ACTIVITY REPORT

## 1 – 31 JULY 2003

### METRICS FOR OVERALL CONSOLIDATED HELP DESK PROGRAM

#### 83 IDHS CHD New Tickets Logged

11 Broadsword New Tickets Logged	22 ISSE New Tickets Logged
30 JEDI / AFDI New Tickets Logged	2 JEDI / CSE-SS New Tickets Logged
0 JEDI / JEDI New Tickets Logged	0 JTT / ITS New Tickets Logged
18 JTT / JTT New Tickets Logged	0 Other New Tickets Logged

#### 35 IDHS CHD Brought Forward

2 Broadsword Tickets Brought Forward	12 ISSE Tickets Brought Forward
17 JEDI / AFDI Tickets Brought Forward	1 JEDI / CSE-SS Tickets Brought Forward
0 JEDI / JEDI Tickets Brought Forward	2 JTT / ITS Tickets Brought Forward
1 JTT / JTT Tickets Brought Forward	0 Other Tickets Brought Forward

#### 118 IDHS CHD Tickets Worked

13 Broadsword Tickets Worked	34 ISSE Tickets Worked
47 JEDI / AFDI Tickets Worked	3 JEDI / CSE-SS Tickets Worked
0 JEDI / JEDI Tickets Worked	2 JTT / ITS Tickets Worked
19 JTT / JTT Tickets Worked	0 Other Tickets Worked

#### 93 IDHS CHD Tickets Completed

11 Broadsword Tickets Completed	27 ISSE Tickets Completed
34 JEDI / AFDI Tickets Completed	2 JEDI / CSE-SS Tickets Completed
0 JEDI / JEDI Tickets Completed	2 JTT / ITS Tickets Completed
17 JTT / JTT Tickets Completed	0 Other Tickets Completed

#### 25 IDHS CHD Remaining Open

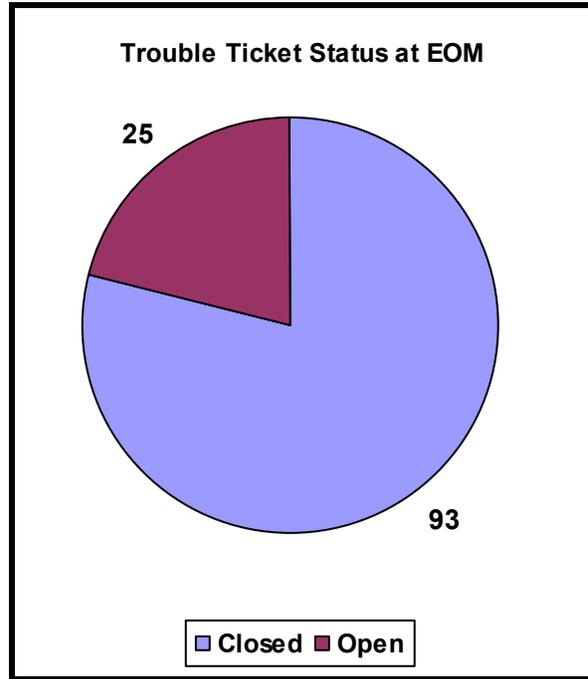
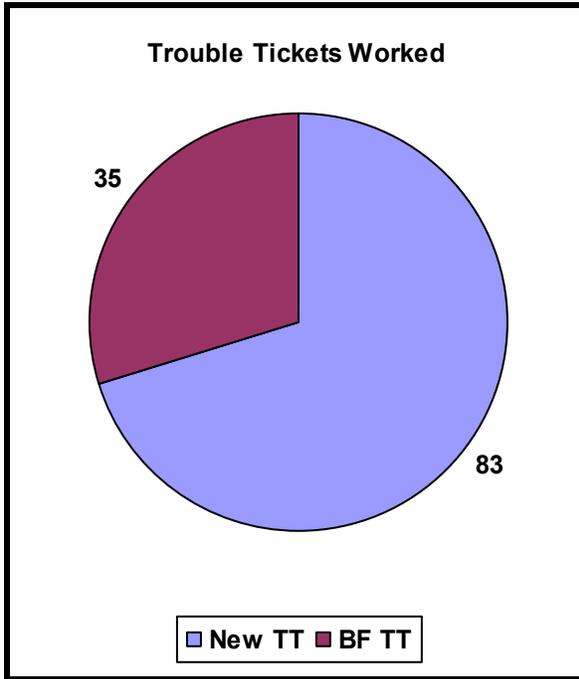
2 Broadsword Tickets Remaining Open	7 ISSE Tickets Remaining Open
13 JEDI / AFDI Tickets Remaining Open	1 JEDI / CSE-SS Tickets Remaining Open
0 JEDI / JEDI Tickets Remaining Open	0 JTT / ITS Tickets Remaining Open
2 JTT / JTT Tickets Remaining Open	0 Other Tickets Remaining Open

RESPONSE TIMES:	Less than 1 WORK DAY	1 TO 5 WORK DAYS	6 TO 20 WORK DAYS	More than 20 WORK DAYS
<i><b>BSWD</b></i>	7	3	0	1
<i><b>ISSE</b></i>	7	5	9	6
<i><b>JEDI / AFDI</b></i>	15	8	6	5
<i><b>JEDI / CSE-SS</b></i>	1	0	1	0
<i><b>JEDI / JEDI</b></i>	0	0	0	0
<i><b>JTT / ITS</b></i>	0	0	1	1
<i><b>JTT / JTT</b></i>	7	10	0	0
<i><b>Other</b></i>	0	0	0	0
<b>Total CHD</b>	<b>37</b>	<b>26</b>	<b>17</b>	<b>13</b>

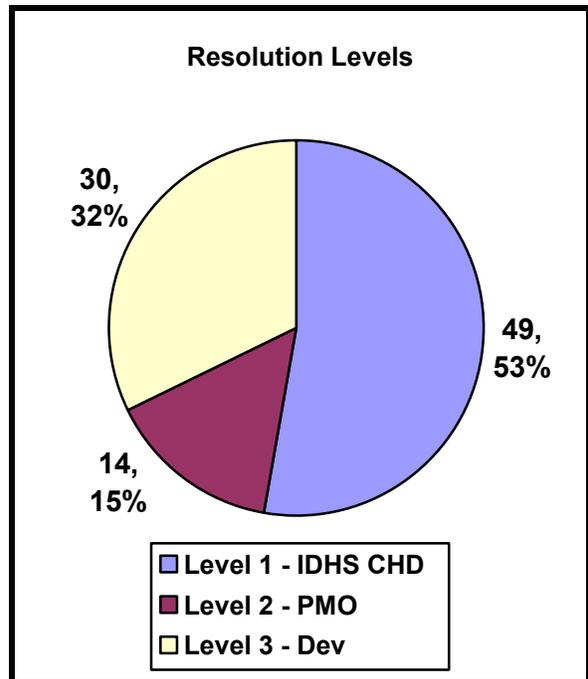
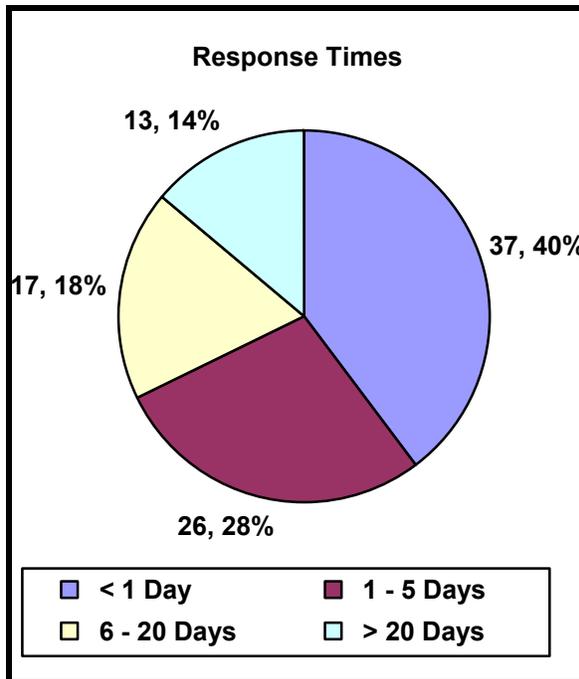
### IDHS CHD OVERALL

83 New Tickets Logged  
 35 Tickets Brought Forward  
 118 Tickets Worked  
 93 Tickets Completed  
 25 Tickets Remaining Open

#### Metrics on All Tickets:



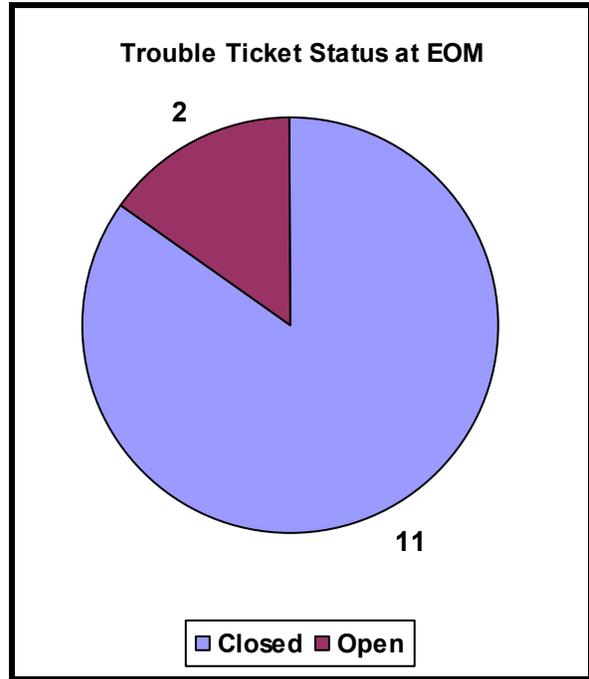
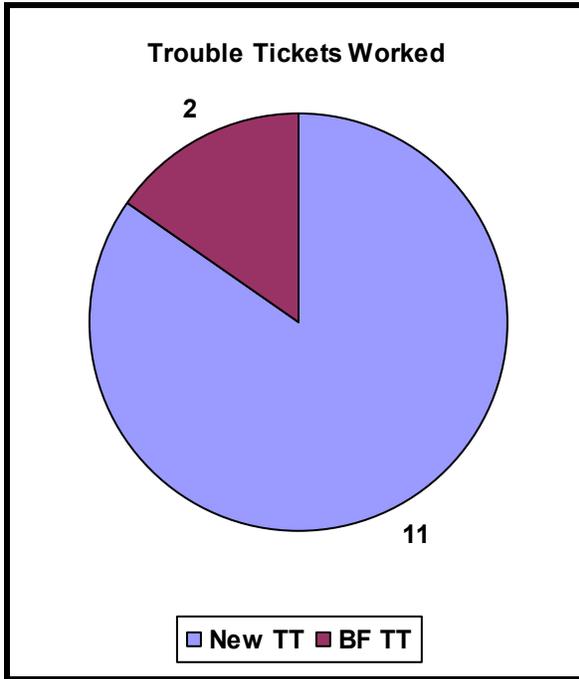
#### Metrics on Closed Tickets:



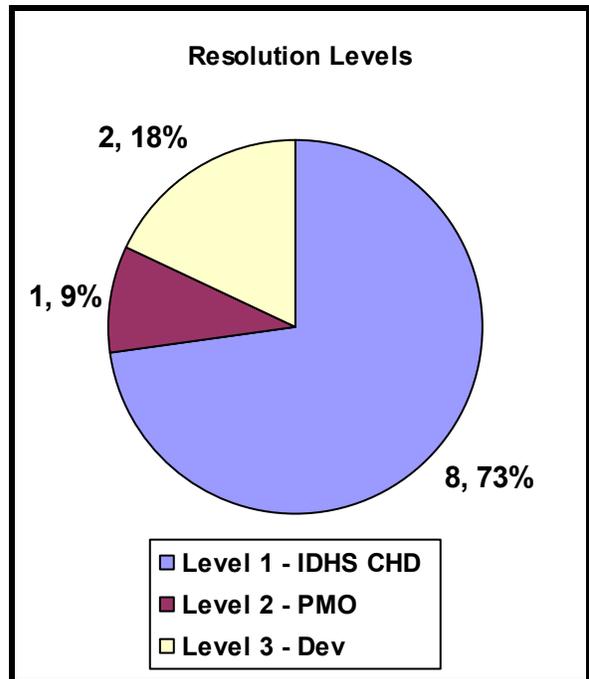
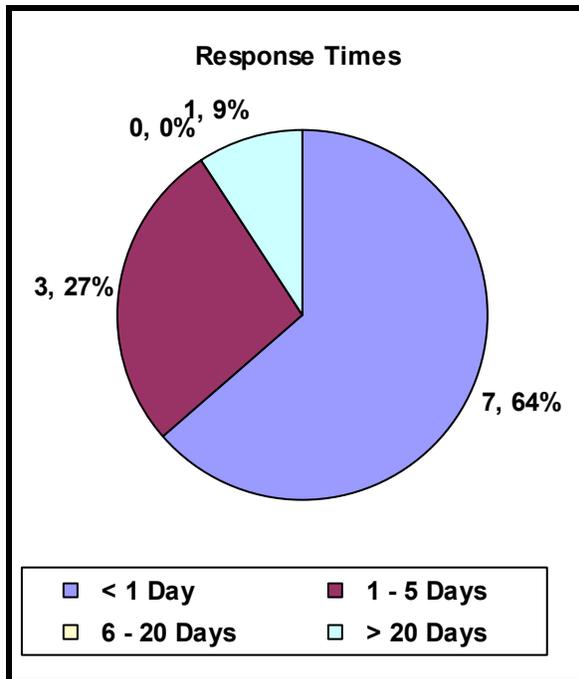
**BROADSWORD**

- 11 New Tickets Logged
- 2 Tickets Brought Forward
- 13 Tickets Worked
- 11 Tickets Completed
- 2 Tickets Remaining Open

**Metrics on All Tickets:**



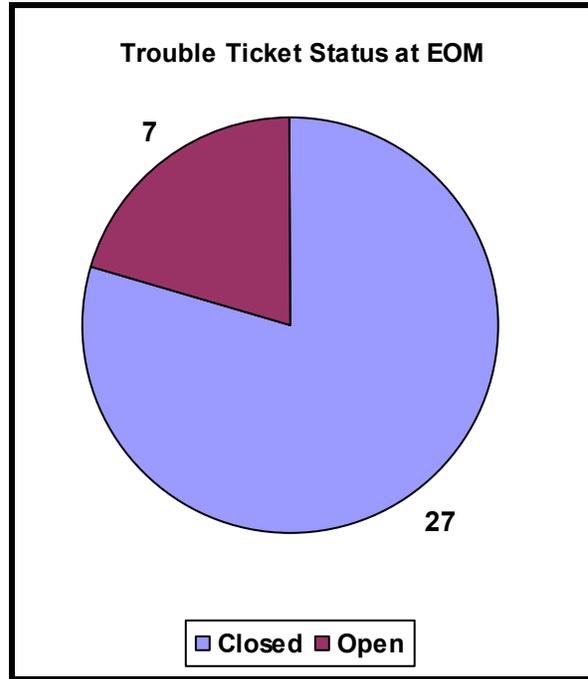
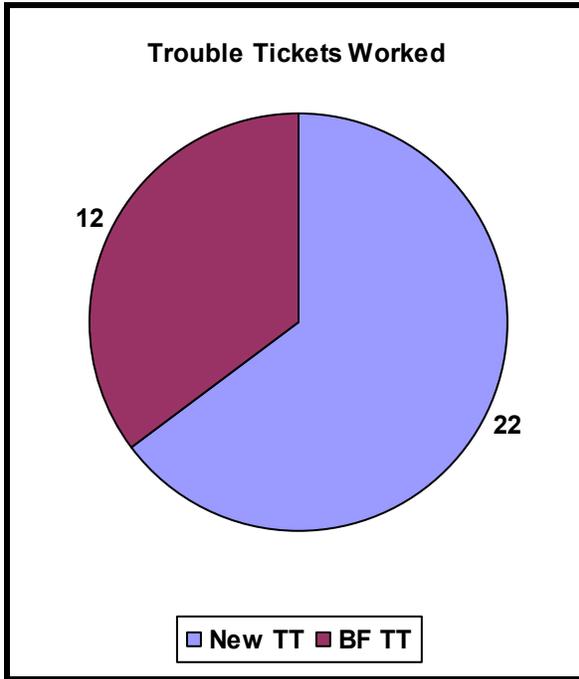
**Metrics on Closed Tickets:**



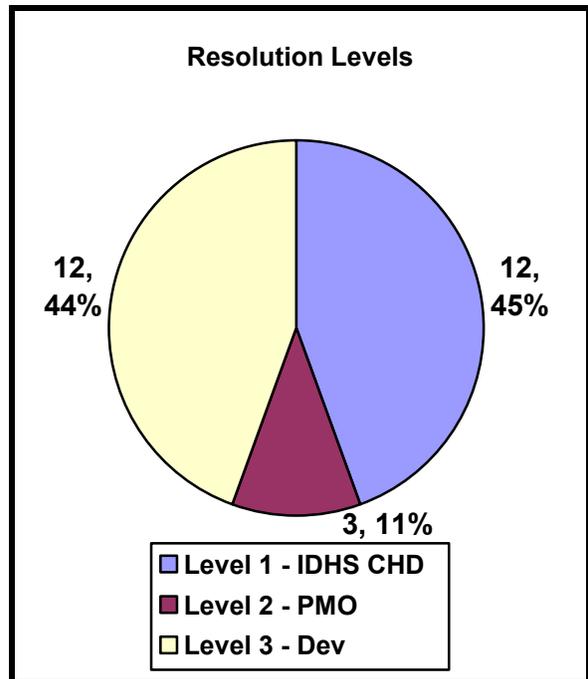
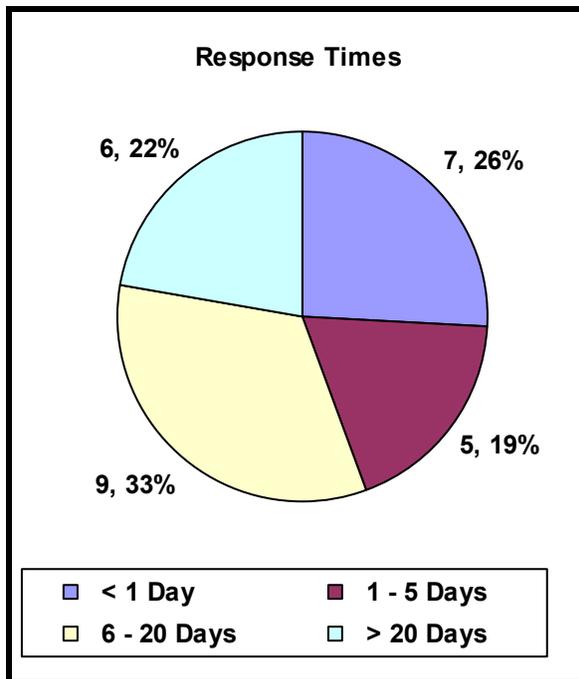
**ISSE**

