

Office of Information Technology Performance Indicators - 2020	Frequency	Desired Trend	FY19 Actual	FY20 Revised	FY21 Target
1: IT Governance, Planning and Control (Policy & Governance)					
System Architecture Reviews performed	Quarterly	On or below	200	200	300
Procurements reviewed	Quarterly	Decrease	880	800	800
Policies published/updated	Quarterly	Decrease	80	80	11
2: Maintaining a Secure Shared IT Infrastructure (Operations)					
Servers hosted	Quarterly	Increase	2,500	2,400	3,080
Network endpoints managed	Quarterly	On or below	2,014	2,254	2,254
Network availability	Quarterly	On or below	99.90%	99.90%	99.90%
Storage capacity (Terabyte)	Quarterly	Maintain	10,500	9,400	9,800
Changes successfully implemented	Quarterly	Increase	99.70%	99.80%	99.90%
3: Developing and Maintaining Agency and Enterprise Applications (Application Development)					
Enterprise applications maintained	Quarterly	Increase	155	165	169
New applications developed (a)	Quarterly	Increase	10	3	4
4: Supporting State and Local Emergency Telecommunications Services (Office of Emergency Telecommunication Services)					
Training recertifications completed within 30 days from receipt	Quarterly	Increase	100%	100%	100%
Sufficient system capacity maintained for public safety entities on the Statewide P-25 trunked radio system	Quarterly	Maintain	100%	100%	100%
5: Delivering Enterprise Services (Enterprise Services)					
CloudConnect users	Quarterly	Increase	42,400	42,400	42,400
eCats users	Quarterly	Increase	47,500	47,500	47,500
VOIP users	Quarterly	Increase	10,600	16,000	17,000
myNewJersey users	Quarterly	Increase	952,000	1,060,000	1,070,000
Application systems secured via myNewJersey	Quarterly	Increase	226	236	246

Notes:

(a) Executive Order 225 transferred agency application development functions to the individual agencies, reducing OIT's involvement.