Office of Information Technology
Key Performance Indicators - 2025 Materials

	FY2023 Actual	FY2024 Revised	FY2025 Target
IT Governance, Planning and Control (Policy & Governance)			
System Architecture Reviews performed	275	275	280
Procurements reviewed	1,250	1,716	1,920
Policies published/updated	32	10	12
Maintaining a Secure Shared IT Infrastructure (Operations)			
Servers hosted	3,811	4,000	4,640
Network endpoints managed	2,500	2,500	2,600
Network availability	99.90%	99.90%	99.90%
Storage capacity (Terabyte)	22,000	24,000	24,100
Online Transactional CICS regions	65	65	65
Changes successfully implemented	99.90%	99.90%	99.90%
Enterprise Public Cloud - Agencies Served	18	25	32
Enterprise Public Cloud - Agency Account	75	100	160
Enterprise Public Cloud - Network Segments Delivered	85	118	160
Developing and Maintaining Agency and Enterprise Applications (Application Development)			
Enterprise applications maintained	172	176	172
New applications developed (a)	2	4	0
Supporting State and Local Emergency Telecommunications Services (Office of Emergency Telecommunication Services)			
Training recertifications completed within 30 days from receipt	100%	100%	100%
Sufficient system capacity maintained for public safety entities on the Statewide P-25 trunked radio system*	100%	100%	N/A
Delivering Enterprise Services (Enterprise Services)			
CloudConnect users	42,400	42,400	42,400
eCats users	51,730	54,875	58,500
VOIP users	24,000	29,000	29,500
myNewJersey users	2,000,000	2,500,000	2,900,000
Application systems secured via myNewJersey	280	285	290
ServiceNow Users	84,057	84,057	98,413
ServiceNow Fulfillers	527	650	830