

CONSOLIDATED HELP DESK ACTIVITY REPORT

1 – 31 JULY 2004

METRICS FOR OVERALL CONSOLIDATED HELP DESK PROGRAM

100 IDHS CHD New Tickets Logged

0	IOTA PMO New Tickets Logged	41	ISSE PMO New Tickets Logged
54	JEDI PMO New Tickets Logged	4	JTT PMO New Tickets Logged
0	A2IPB New Tickets Logged	1	Other New Tickets Logged

53 IDHS CHD Brought Forward

2	IOTA PMO Tickets Brought Forward	26	ISSE PMO Tickets Brought Forward
23	JEDI PMO Tickets Brought Forward	2	JTT PMO Tickets Brought Forward
0	A2IPB Tickets Brought Forward	0	Other Tickets Brought Forward

153 IDHS CHD Tickets Worked

2	IOTA PMO Tickets Worked	67	ISSE PMO Tickets Worked
77	JEDI PMO Tickets Worked	6	JTT PMO Tickets Worked
0	A2IPB Tickets Worked	1	Other Tickets Worked

106 IDHS CHD Tickets Completed

2	IOTA PMO Tickets Completed	49	ISSE PMO Tickets Completed
51	JEDI PMO Tickets Completed	3	JTT PMO Tickets Completed
0	A2IPB Tickets Completed	1	Other Tickets Completed

47 IDHS CHD Remaining Open

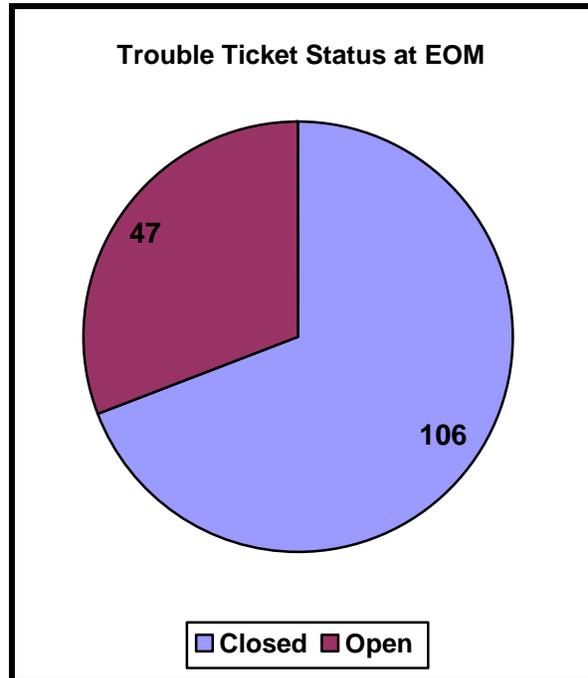
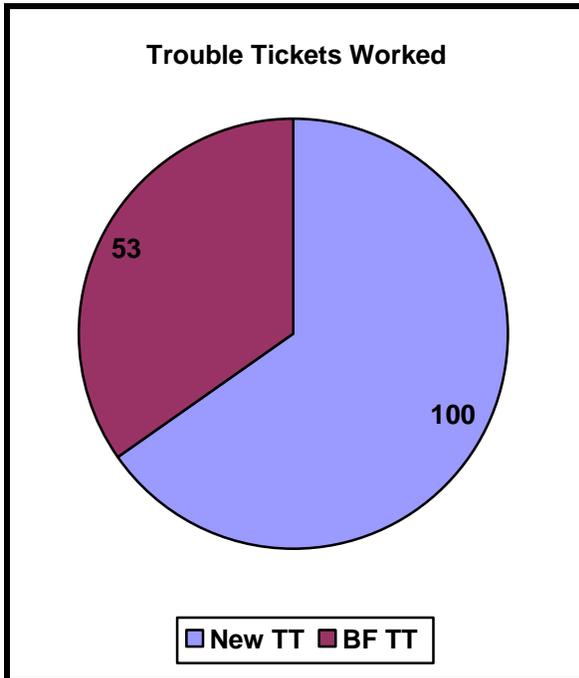
0	IOTA PMO Tickets Remaining Open	18	ISSE PMO Tickets Remaining Open
26	JEDI PMO Tickets Remaining Open	3	JTT PMO Tickets Remaining Open
0	A2IPB Tickets Remaining Open	0	Other Tickets Remaining Open

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>	0	0	0	2
<i>ISSE PMO</i>	12	9	20	8
<i>JEDI PMO</i>	22	12	10	7
<i>JTT PMO</i>	0	3	0	0
<i>A2IPB PMO</i>	0	0	0	0
<i>Other</i>	0	0	1	0
Total CHD	34	24	31	17

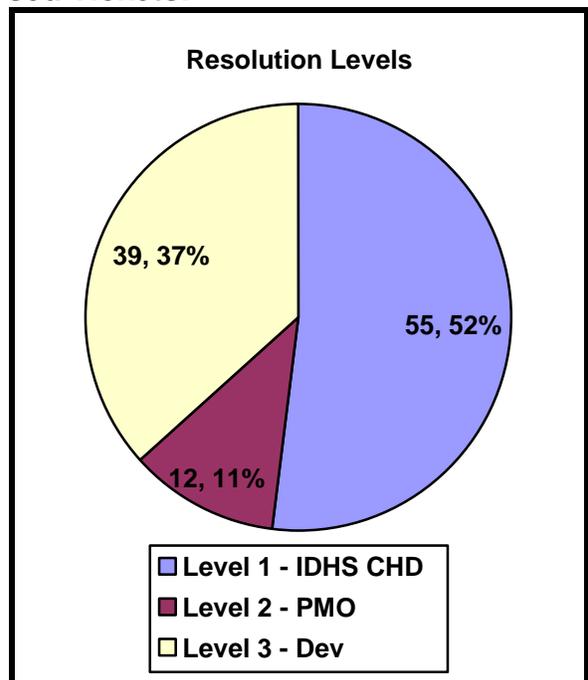
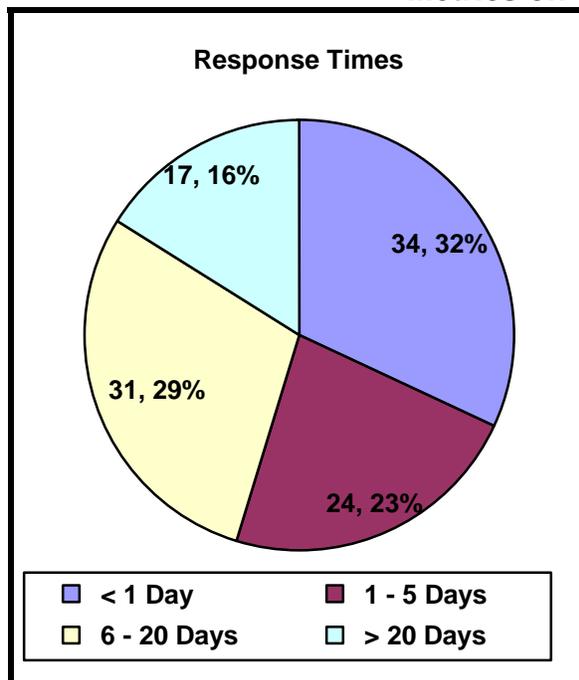
IDHS CHD OVERALL

100 New Tickets Logged
 53 Tickets Brought Forward
 153 Tickets Worked
 106 Tickets Completed
 47 Tickets Remaining Open

Metrics on All Tickets:



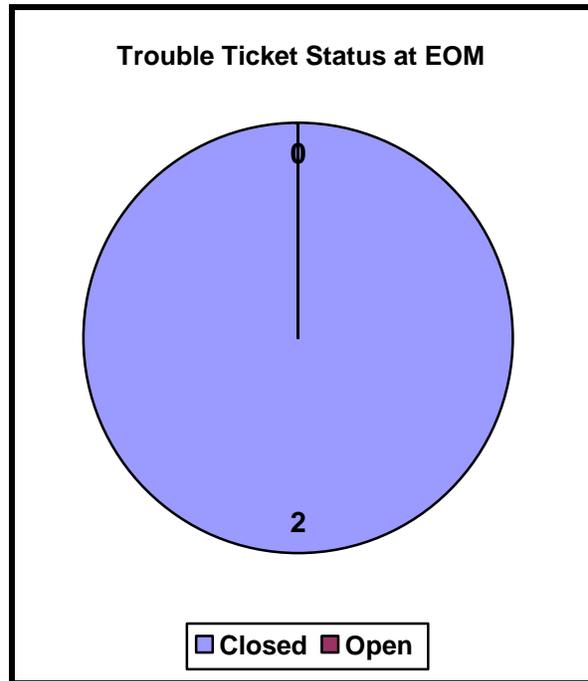
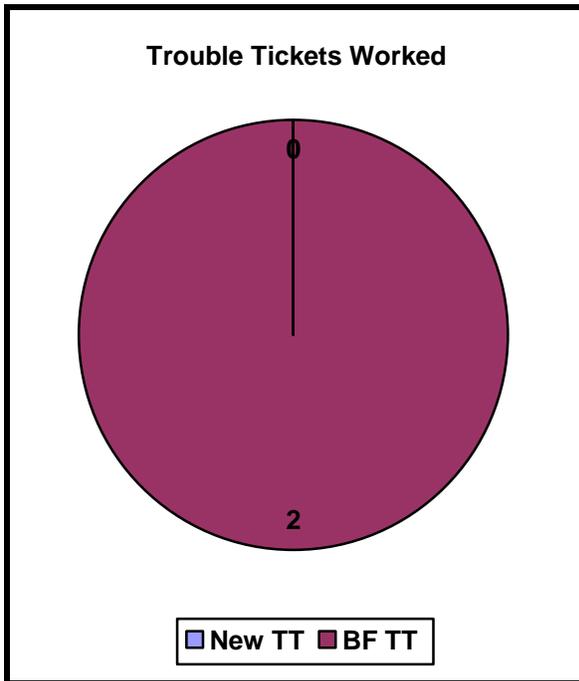
Metrics on Closed Tickets:



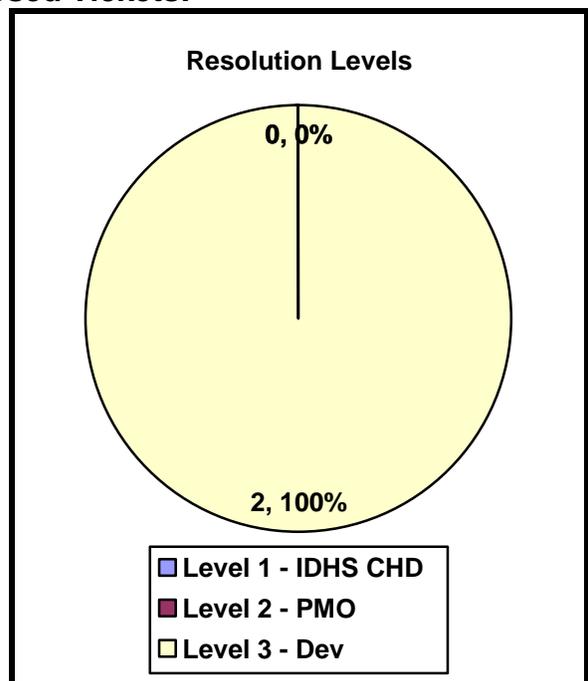
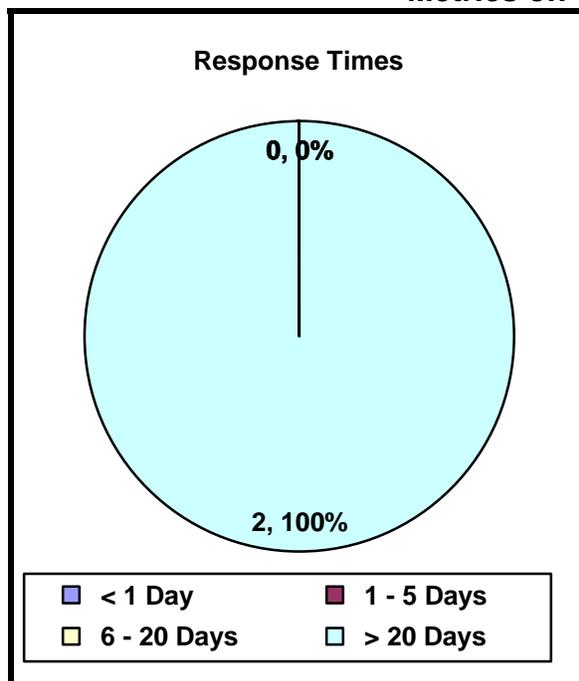
IOTA PMO

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

Metrics on All Tickets:



Metrics on Closed Tickets:



STATUS OF IOTA PCMRs OPENED VIA IDHS CHD TICKETS:

PMO	PCMR Number	CHD TT#	Status	Status Date	# Days
IOTA	AFRL/IFE-BROADSWORD-03-006I	01603	New	19-MAY-03	0
			Open	19-MAY-03	214
			Closed	19-DEC-03	N/A
IOTA	AFRL/IFE-BROADSWORD-03-004I	01461	New	09-APR-03	28
			Open	07-MAY-03	226
			Closed	19-DEC-03	N/A
IOTA	AFRL/IFE-BROADSWORD-03-005I	01478	New	09-APR-03	28
			Open	07-MAY-03	226
			Closed	19-DEC-03	N/A
IOTA	AFRL/IFE-BROADSWORD-03-003I	01284	New	10-MAR-03	58
			Open	07-MAY-03	226
			Closed	19-DEC-03	N/A

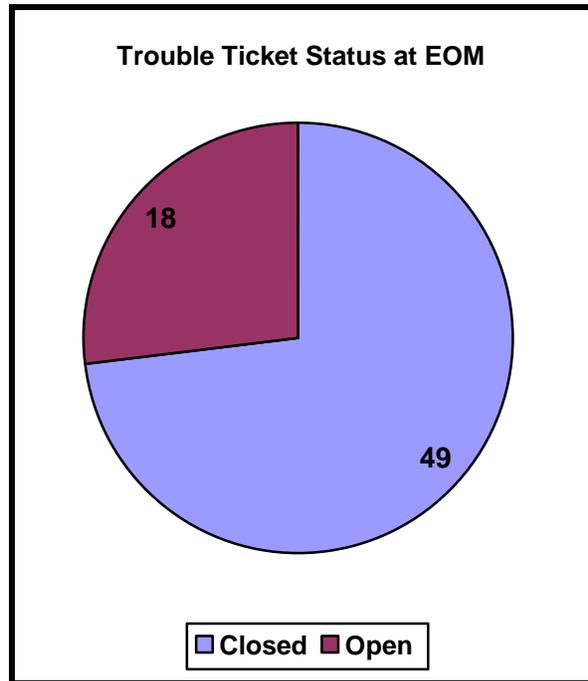
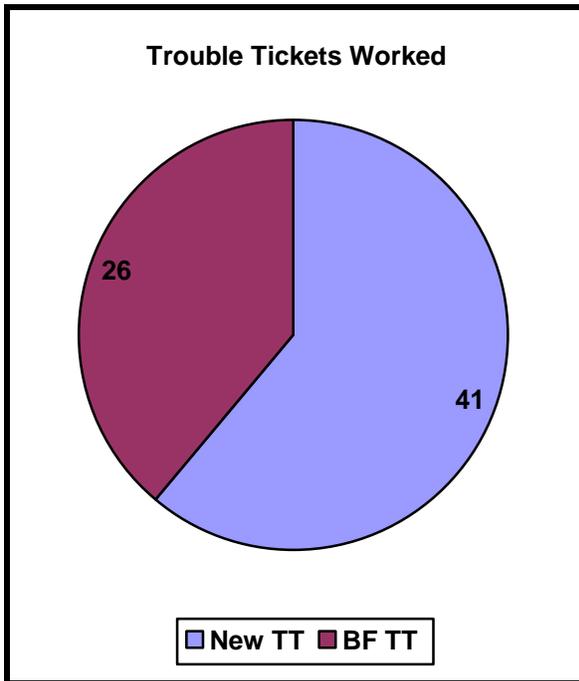
NOTE: Although these PMCRs have been closed, the problems reported were not resolved. The problems still exist for the customer but were closed with this note:

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

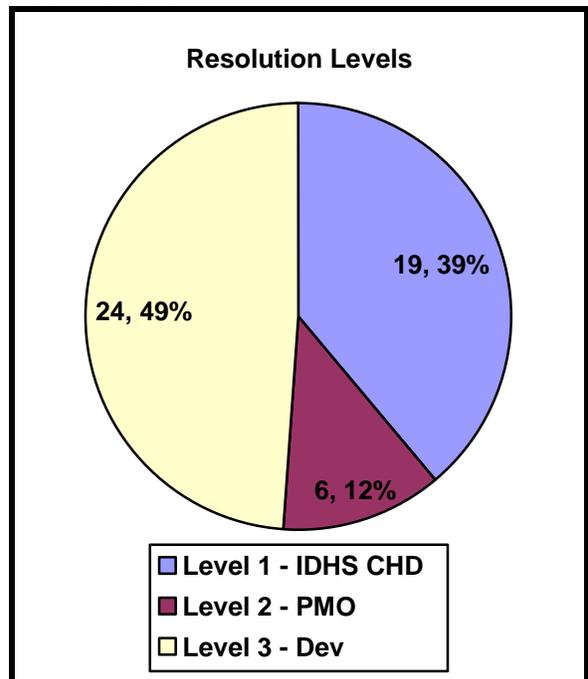
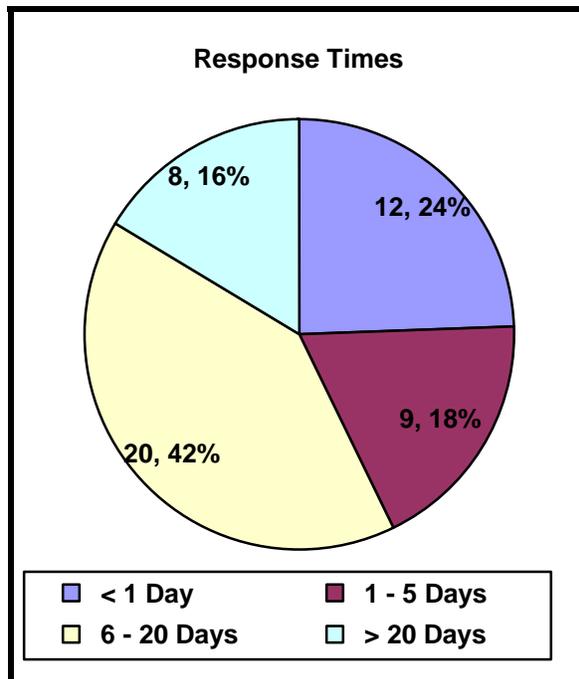
ISSE PMO

- 41 New Tickets Logged
- 26 Tickets Brought Forward
- 67 Tickets Worked
- 49 Tickets Completed
- 18 Tickets Remaining Open

Metrics on All Tickets:



Metrics on Closed Tickets:



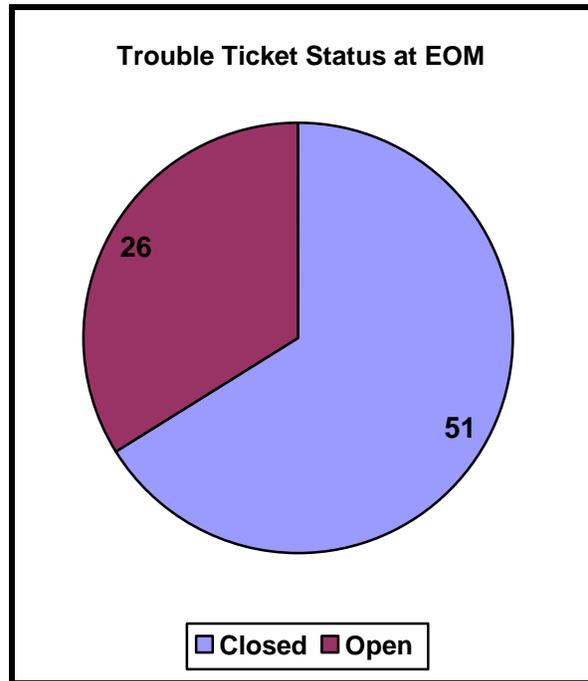
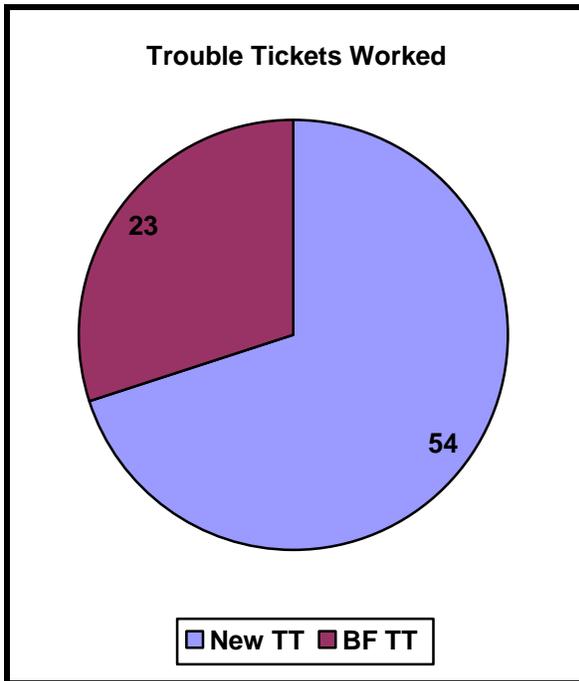
STATUS OF ISSE PMO PCMRs OPENED VIA IDHS CHD TICKETS:

PMO	PCMR Number	CHD TT#	Status	Status Date	# Days
ISSE	AFRL/IFS-ISSE GUARD-04-005I	02577	New	17-MAR-04	20
			Open	06-APR-04	13
			WP Requested	19-APR-04	102.....
ISSE	AFCCC-1-ISSE GUARD/IUA-03-010I	02325	New	31-DEC-03	97
			WP Requested	06-APR-04	115.....
ISSE	NORTHCOM-ISSE GUARD/IUA-04-004I	2363	New	17-MAR-04	20
			Open	06-APR-04	115.....
ISSE	JCO-1-ISSE GUARD/IUA-03-009I	02260	New	03-DEC-03	28
			Open	31-DEC-03	212.....
ISSE	JICPAC-1-ISSE GUARD/IUA-03-008I	01771	New	01-DEC-03	30
			Open	31-DEC-03	213.....
ISSE	DAO-2-ISSE GUARD/MLDBR-03-002I	02213	Open	16-DEC-03	0
			New	16-DEC-03	15
			Open	31-DEC-03	97
			Closed	06-APR-04	115.....
ISSE	JICPAC-1-ISSE GUARD/MLDBR-03-001I	02209	Open	16-DEC-03	0
			New	16-DEC-03	15
			Open	31-DEC-03	97
			Withdrawn	06-APR-04	14
			Rejected	20-APR-04	101.....
ISSE	ATO-3-ISSE GUARD/GUARD-03-010I	02022	New	19-NOV-03	42
			Open	31-DEC-03	212.....
ISSE	ATO-3-ISSE GUARD/GUARD-03-009I	01857	New	22-OCT-03	70
			Open	31-DEC-03	212.....
ISSE	ASPO-1-ISSE GUARD/STAR-04-003I	3044	New	21-JUL-04	9.....
ISSE	ASPO-1-ISSE GUARD/STAR-04-004I	3066	New	27-JUL-04	3.....
ISSE	DOLPHIN-2-ISSE GUARD/STAR-04-002I	3161	New	19-JUL-04	11.....
ISSE	ATO-3-ISSE GUARD/GUARD-03-011I	02004	New	20-NOV-03	41
			Open	31-DEC-03	212.....
ISSE	NORTHCOM-ISSE GUARD/IUA-04-007I	2469	New	06-APR-04	0
			Open	06-APR-04	115.....
ISSE	REO-8-ISSE GUARD-04-009I	02784	New	14-JUN-04	46.....

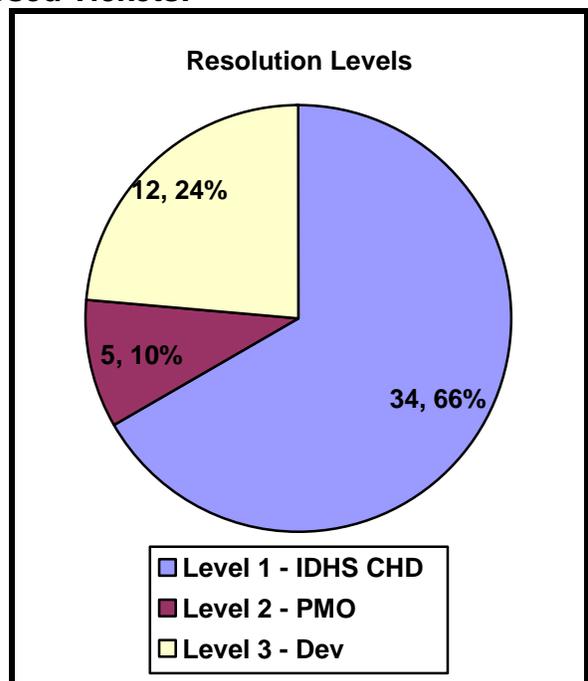
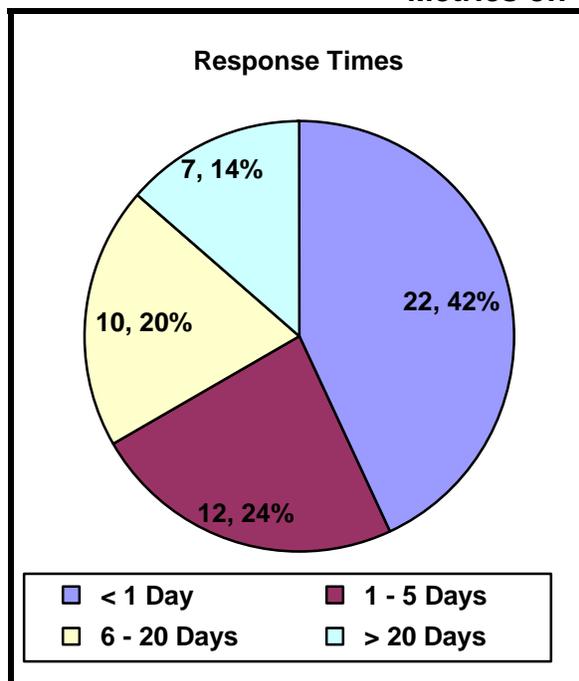
JEDI PMO

54 New Tickets Logged
 23 Tickets Brought Forward
 77 Tickets Worked
 51 Tickets Completed
 26 Tickets Remaining Open

Metrics on All Tickets:



Metrics on Closed Tickets:



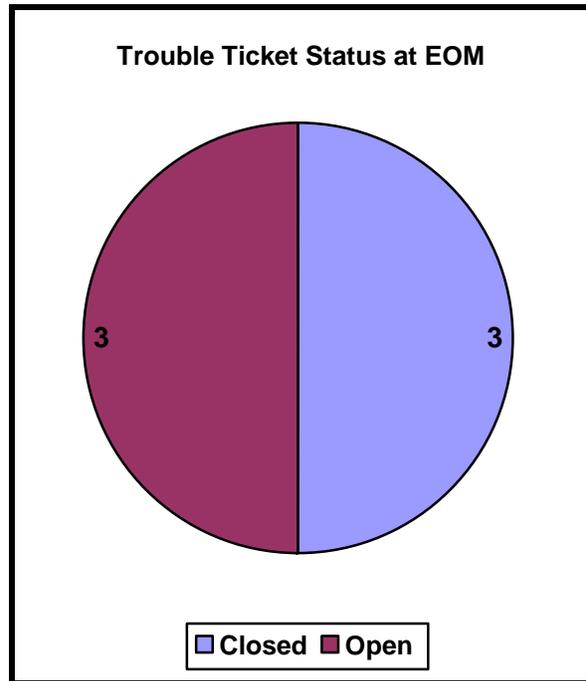
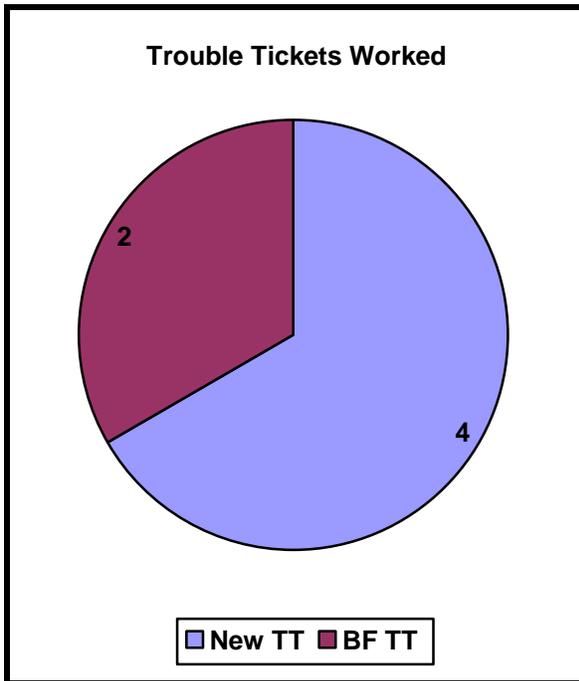
STATUS OF JEDI PMO PCMRs OPENED VIA IDHS CHD TICKETS:

PMO	PCMR Number	CHD TT#	Status	Status Date	# Days
JEDI	AFRL/IFE-AFDI-03-070I	02194	New	21-NOV-03	62
			Open	22-JAN-04	190.....
JEDI	AFRL/IFE-AFDI-03-069I	02007	New	12-NOV-03	71
			Open	22-JAN-04	190.....
JEDI	UNKNOWN-AFDI-03-068I	01768	New	05-NOV-03	78
			Open	22-JAN-04	190.....
JEDI	JCO-1-AFDI-03-021I	01915	New	08-JUL-03	2
			Open	10-JUL-03	386.....
JEDI	AFRL/IFE-AFDI-03-003I	01568	New	16-MAY-03	55
			Open	10-JUL-03	386.....
JEDI	AFRL/IFE-AFDI-03-002I	01630	New	15-MAY-03	56
			Open	10-JUL-03	386.....
JEDI	UNKNOWN-AFDI-04-001I	02616	New	23-MAR-04	8...
			Open	27-APR-04	94.....
JEDI	AFRL/IFE-AFDI-03-001I	01323	New	12-FEB-03	148
			Open	10-JUL-03	386.....
JEDI	608AIS-AFDI-04-002I	02643	New	06-MAY-04	22
			Open	28-MAY-04	63.....

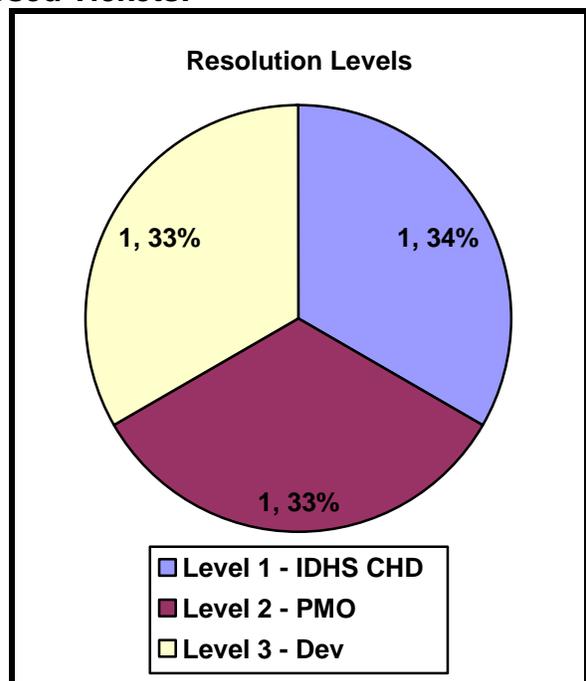
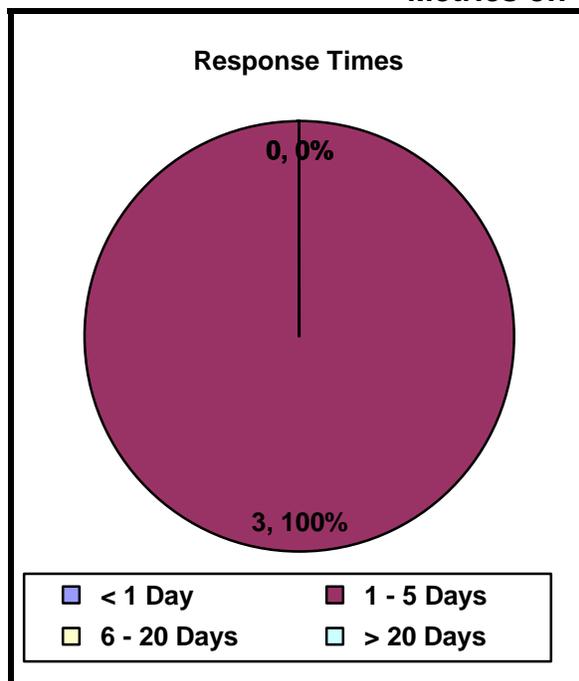
JTT PMO

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

Metrics on All Tickets:



Metrics on Closed Tickets:



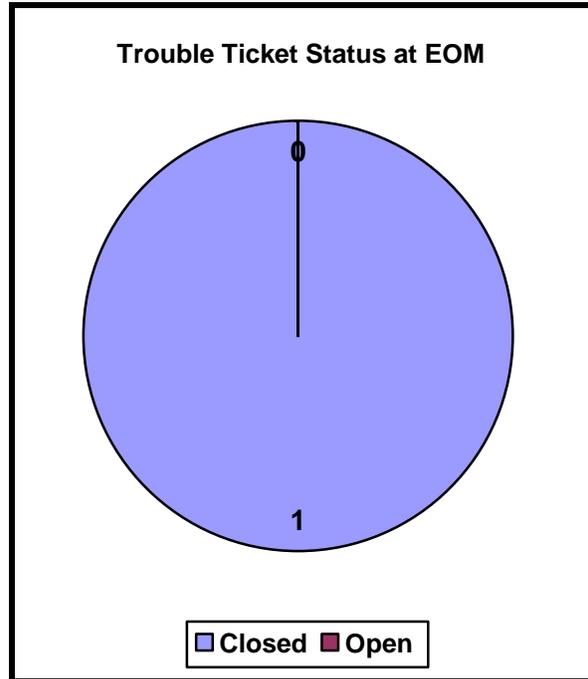
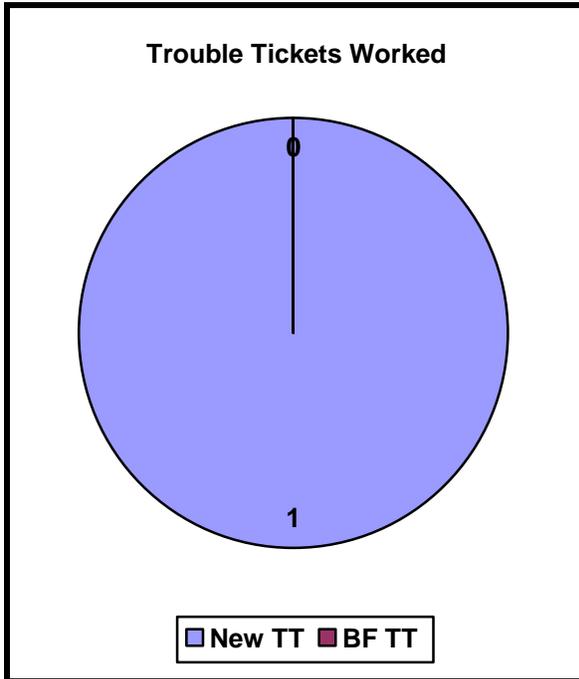
STATUS OF JTT PMO PCMRs OPENED VIA IDHS CHD TICKETS:

PMO	PCMR Number	CHD TT#	Status	Status Date	# Days
JTT	AFRL/IFE-JTT-03-388I	01781	New	16-JUL-03	7
			Open	23-JUL-03	308
			Accepted	26-MAY-04	65.....
JTT	AFRL/IFE-JTT-03-337I	01398	New	13-MAR-03	5
			Open	18-MAR-03	295
			Closed	07-JAN-04	N/A
JTT	SHA-2-ITS-04-009I	02923	New	02-JUN-04	12
			Open	14-JUN-04	46.....
JTT	SHA-2-ITS-04-010I	02928	New	02-JUN-04	12
			Open	14-JUN-04	46.....
JTT	SHA-2-ITS-04-011I	02931	New	02-JUN-04	12
			Open	14-JUN-04	46.....
JTT	SHA-2-ITS-04-014I	02929	New	10-JUN-04	4
			Open	14-JUN-04	46.....
JTT	SHA-2-ITS-04-015I	02936	New	10-JUN-04	4
			Open	14-JUN-04	46.....
JTT	SHA-2-ITS-04-016I	02926	New	23-JUN-04	0
			Open	23-JUN-04	37.....
JTT	SHA-2-ITS-04-017I	2925	New	24-JUN-04	29
			Open	23-JUL-04	7.....
JTT	AFRL/IFE-ITS-03-013I	02239	New	25-NOV-03	0
			Open	25-NOV-03	133
			Withdrawn	06-APR-04	115.....
JTT	AFRL/IFE-ITS-04-012I	02921	New	04-JUN-04	10
			Open	14-JUN-04	46.....
JTT	AFRL/IFE-ITS-04-013I	02932	New	04-JUN-04	10
			Open	14-JUN-04	46.....

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:

