

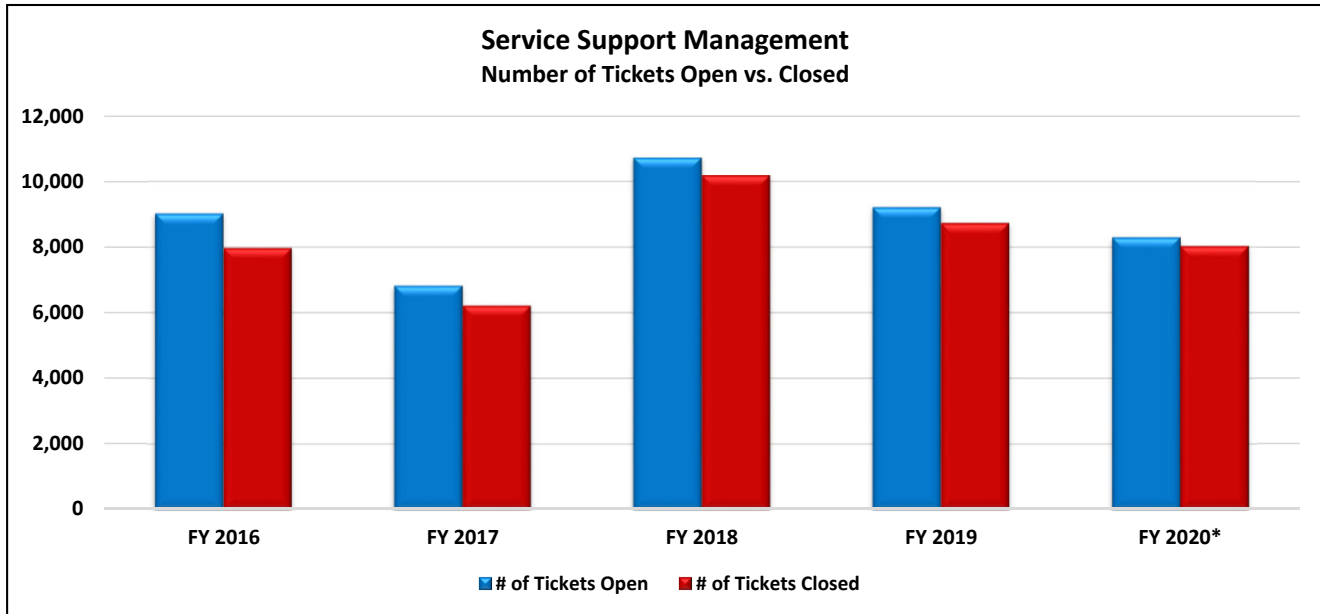
FY 2020 IT Statistics

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.



	# of Tickets Open	# of Tickets Closed	% of Ticket Completion
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 2019	9,215	8,731	94.75%
FY 2020*	8,302	8,033	96.76%

*Disaster Declaration issued by County Judge March 16,2020 due to COVID-19

FY 2020 IT Statistics

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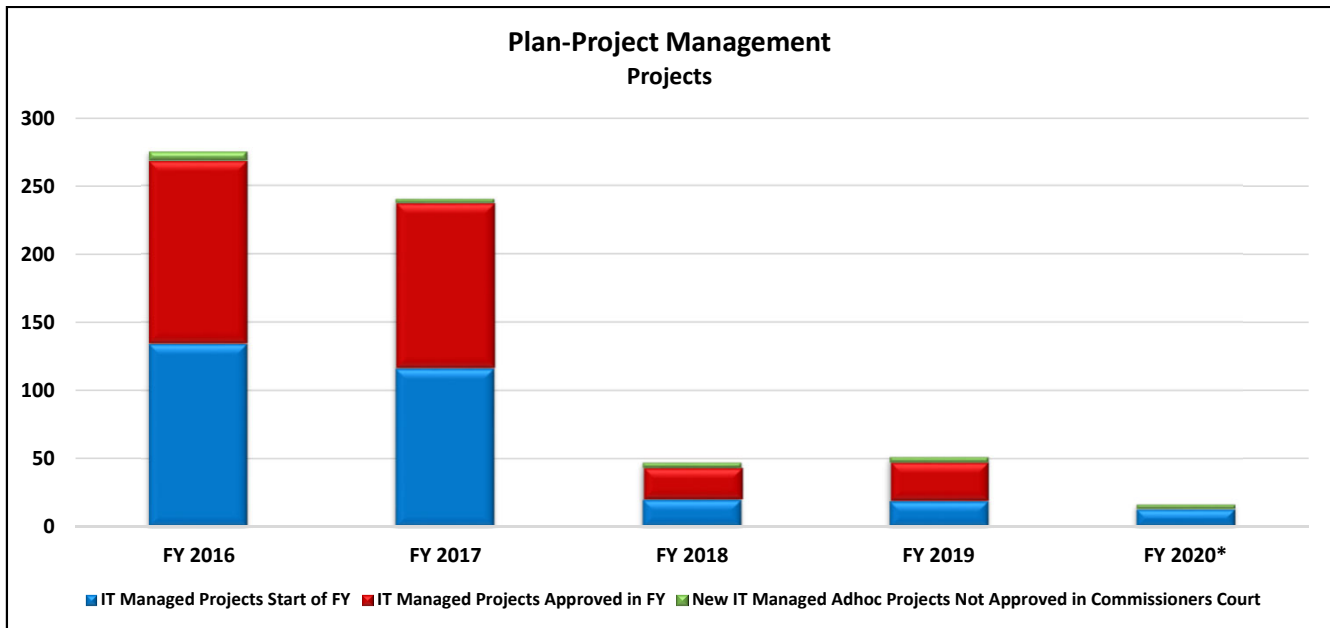
FY 2020 IT Statistics

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.



	FY 2016	FY 2017	FY 2018	FY 2019	FY 2020*
IT Managed Projects Start of FY	134	116	20	19	13
IT Managed Projects Approved in FY	134	121	23	28	0
New IT Managed Adhoc Projects Not Approved in Commissioners Court	7	3	4	4	3

*Disaster Declaration issued by County Judge March 16,2020 due to COVID-19