

CONSOLIDATED HELP DESK ACTIVITY REPORT

1 – 29 FEBRUARY 2004

METRICS FOR OVERALL CONSOLIDATED HELP DESK PROGRAM

115 IDHS CHD New Tickets Logged

8	IOTA PMO New Tickets Logged	45	ISSE PMO New Tickets Logged
51	JEDI PMO New Tickets Logged	8	JTT PMO New Tickets Logged
0	A2IPB New Tickets Logged	3	Other New Tickets Logged

40 IDHS CHD Brought Forward

1	IOTA PMO Tickets Brought Forward	17	ISSE PMO Tickets Brought Forward
21	JEDI PMO Tickets Brought Forward	1	JTT PMO Tickets Brought Forward
0	A2IPB Tickets Brought Forward	0	Other Tickets Brought Forward

155 IDHS CHD Tickets Worked

9	IOTA PMO Tickets Worked	62	ISSE PMO Tickets Worked
72	JEDI PMO Tickets Worked	9	JTT PMO Tickets Worked
0	A2IPB Tickets Worked	3	Other Tickets Worked

106 IDHS CHD Tickets Completed

6	IOTA PMO Tickets Completed	44	ISSE PMO Tickets Completed
46	JEDI PMO Tickets Completed	7	JTT PMO Tickets Completed
0	A2IPB Tickets Completed	3	Other Tickets Completed

49 IDHS CHD Remaining Open

3	IOTA PMO Tickets Remaining Open	18	ISSE PMO Tickets Remaining Open
26	JEDI PMO Tickets Remaining Open	2	JTT PMO Tickets Remaining Open
0	A2IPB Tickets Remaining Open	0	Other Tickets Remaining Open

Response Times to Closure

	Less than 1 WORK DAY	1 TO 5 WORK DAYS	6 TO 20 WORK DAYS	More than 20 WORK DAYS
<i>IOTA PMO</i>	5	1	0	0
<i>ISSE PMO</i>	10	18	14	2
<i>JEDI PMO</i>	19	9	12	6
<i>JTT PMO</i>	5	1	1	0
<i>Other</i>	2	1	0	0
Total CHD	41	30	27	8

Engineering Level at Closure

	Level 1 IDHS CHD	Level 2 PMO	Level 3 Developer
<i>IOTA PMO</i>	6	0	0
<i>ISSE PMO</i>	17	2	25
<i>JEDI PMO</i>	36	2	8
<i>JTT PMO</i>	4	0	3
<i>Other</i>	3	0	0
Total CHD	66	4	36

STATUS OF PCMRs OPENED VIA IDHS CHD TICKETS:

IOTA PCMR #	IDHS CHD TT#	Date 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 PCMRs 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#	Date 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 10:24:37
ATO-3-ISSE GUARD/GUARD-03-009I	TT#01857	22-OCT-03 14:33:35	Open 31-DEC-03 17:12:21
ATO-3-ISSE GUARD/GUARD-03-010I	TT#02022	19-NOV-03 13:56:17	Open 31-DEC-03 17:12:32
ATO-3-ISSE GUARD/GUARD-03-011I	TT#02004	20-NOV-03 08:48:39	Open 31-DEC-03 17:12:44
DAO-2-ISSE GUARD/MLDBR-03-002I	TT#02213	16-DEC-03 10:48:07	Open 31-DEC-03 17:13:25
JCO-1-ISSE GUARD/IUA-03-009I	TT#02260	03-DEC-03 14:42:20	Open 31-DEC-03 17:13:36
JICPAC-1-ISSE GUARD/IUA-03-008I	TT#01771	01-DEC-03 09:40:45	Open 31-DEC-03 17:13:46
JICPAC-1-ISSE GUARD/MLDBR-03-001I	TT#02209	16-DEC-03 10:17:18	Open 31-DEC-03 17:14:03

JEDI PCMR #	IDHS CHD TT#	Date Created in CMDB	PM / CM Status
AFRL/IFE-AFDI-03-002I	TT#01630	15-MAY-03 15:20:41	Open 10-JUL-03 15:40:50
AFRL/IFE-AFDI-03-003I	TT#01568	16-MAY-03 09:39:21	Open 10-JUL-03 15:40:51
AFRL/IFE-AFDI-03-069I	TT#02007	12-NOV-03 11:10:43	Open 22-JAN-04 08:57:45
AFRL/IFE-AFDI-03-070I	TT#02194	21-NOV-03 14:10:05	Open 22-JAN-04 08:58:04
UNKNOWN-AFDI-03-068I	TT#01768 / AFDI00002147	05-NOV-03 13:00:56	Open 22-JAN-04 08:58:19