- 22 New Tickets Logged
- 12 Tickets Brought Forward
- 34 Tickets Worked
- 27 Tickets Completed
- 7 Tickets Remaining Open

**Metrics on All Tickets:**



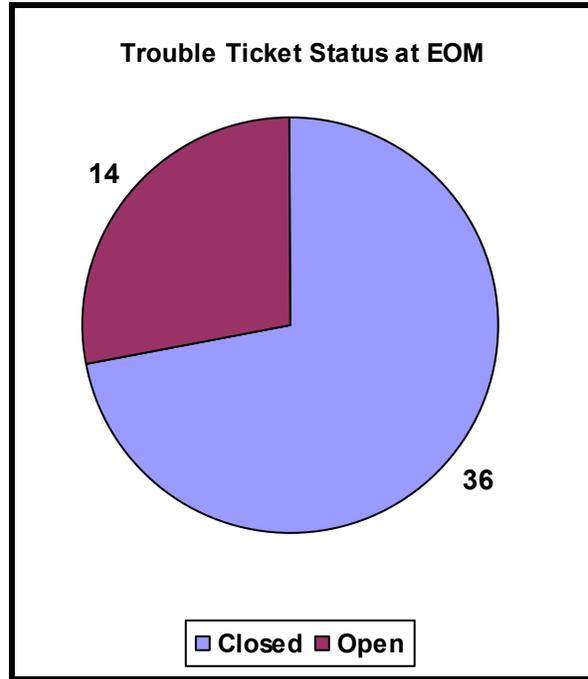
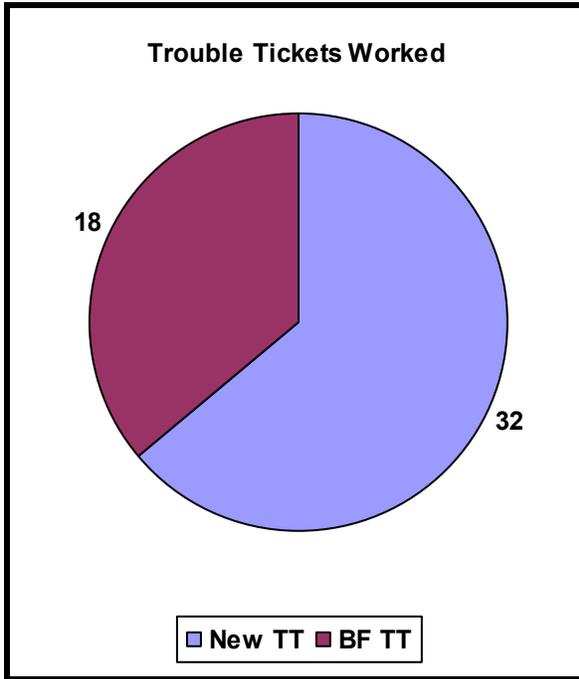
**Metrics on Closed Tickets:**



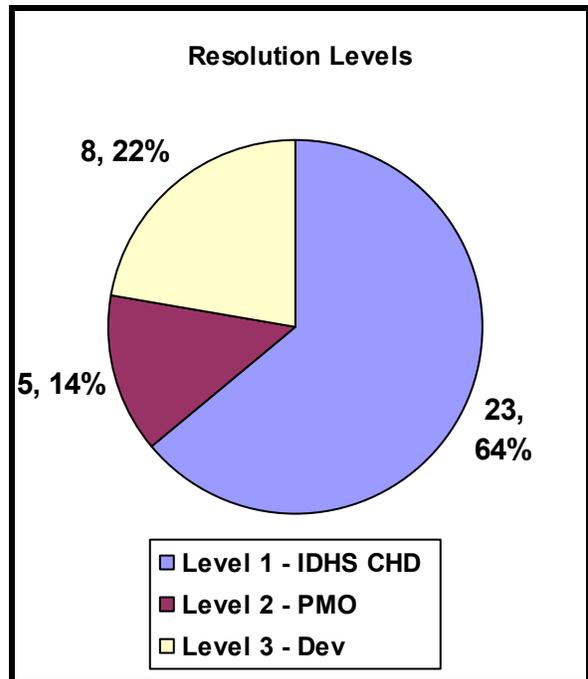
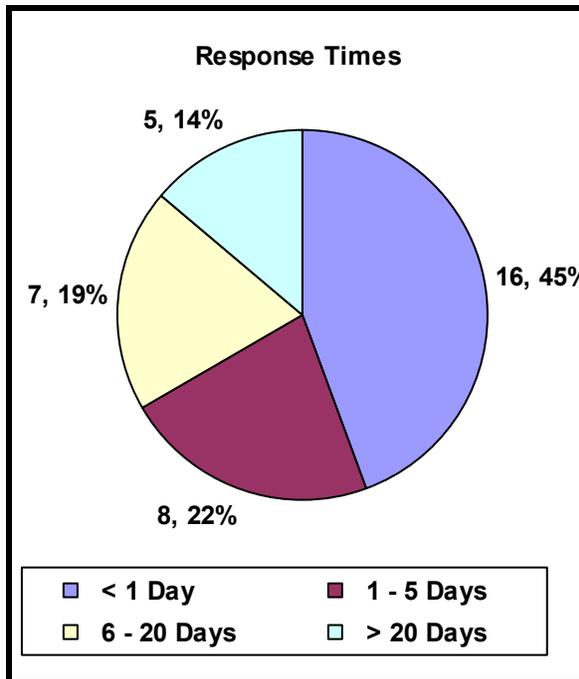
### JEDI OVERALL

