

CONSOLIDATED HELP DESK ACTIVITY REPORT

1 – 31 JANUARY 2004

METRICS FOR OVERALL CONSOLIDATED HELP DESK PROGRAM

85 IDHS CHD New Tickets Logged

2	IOTA PMO New Tickets Logged	27	ISSE PMO New Tickets Logged
51	JEDI PMO New Tickets Logged	4	JTT PMO New Tickets Logged
0	A2IPB New Tickets Logged	1	Other New Tickets Logged

29 IDHS CHD Brought Forward

1	IOTA PMO Tickets Brought Forward	6	ISSE PMO Tickets Brought Forward
18	JEDI PMO Tickets Brought Forward	4	JTT PMO Tickets Brought Forward
0	A2IPB Tickets Brought Forward	0	Other Tickets Brought Forward

114 IDHS CHD Tickets Worked

3	IOTA PMO Tickets Worked	33	ISSE PMO Tickets Worked
69	JEDI PMO Tickets Worked	8	JTT PMO Tickets Worked
0	A2IPB Tickets Worked	1	Other Tickets Worked

74 IDHS CHD Tickets Completed

2	IOTA PMO Tickets Completed	16	ISSE PMO Tickets Completed
48	JEDI PMO Tickets Completed	7	JTT PMO Tickets Completed
0	A2IPB Tickets Completed	1	Other Tickets Completed

40 IDHS CHD Remaining Open

1	IOTA PMO Tickets Remaining Open	17	ISSE PMO Tickets Remaining Open
21	JEDI PMO Tickets Remaining Open	1	JTT PMO Tickets Remaining Open
0	A2IPB 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>IOTA PMO</i>	1	1	0	0
<i>ISSE PMO</i>	8	4	2	2
<i>JEDI PMO</i>	19	13	10	6
<i>JTT PMO</i>	1	2	1	3
<i>A2IPB PMO</i>	0	0	0	0
<i>Other</i>	1	0	0	0
Total CHD	30	20	13	11

STATUS OF PCMRs OPENED VIA IDHS CHD TICKETS:

IOTA PCMR #	IDHS CHD TT#	Created in CMDB	PM / CM Status
AFRL/IFE-BROADSWORD-03-003I	TT#01284	10-MAR-03 16:02:54	19-DEC-03 10:05:42 - Closed
AFRL/IFE-BROADSWORD-03-004I	TT#01461	09-APR-03 09:58:49	19-DEC-03 10:05:42 - Closed
AFRL/IFE-BROADSWORD-03-005I	TT#01478	09-APR-03 10:07:57	19-DEC-03 10:05:42 - Closed
AFRL/IFE-BROADSWORD-03-006I	TT#01603	19-MAY-03 08:07:20	19-DEC-03 10:05:43 - Closed

NOTE: *Although these PMCRs have been closed, the problems reported were not resolved. The problems still exist for the customer but were closed with this note:*

(U)12/19/03- Broadsword switched to sustainment mode, Ref: IOTA (JMR)

ISSE PCMR #	IDHS CHD TT#	Created in CMDB	PM / CM Status
AFCCC-1-ISSE GUARD/IUA-03-010I	TT#02325	31-DEC-03 10:24:37	New - 31-DEC-03
ATO-3-ISSE GUARD/GUARD-03-009I	TT#01857	22-OCT-03 14:33:35	Open - 31-DEC-03
ATO-3-ISSE GUARD/GUARD-03-010I	TT#02022	19-NOV-03 13:56:17	Open - 31-DEC-03
ATO-3-ISSE GUARD/GUARD-03-011I	TT#02004	20-NOV-03 08:48:39	Open - 31-DEC-03
DAO-2-ISSE GUARD/MLDBR-03-002I	TT#02213	16-DEC-03 10:48:07	Open - 31-DEC-03
JCO-1-ISSE GUARD/IUA-03-009I	TT#02260	03-DEC-03 14:42:20	Open - 31-DEC-03
JICPAC-1-ISSE GUARD/IUA-03-008I	TT#01771	01-DEC-03 09:40:45	Open - 31-DEC-03
JICPAC-1-ISSE GUARD/MLDBR-03-001I	TT#02209	16-DEC-03 10:17:18	Open - 31-DEC-03