JTT PCMR #	IDHS CHD TT#	Date Created in CMDB	PM / CM Status
AFRL/IFE-ITS-03-013I	TT#02239	25-NOV-03 14:50:26	Open 25-NOV-03 15:57:52
AFRL/IFE-JTT-03-388I	TT#01781	16-JUL-03 12:51:04	Open 23-JUL-03 09:14:12

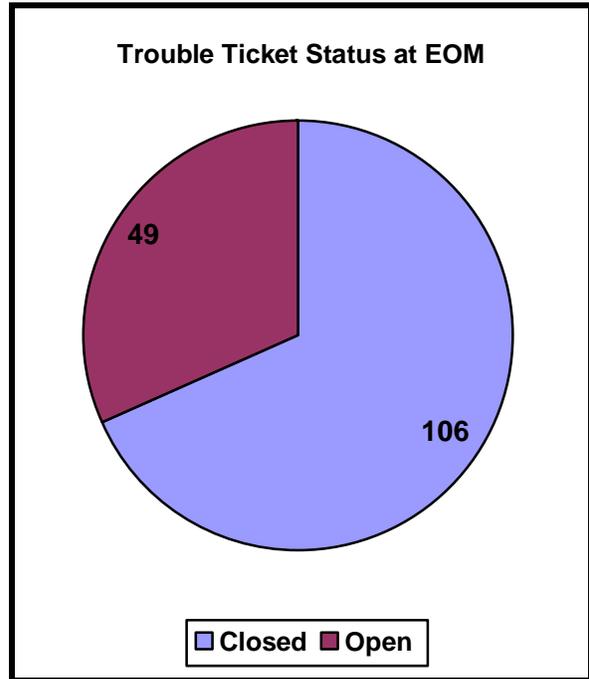
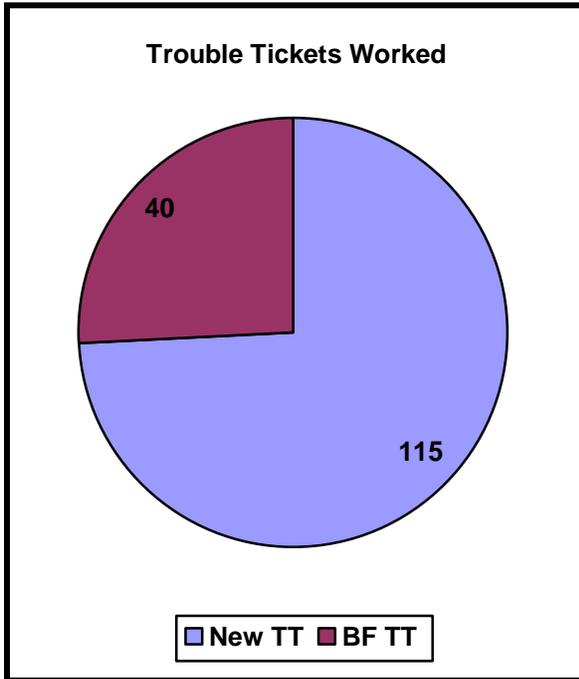
Status Codes for PCMR (CM/PM)

Status Value	Definition
Accepted	Item has been accepted by the program office
Approved CCB	Configuration Control Board (CCB) has approved PCMR to be worked off based on funds and available hours.
Closed	PCMR is considered Closed by specific roles
Implemented	Requirement has been incorporated into the baseline
Problem Still Exists	Software received from developer was tested and determined that PCMR was not fixed
In Review	PMO is reviewing the PCMR for further action
New	PMO has not received the PCMR
On-hold	PCMR is determined on-hold by CCB until further action can be determined
Open	Open PCMR and follows the software development lifecycle
Rejected	PCMR has been deemed invalid and rejected
Req Addl Info	Additional Info is requested
Review Higher CCB	PCMR needs to be reviewed by level higher than CCB
Rev WP Approved	Prompts the Developer informing them to incorporate the fix, based on the revised WP for the PCMR, into the next patch/release due to unsatisfactory results from previous fix.
Rev WP Requested	Prompts the Developer informing them to submit a revised Workplan for the PCMR
WP Approved	Notifies the developer that the workplan was approved and can be incorporated into the release
WP In Review	Workplan is being reviewed by PMO
WP Requested	Notifies the developer to create a workplan for the PCMR
WP Rejected	Workplan has been deemed unsatisfactory by PMO
Withdrawn	PCMR is Withdrawn by specific roles