- 32 New Tickets Logged
- 18 Tickets Brought Forward
- 50 Tickets Worked
- 36 Tickets Completed
- 14 Tickets Remaining Open

#### Metrics on All Tickets:



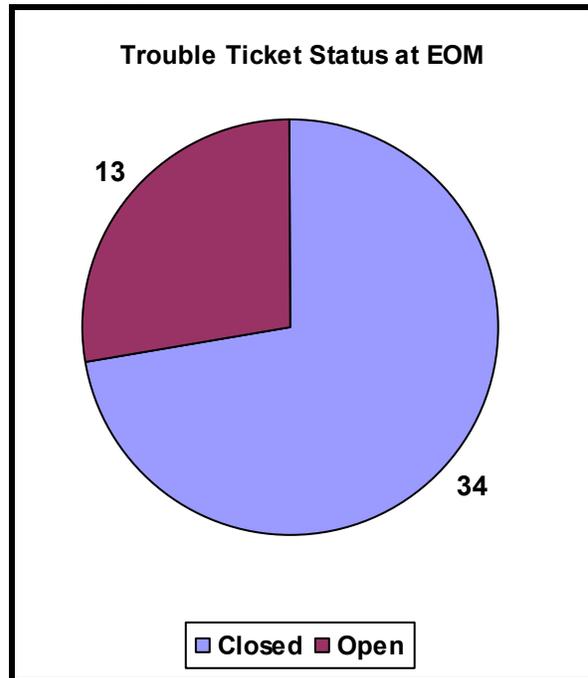
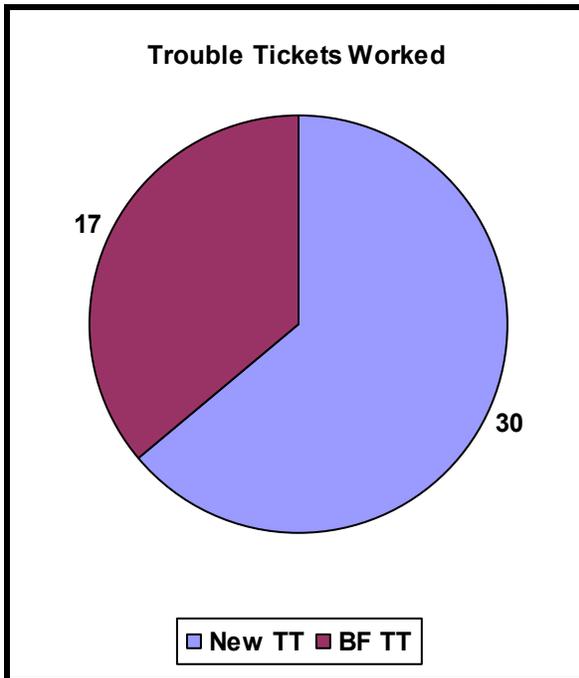
#### Metrics on Closed Tickets:



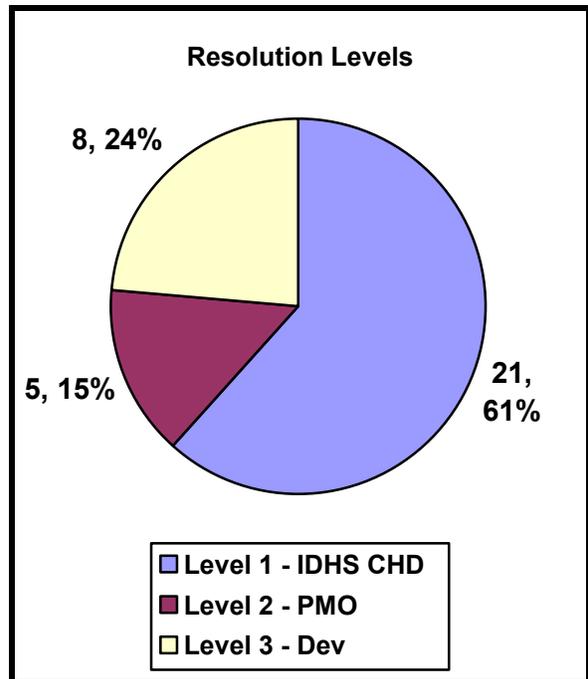
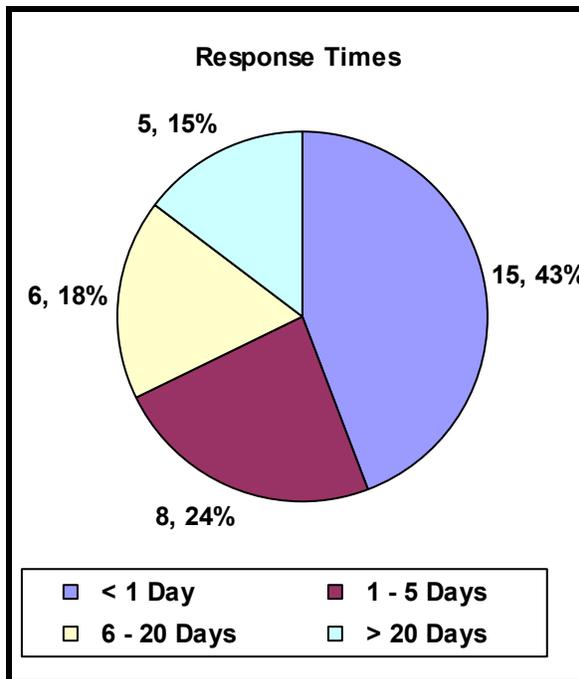
**JEDI / AFDI**

- 30 New Tickets Logged
- 17 Tickets Brought Forward
- 47 Tickets Worked
- 34 Tickets Completed
- 13 Tickets Remaining Open

