

CONSOLIDATED HELP DESK ACTIVITY REPORT

1 – 31 AUGUST 2004

METRICS FOR OVERALL CONSOLIDATED HELP DESK PROGRAM

93 IDHS CHD New Tickets Logged

0	A2IPB PMO New Tickets Logged	1	DTW PMO New Tickets Logged
0	IOTA PMO New Tickets Logged	44	ISSE PMO New Tickets Logged
37	JEDI PMO New Tickets Logged	10	JTT PMO New Tickets Logged
1	Other New Tickets Logged		

47 IDHS CHD Brought Forward

0	A2IPB PMO Tickets Brought Forward	0	DTW PMO Tickets Brought Forward
0	IOTA PMO Tickets Brought Forward	18	ISSE PMO Tickets Brought Forward
26	JEDI PMO Tickets Brought Forward	3	JTT PMO Tickets Brought Forward
0	Other Tickets Brought Forward		

140 IDHS CHD Tickets Worked

0	A2IPB PMO Tickets Worked	1	DTW PMO Tickets Worked
0	IOTA PMO Tickets Worked	62	ISSE PMO Tickets Worked
63	JEDI PMO Tickets Worked	13	JTT PMO Tickets Worked
1	Other Tickets Worked		

85 IDHS CHD Tickets Completed

0	A2IPB PMO Tickets Completed	1	DTW PMO Tickets Completed
0	IOTA PMO Tickets Completed	37	ISSE PMO Tickets Completed
41	JEDI PMO Tickets Completed	6	JTT PMO Tickets Completed
0	Other Tickets Completed		

55 IDHS CHD Remaining Open

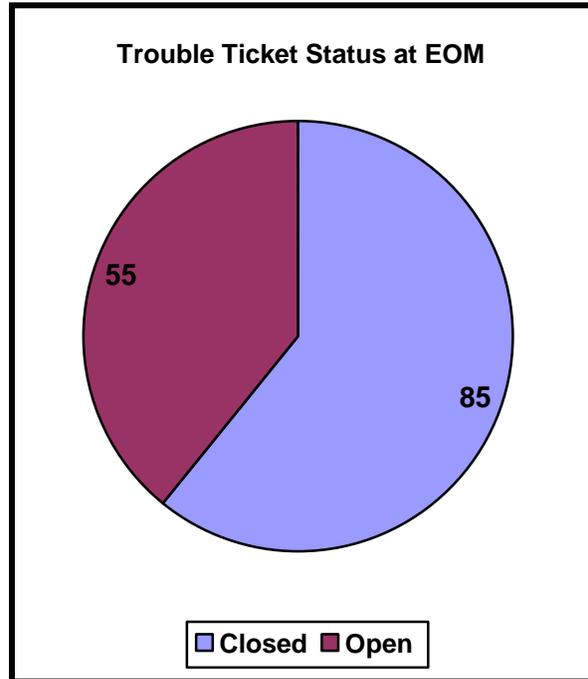
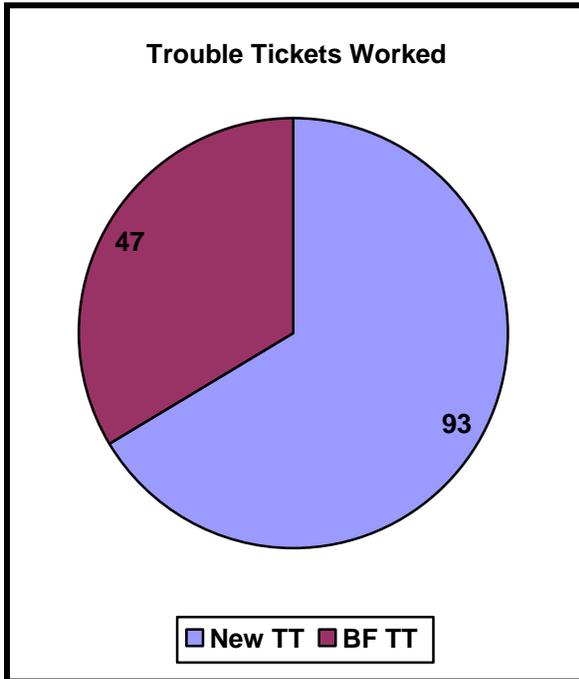
0	A2IPB PMO Tickets Remaining Open	0	DTW PMO Tickets Remaining Open
0	IOTA PMO Tickets Remaining Open	25	ISSE PMO Tickets Remaining Open
22	JEDI PMO Tickets Remaining Open	7	JTT PMO Tickets Remaining Open
1	Other Tickets Remaining Open		

