

<b>Office of Information Technology</b>	<b>Frequency</b>	<b>Desired Trend</b>	<b>FY20 Actual</b>	<b>FY21 Revised</b>	<b>FY22 Target</b>
<b>Performance Indicators - 2021</b>					
<b>1: IT Governance, Planning and Control (Policy &amp; Governance)</b>					
System Architecture Reviews performed	Quarterly	On or below	200	300	250
Procurements reviewed	Quarterly	Unchanged	784	1250	1250
Policies published/updated	Quarterly	Increase	80	11	80
<b>2: Maintaining a Secure Shared IT Infrastructure (Operations)</b>					
Servers hosted	Quarterly	Increase	2,400	3,080	3,377
Network endpoints managed	Quarterly	Unchanged	2,254	2,254	2,254
Network availability	Quarterly	Unchanged	99.90%	99.90%	99.90%
Storage capacity (Terabyte)	Quarterly	Maintain	9,400	9,800	10,920
Online Transactional CICS regions		Maintain	-	-	65
Changes successfully implemented	Quarterly	Maintain	99.80%	99.90%	99.90%
<b>3: Developing and Maintaining Agency and Enterprise Applications (Application Development)</b>					
Enterprise applications maintained	Quarterly	Increase	165	169	171
New applications developed (a)	Quarterly	Decrease	3	4	1
<b>4: Supporting State and Local Emergency Telecommunications Services (Office of Emergency Telecommunication Services)</b>					
Training recertifications completed within 30 days from receipt	Quarterly	Maintain	100%	100%	100%
Sufficient system capacity maintained for public safety entities on the Statewide P-25 trunked radio system	Quarterly	Maintain	100%	100%	100%
<b>5: Delivering Enterprise Services (Enterprise Services)</b>					
CloudConnect users	Quarterly	Unchanged	42,400	42,400	42,400
eCats users	Quarterly	Increase	47,500	47,500	47,008
VOIP users	Quarterly	Increase	16,000	17,000	20,000
myNewJersey users	Quarterly	Increase	1,060,000	1,070,000	1,200,000
Application systems secured via myNewJersey	Quarterly	Increase	236	246	275
ServiceNow Users	Quarterly	Increase	76,581	76,700	77,000
ServiceNow Fulfillers	Quarterly	Increase	444	500	550