

## Service Desk Statistics for December 2010

### 1. Work Orders

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

<b>Agency</b>	<b># of Closed Work Orders</b>	<b>% of Total Closed Work Orders</b>
LMPD	935	25
Technology Services	1103	29
Health Dept	181	5
Corrections	129	3
County Attorney	93	2
Louisville Fire	89	2
Public Works	107	3
Metro Council	110	3
Mayor's Office	49	1
EMA/MetroSafe	92	2

### 2. Other Metrics

- a. Calls Made to 574-4444: **2687**
- b. Calls Answered: **2507**
- c. Answer Rate: **93.3%**
- d. Average Wait Time: **17 Seconds**
- e. Average Duration of Call: **3 Minutes, 52 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:

371 desktop computers

46 notebook computers

(error in last month's report had a double entry)