



IT Scorecard

Date Range: 1/1/2010-3/31/2010

The quarterly analysis of CCV's Information Technology team

Work Requests

Total Number

378

Previous: NA (+17%)

Avg Days to Close

3.8

Previous: NA (-47%)

Requests Closed By Volunteers

q2

Previous: NA (+/-)

Impact Outages

q2

Previous: NA (+/-)

Further Statistics

Requests by Area

	Ticket Count	Avg Days Open	Max Days Open
Add / Remove Volunteers	33 (+33%)	1.9 (-67%)	7
Desktop / Laptops / Printers	88 (-3%)	3.0 (-46%)	15
Email / Virus	36 (+3%)	2.3 (-50%)	13
New Hires / Exits	24 (+20%)	5.9 (+6%)	32
Other	27 (+93%)	2.3 (-51%)	12
Phones / Voicemail	23 (+44%)	4.2 (-32%)	28
Reports	13 (+30%)	3.2 (-70%)	13
Servers / Network / Internet	21 (+17%)	2.3 (-28%)	15
Software Installs	19 (+14%)	2.8 (-72%)	11
Arena Requests	88	6.3	79

Definitions

Work Requests - Work requests are defined as requests put into Arena for IT assistance.

Avg Days Open - The average time it takes to complete a request.