

Service Desk Statistics for November 2010

1. Work Orders

- a. Closed work orders for November 2010: **4108**
- b. Closed work orders by Requestor Dept. - November 2010:

Agency	# of Closed Work Orders	% of Total Closed Work Orders
LMPD	983	24
Technology Services	1108	27
Health Dept	54	1
Corrections	154	4
County Attorney	123	3
Louisville Fire	103	3
Public Works	147	4
Metro Council	78	2
Mayor's Office	37	1
EMA/MetroSafe	104	3

2. Other Metrics

- a. Calls Made to 574-4444: **2963**
- b. Calls Answered: **2840**
- c. Answer Rate: **95.8%**
- d. Average Wait Time: **10 Seconds**
- e. Average Duration of Call: **3 Minutes, 56 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 November, the funds have purchased:

406 desktop computers

41 notebook computers