**Metrics on All Tickets:**



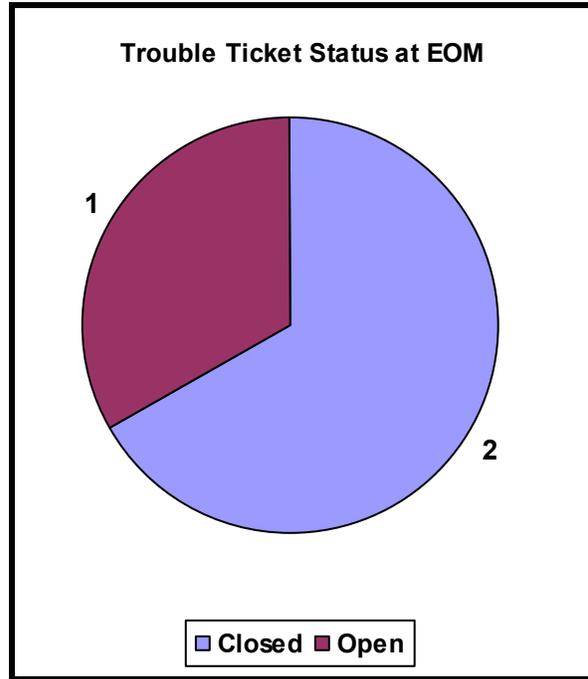
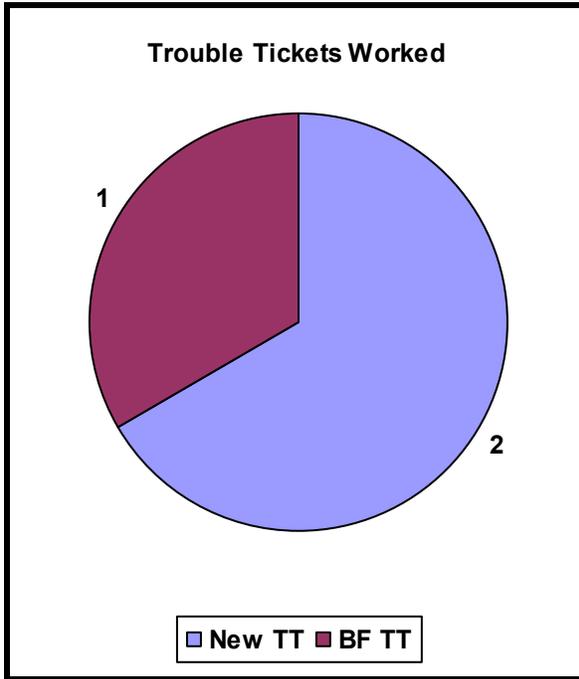
**Metrics on Closed Tickets:**



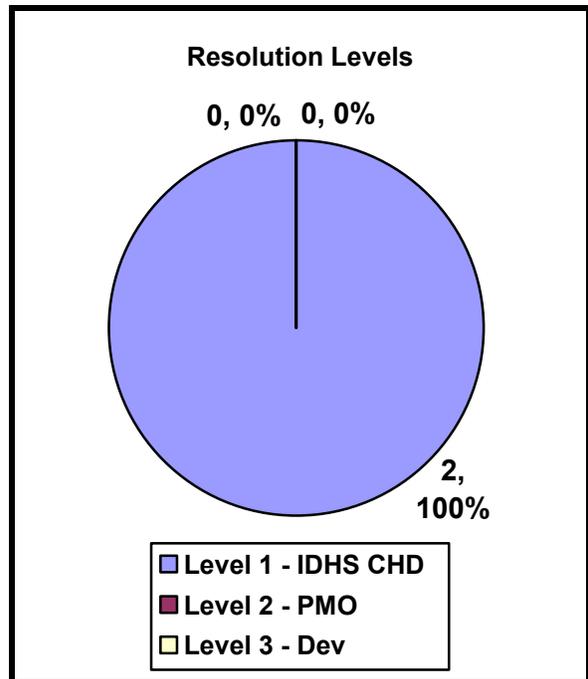
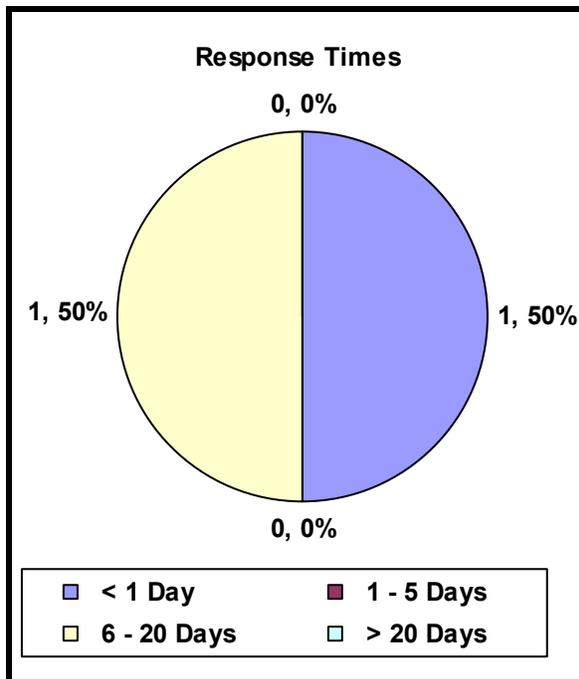
### JEDI / CSE-SS

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

#### Metrics on All Tickets:



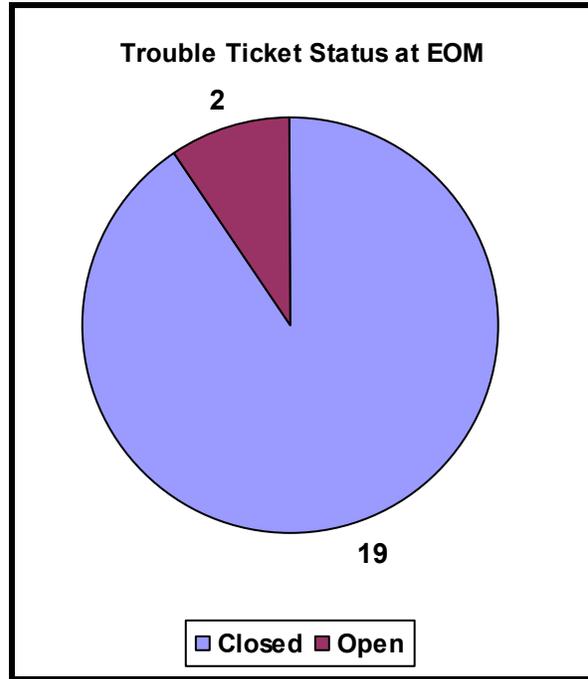
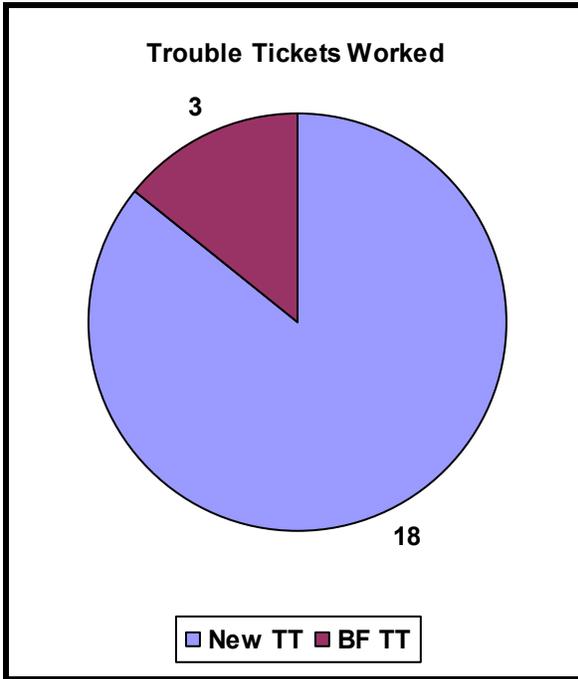
#### Metrics on Closed Tickets:



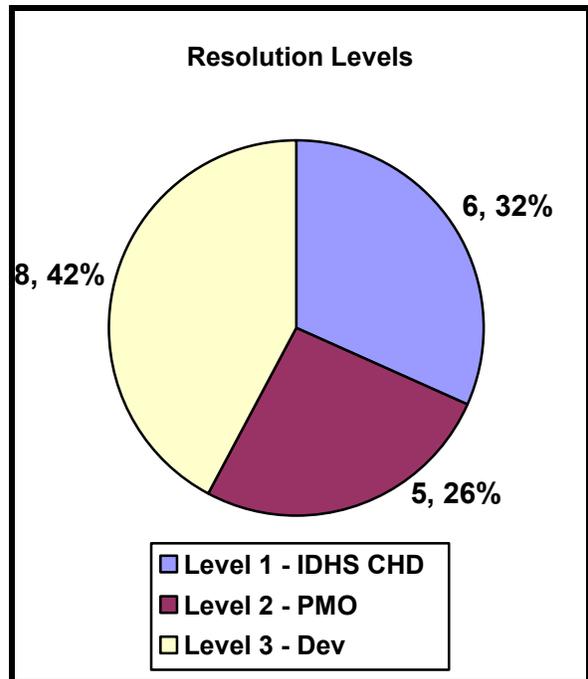
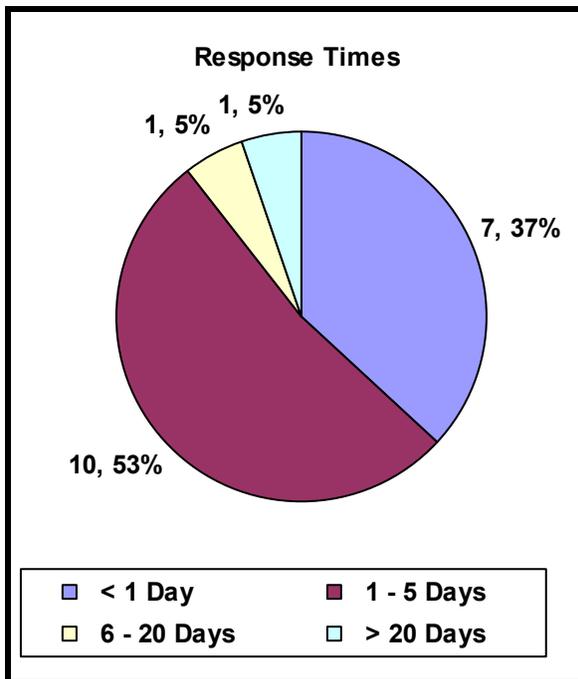
### JTT OVERALL

- 18 New Tickets Logged
- 3 Tickets Brought Forward
- 21 Tickets Worked
- 19 Tickets Completed
- 2 Tickets Remaining Open

#### Metrics on All Tickets:



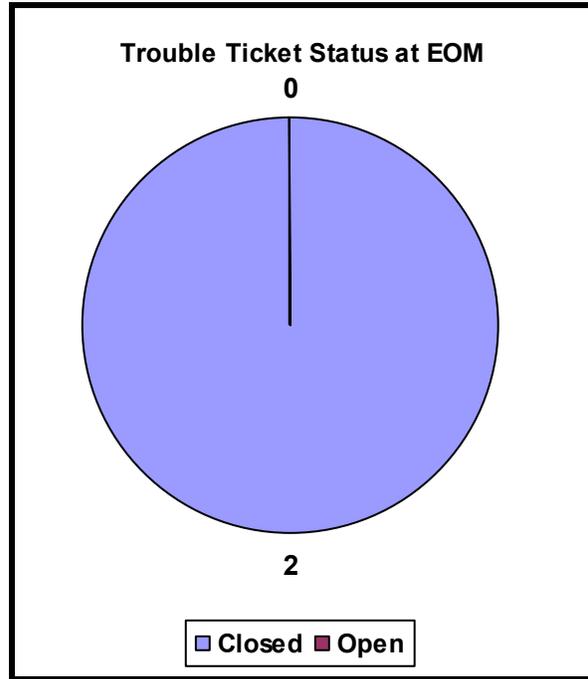
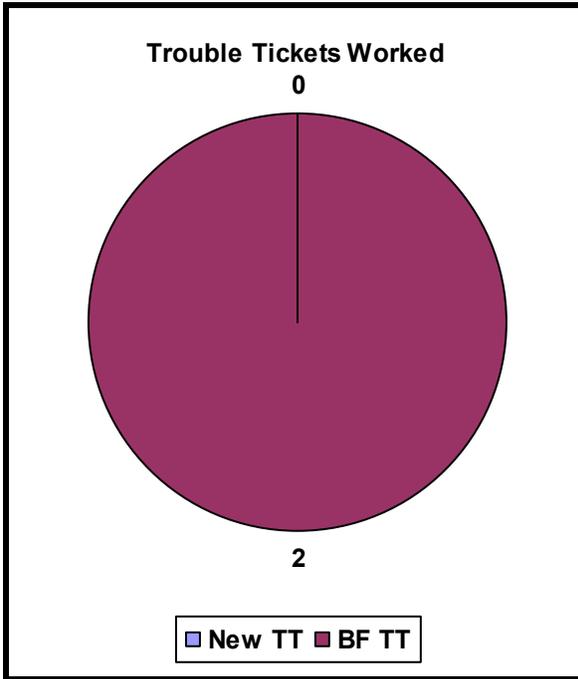
#### Metrics on Closed Tickets:



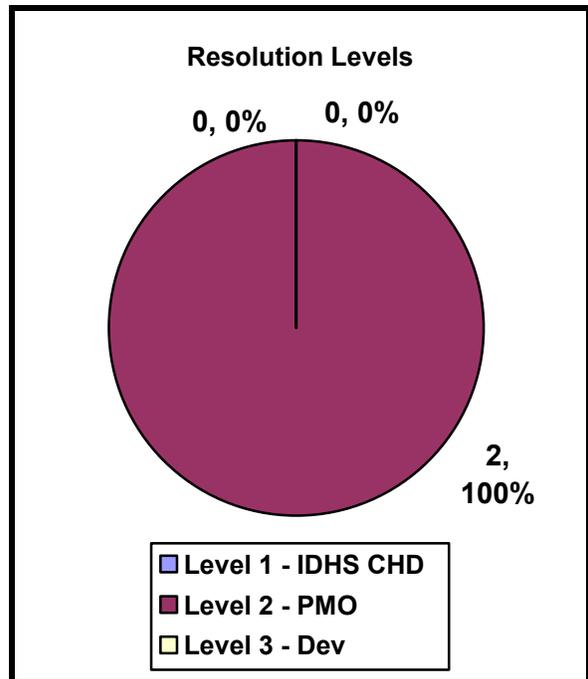
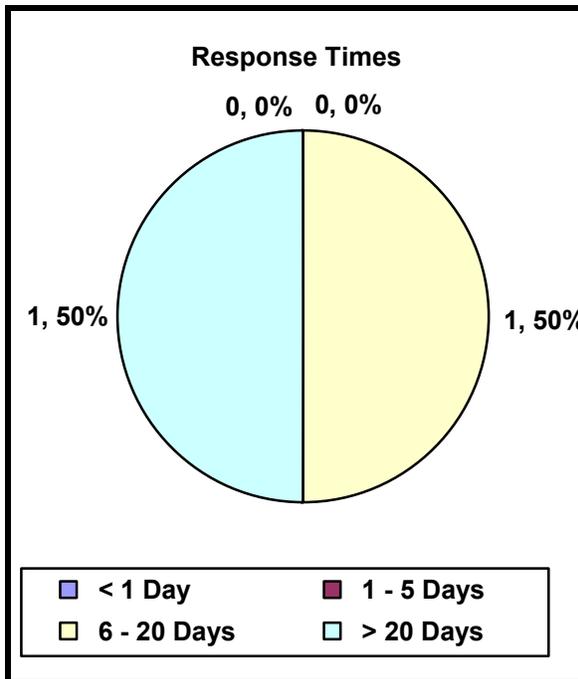
### JTT / ITS

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

#### Metrics on All Tickets:



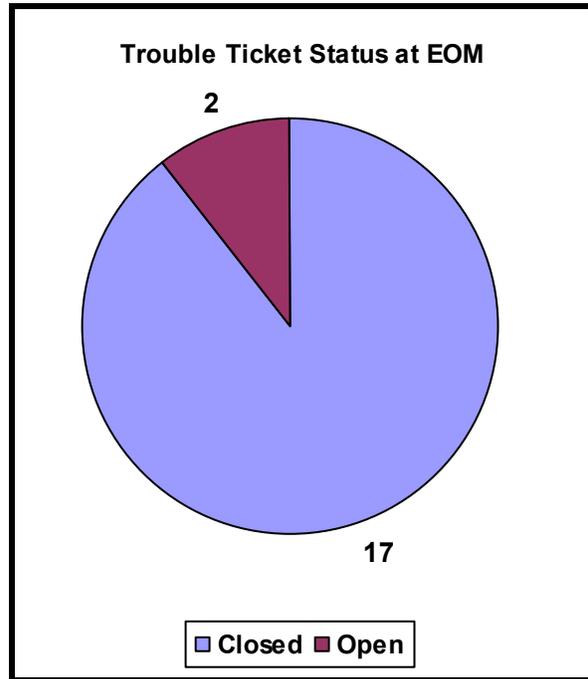
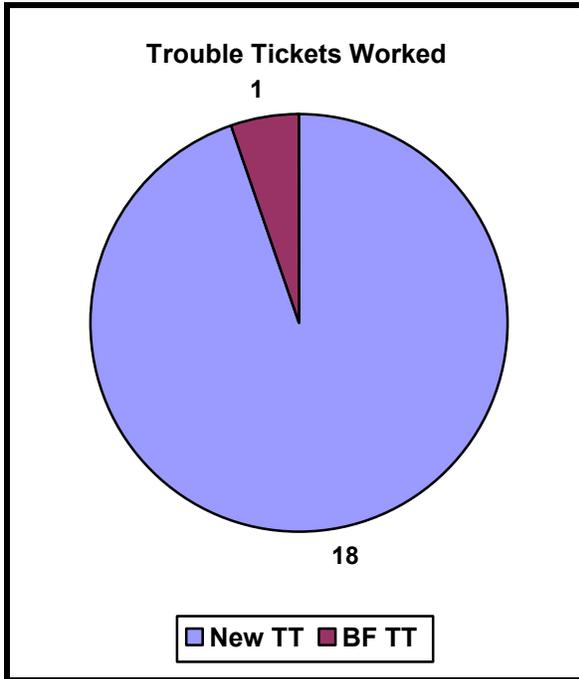
#### Metrics on Closed Tickets:



### JTT / JTT

- 18 New Tickets Logged
- 1 Tickets Brought Forward
- 19 Tickets Worked
- 17 Tickets Completed
- 2 Tickets Remaining Open

#### Metrics on All Tickets:



#### Metrics on Closed Tickets:

