

CONSOLIDATED HELP DESK ACTIVITY REPORT

1 – 31 DECEMBER 2003

METRICS FOR OVERALL CONSOLIDATED HELP DESK PROGRAM

82 IDHS CHD New Tickets Logged

1	Broadsword New Tickets Logged	25	ISSE New Tickets Logged
29	JEDI / AFDI New Tickets Logged	1	JEDI / CSE-SS New Tickets Logged
16	JEDI / JEDI New Tickets Logged	0	JTT / ITS New Tickets Logged
10	JTT / JTT New Tickets Logged	0	Other New Tickets Logged

28 IDHS CHD Brought Forward

1	Broadsword Tickets Brought Forward	13	ISSE Tickets Brought Forward
9	JEDI / AFDI Tickets Brought Forward	1	JEDI / CSE-SS Tickets Brought Forward
0	JEDI / JEDI Tickets Brought Forward	0	JTT / ITS Tickets Brought Forward
4	JTT / JTT Tickets Brought Forward	0	Other Tickets Brought Forward

110 IDHS CHD Tickets Worked

2	Broadsword Tickets Worked	38	ISSE Tickets Worked
38	JEDI / AFDI Tickets Worked	2	JEDI / CSE-SS Tickets Worked
16	JEDI / JEDI Tickets Worked	0	JTT / ITS Tickets Worked
14	JTT / JTT Tickets Worked	0	Other Tickets Worked

81 IDHS CHD Tickets Completed

1	Broadsword Tickets Completed	32	ISSE Tickets Completed
24	JEDI / AFDI Tickets Completed	1	JEDI / CSE-SS Tickets Completed
13	JEDI / JEDI Tickets Completed	0	JTT / ITS Tickets Completed
10	JTT / JTT Tickets Completed	0	Other Tickets Completed

29 IDHS CHD Remaining Open

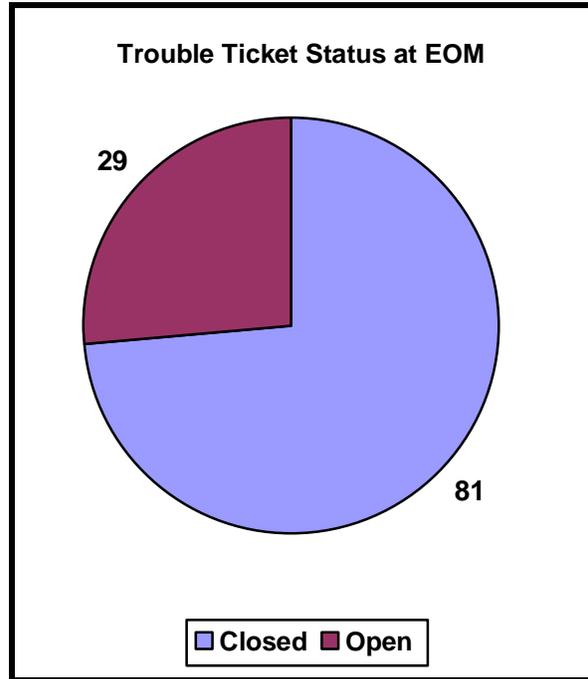
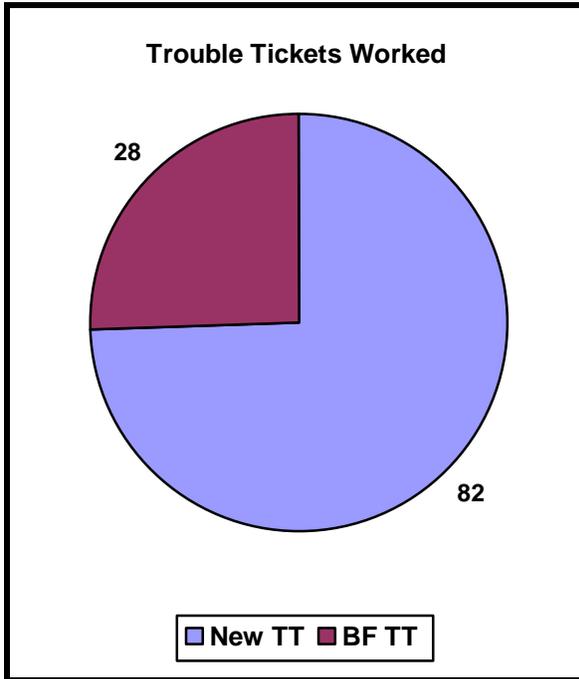
1	Broadsword Tickets Remaining Open	6	ISSE Tickets Remaining Open
14	JEDI / AFDI Tickets Remaining Open	1	JEDI / CSE-SS Tickets Remaining Open
3	JEDI / JEDI Tickets Remaining Open	0	JTT / ITS Tickets Remaining Open
4	JTT / JTT Tickets Remaining Open	0	Other Tickets Remaining Open

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>	0	0	1	0
<i>ISSE</i>	9	5	14	4
<i>JEDI / AFDI</i>	10	4	8	2
<i>JEDI / CSE-SS</i>	0	1	0	0
<i>JEDI / JEDI</i>	9	4	0	0
<i>JTT / ITS</i>	0	0	0	0
<i>JTT / JTT</i>	5	1	2	2
<i>Other</i>	0	0	0	0
Total CHD	33	15	25	8

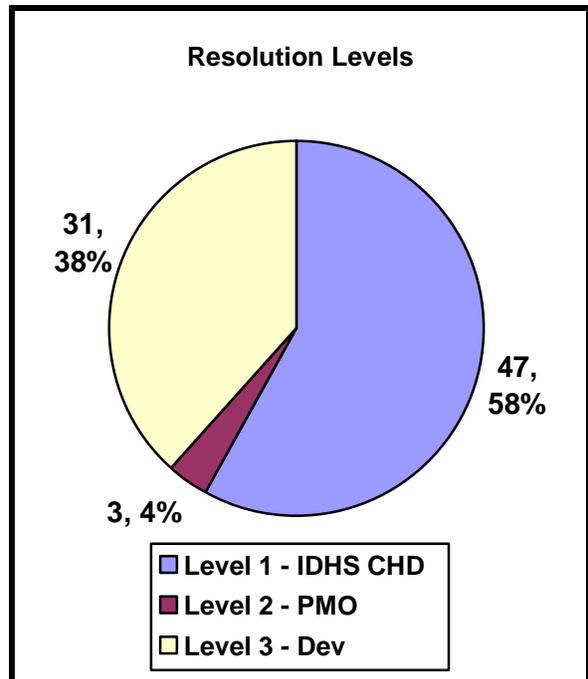
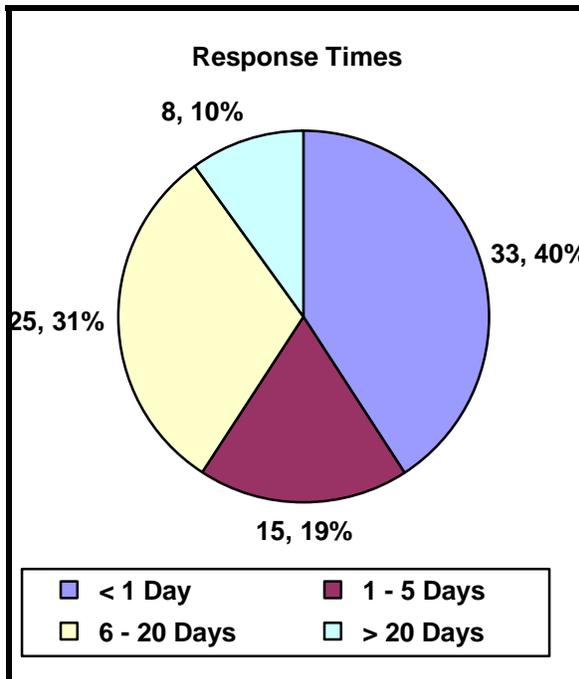
IDHS CHD OVERALL

82 New Tickets Logged
 28 Tickets Brought Forward
 110 Tickets Worked
 81 Tickets Completed
 29 Tickets Remaining Open

Metrics on All Tickets:



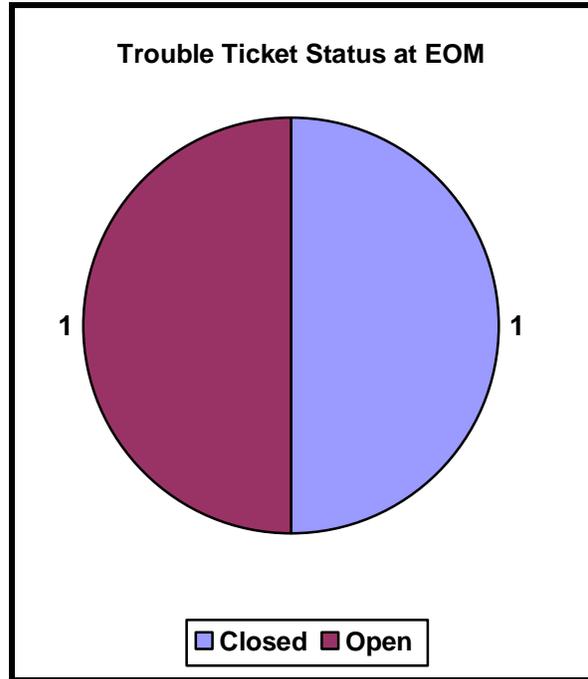
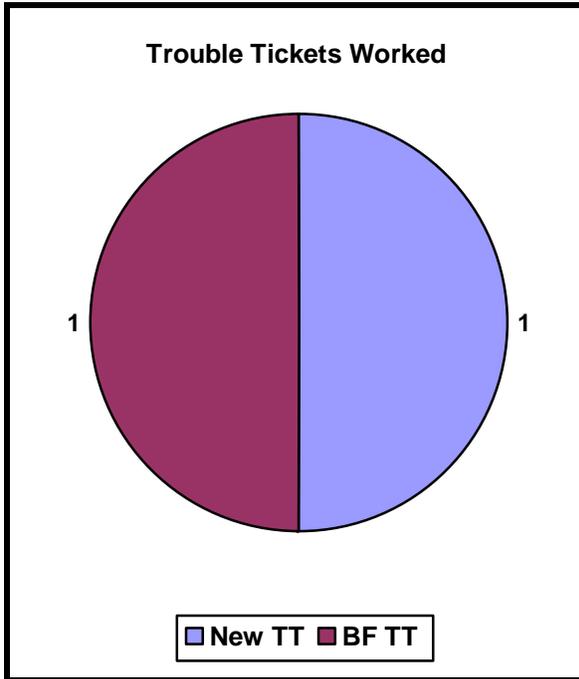
Metrics on Closed Tickets:



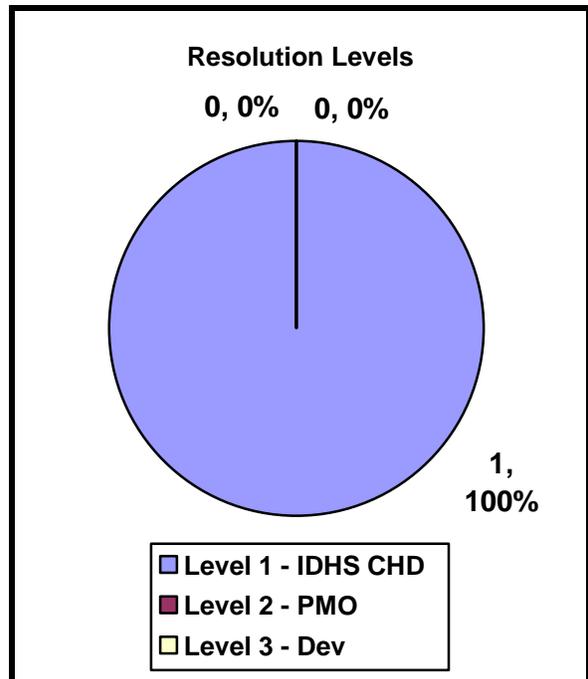
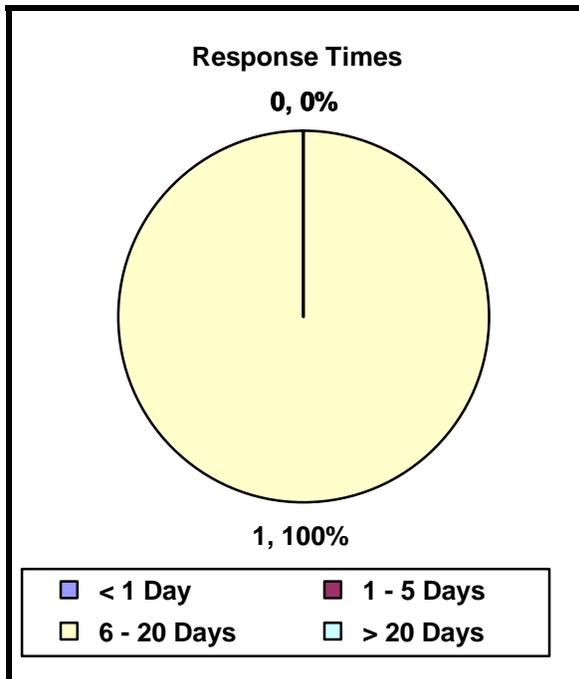
BROADSWORD

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

Metrics on All Tickets:



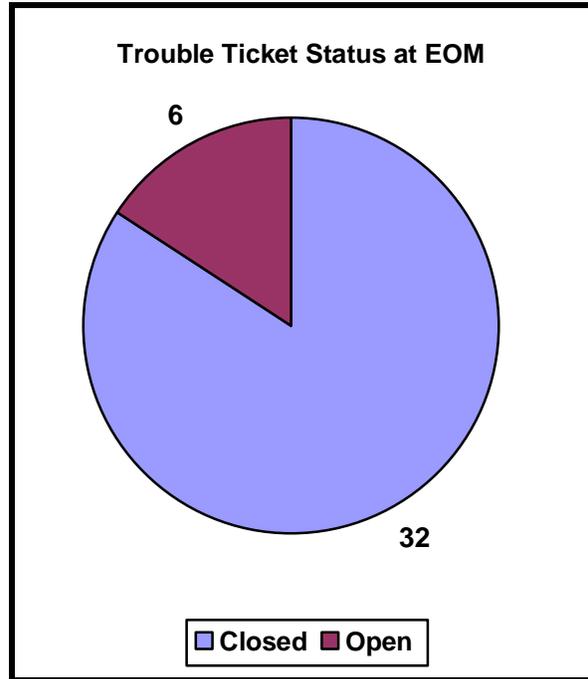
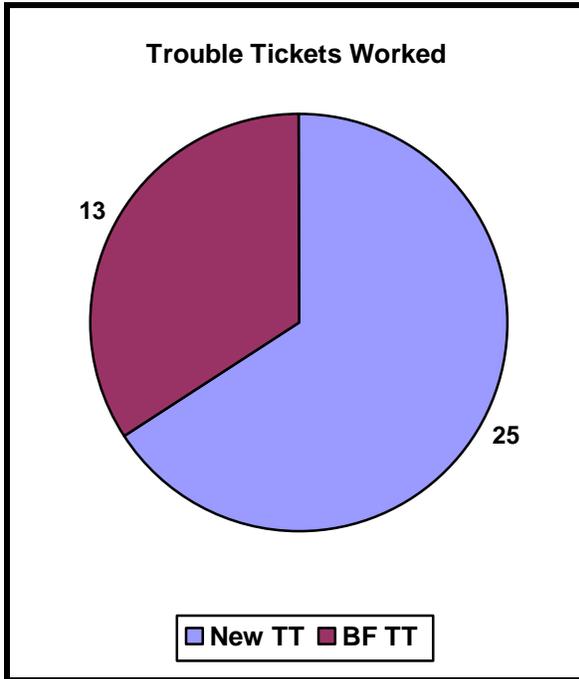
Metrics on Closed Tickets:



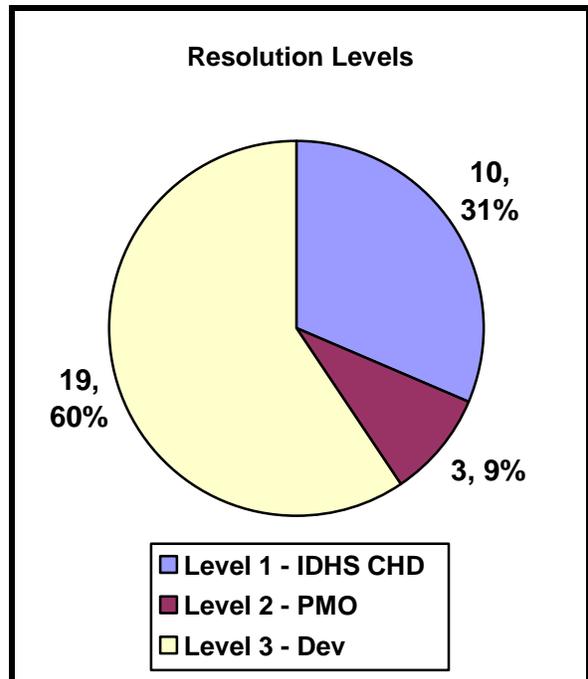
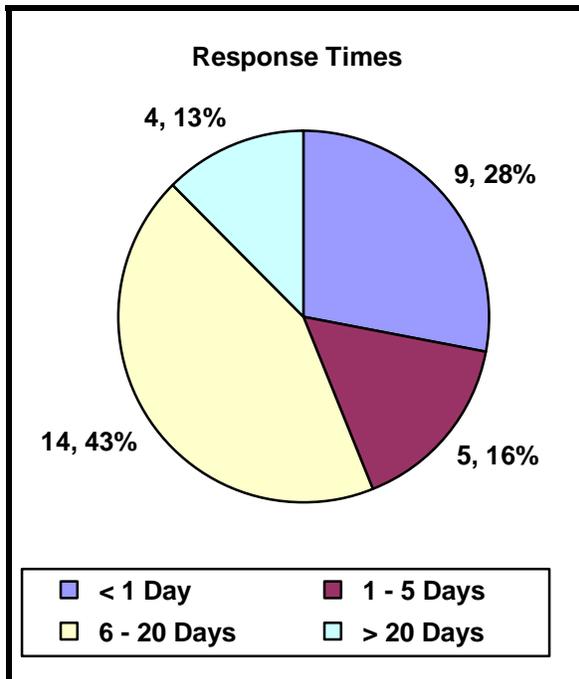
ISSE

- 25 New Tickets Logged
- 13 Tickets Brought Forward
- 38 Tickets Worked
- 32 Tickets Completed
- 6 Tickets Remaining Open

Metrics on All Tickets:



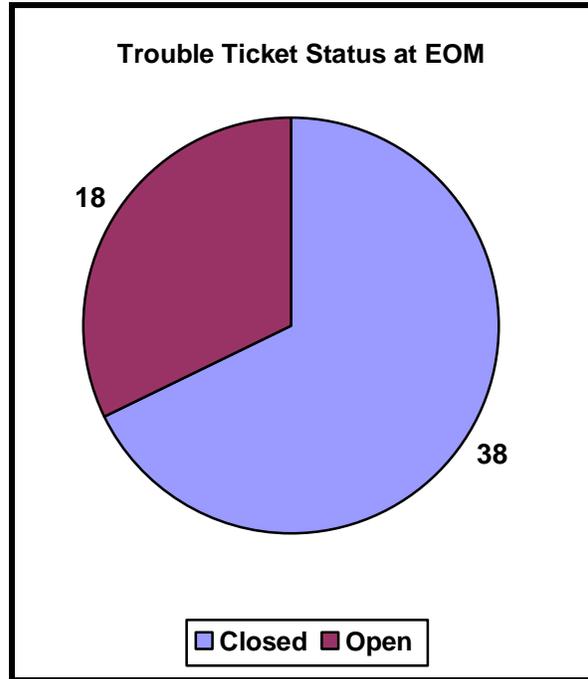
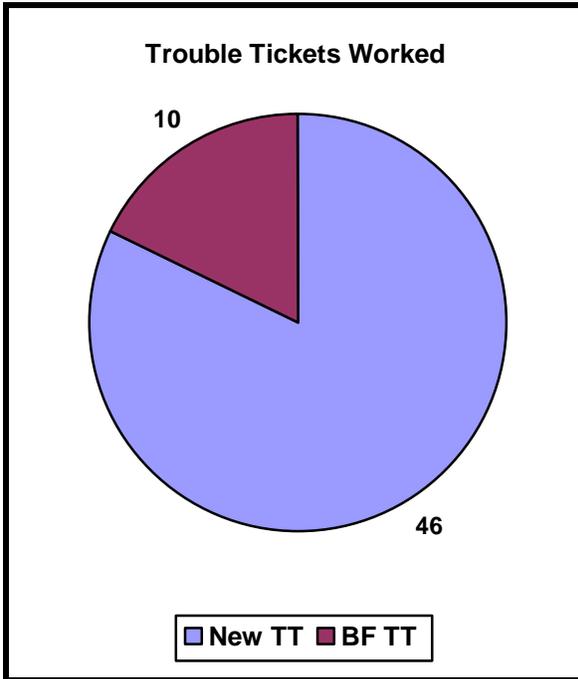
Metrics on Closed Tickets:



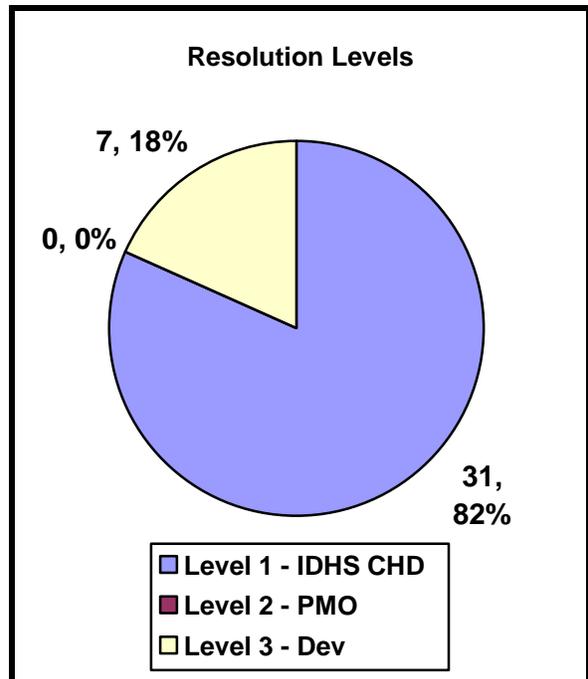
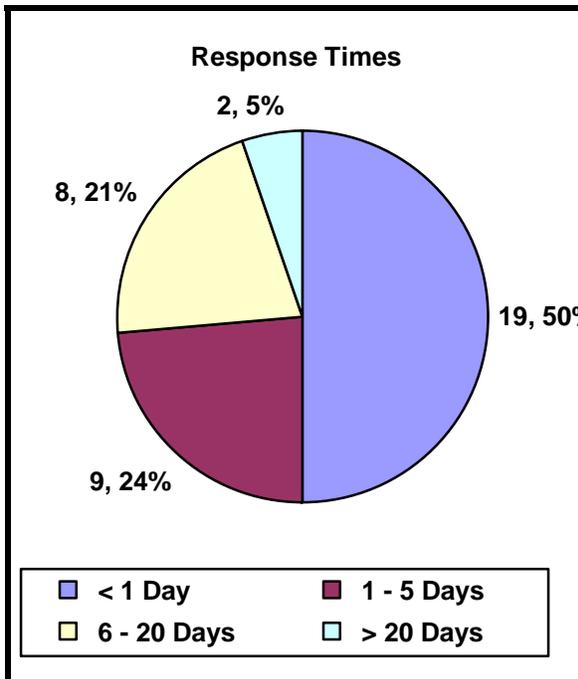
JEDI OVERALL

46 New Tickets Logged
 10 Tickets Brought Forward
 56 Tickets Worked
 38 Tickets Completed
 18 Tickets Remaining Open

Metrics on All Tickets:



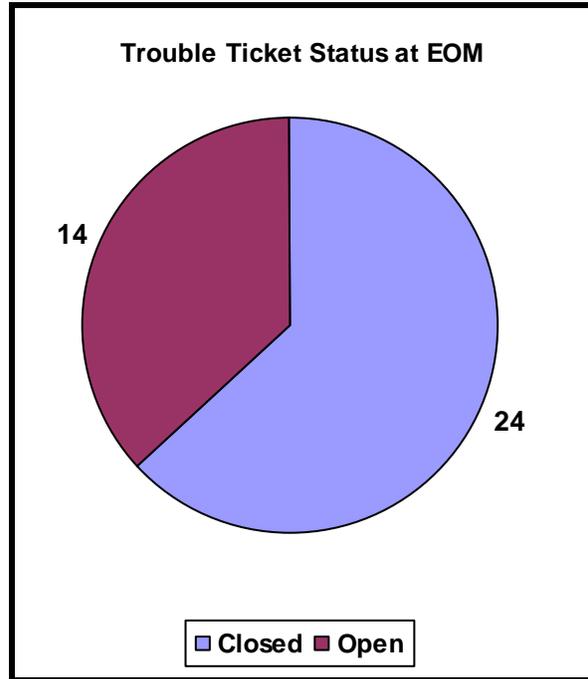
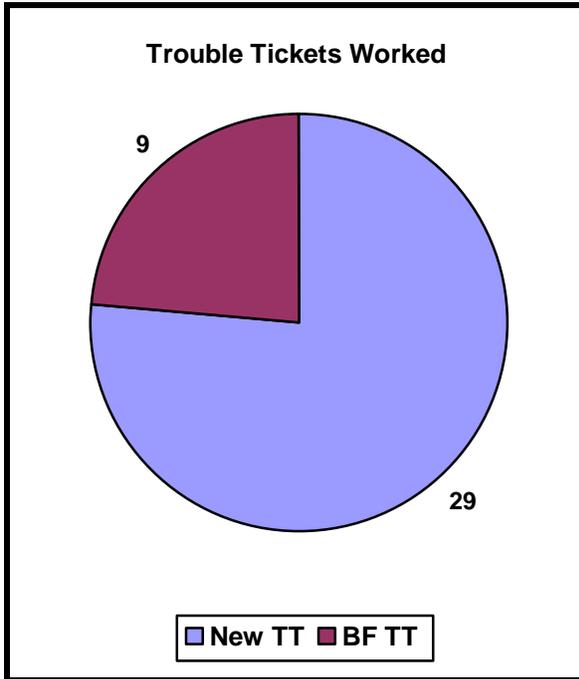
Metrics on Closed Tickets:



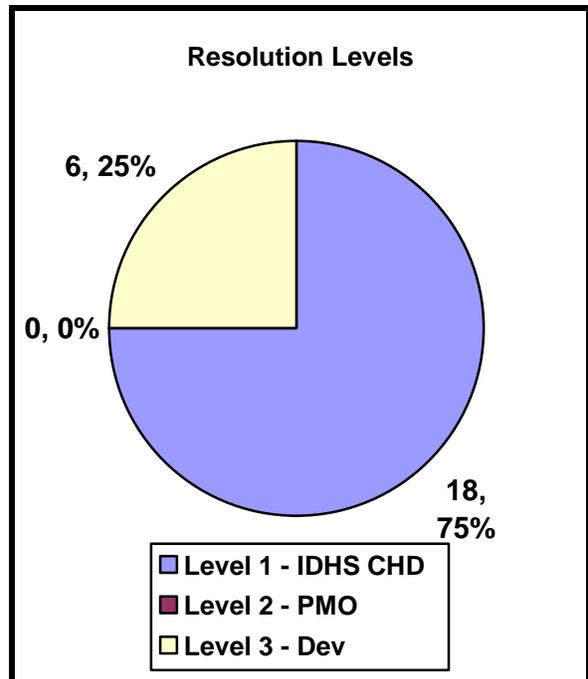
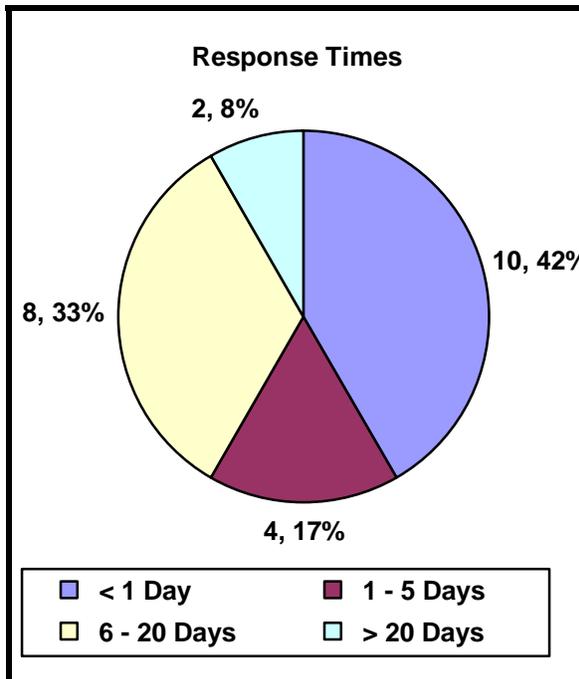
JEDI / AFDI

- 29 New Tickets Logged
- 9 Tickets Brought Forward
- 38 Tickets Worked
- 24 Tickets Completed
- 14 Tickets Remaining Open

Metrics on All Tickets:



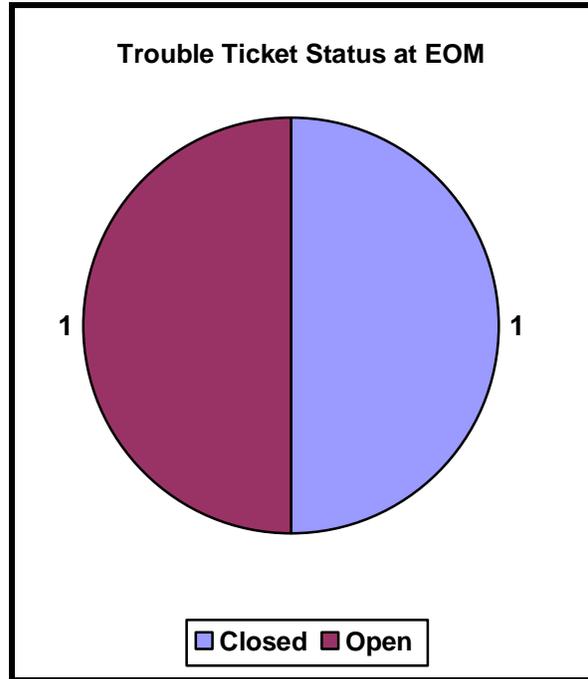
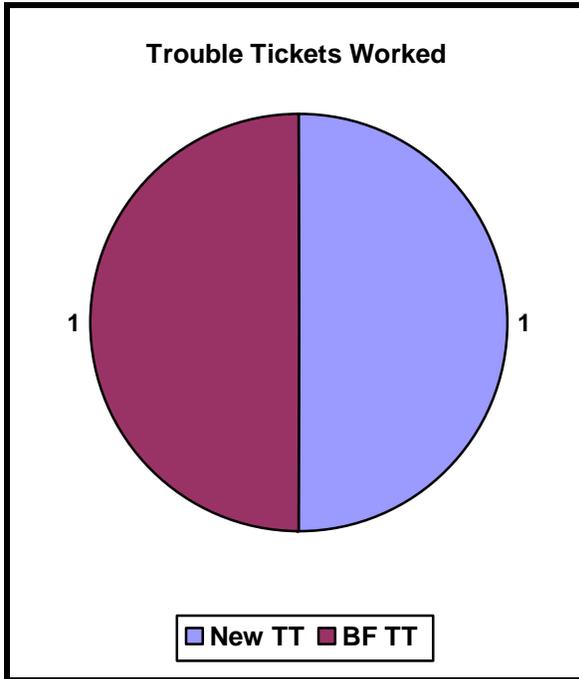
Metrics on Closed Tickets:



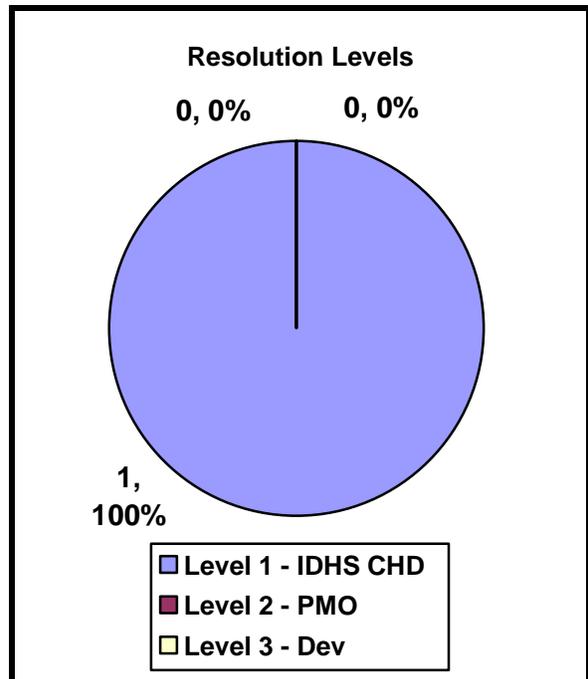
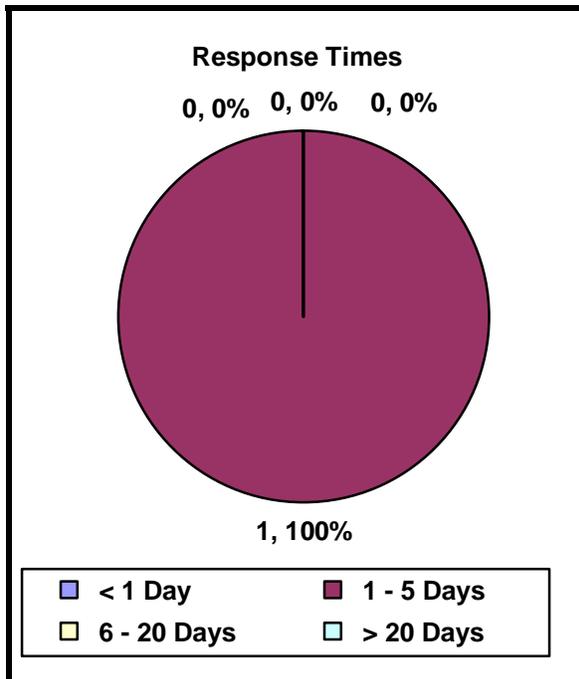
JEDI / CSE-SS

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

Metrics on All Tickets:



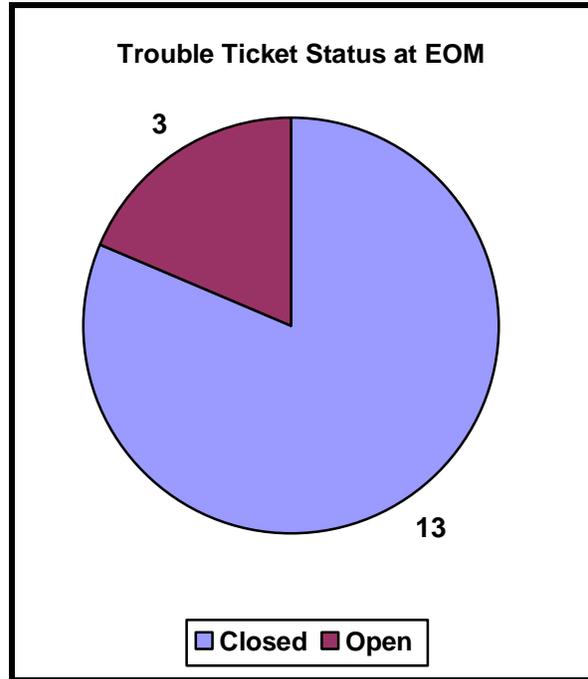
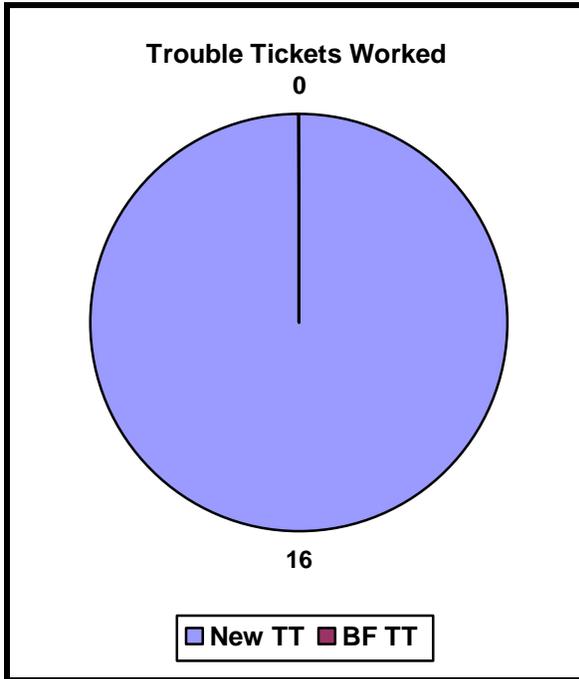
Metrics on Closed Tickets:



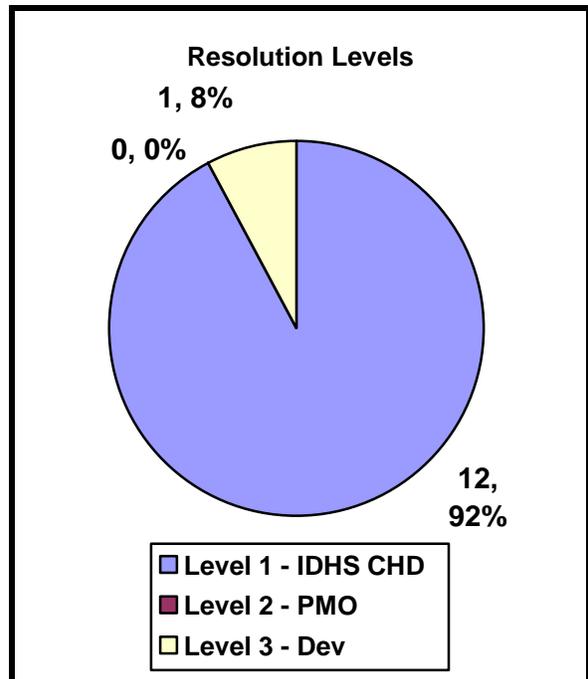
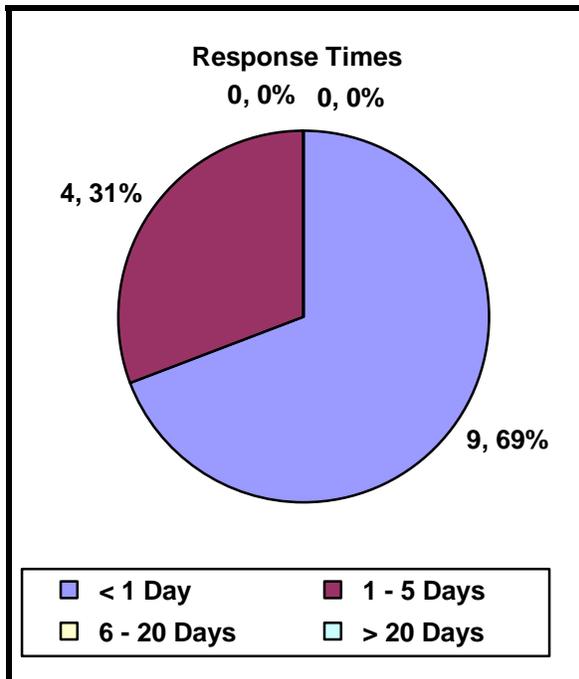
JEDI / JEDI

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

Metrics on All Tickets:



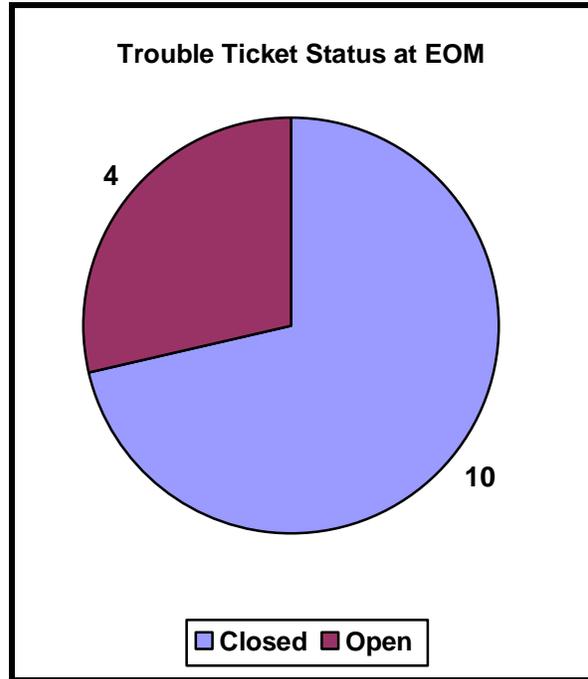
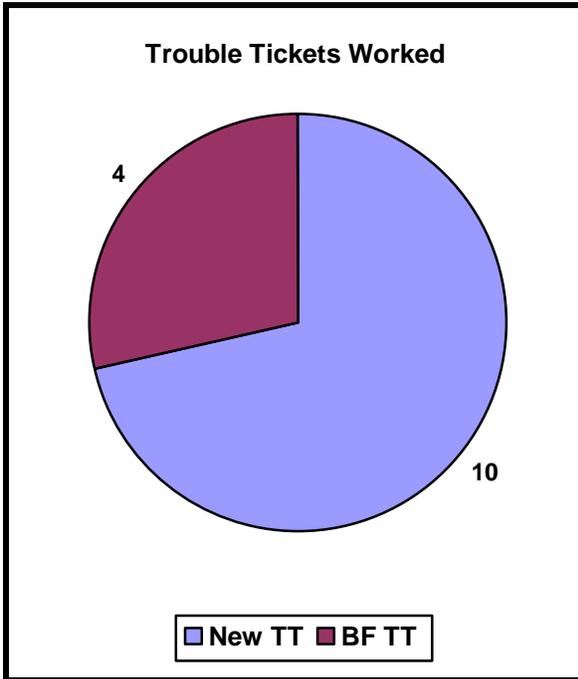
Metrics on Closed Tickets:



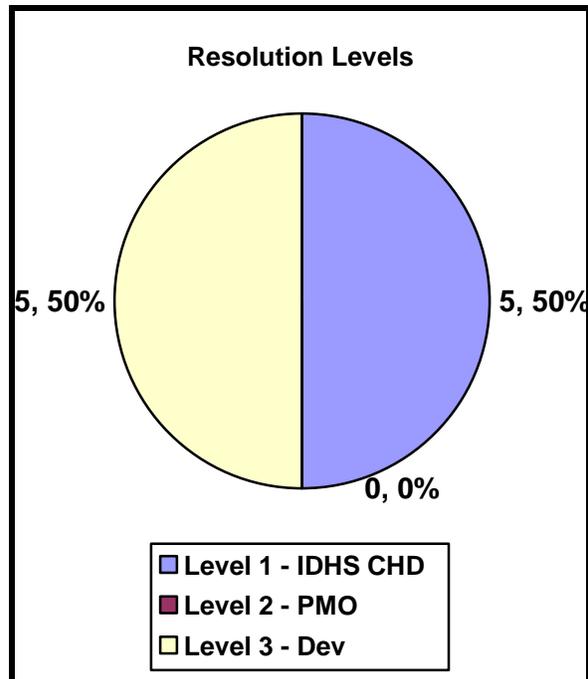
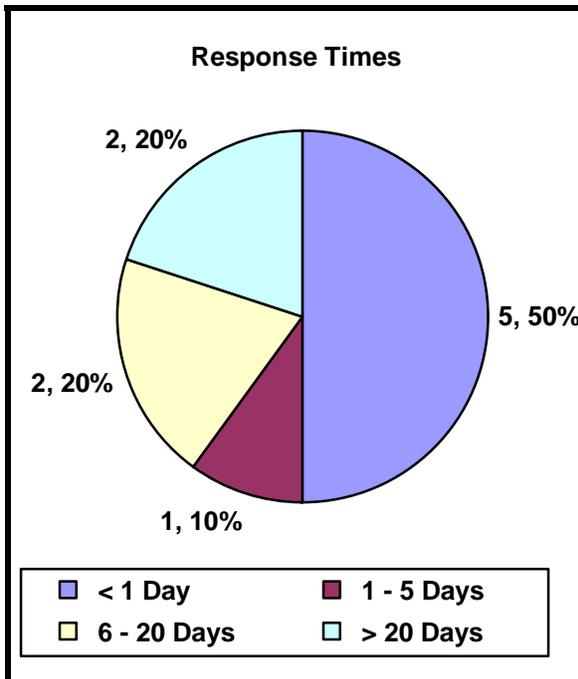
JTT OVERALL

- 10 New Tickets Logged
- 4 Tickets Brought Forward
- 14 Tickets Worked
- 10 Tickets Completed
- 4 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

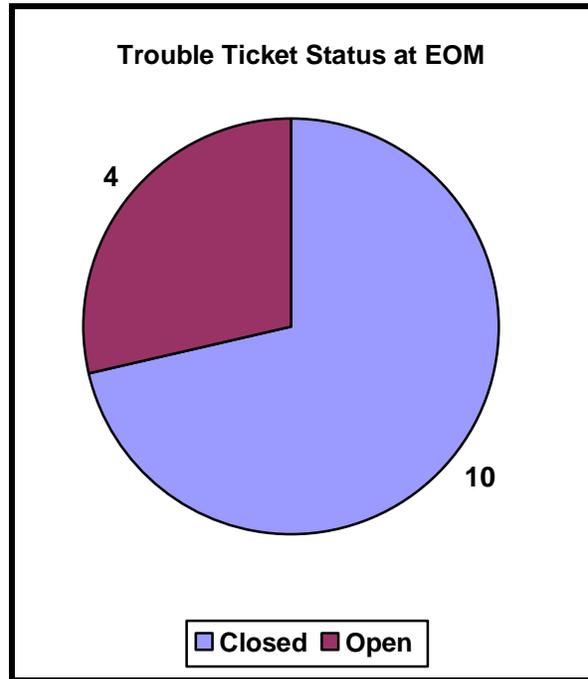
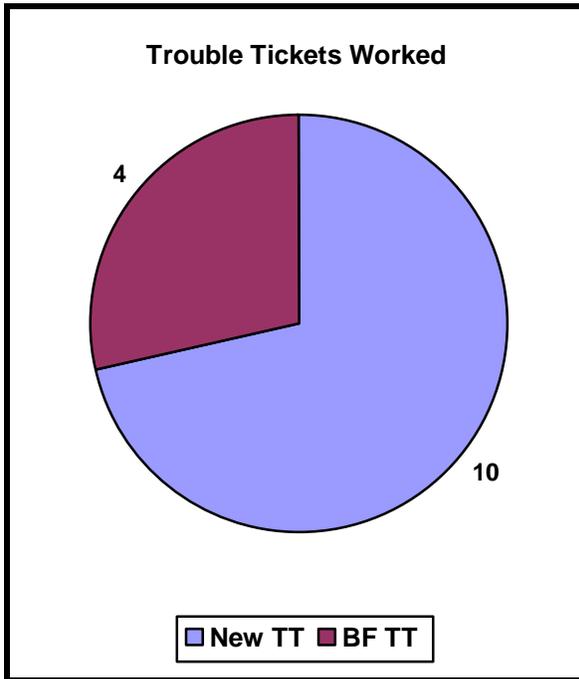
0 Tickets Brought Forward Into This Month

0 New Tickets This Month

JTT / JTT

- 10 New Tickets Logged
- 4 Tickets Brought Forward
- 14 Tickets Worked
- 10 Tickets Completed
- 4 Tickets Remaining Open

Metrics on All Tickets:



Metrics on Closed Tickets:

