TECHNOLOGY SERVICES

	FY21 Actual	FY22 Actual	FY22 Target
Applications - County-wide Applications			
# Total (non-MS Office) applications supported.	25	88	89
% County-wide projects where the pre-established objectives are met as defined in the project scope of work.	98%	100%	95%
Applications - Department Applications			
# Supported major department applications.	N/A(1)	50	50
Estimated % of uptime for major supported systems w/o upgrades or emergencies.	N/A(1)	99%	99%
Applications - Enterprise Business Systems			
99% Enterprise Resource Planning (ERP) system uptime.	N/A(1)	99%	99%
Applications - Geographic Information (GIS)			
# County department GIS users supported.	55	212	200
# GIS data layers supported.	102	117	98
95% Customers who say they are happy with the service they received.	90%	100%	95%
95% Web map application data updates completed per maintenance update schedule.	100%	100%	95%
Communication Services - Clackamas Broadband eXchange (CBX)			
# Miles fiber installed.	N/A(1)	363	335
$ Estimated Annual savings for public institutions utilizing CBX excluding redundant connections.	19,510	1,725,000	155,000
Communication Services - Telecommunication Services			
# Radios supported.	10	628	300
# Telecom lines supported.	5250	5400	3000
99% Days where there are no interruptions to the core video surveillance systems.	99.5%	0%	99%
Technical Services - Network Services			
# Supported network infrastructure devices not including traffic.	488	198	200
# Wireless network access points.	277	277	277
0.5% Unplanned downtime which affects customer activity.	N/A(1)	1.25%	0.5%
Technical Services - Technology Operations			
# Call center resolutions.	N/A(1)	8779	3000
% Average response time to service requests during Business Hours.	N/A(1)	N/A(1)	N/A
95% Critical service outages of primary systems resolved within 3 days.	100%	100%	100%

1 - Data is not available.