

## Performance Indicators

Activity	2000		
	1999 Actual	Estimated	2001 Proposed
1. GIS Public library availability	98.50%	98.50%	98.50%
2. Operations center - work scheduled on time	99.65%	99.99%	99.99%
3. Operations center - avg. jobs per day	377	400	400
4. WAN uptime	99.99%	99.99%	99.99%
5. Two hour response time to user- reported WAN incidents	100.00%	100.00%	100.00%
6. Average # of help desk calls per month	2125	2800	3000
7. Percent help desk calls solved on first call	n/a	n/a	TBD