

## Service Desk Statistics for February 2011

### 1. Work Orders

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

<b>Agency</b>	<b># of Closed Work Orders</b>	<b>% of Total Closed Work Orders</b>
LMPD	1226	27
Technology Services	1253	28
Health Dept	264	5
Corrections	158	3
County Attorney	168	4
Louisville Fire	128	3
Public Works	106	2
Metro Council	171	4
Mayor's Office	93	2
EMA/MetroSafe	120	3

### 2. Other Metrics

- a. Calls Made to 574-4444: **3234**
- b. Calls Answered: **3005**
- c. Answer Rate: **92.9%**
- d. Average Wait Time: **23 Seconds**
- e. Average Duration of Call: **4 Minutes, 15 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 February, the funds have purchased:

735 desktop computers  
94 notebook computers  
116 computer monitors