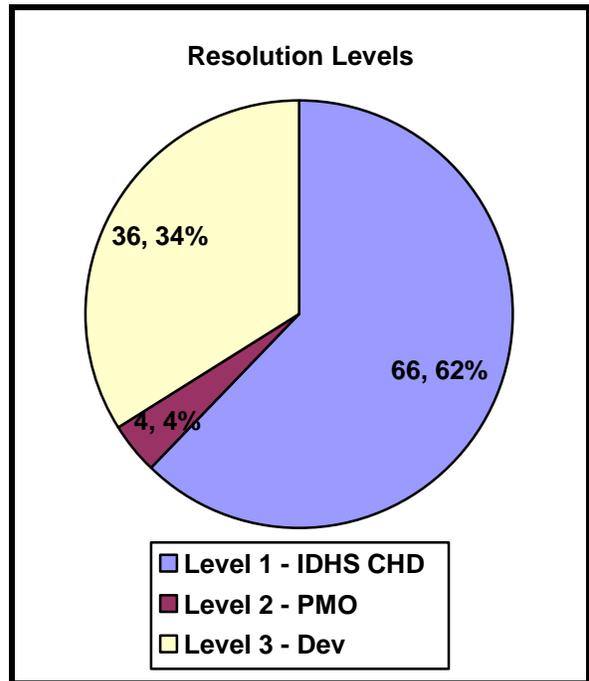
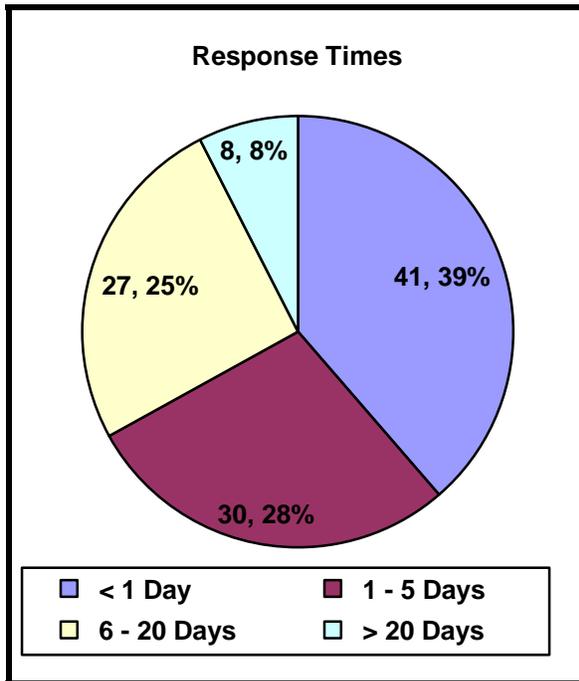
IDHS CHD OVERALL

115 New Tickets Logged
 40 Tickets Brought Forward
 155 Tickets Worked
 106 Tickets Completed
 49 Tickets Remaining Open

Metrics on All Tickets:



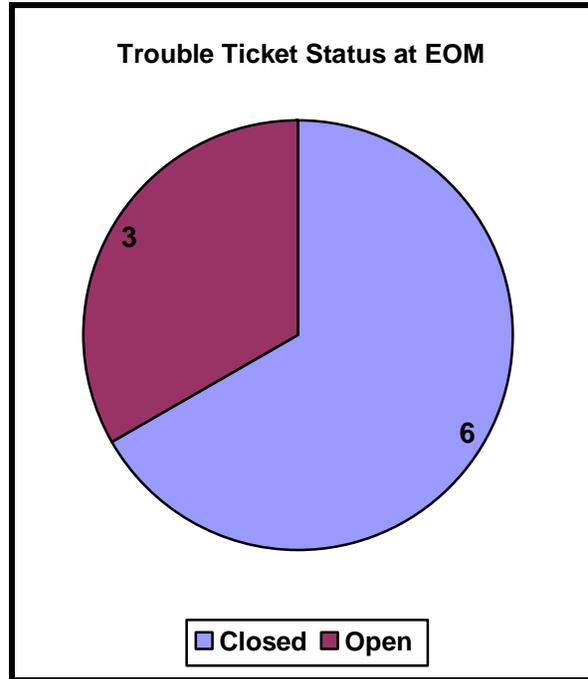
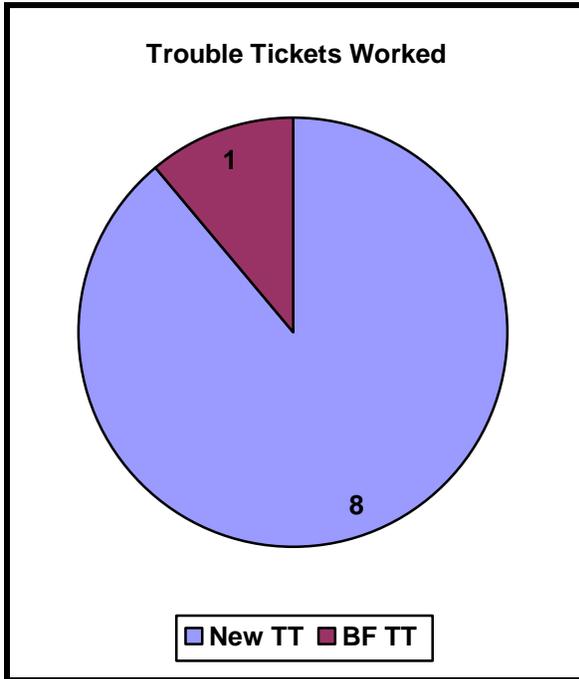
Metrics on Closed Tickets:



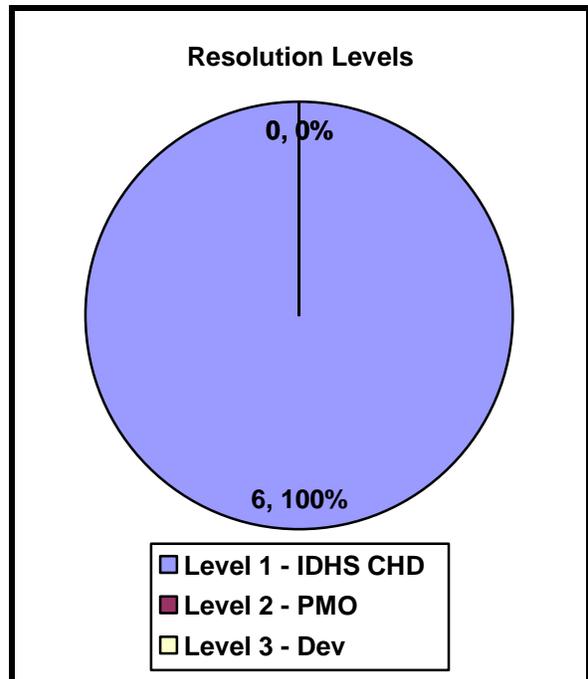
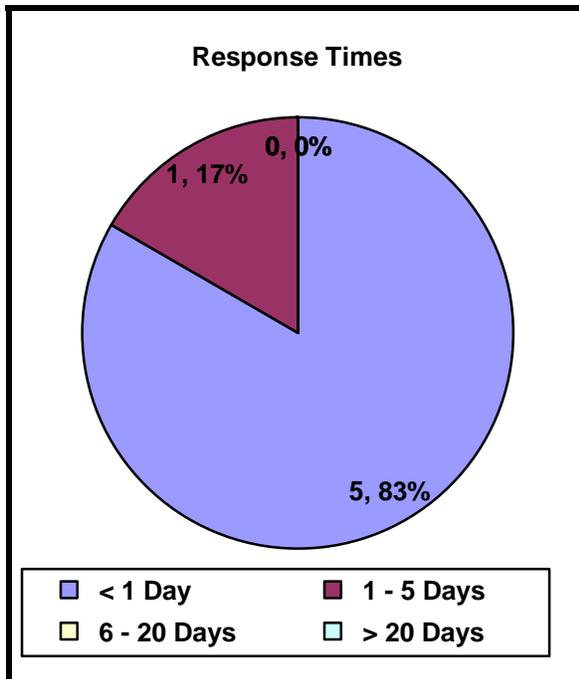
IOTA PMO

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

Metrics on All Tickets:



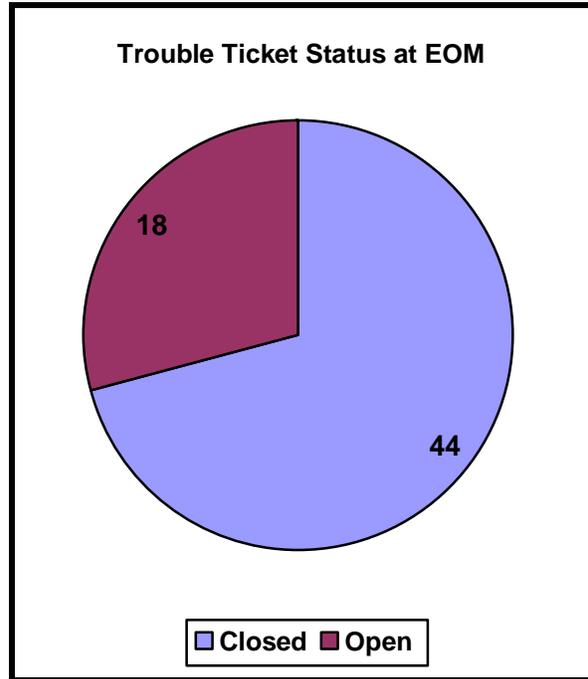
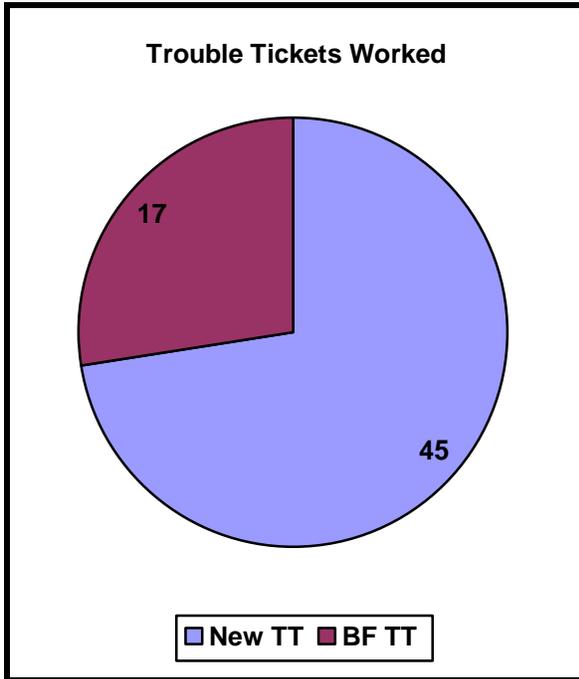
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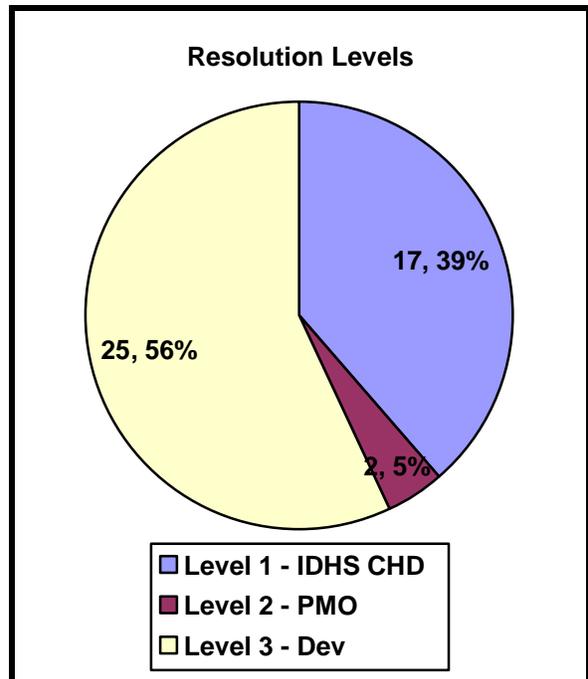
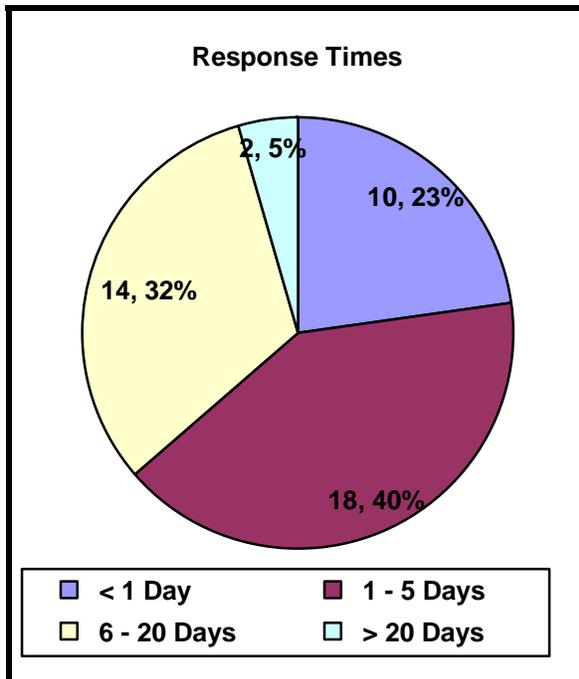
ISSE PMO

- 45 New Tickets Logged
- 17 Tickets Brought Forward
- 62 Tickets Worked
- 44 Tickets Completed
- 18 Tickets Remaining Open

