Office of Information Technology

	Frequency	Desired Trend	FY21 Actual	FY22 Revised	FY23 Target
IT Governance, Planning and Control (Policy & Governance)					
System Architecture Reviews performed	Quarterly	On or below	300	264	275
Procurements reviewed (a)	Quarterly	Unchanged	1474	1250	1250
Policies published/updated	Quarterly	Decrease	11	80	10

(a) Increased FY21 reviews due to increased procurements related to COVID response

	Frequency	Desired Trend	FY21 Actual	FY22 Revised	FY23 Target
Maintaining a Secure Shared IT Infrastructure (Operations)					
Servers hosted	Quarterly	Increase	3,080	3,377	4,000
Network endpoints managed	Quarterly	Maintain	2,254	2,254	2,500
Network availability	Quarterly	Maintain	99.90%	99.90%	99.90%
Storage capacity (Terabyte)	Quarterly	Maintain	9,800	12,200	12,800
Online Transactional CICS regions		Maintain		65	65
Changes successfully implemented	Quarterly	Maintain	99.90%	99.90%	99.90%

	Frequency	Desired Trend	FY21 Actual	FY22 Revised	FY23 Target
Developing and Maintaining Agency and Enterprise Applications (Application Development)					
Enterprise applications maintained	Quarterly	Increase	169	171	172
New applications developed (a)	Quarterly	Decrease	4	1	2

	Frequency	Desired Trend	FY21 Actual	FY22 Revised	FY23 Target
Supporting State and Local Emergency Telecommunications Services (Office of Emergency Telecommunication Services)					
Training recertifications completed within 30 days from receipt	Quarterly	Maintain	100%	100%	100%
Sufficient system capacity maintained for public safety entities on the Statewide P-25 trunked radio system	Quarterly	Maintain	100%	100%	100%

	Frequency	Desired Trend	FY21 Actual	FY22 Revised	FY23 Target
Delivering Enterprise Services (Enterprise Services)					
CloudConnect users	Quarterly	Maintain	42,400	42,400	42,400
eCats users	Quarterly	Increase	47,500	47,008	51,730
VOIP users	Quarterly	Increase	17,000	20,000	24,000
myNewJersey users	Quarterly	Increase	1,070,000	1,200,000	2,000,000
Application systems secured via myNewJersey	Quarterly	Increase	246	275	280
ServiceNow Users	Quarterly	Increase	76,700	77,000	84,057
ServiceNow Fulfillers	Quarterly	Increase	500	550	527