JEDI PCMR #	IDHS CHD TT#	Created in CMDB	PM / CM Status
AFRL/IFE-AFDI-03-002I	TT#01630	15-MAY-03 15:20:41	Open - 10-JUL-03
AFRL/IFE-AFDI-03-003I	TT#01568	16-MAY-03 09:39:21	Open - 10-JUL-03
AFRL/IFE-AFDI-03-069I	TT#02007	12-NOV-03 11:10:43	Open - 22-JAN-04
AFRL/IFE-AFDI-03-070I	TT#02194	21-NOV-03 14:10:05	Open - 22-JAN-04
UNKNOWN-AFDI-03-068I	TT#01768 / AFDI00002147	05-NOV-03 13:00:56	Open - 22-JAN-04

JTT PCMR #	IDHS CHD TT#	Created in CMDB	PM / CM Status
AFRL/IFE-ITS-03-013I	TT#02239	25-NOV-03 14:50:26	Open - 25-NOV-03
AFRL/IFE-JTT-03-388I	TT#01781	16-JUL-03 12:51:04	Open - 23-JUL-03

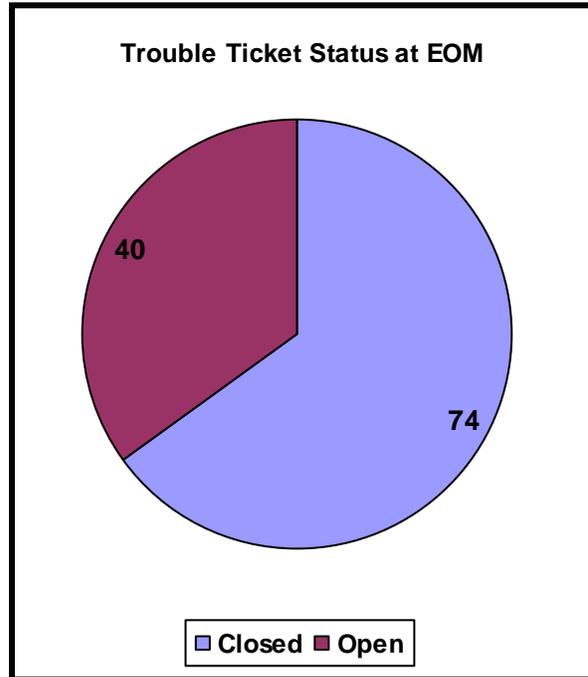
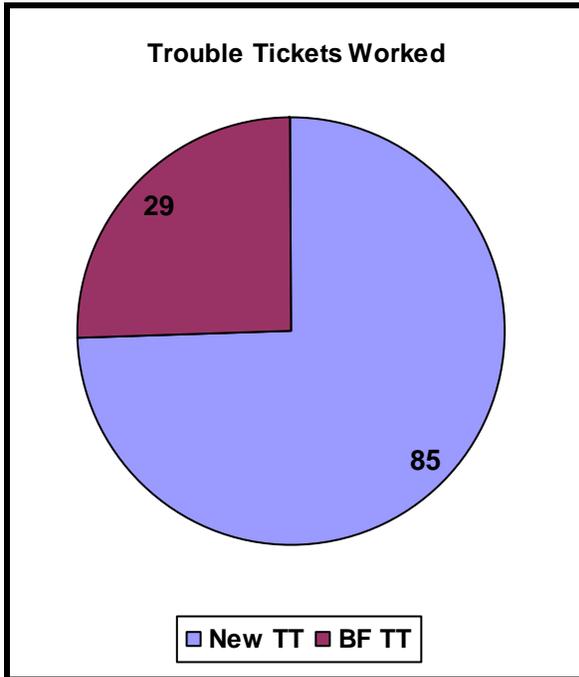
Possible Status Codes for PCMR (CM/PM):

Accepted, Approved CCB, Closed, Implemented, Problem Still Exists, In Review, New, On-hold, Open, Rejected, Req Addl Info, Review Higher CCB, Rev WP Approved, Rev WP Requested, WP Approved, WP In Review, WP Requested, WP Rejected, Withdrawn

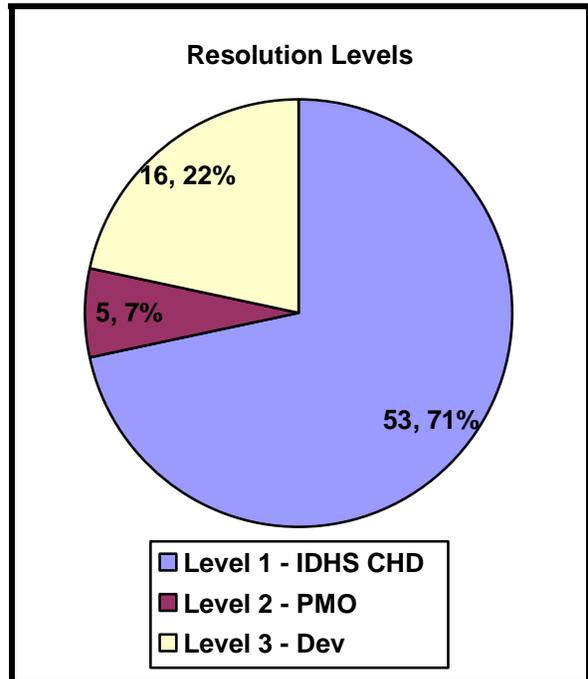
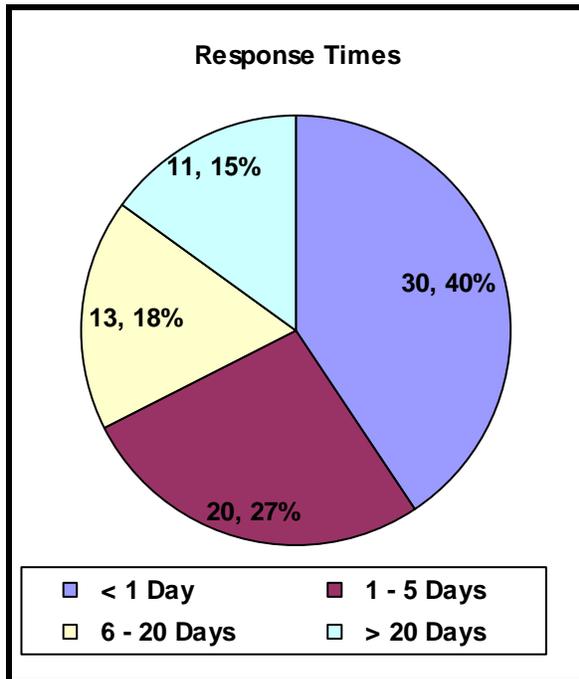
IDHS CHD OVERALL

85 New Tickets Logged
 29 Tickets Brought Forward
 114 Tickets Worked
 74 Tickets Completed
 40 Tickets Remaining Open

Metrics on All Tickets:



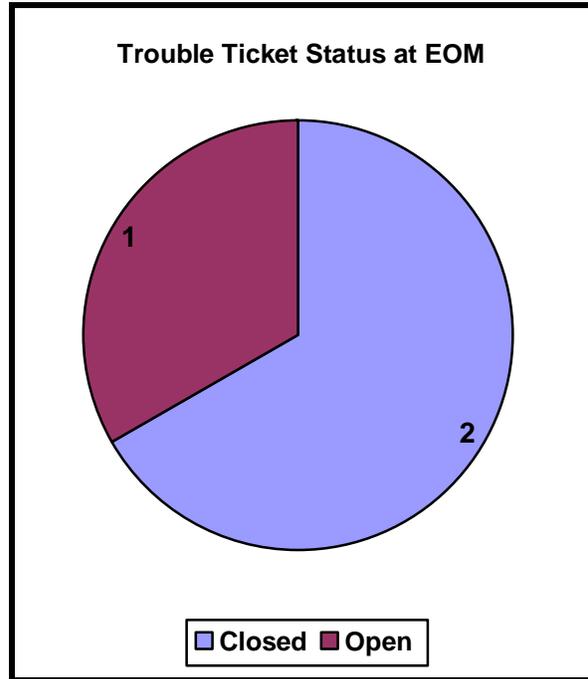
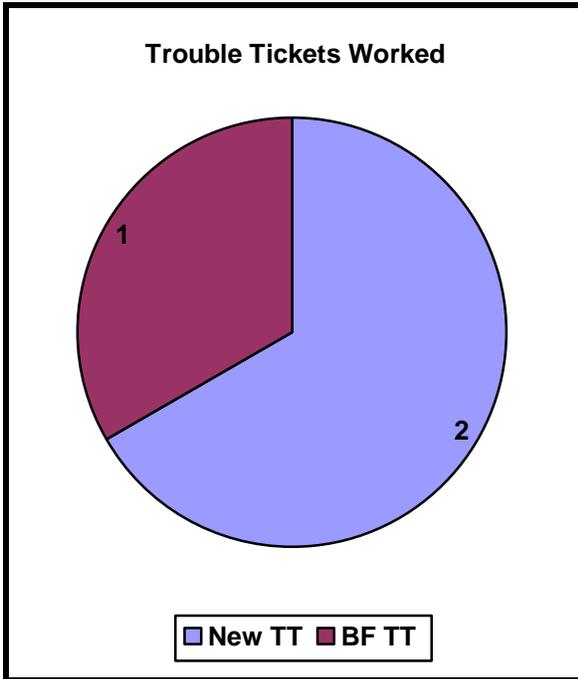
Metrics on Closed Tickets:



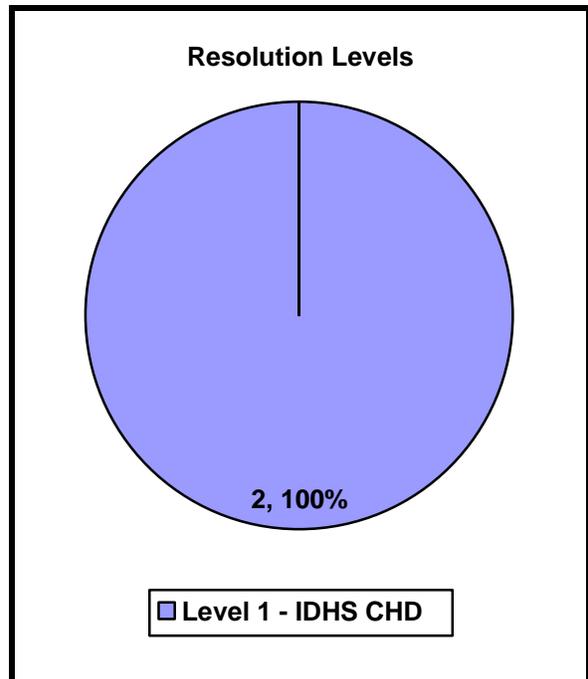
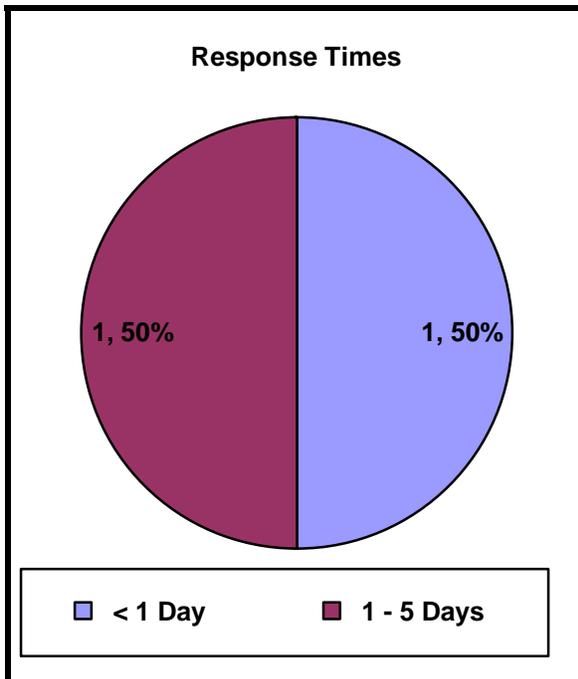
IOTA PMO

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

Metrics on All Tickets:



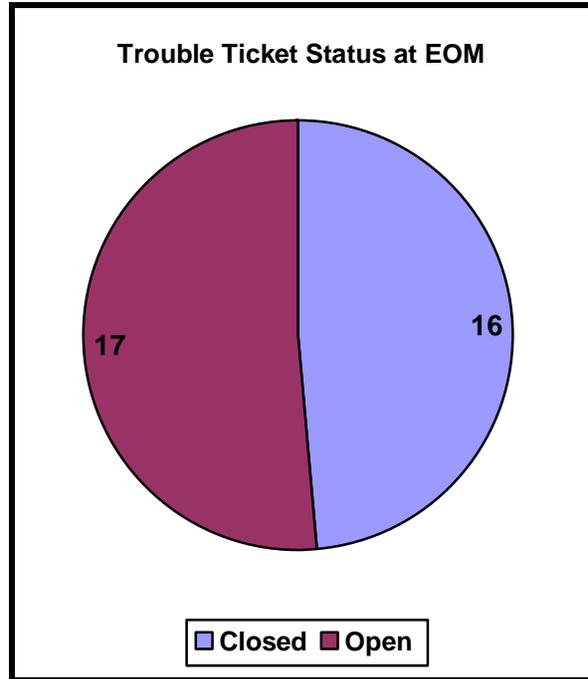
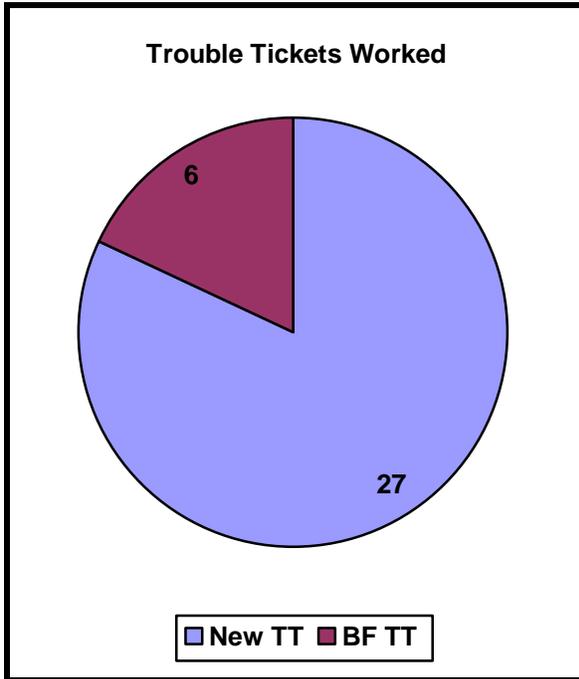
Metrics on Closed Tickets:



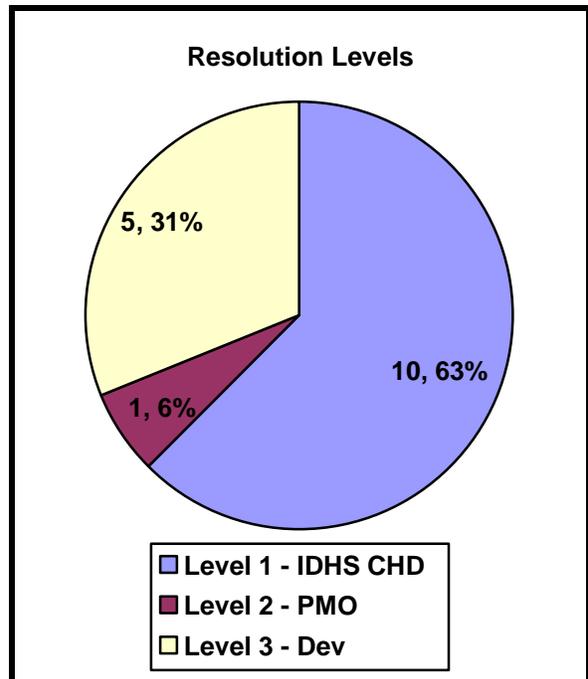
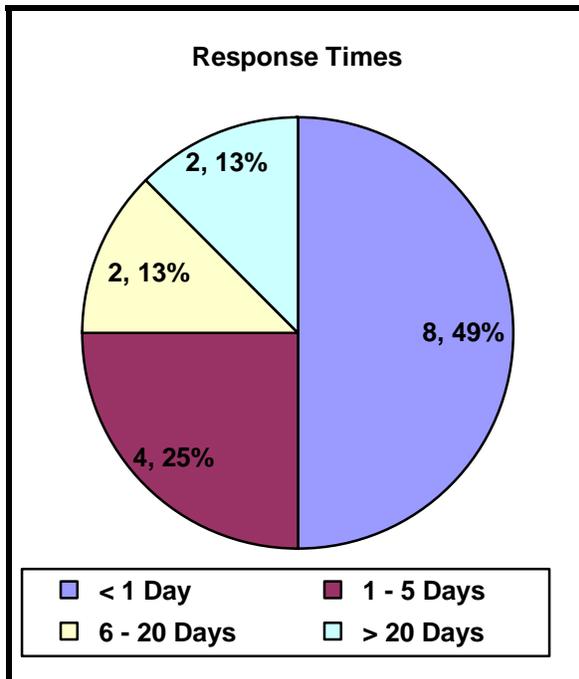
ISSE PMO

- 27 New Tickets Logged
- 6 Tickets Brought Forward
- 33 Tickets Worked
- 16 Tickets Completed
- 17 Tickets Remaining Open

Metrics on All Tickets:



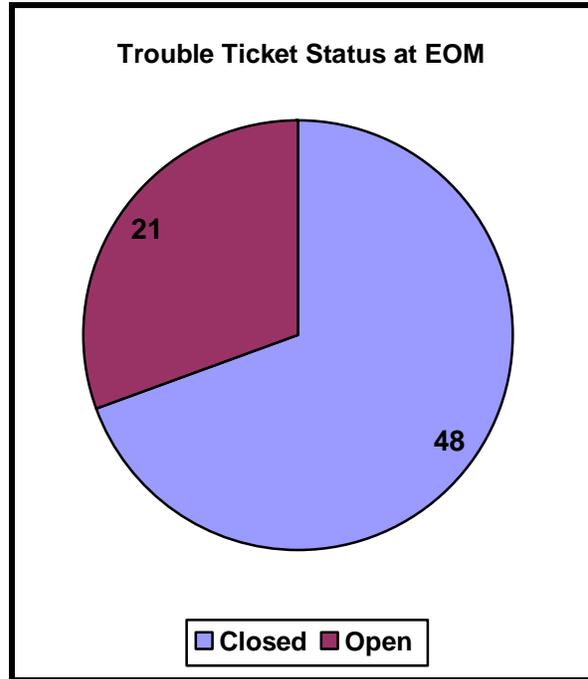
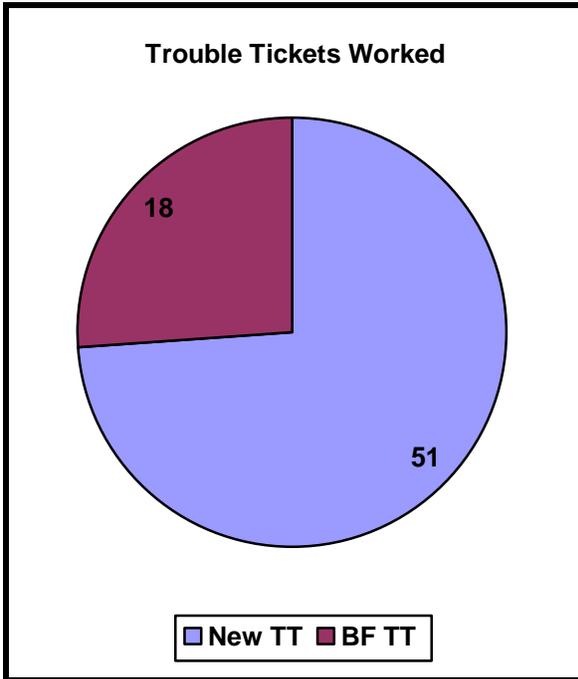
Metrics on Closed Tickets:



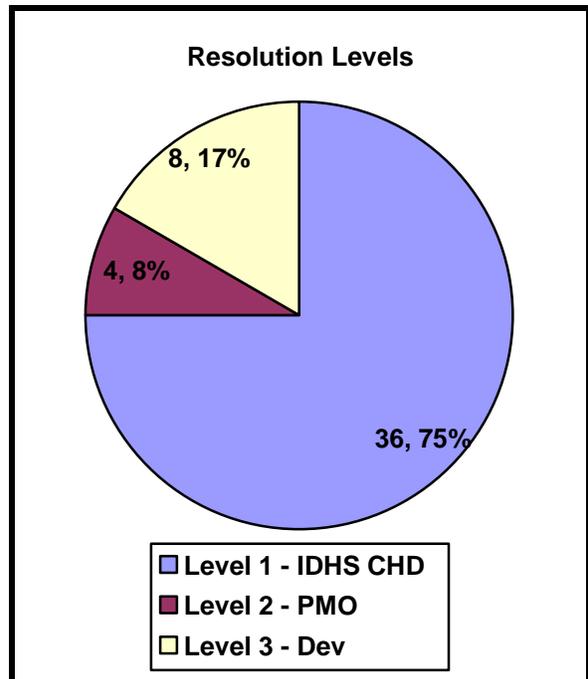
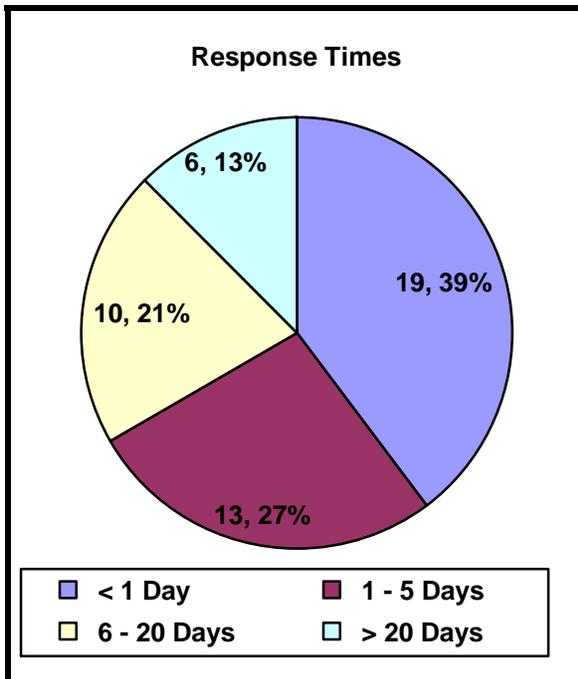
JEDI PMO

- 51 New Tickets Logged
- 18 Tickets Brought Forward
- 69 Tickets Worked
- 48 Tickets Completed
- 21 Tickets Remaining Open

Metrics on All Tickets:



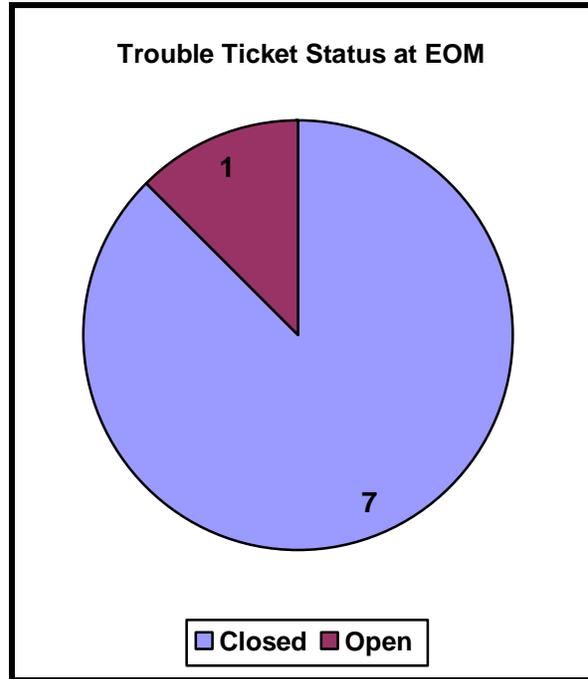
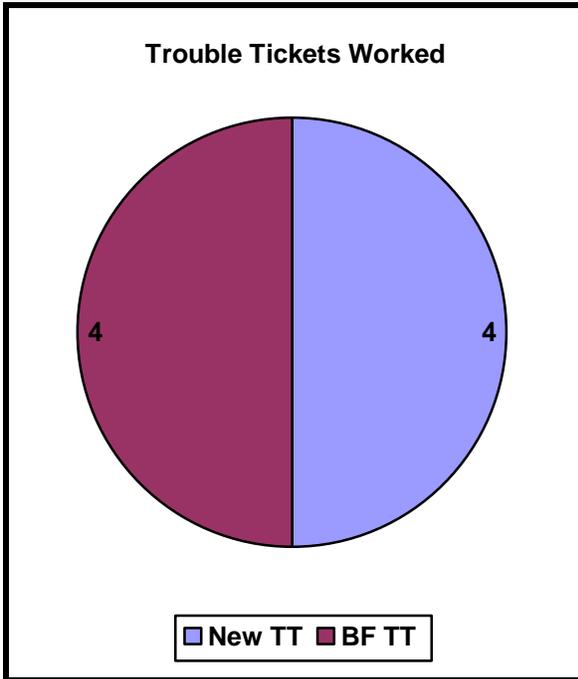
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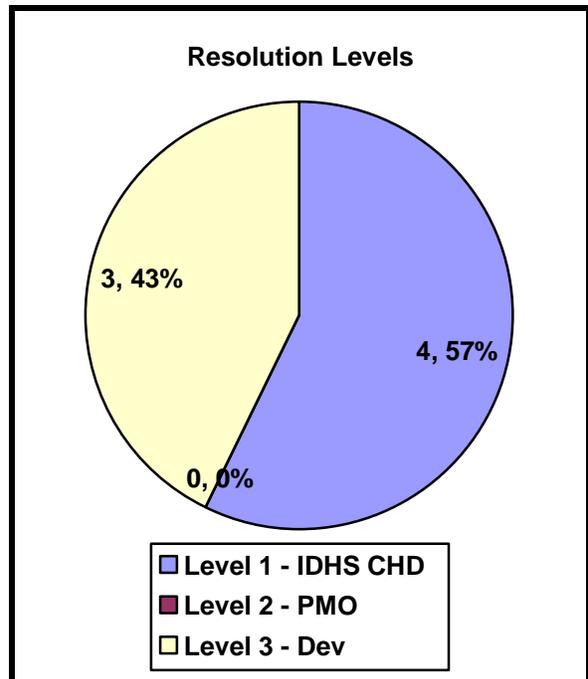
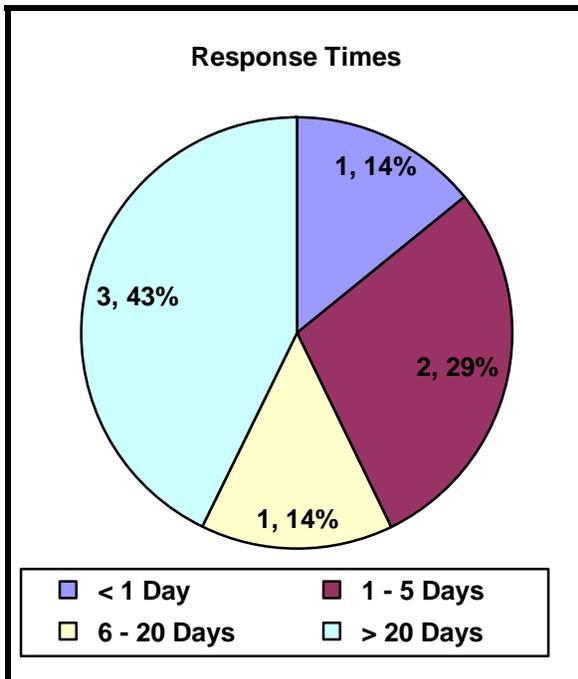
JTT PMO

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

Metrics on All Tickets:



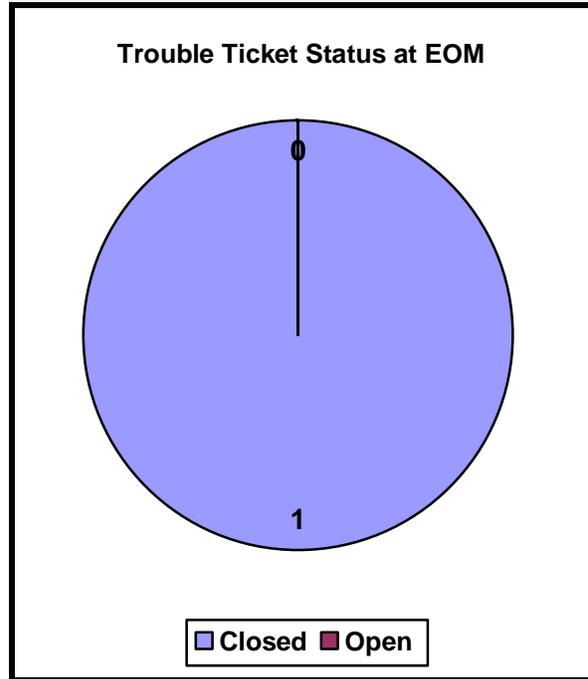
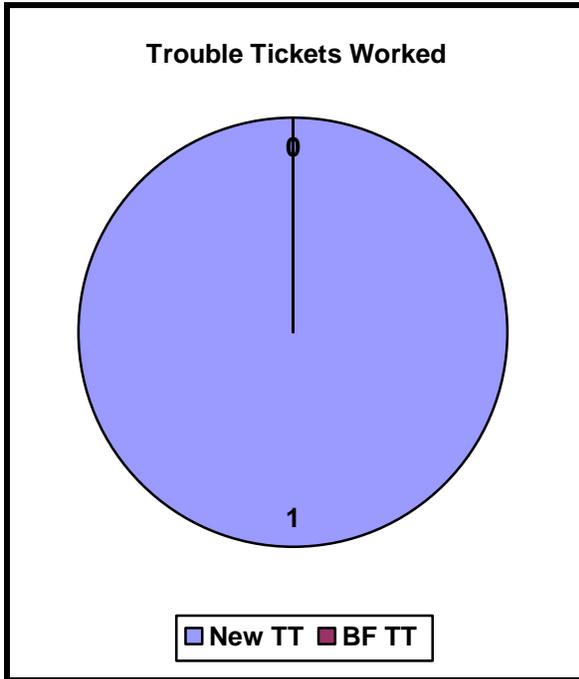
Metrics on Closed Tickets:



OTHER

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

Metrics on All Tickets:



Metrics on Closed Tickets:

