

WAD NUMBER: 99-1.T
PERFORMANCE AREA: Technical Support and Management - Management Information Systems
FISCAL YEAR: 1999

CRITERIA	PERFORMANCE MEASURE	FY 1999 OUTPUT	
		MINIMUM	TARGET
1. Achieve customer satisfaction with Information Systems (IS) projects and support activities.	a. Percent of software problems solved on the first call to Help Desk.	a. 50 percent	a. 85 percent
	b. Number of support hours required per end-user devices.	b. 2.0 hours	b. 1.5 hours
	c. Percent of Help Desk Technicians certified as Microsoft Office Experts.	c. 25 percent	c. 75 percent
	d. Number of end users supported per Network Services and Customer Support Services staff member.	d. 25 end users per support staff	d. 37 end users per support staff
2. Effective project management control for IS projects.	a. Percent variance between planned versus actual IS project workpack costs.	a. \pm 40 percent	a. \pm 15 percent
	b. Percentage of IS initiatives completed.	b. Complete 65 percent of all initiatives and within \pm 15 percent of planned date and planned man-hours	b. Complete 85 percent of all initiatives and within \pm 15 percent of planned date and planned man-hours
	c. Percent deviation from schedule (SERP and telephone switch replacement).	c. Within 50 percent of schedule	c. Within 15 percent of schedule

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3. Maximize network availability.	<p>a. Number of network incidents and corresponding outage time.</p> <p>b. Percent availability of network applications (Exchange, Word, Excel, Powerpoint, Access, Visio, SMS, Internet Connector, Washington E-Mail Connector)</p> <p>c. Complete installation of PBXs at four sites.</p>	<p>a. Less than 20 network incidents per month with total outage time not to exceed 72 hours</p> <p>b. 90 percent overall during production shift 6:30 a.m. to 5 p.m.</p> <p>c. Complete installation of PBX's 50 percent behind schedule</p>	<p>a. Less than 8 network incidents per month with total outage time not to exceed 23 hours</p> <p>b. 97 percent overall during production shift 6:30 a.m. to 5 p.m.</p> <p>c. Complete installation of all PBXs 100 percent on schedule</p>
4. Maximize business application availability.	<p>a. Percent availability of business applications (Travel Manager, PCentra, MagicSolutions, COPALS).</p> <p>b. Percent of Enterprise Document Management System/Database availability and average turnaround time for problems/maintenance.</p> <p>c. Percent availability for SAP (when fielded).</p>	<p>a. 90 percent overall during production shift 6:30 a.m. to 5 p.m., Monday through Friday</p> <p>b. 90 percent availability during production shift 6:30 a.m. to 5 p.m., Monday through Friday and less than 10-day average turnaround time</p> <p>c. 90 percent overall during production shift 6:30 a.m. to 5 p.m., Monday through Friday 2 months after go-live</p>	<p>a. 96 percent overall during production shift 6:30 a.m. to 5 p.m. Monday through Friday</p> <p>b. 96 percent availability during production shift 6:30 a.m. to 5 p.m., Monday through Friday and less than 10-day average turnaround time</p> <p>c. 96 percent overall during production shift 6:30 a.m. to 5 p.m., Monday through Friday 1-month after go-live</p>

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5. Year 2000 Compliance	<p>a. Percent of SPR software and Automatic Data Processing hardware that is year 2000 compliant (as best determined for systems not under control of DM IS).<u>Percent of SPR non-mission critical software and Automatic Data Processing hardware (including installed process systems at sites) that is year 2000 compliant, exclusive of b. below.</u></p> <p>b. <u>Percent of SPR non-mission non-critical software and Automatic Data Processing hardware (including installed process systems at sites) that is year 2000 compliant.</u></p>	<p>a. N/A</p> <p>b. <u>N/A 90 percent compliant (tested and verified, acceptable vendor statement, or workaround) by 09/30/99</u></p>	<p>a. 90 percent compliant (tested and verified, acceptable vendor statement, or workaround) for mission essential systems by September 30, 1999 <u>100 percent compliant (tested and verified acceptable vendor statement, or workaround) by 03/31/99</u></p> <p>b. 50 percent compliant (tested and verified, acceptable vendor statement, or workaround) for other systems by September 30, 1999 <u>100 percent compliant (tested and verified acceptable vendor statement, or workaround) by 09/30/99</u></p>