RESPONSE TIMES:	Less than 1 WORK DAY	1 TO 5 WORK DAYS	6 TO 20 WORK DAYS	More than 20 WORK DAYS
<i>A2IPB PMO</i>	0	0	0	0
<i>DTW PMO</i>	0	0	1	0
<i>IOTA PMO</i>	0	0	0	0
<i>ISSE PMO</i>	5	10	14	8
<i>JEDI PMO</i>	18	7	11	5
<i>JTT PMO</i>	0	3	2	1
<i>Other</i>	0	0	0	0
Total CHD	23	20	28	14

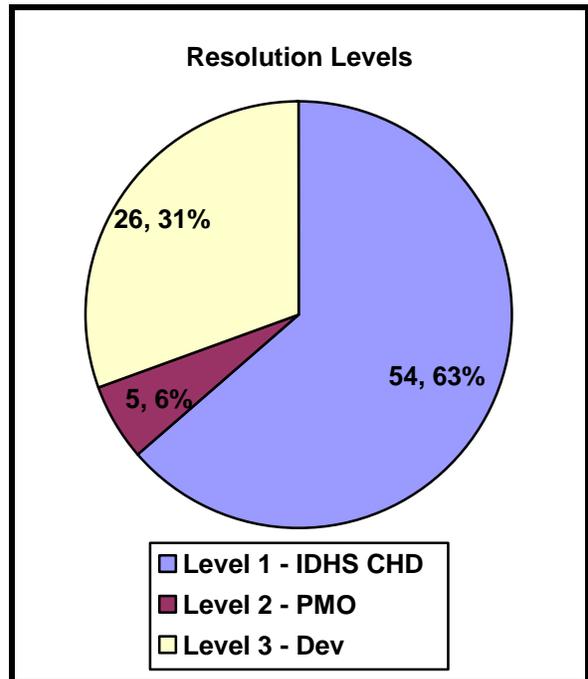
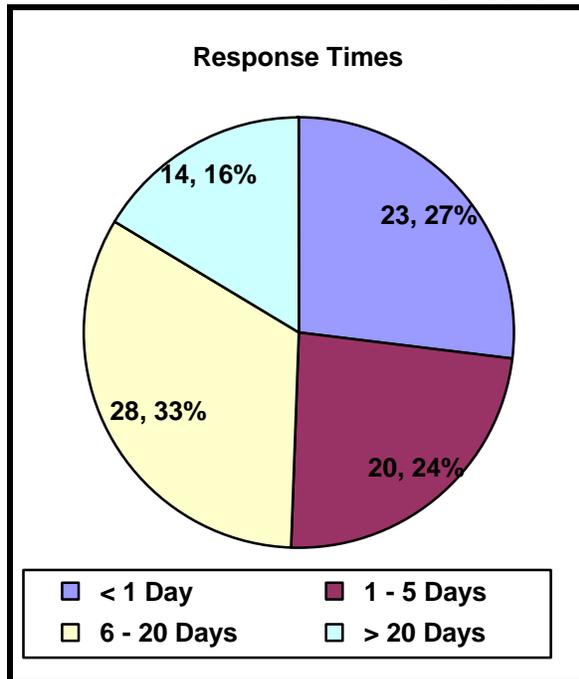
IDHS CHD OVERALL

93 New Tickets Logged
 47 Tickets Brought Forward
 140 Tickets Worked
 85 Tickets Completed
 55 Tickets Remaining Open

Metrics on All Tickets:



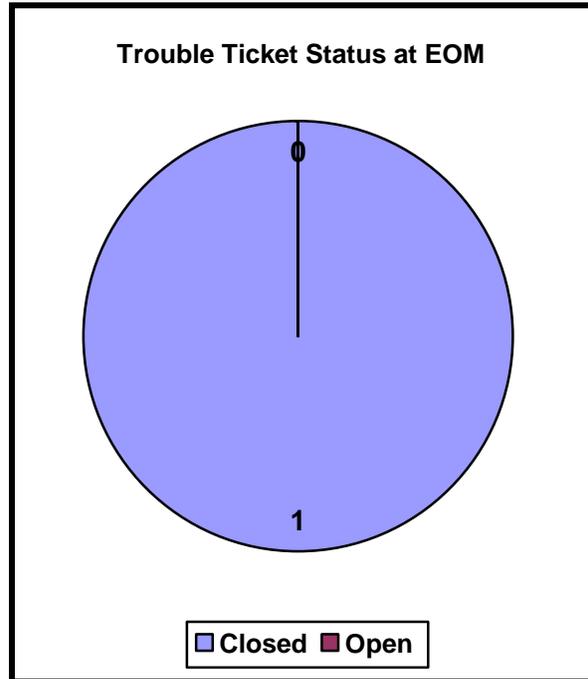
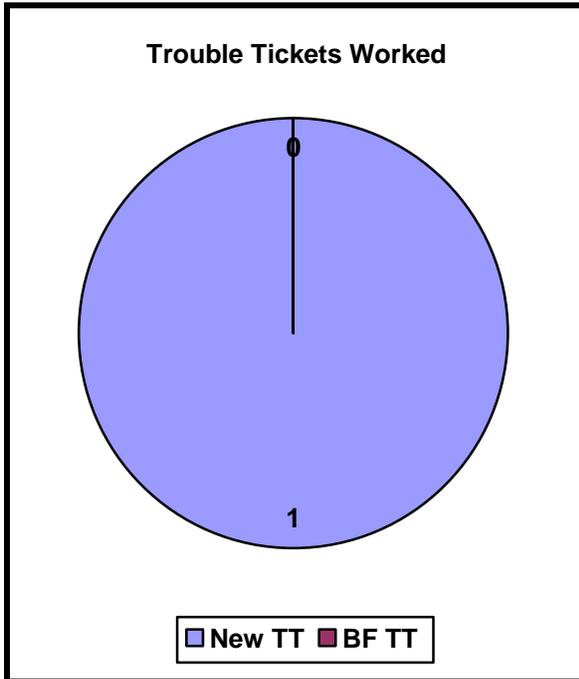
Metrics on Closed Tickets:



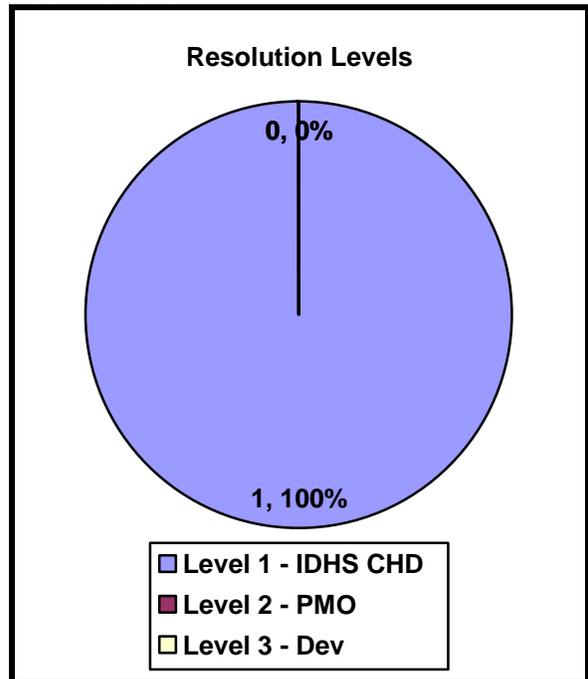
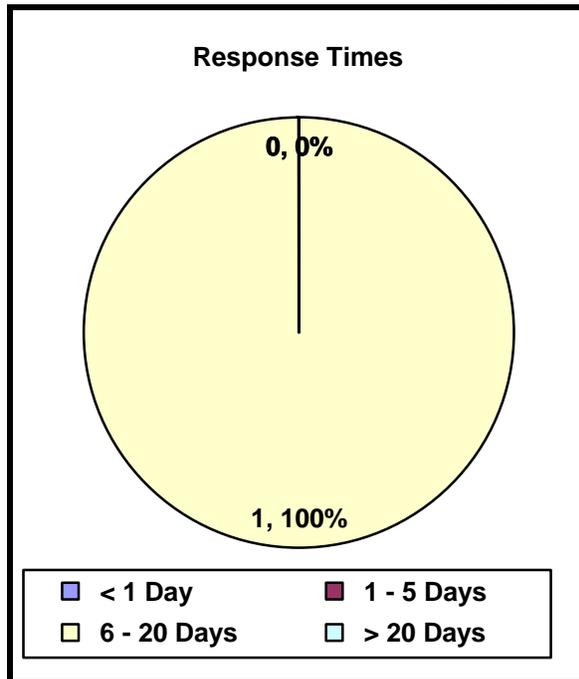
DTW PMO

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

Metrics on All Tickets:



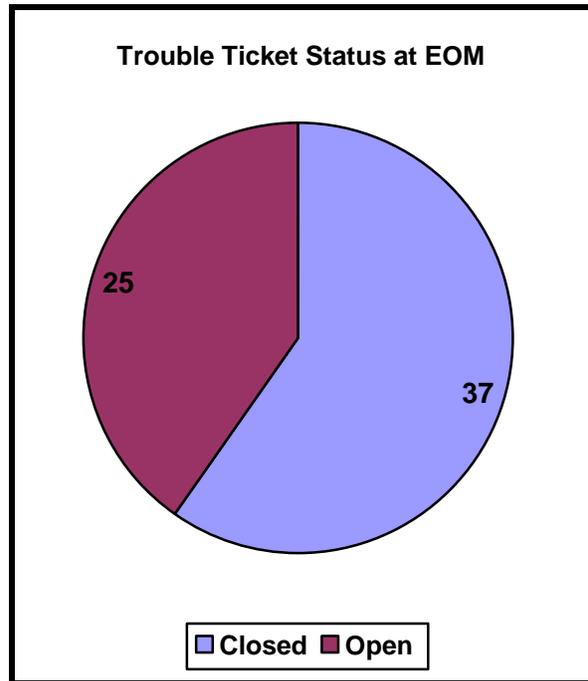
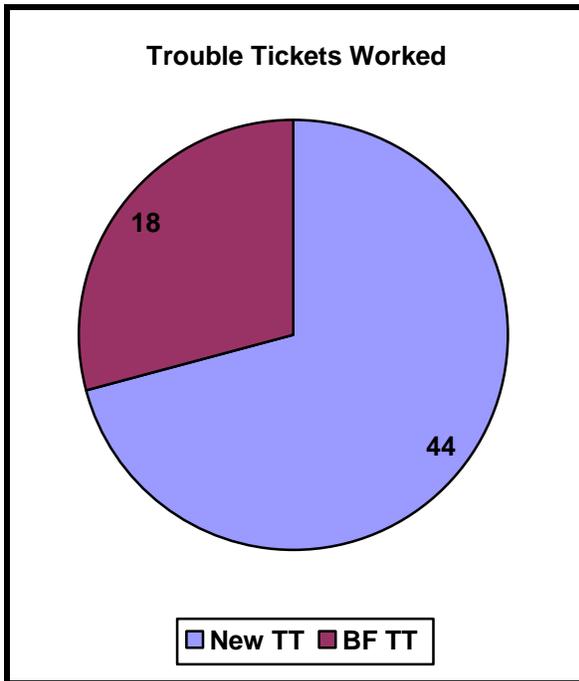
Metrics on Closed Tickets:



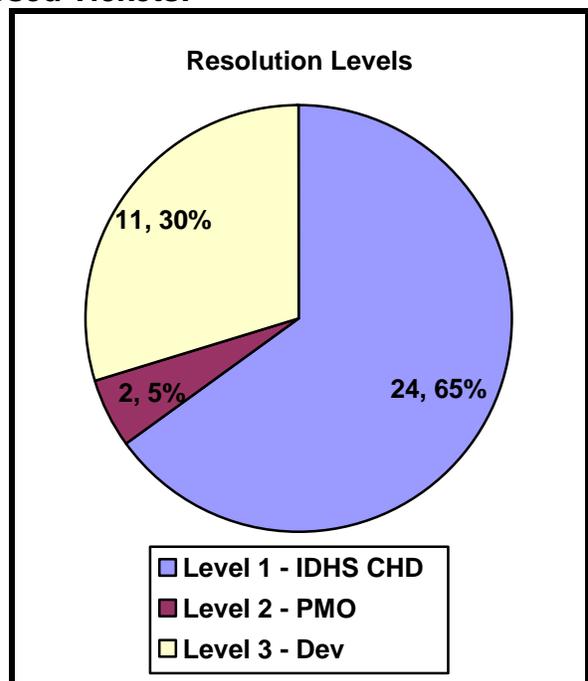
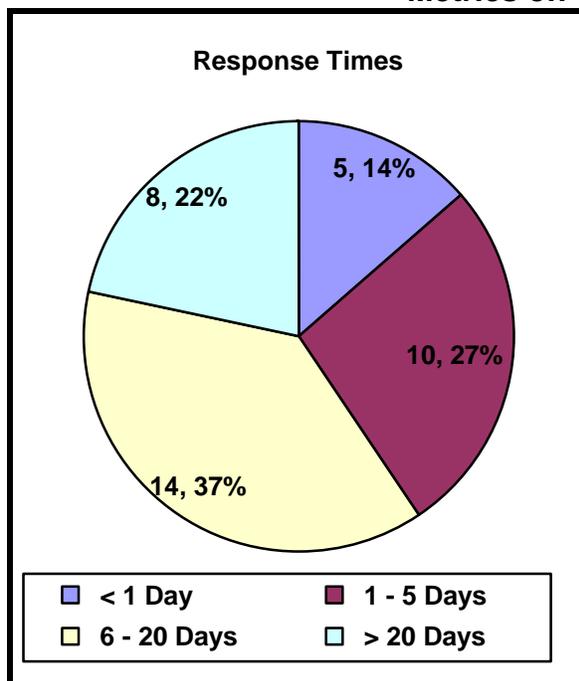
ISSE PMO

- 44 New Tickets Logged
- 18 Tickets Brought Forward
- 62 Tickets Worked
- 37 Tickets Completed
- 25 Tickets Remaining Open

Metrics on All Tickets:



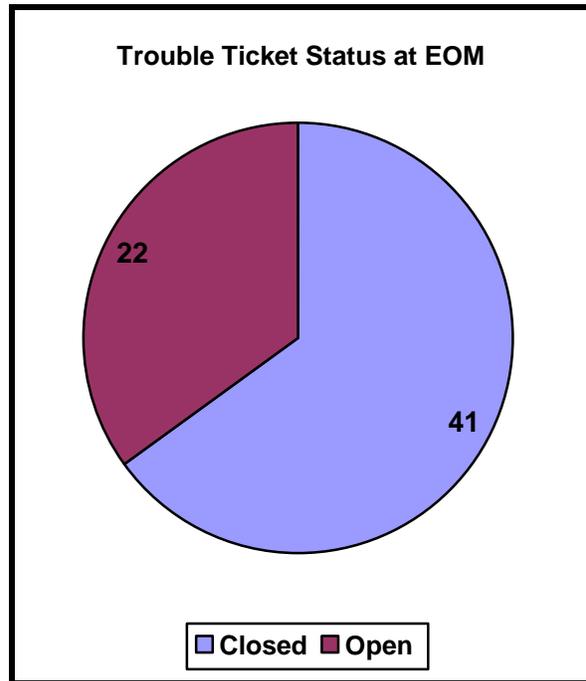
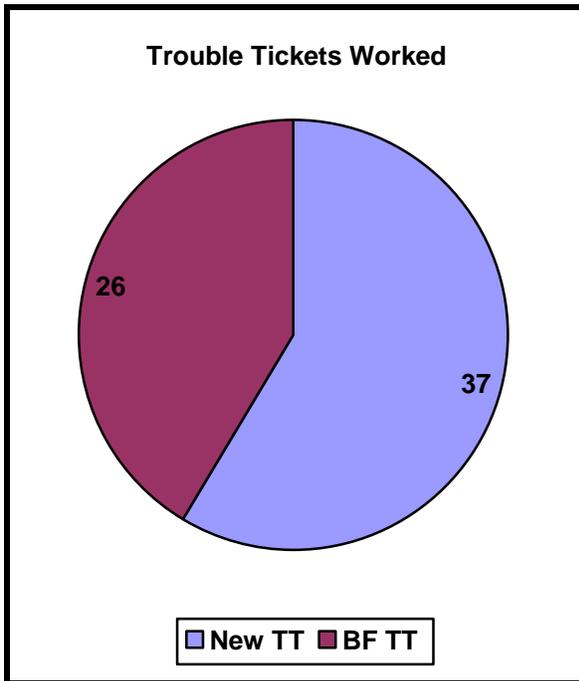
Metrics on Closed Tickets:



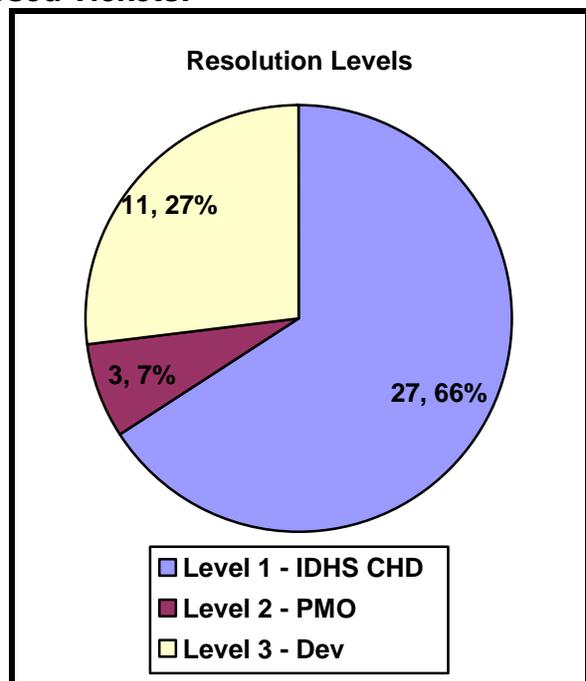
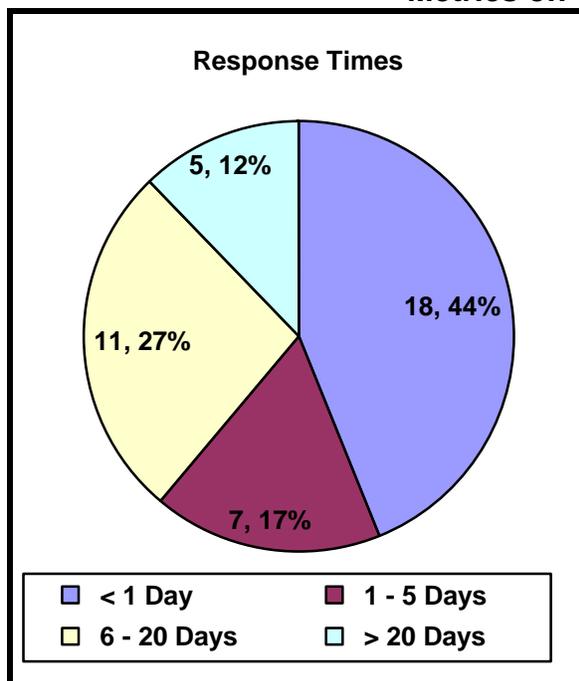
JEDI PMO

- 37 New Tickets Logged
- 26 Tickets Brought Forward
- 63 Tickets Worked
- 41 Tickets Completed
- 22 Tickets Remaining Open

Metrics on All Tickets:



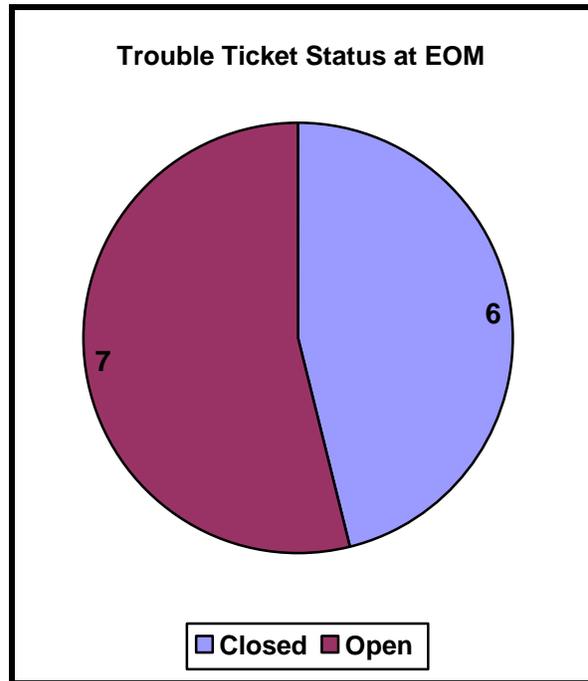
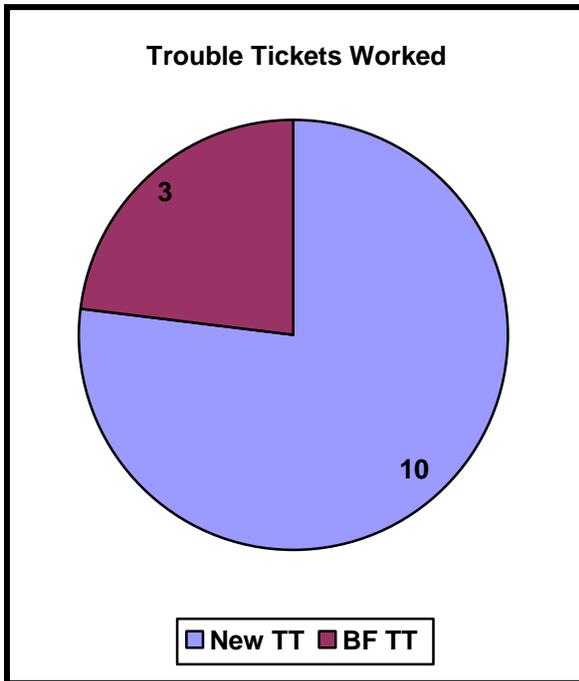
Metrics on Closed Tickets:



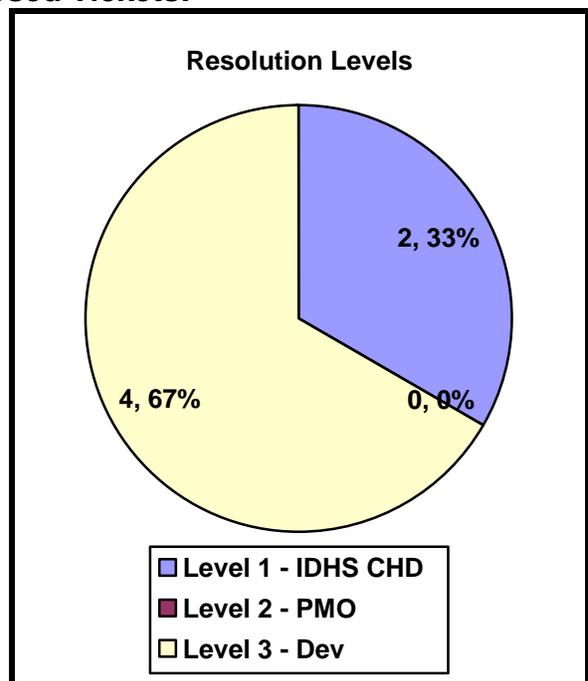
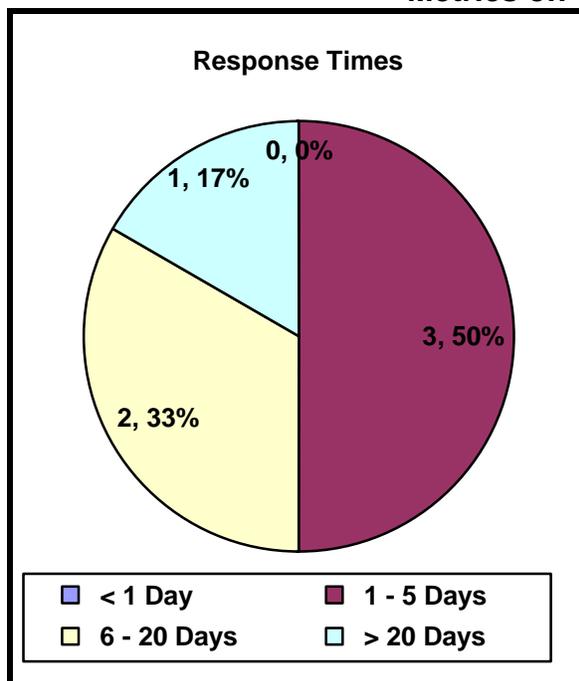
JTT PMO

- 10 New Tickets Logged
- 3 Tickets Brought Forward
- 13 Tickets Worked
- 6 Tickets Completed
- 7 Tickets Remaining Open

Metrics on All Tickets:



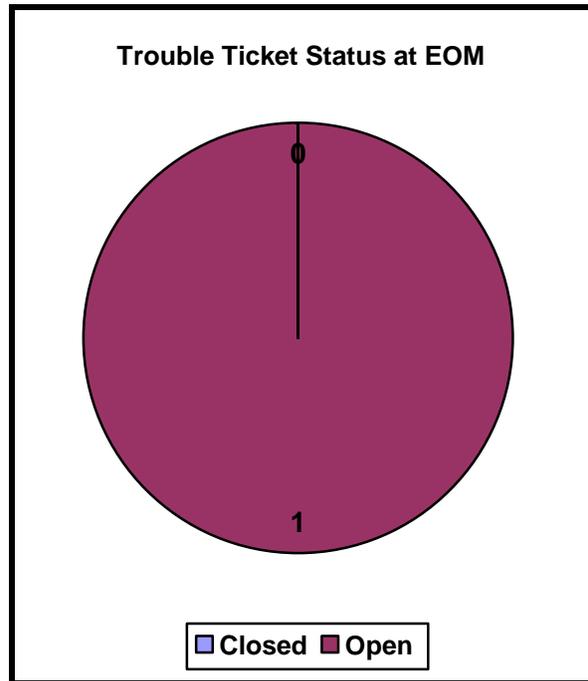
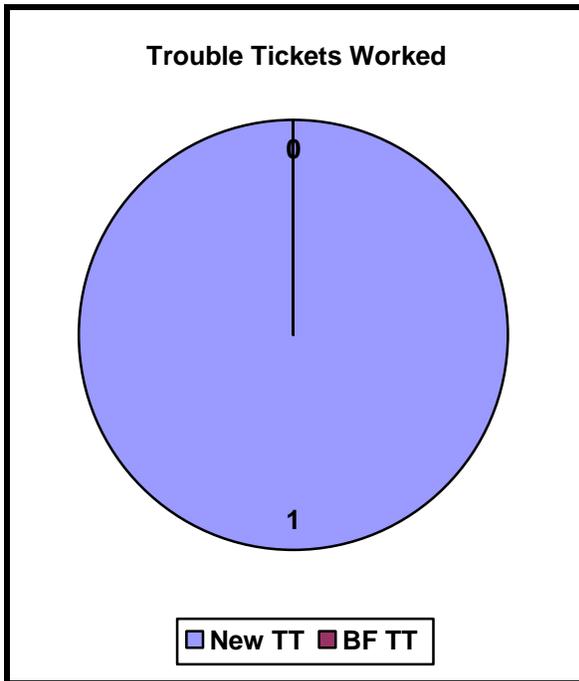
Metrics on Closed Tickets:



OTHER

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

Metrics on All Tickets:



Metrics on Closed Tickets:

