

**OFFICE OF INFORMATION TECHNOLOGY  
OFFICE OF THE CHIEF INFORMATION OFFICER**

**Fiscal Year 2008  
2nd Quarter**

**Goal Statement**

To facilitate the delivery of efficient, cost-effective and responsive quality Information Technology (IT) services to OIT's customer agencies.

<b>Performance Measures</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2008 Year-to-Date</b>	<b>FY 2008 Projected</b>	
Number of Element K classes completed	171	325	350	1
Number of students completing in-house (OIT) training classes	1,011	195	800	2
Cost per in-house training class (dollars)	68.34	33.36	25.00	2
Average number of business days to process a Purchase Requisition	1	1	3	
Average number of days to process 90% of resource manager approvals	2	2	3	
Internal customer satisfaction rating	N/A	4.47	N/A	3
Percent of projects maintained within budget and on schedule	74	75	80	
Customer satisfaction with the overall classroom learning experience	94	95	92	

**Notes**

- 1 This measure is higher than the FY 07 actual due to the increased usage of online classes, which is a result of an effort to decrease training (teaching) costs.
- 2 These measures are lower than this time last year due to the increased usage of online classes which are encouraged in an effort to decrease training costs.
- 3 The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculation methodology have changed.

**OFFICE OF INFORMATION TECHNOLOGY  
APPLICATION SERVICES**

**Fiscal Year 2008  
2nd Quarter**

**Goal Statement**

To promote e-government applications by enabling easy access to Broward County data and services. Provide timely and quality service to all county agencies for maintenance and enhancement of existing information system applications.

<b>Performance Measures</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2008 Year-to-Date</b>	<b>FY 2008 Projected</b>	
Number of applications developed	38	62	36	
Average number of development hours per application developed (including testing)	332	1,707	540	1
Percent of applications developed on time	100	100	88	
Percentage of applications approved for acceptance testing, after the first quality test	90	100	81	
Percent of applications moved to the production environment without any major work arounds or exceptions within 90 days	95	100	88	
Internal customer satisfaction rating	N/A	4.95	N/A	2
Percentage of direct hours logged to web development to support e-government	57	35	41	3

**Notes**

- 1** This measure is higher than FY07 due to the Advantage 3.6 upgrade which required increased overall development and testing hours.
- 2** The County implemented a new customer satisfaction survey in FY2008 in order to collect more actionable information. Ratings are on a scale of 5.0 (highest) to 1.0 (lowest). Prior year performance and current targets are shown as "N/A" because the survey questions and calculation methodology have changed.
- 3** This measure is lower than FY07 as a result of the additional hours required for the Advantage 3.6 upgrade and limited resources to complete other development.

**OFFICE OF INFORMATION TECHNOLOGY  
INFRASTRUCTURE SERVICES**

**Fiscal Year 2008  
2nd Quarter**

**Goal Statement**

To provide service and support for the Broward County infrastructure, enabling the delivery of services to all County agencies in a fast and non-disruptive manner.

<b>Performance Measures</b>	<b>FY 2007 Year-to-Date</b>	<b>FY 2008 Year-to-Date</b>	<b>FY 2008 Projected</b>	
Number of calls to the OIT Customer Service Center	13,098	11,432	27,000	
Number of Trouble Tickets generated	10,177	10,610	20,000	
Number of Telephone Service (Change) Requests generated	2,382	3,339	10,000	1
Average cost per trouble ticket resolved	19	23	29	
Percentage of CSC calls resolved on first contact	79	53	80	2
Average time per call (minutes) of Trouble Tickets resolved by level 1 (CSC) support personnel	9	11	10	2
Percentage of Customer Service Center calls answered in less than one minute	97	96	99	
Percentage of internal application platforms available during normal business hours	100	100	98	
Percentage of internet application platforms available (24X7)	100	100	98	
Percentage of network accessibility (24X7)	99	100	98	
Percentage of internet accessibility (24X7)	100	100	98	

**Notes**

- 1 This measure has increased because service requests are now created for telephony maintenance issues, to request payment of telephony invoices and for data cabling requests.
- 2 These measures decreased/increased since FY07 due to the addition of telecom calls and auto tickets from the service desk monitoring system; these items frequently cannot be resolved on first contact and often require more time to investigate.