

**WATER AND WASTEWATER SERVICES
INFORMATION TECHNOLOGY**

**Fiscal Year 2008
2nd Quarter**

Goal Statement

To provide information planning, information integration, computer operations, data and voice communications, network systems management, office automation and security management services to the Water and Wastewater Services Agency in order to ensure accessibility and reliability of information technology.

Performance Measures	FY 2007 Year-to-Date	FY 2008 Year-to-Date	FY 2008 Projected	
Work orders processed	369	382	500	
Service calls processed	1,336	1,409	2,400	
Percent of time response to a client automation service call is within 90 minutes	99	99	100	
Availability of applications and infrastructure (%)	100	100	98	
Average service call resolve time (minutes)	38	39	60	
Percent of total PC's replaced	20	20	20	
Internal customer satisfaction rating	N/A	N/A	N/A	1,2
Average operating cost per workstation	3,798	3,446	3,434	
Service calls per Systems Tech	222	235	400	

Notes

- 1 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.
- 2 Measure reported annually.