

**AVIATION DEPARTMENT
INFORMATION SYSTEMS**

**Fiscal Year 2008
2nd Quarter**

Goal Statement

To provide timely, accurate information and rapid and reliable service response for Information Technology (IT) solutions that support and meet the business and customer service objectives of the County and the Aviation Department.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected
Number of information system ports maintained	2,182	1,750	1,750
Number of FIDS screens, jetways, visual paging displays, baggage carousels, and flight departure displays maintained	683	744	700
Number of personal computer problems resolved	1,400	1,435	2,900
PCs maintained per staff	551	397	400
Network servers maintained per staff member	39	61	40
Percent of time FLL network is available	99	98	98
Percent of problems resolved within defined guidelines	98	98	98