

**CONSOLIDATED HELP DESK ACTIVITY REPORT  
1 – 31 OCTOBER 2003**

**METRICS FOR OVERALL CONSOLIDATED HELP DESK PROGRAM**

**112 IDHS CHD New Tickets Logged**

6	Broadsword New Tickets Logged	37	ISSE New Tickets Logged
47	JEDI / AFDI New Tickets Logged	1	JEDI / CSE-SS New Tickets Logged
7	JEDI / JEDI New Tickets Logged	0	JTT / ITS New Tickets Logged
14	JTT / JTT New Tickets Logged	0	Other New Tickets Logged

**31 IDHS CHD Brought Forward**

2	Broadsword Tickets Brought Forward	13	ISSE Tickets Brought Forward
10	JEDI / AFDI Tickets Brought Forward	1	JEDI / CSE-SS Tickets Brought Forward
0	JEDI / JEDI Tickets Brought Forward	0	JTT / ITS Tickets Brought Forward
5	JTT / JTT Tickets Brought Forward	0	Other Tickets Brought Forward

**143 IDHS CHD Tickets Worked**

8	Broadsword Tickets Worked	50	ISSE Tickets Worked
57	JEDI / AFDI Tickets Worked	2	JEDI / CSE-SS Tickets Worked
7	JEDI / JEDI Tickets Worked	0	JTT / ITS Tickets Worked
19	JTT / JTT Tickets Worked	0	Other Tickets Worked

**105 IDHS CHD Tickets Completed**

7	Broadsword Tickets Completed	36	ISSE Tickets Completed
42	JEDI / AFDI Tickets Completed	0	JEDI / CSE-SS Tickets Completed
7	JEDI / JEDI Tickets Completed	0	JTT / ITS Tickets Completed
13	JTT / JTT Tickets Completed	0	Other Tickets Completed

**38 IDHS CHD Remaining Open**

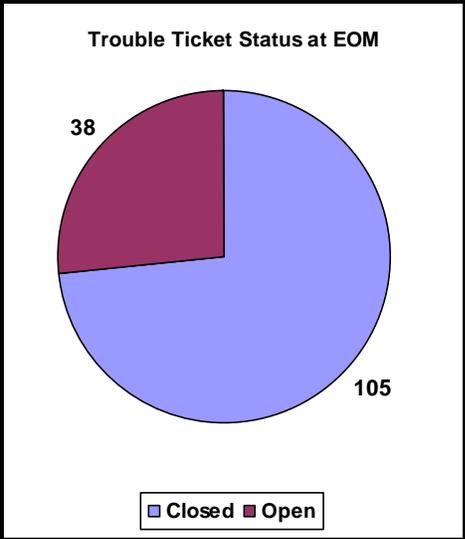
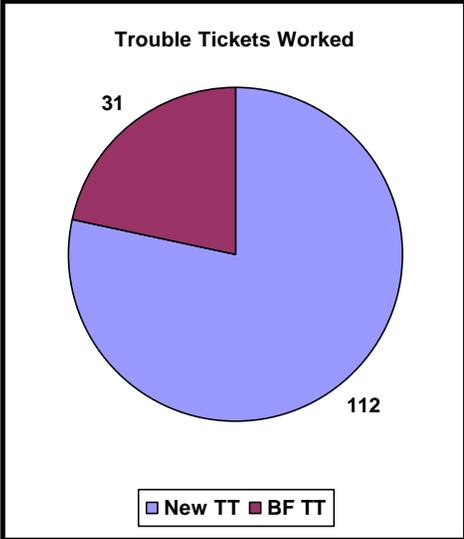
1	Broadsword Tickets Remaining Open	14	ISSE Tickets Remaining Open
15	JEDI / AFDI Tickets Remaining Open	2	JEDI / CSE-SS Tickets Remaining Open
0	JEDI / JEDI Tickets Remaining Open	0	JTT / ITS Tickets Remaining Open
6	JTT / JTT Tickets Remaining Open	0	Other Tickets Remaining Open

<b>RESPONSE TIMES:</b>	<b>Less than 1 WORK DAY</b>	<b>1 TO 5 WORK DAYS</b>	<b>6 TO 20 WORK DAYS</b>	<b>More than 20 WORK DAYS</b>
<i>BSWD</i>	1	4	2	0
<i>ISSE</i>	11	8	13	4
<i>JEDI / AFDI</i>	28	8	5	1
<i>JEDI / CSE-SS</i>	0	0	0	0
<i>JEDI / JEDI</i>	3	3	1	0
<i>JTT / ITS</i>	0	0	0	0
<i>JTT / JTT</i>	7	1	5	0
<i>Other</i>	0	0	0	0
<b>Total CHD</b>	<b>50</b>	<b>24</b>	<b>26</b>	<b>5</b>

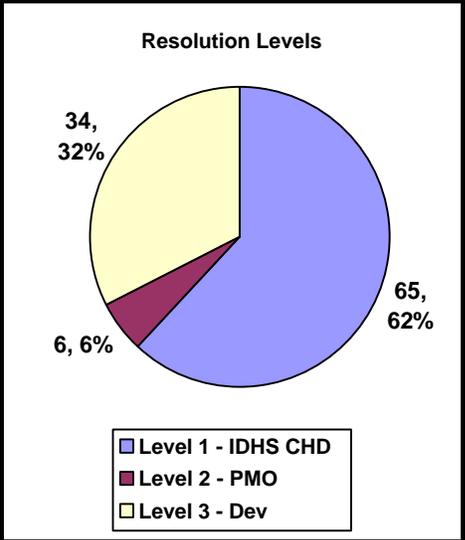
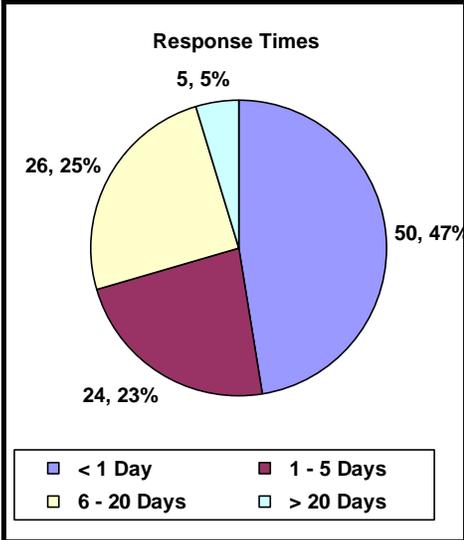
**IDHS CHD OVERALL**

- 112 New Tickets Logged
- 31 Tickets Brought Forward
- 143 Tickets Worked
- 105 Tickets Completed
- 38 Tickets Remaining Open

**Metrics on All Tickets:**



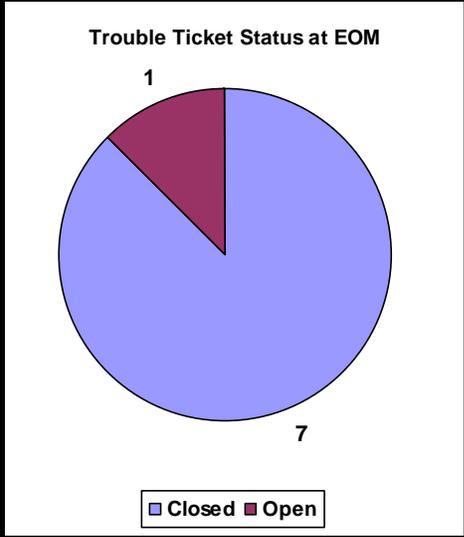
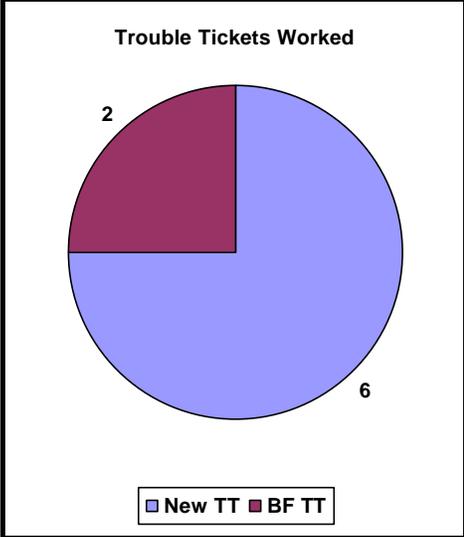
**Metrics on Closed Tickets:**



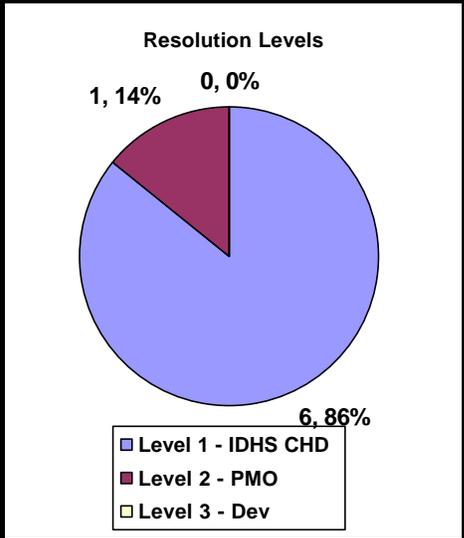
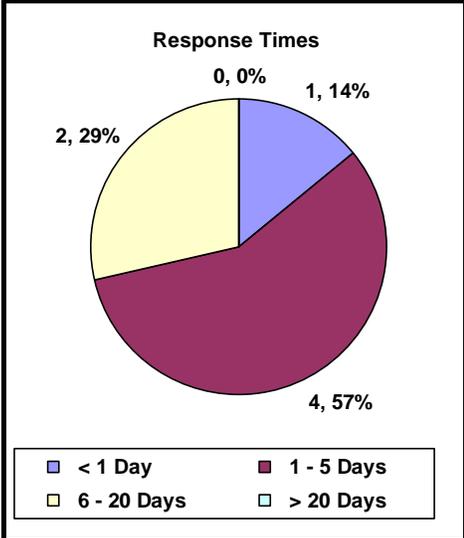
**BROADSWORD**

- 6 New Tickets Logged
- 2 Tickets Brought Forward
- 8 Tickets Worked
- 7 Tickets Completed
- 1 Tickets Remaining Open

**Metrics on All Tickets:**



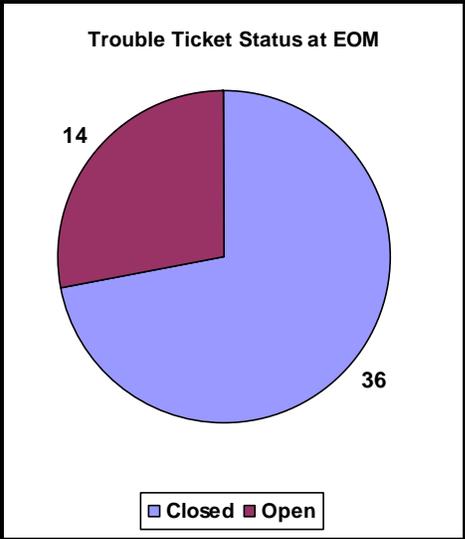
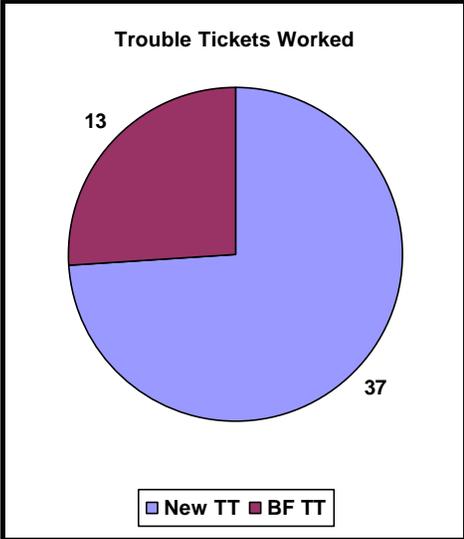
**Metrics on Closed Tickets:**



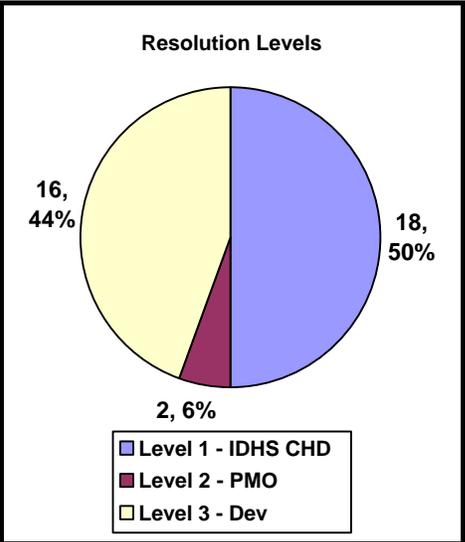
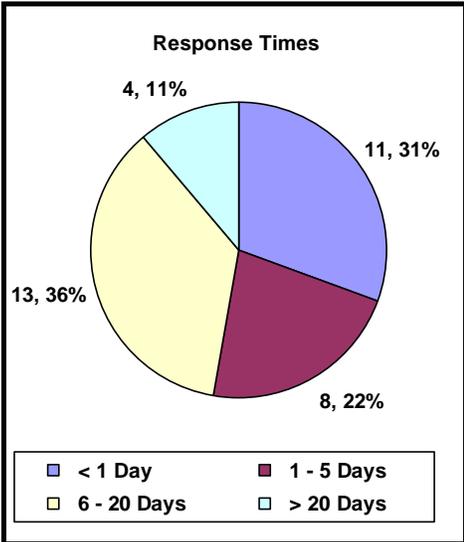
**ISSE**

- 37 New Tickets Logged
- 13 Tickets Brought Forward
- 50 Tickets Worked
- 36 Tickets Completed
- 14 Tickets Remaining Open

**Metrics on All Tickets:**



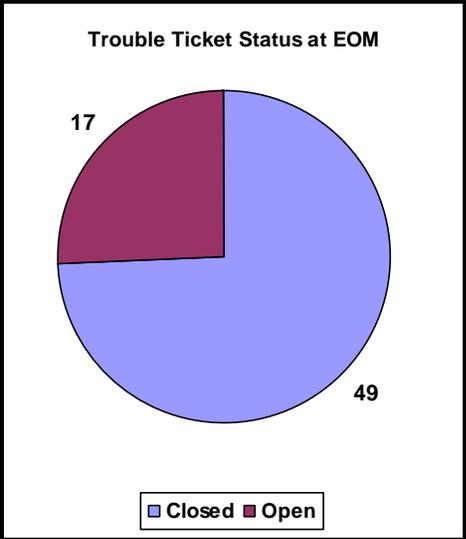
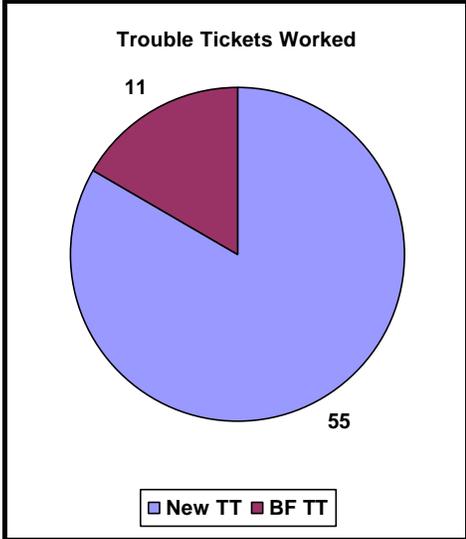
**Metrics on Closed Tickets:**



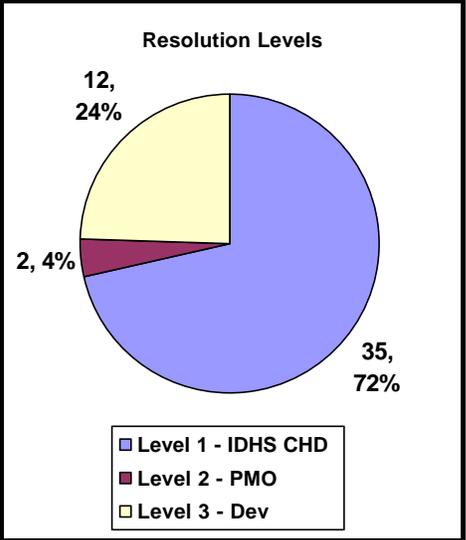
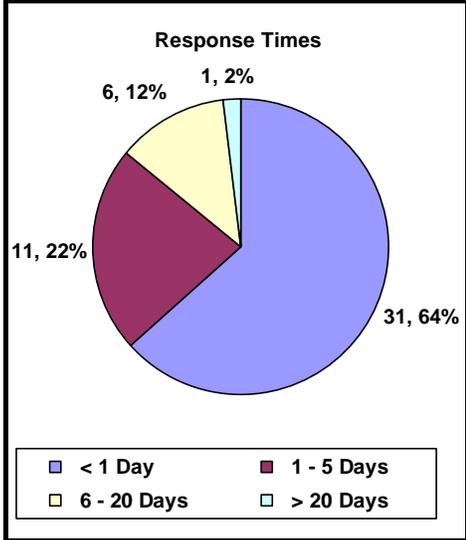
**JEDI OVERALL**

- 55 New Tickets Logged
- 11 Tickets Brought Forward
- 66 Tickets Worked
- 49 Tickets Completed
- 17 Tickets Remaining Open

**Metrics on All Tickets:**



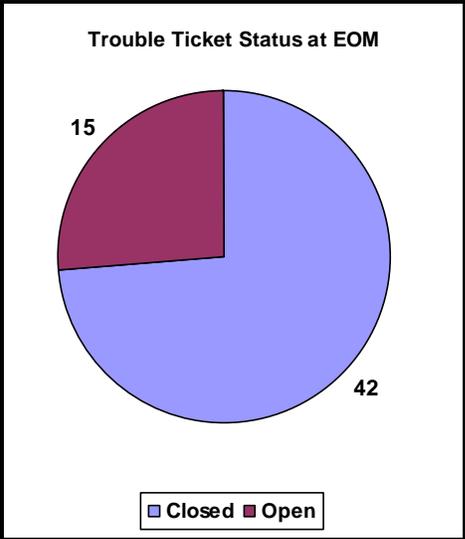
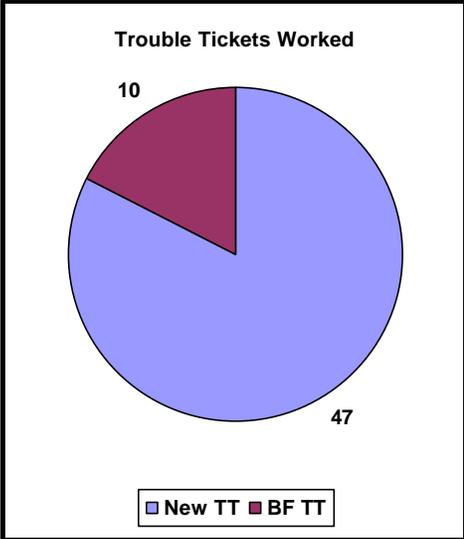
**Metrics on Closed Tickets:**



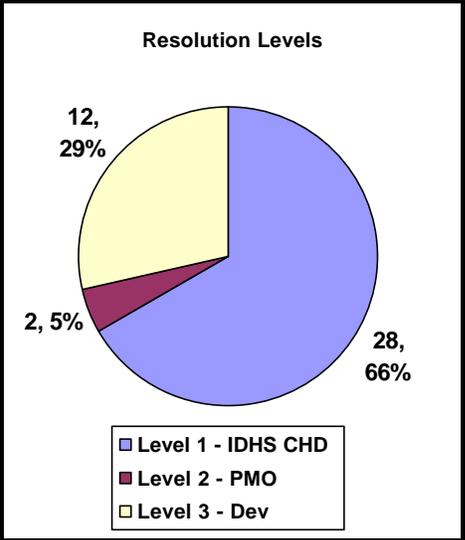
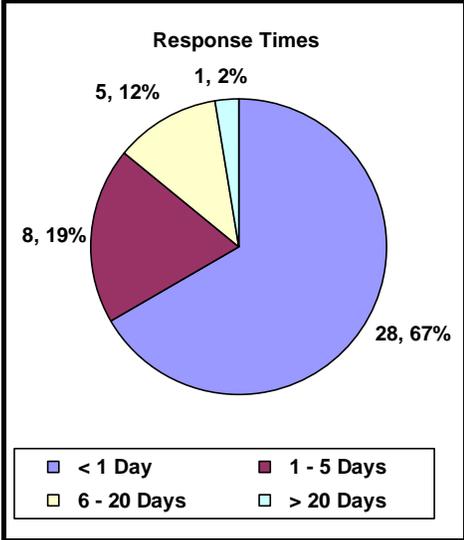
**JEDI / AFDI**

- 47 New Tickets Logged
- 10 Tickets Brought Forward
- 57 Tickets Worked
- 42 Tickets Completed
- 15 Tickets Remaining Open

**Metrics on All Tickets:**



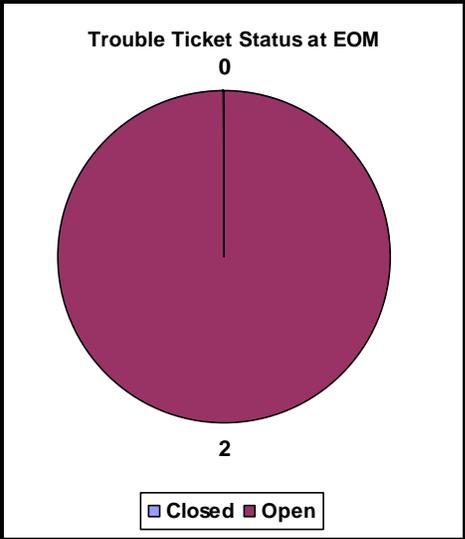
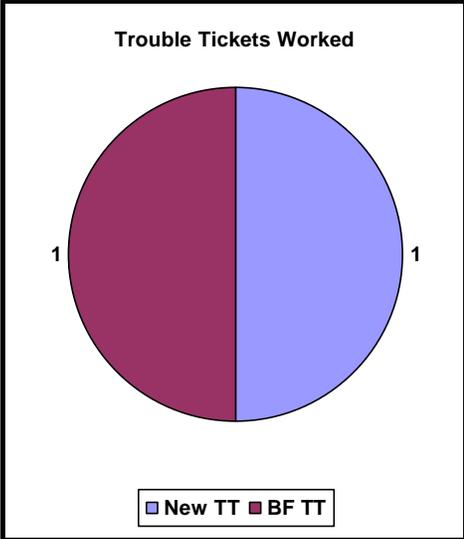
**Metrics on Closed Tickets:**



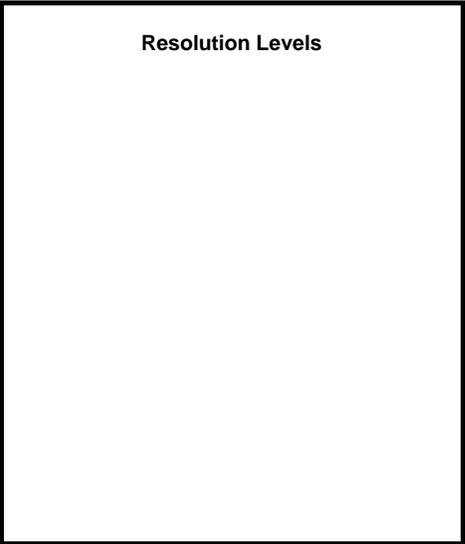
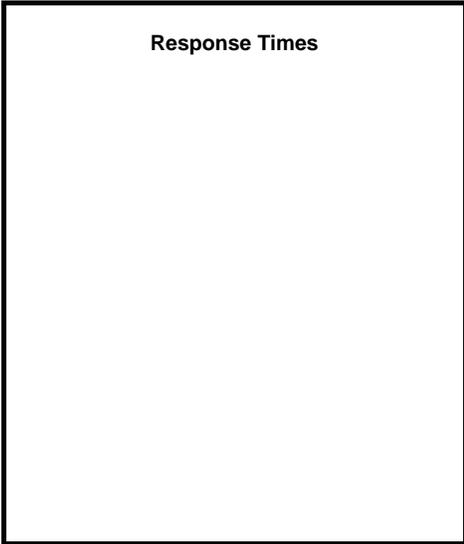
**JEDI / CSE-SS**

- x New Tickets Logged
- x Tickets Brought Forward
- x Tickets Worked
- x Tickets Completed
- x Tickets Remaining Open

**Metrics on All Tickets:**



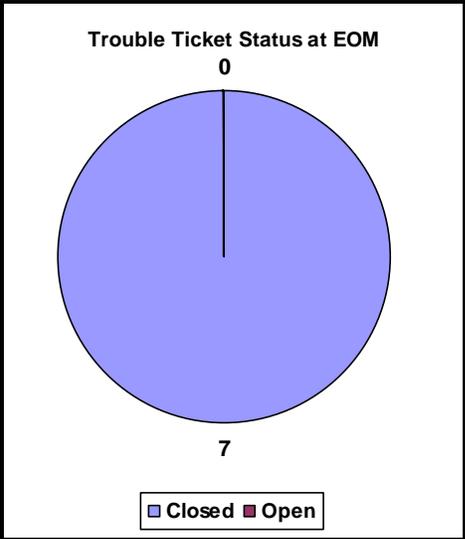
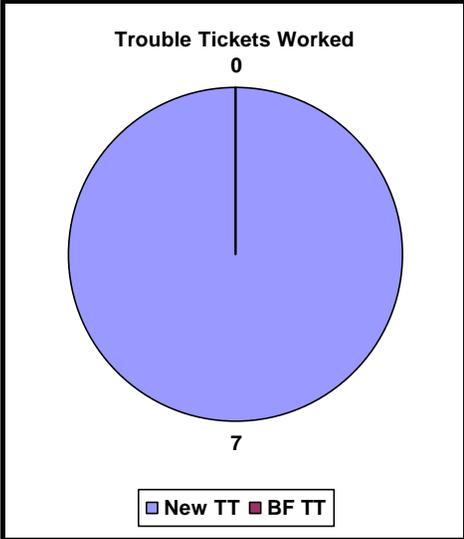
**Metrics on Closed Tickets:**



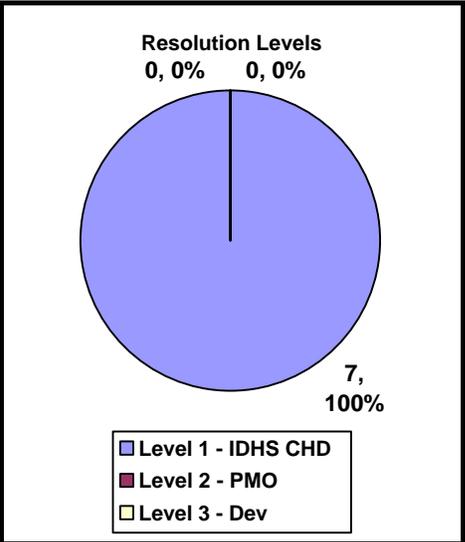
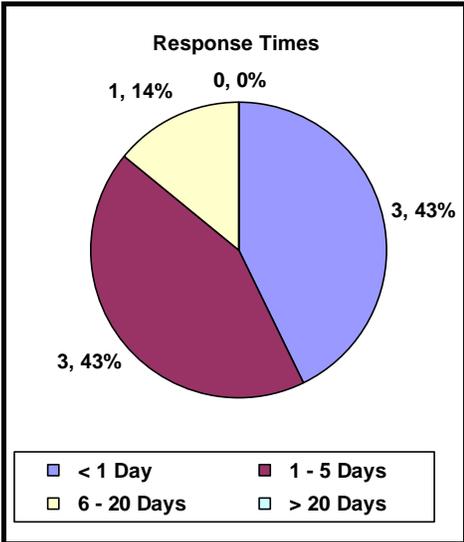
JEDI / JEDI

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

Metrics on All Tickets:



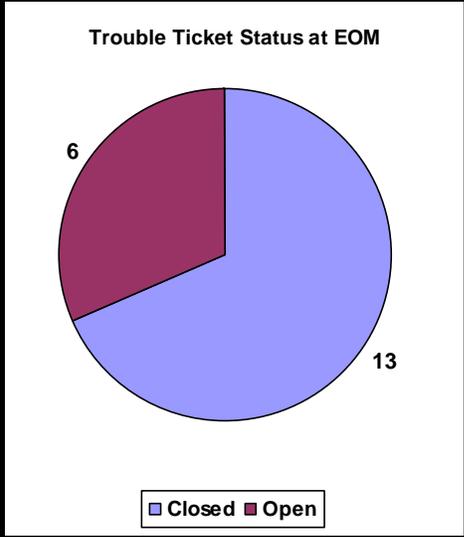
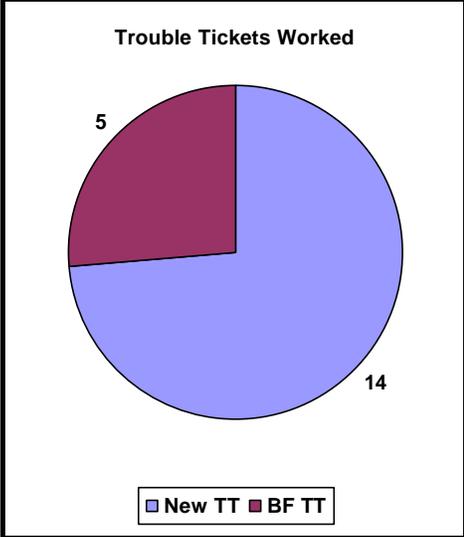
Metrics on Closed Tickets:



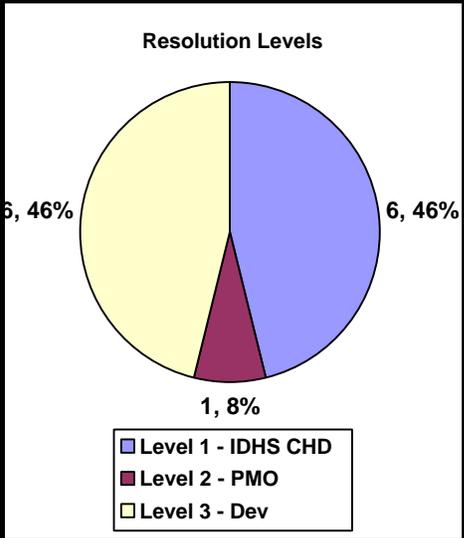
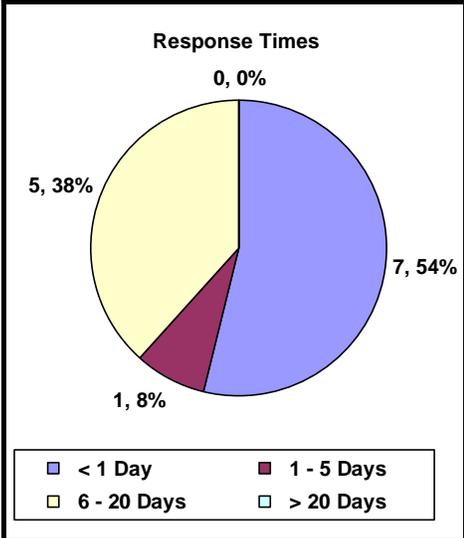
**JTT OVERALL**

- 14 New Tickets Logged
- 5 Tickets Brought Forward
- 19 Tickets Worked
- 13 Tickets Completed
- 6 Tickets Remaining Open

**Metrics on All Tickets:**



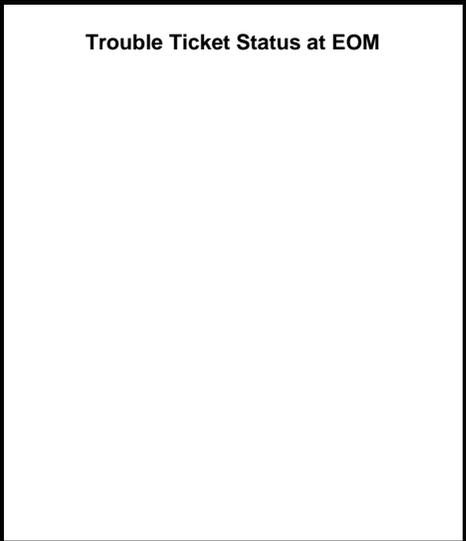
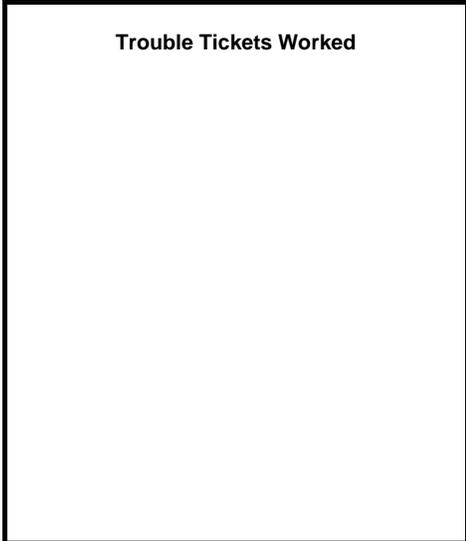
**Metrics on Closed Tickets:**



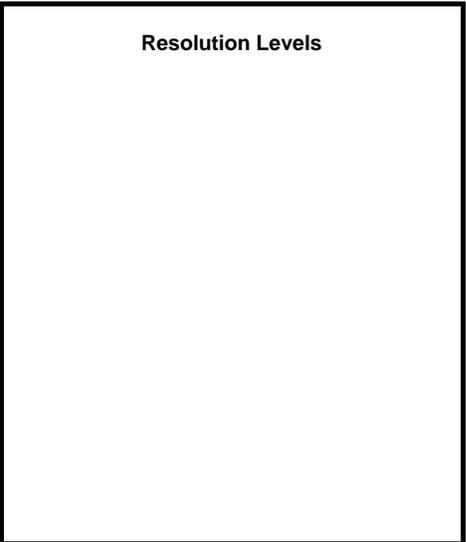
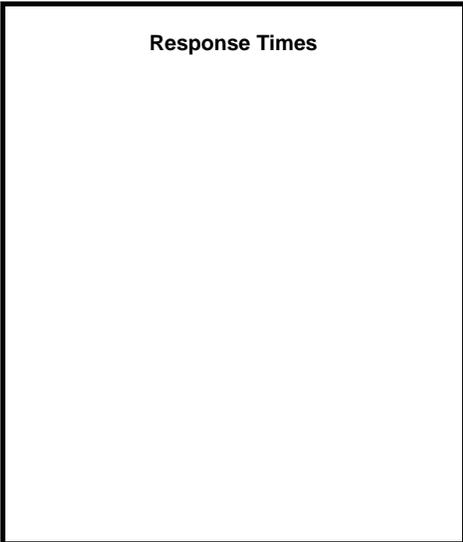
**JTT / ITS**

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

**Metrics on All Tickets:**



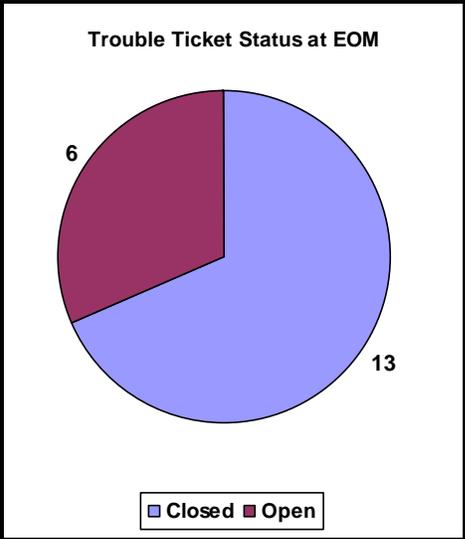
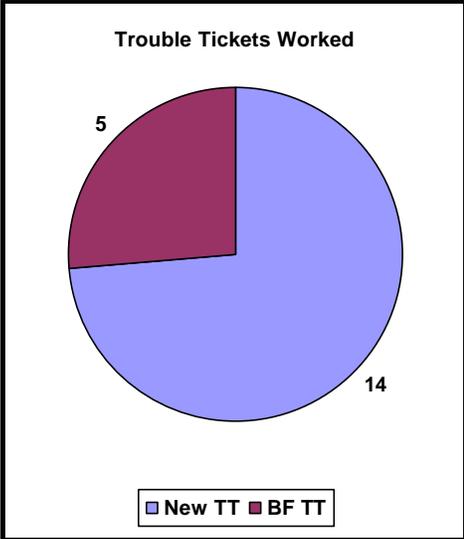
**Metrics on Closed Tickets:**



JTT / JTT

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Metrics on All Tickets:



Metrics on Closed Tickets:

