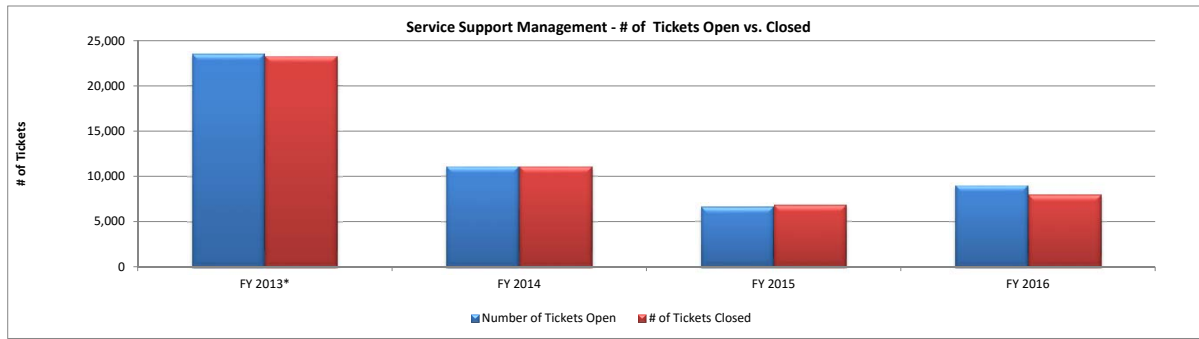
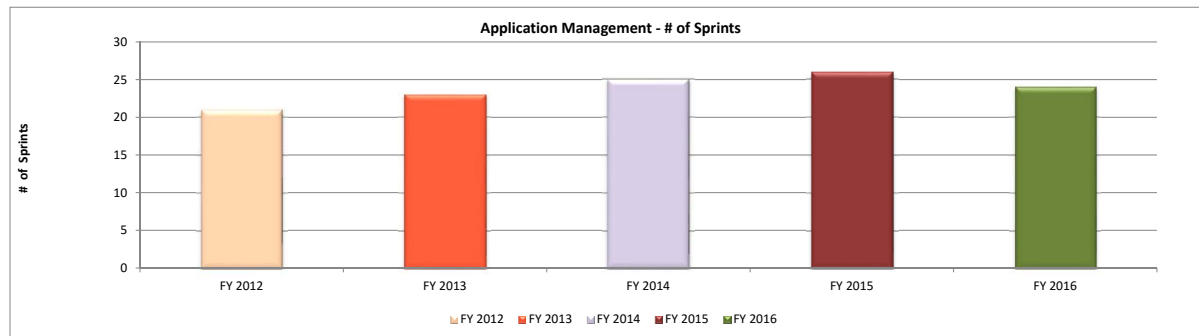


IT - Admin

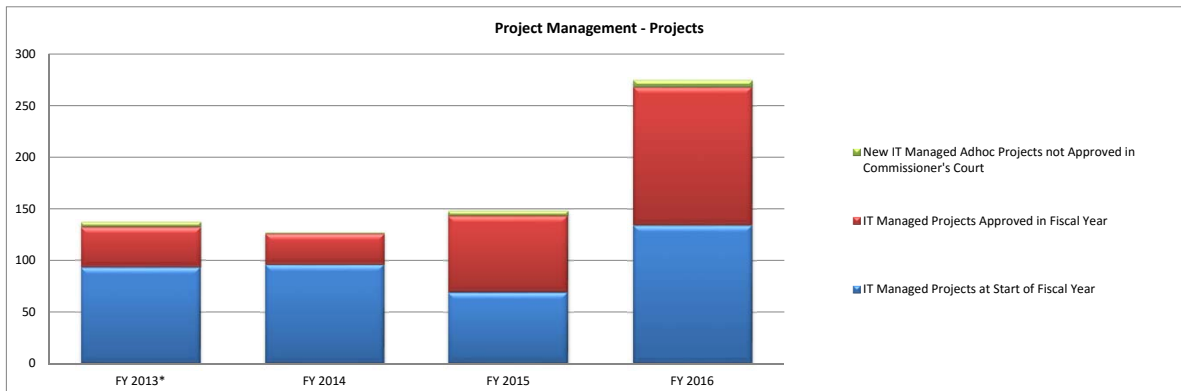


	Number of Tickets Open	# of Tickets Closed	% of Ticket Completion
FY 2013*	23,559	23,326	99%
FY 2014	11,142	11,107	100%
FY 2015	6,623	6,819	103%
FY 2016	9,026	7,973	87%

*New performance measures were implemented in FY 2013



	Number of Sprints
FY 2012	21
FY 2013	23
FY 2014	25
FY 2015	26
FY 2016	24



	FY 2013*	FY 2014	FY 2015	FY 2016
IT Managed Projects at Start of Fiscal Year	93	96	69	134
IT Managed Projects Approved in Fiscal Year	39	30	74	134
New IT Managed Adhoc Projects not Approved in Commissioner's Court	5	1	5	7

*New performance measures were implemented in FY 2013