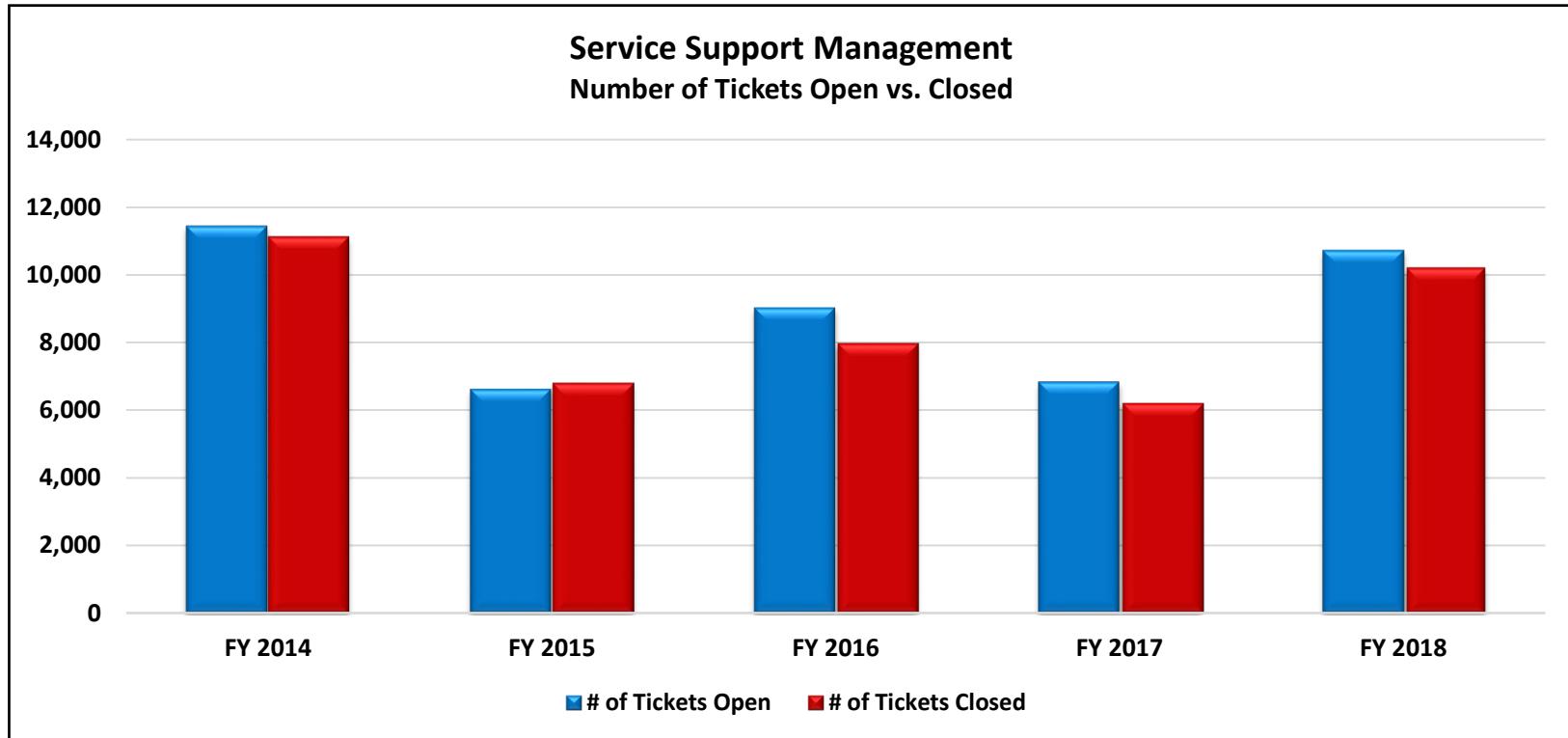# FY 2018 IT Statistics

Service Support Management

Assistance includes installation, configuration, testing and maintenance for desktops, laptops and mobile devices for County users. Printers, faxes, scanners, electronic accessories/peripherals and Microsoft/3rd Party application support for County users.
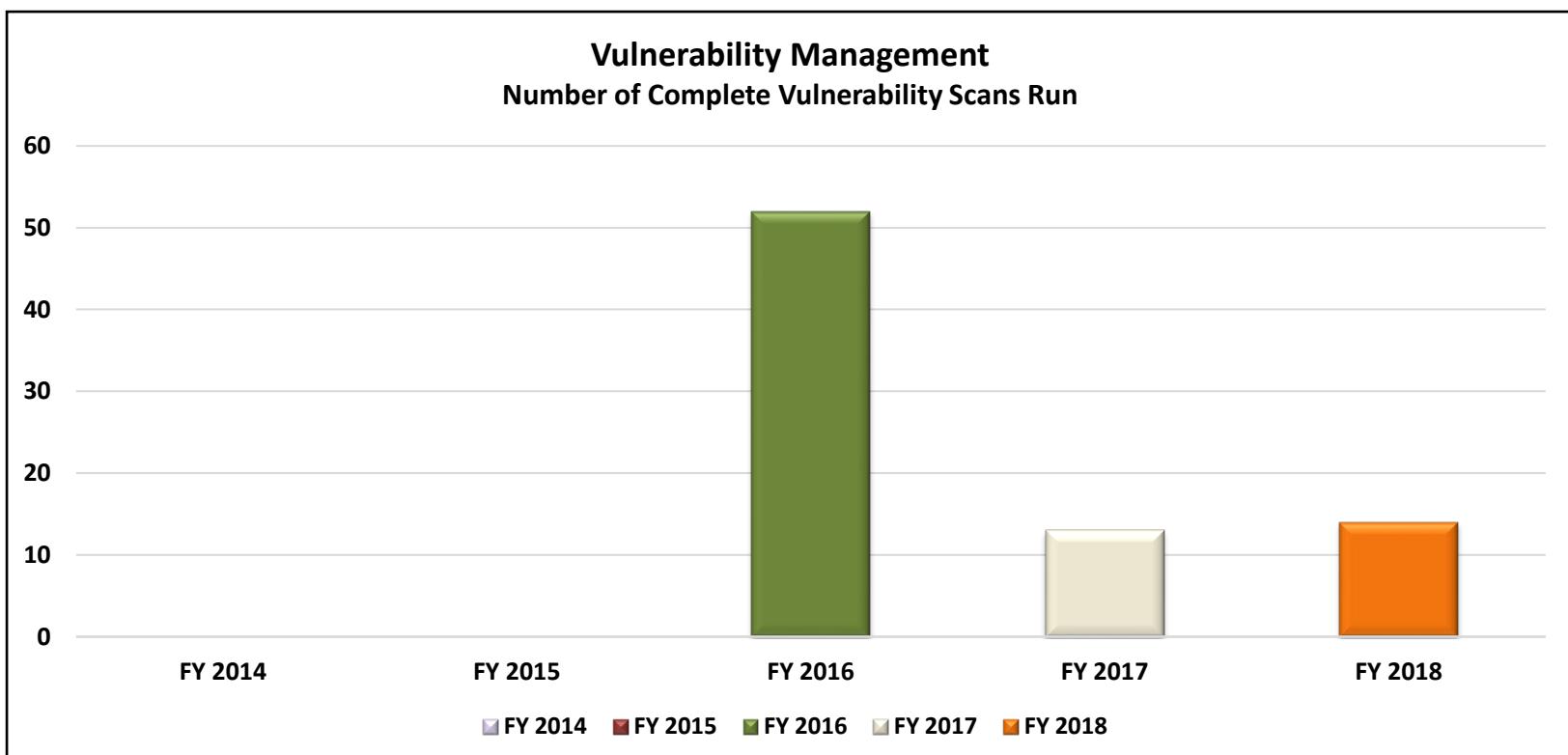
Goals & Objectives

1. First level support to resolve 50% of calls received.
2. Second level of support to resolve all escalated calls timely.
3. Complete the implementation of county wide projects as needed.

Service Support Management
Number of Tickets Open vs. Closed

	# of Tickets Open	# of Tickets Closed	% of Ticket Completion
FY 2014	11,452	11,107	96.99%
FY 2015	6,623	6,819	102.96%
FY 2016	9,026	7,973	88.33%
FY 2017	6,833	6,219	91.01%
FY 2018	10,728	10,194	95.02%

FY 2018 IT Statistics

Vulnerability Management
Number of Complete Vulnerability Scans Run

	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018
# of Complete Vulnerability Scans Run	N/A	N/A	52	13	14

New Vulnerability Management Tool Added in FY 2016
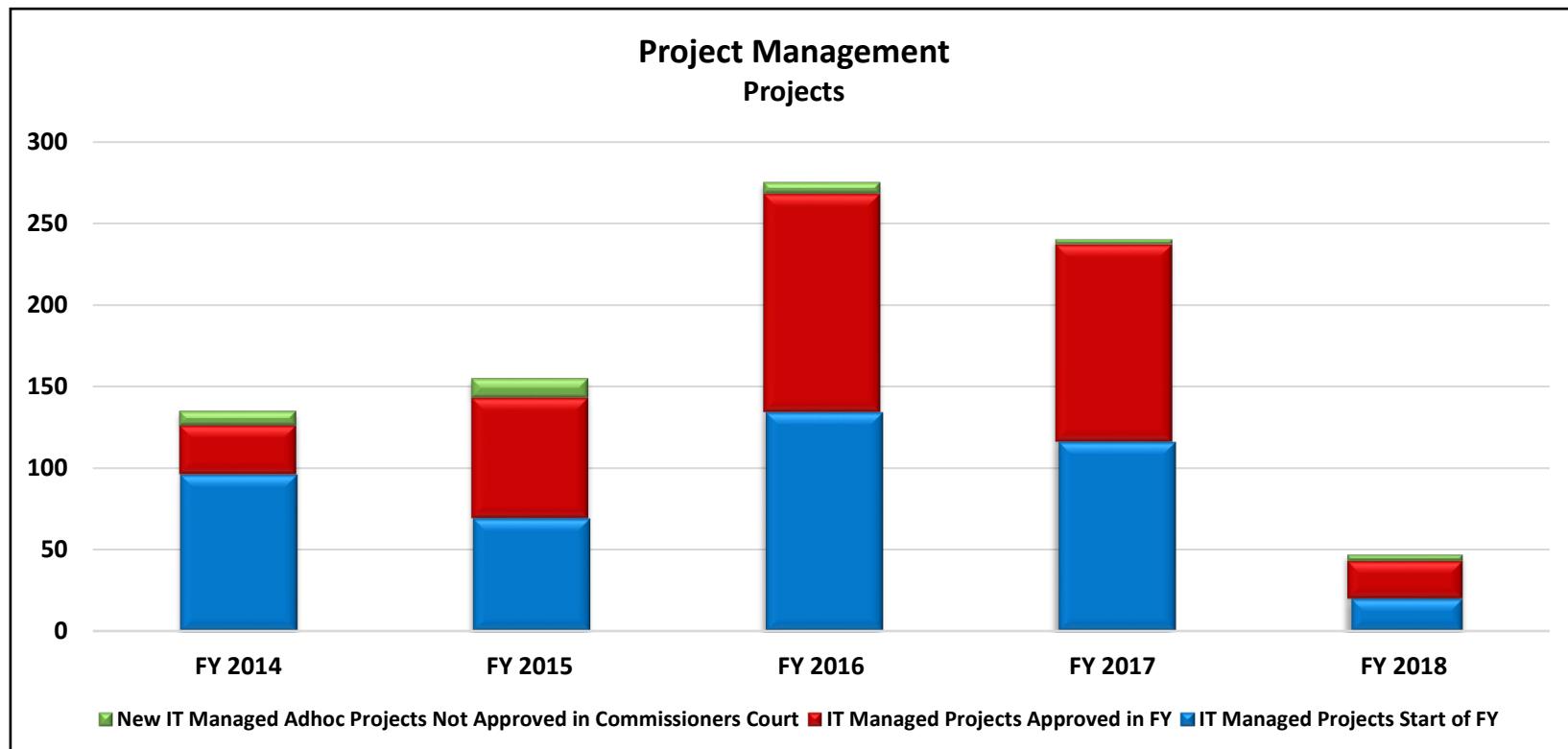
Plan - Project Management

The Project Management Office (PMO) is responsible for project planning and execution of all IT related projects in Collin County. The PMO team consists of project managers and business analysts who manage project activities including analysis, development, testing and implementation.

Goals & Objectives

1. To plan all budgeted and adhoc projects that require IT's involvement (hardware, software, resources).
2. To standardize project management processes for all projects (planned and unplanned).
3. To provide end-to-end management of the project tasks, from project initiation to production support.
4. To track budget vs. actual for all budgeted projects.
5. To provide preliminary estimates for the magnitude of the project (estimate hours) in order to plan and schedule the project's execution.

Project Management
Projects

Legend: New IT Managed Adhoc Projects Not Approved in Commissioners Court (green) ■ IT Managed Projects Approved in FY (red) ■ IT Managed Projects Start of FY (blue)

	FY 2014	FY 2015	FY 2016	FY 2017	FY 2018
IT Managed Projects Start of FY	96	69	134	116	20
IT Managed Projects Approved in FY	30	74	134	121	23
New IT Managed Adhoc Projects Not Approved in Commissioners Court	9	12	7	3	4