Metrics on All Tickets:



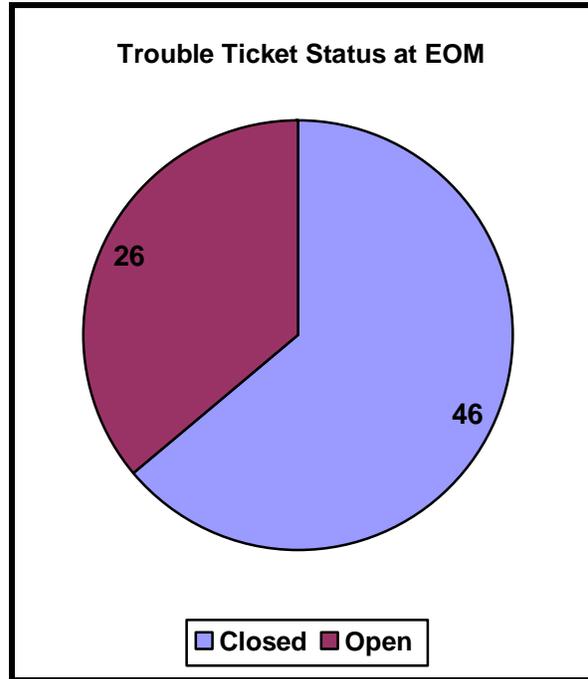
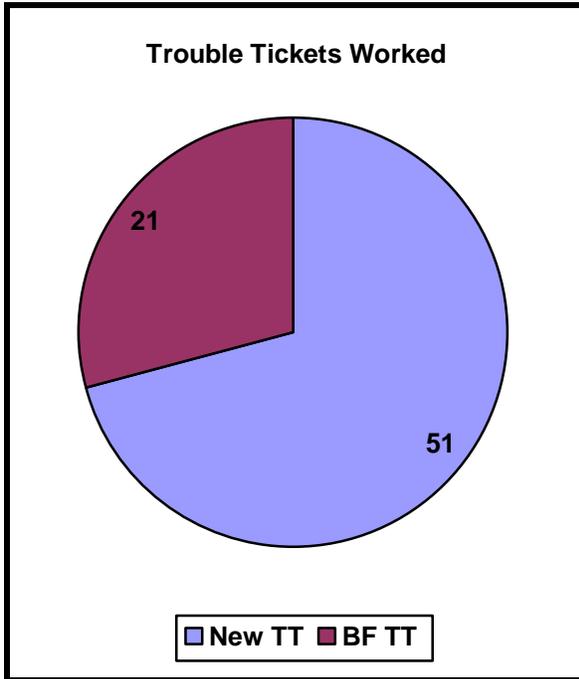
Metrics on Closed Tickets:



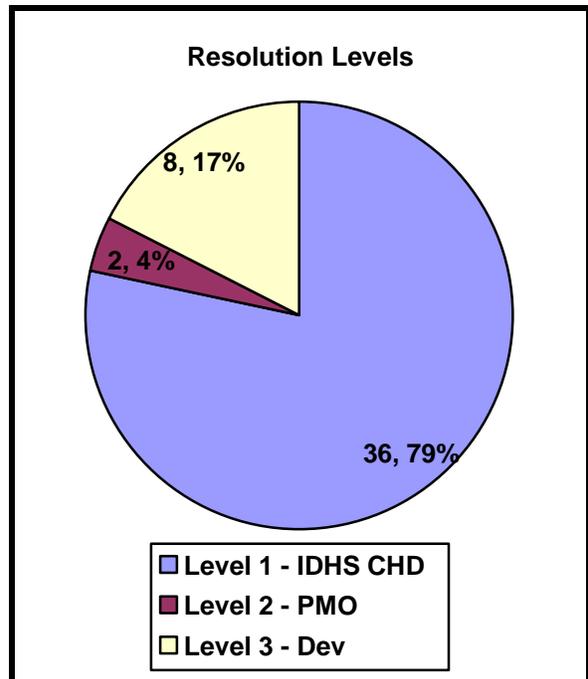
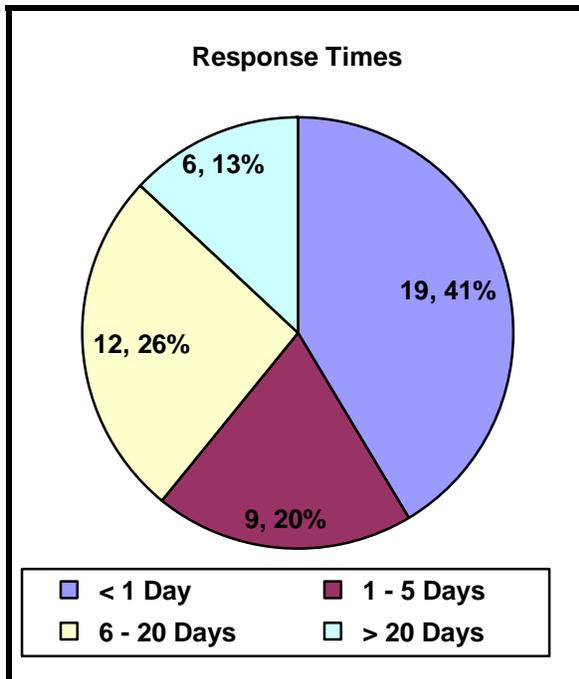
JEDI PMO

- 51 New Tickets Logged
- 21 Tickets Brought Forward
- 72 Tickets Worked
- 46 Tickets Completed
- 26 Tickets Remaining Open

Metrics on All Tickets:



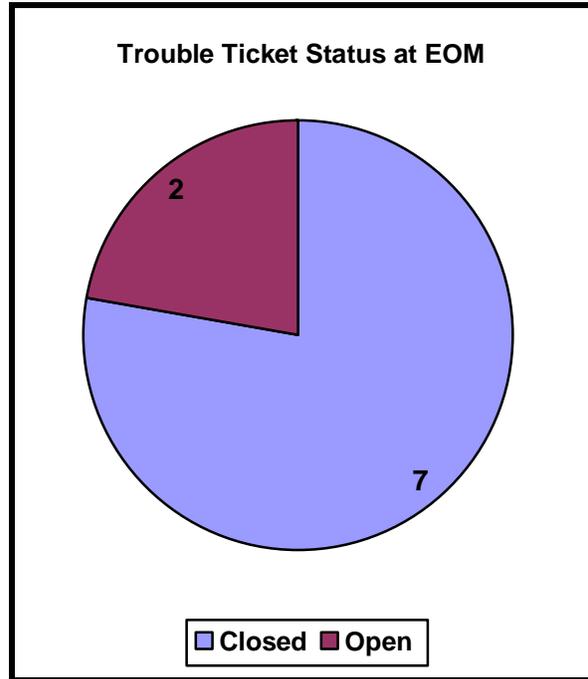
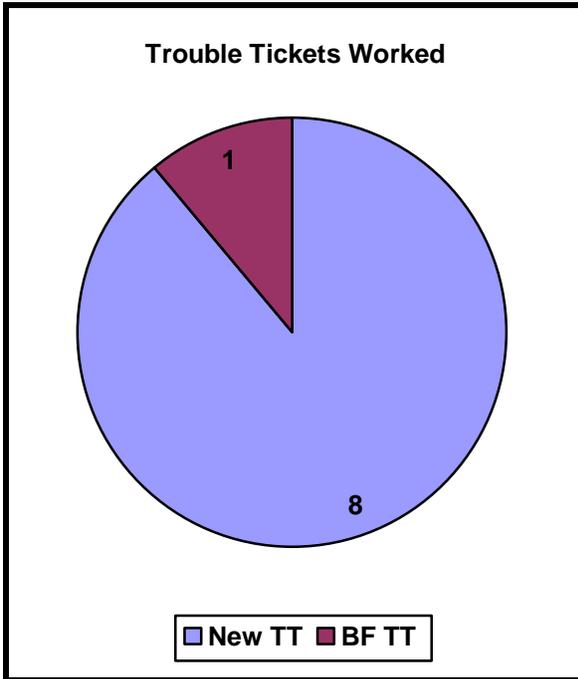
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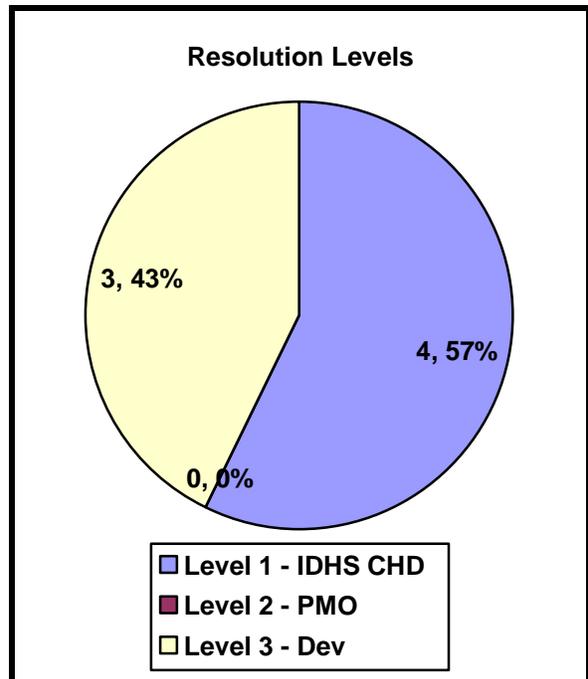
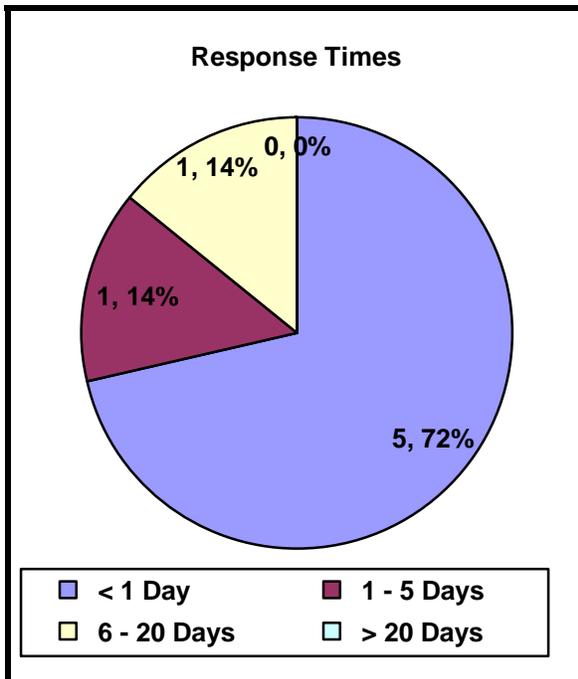
JTT PMO

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

Metrics on All Tickets:



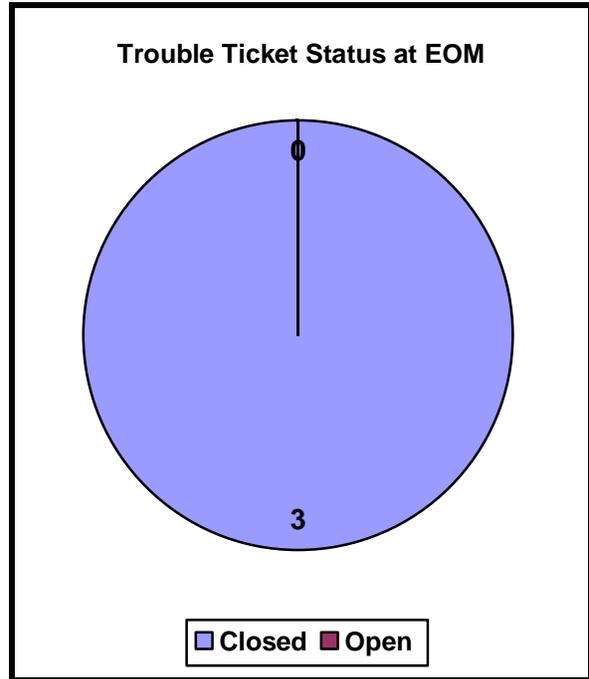
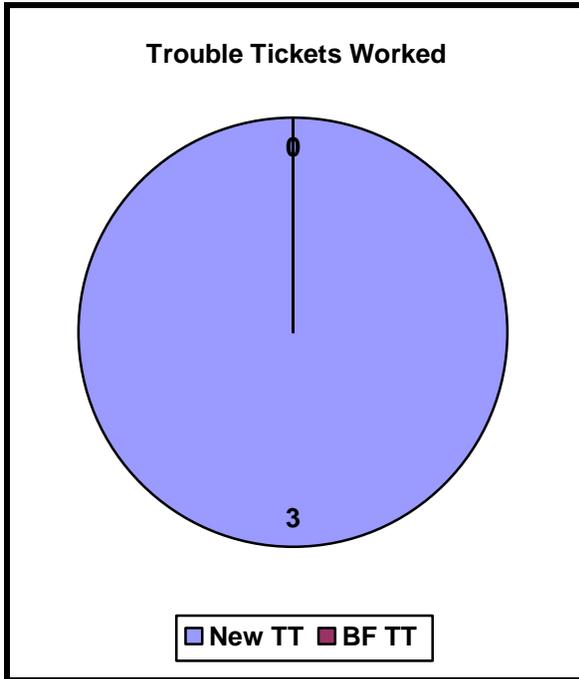
Metrics on Closed Tickets:



OTHER

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

Metrics on All Tickets:



Metrics on Closed Tickets:

