

## Service Desk Statistics for January 2011

### 1. Work Orders

- a. Closed work orders for January 2011: **4108**
- b. Closed work orders by Requestor Dept. - January 2011:

<b>Agency</b>	<b># of Closed Work Orders</b>	<b>% of Total Closed Work Orders</b>
LMPD	1215	24
Technology Services	1401	27
Health Dept	350	7
Corrections	158	3
County Attorney	161	3
Louisville Fire	73	1
Public Works	140	3
Metro Council	135	3
Mayor's Office	145	3
EMA/MetroSafe	155	3

### 2. Other Metrics

- a. Calls Made to 574-4444: **3257**
- b. Calls Answered: **3071**
- c. Answer Rate: **94.3%**
- d. Average Wait Time: **13 Seconds**
- e. Average Duration of Call: **4 Minutes, 16 Seconds**

MTS has assumed overall management of end-user computer assets for Metro Government. The primary focus of the fund at this time is to replace old computers that no longer meet minimum standards. Thru December, the funds have purchased:

511 desktop computers

46 notebook computers