

Office of the Clerk of Superior Court Strategic Business Plan

Vision

Pinal County Government provides progressive and proactive leadership in the areas of economic development, state-of-the-art technologies, growth management, and public services to promote healthy and safe communities.

COUNTY MISSION

Pinal County Government protects and enhances its citizens' quality of life by providing public services in an ethical, efficient, and responsible manner delivered by a motivated, skilled, and courteous workforce.

DEPARTMENT MISSION

The mission of the Office of the Clerk of Superior Court is to provide records, information, case processing, jury and financial administration services to the public, court users and judicial partners so they can have timely access to, and participate in, the judicial process.

ISSUE STATEMENTS

Issue 1 – Case Filing

The increasing number of court documents filed, coupled with the lack of resources to handle these increases, combined with an increasing demand for quicker processing of these documents, if not addressed will result in:

- Increased time to process case documents
- Decreased public confidence in the Courts

Issue 2 – Coordinated and Timely Services/Access to Court Information

The increasing demand by court users and public service agencies to have more timely and convenient access to court information and services, if not addressed will result in:

- Increased frustration by customers
- Delays in obtaining court information
- Impact to public service agencies ability to deliver services to their customers

Issue 3 – Self-Represented Litigants

The increasing number of self-representing litigants who demand access to information and forms, combined with no authority to provide legal advice, which if not addressed, will continue to result in:

- Perception of barriers to the justice system
- May increase the time to have case completed

STRATEGIC GOALS

Strategic Goal 1 – Coordinated and Timely Services

By 2011 public, judicial partners and court users will benefit from coordinated and timelier services as evidenced by:

- 85% of minute entries will be completed within 3 business days
- 82% of all information requests responded to in the established time frames
- 95% Responses to written records request will be provided within the established time frames
- 95% of restitution collected will be disbursed within mandated time frames
- 99% of child support order of assignments completed within 2 business days

Strategic Goal 2 – Convenient Access to Court Services

The public, judicial partners and various agencies will benefit from access to current case information and court services through a convenient method, as evidenced by:

- By , 2012, 90% of court forms/instructions available on-line

Strategic Goal 3 - Reliability and Integrity of Case Files

Court users and judicial partners will be assured that court documents are processed in an increasingly accurate manner as evidenced by:

- By 2011, 90 % of case files randomly audited, determined to be complete (with all properly court filed documents) and accurate prior to court date*

Strategic Goal 4 - Self Represented Litigants

Self-represented litigants will have improved access to information and forms as evidenced by:

- By 2012, 100% of self- represented litigant approved forms and instructions will be available on-line.

CROSS CUTTING

Issues: #2- Coordinated and Timely Services/Access to Court Information

Strategic Goals: #1- Coordinated and Timely Services

Cross Cutting with: Arizona Office of the Courts

Needs: To resolve conversion issues and lack of functionality in the new statewide case management system.

DEPARTMENT ORGANIZATION

1. Administrative Program

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- 1.2. Vacant
- 1.3. Training Activity pg 10
- 1.4. Records Management Activity pg 11
- 1.5. Vehicle Management Activity pg 12
- 1.6. Financial Services Activity pg 13
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2. Case Information Program

- 2.1. Customer Service Activity pg 15
- 2.2. Court Records Management Activity pg 16
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- 2.4. Case Processing Activity pg 18

3. Case Financial Administration Program

- 3.1. Case Financial Administration Activity pg 19

4. Jury Administration Program

- 4.1 Jury Administration Activity pg 20

5. Family Support Services Program

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6. Operating Support Program

- 6.1 Information Technology (IT) Activity pg 22

PROGRAMS

Administrative Program

Purpose Statement The purpose of the Administrative Program is to provide human resource, finance, budget, information technology, purchasing, vehicle management and purchasing services to Pinal County departments so they can cost effectively manage their resources to achieve the planned results.

Key Results

- 98% of all employee appraisals will be submitted to Human Resources by the end of January due date
- 85% of training dollars spent that directly align to County or Department strategic goals.
- 100% of record series managed in compliance with legal and policy requirements as determined by the Arizona State Library of Archives.
- 95% of department vehicles with preventative maintenance performed as scheduled
- 95% of department vehicles operated more than 10,000 miles per year
- 90% of non-construction payment authorizations entered into the system within three business days of receipt of goods
- 100% of Key Results achieved
- 75% of surveyed customers who say they are satisfied or very satisfied with the services provided by Clerk of the Superior Court

Case Information Services Program

Purpose Statement The purpose of the Case Information Program is to provide case processing, information and customer support services to court users, judicial partners and interested parties so they can proceed with their court process in a timely manner.

- Key Results**
- 85 % of minute entries are completed within 3 business days
 - 82% of all information requests responded to in the established timeframes (mail- 2working days; correspondence- 3 working days) upon receipt of request
 - 95% of responses to written records request provided within 72 hours
 - 90% of case files randomly audited will contain all court documents filed with the Clerk of Superior Court prior to court date
 - 85% of case filings initiated (new cases) within established time frames (defined by case type)
 - 70% of self represented litigant forms available on line
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Case Financial Administration Program

Purpose Statement The purpose of the Case Financial Administration Program is to provide collection, disbursement and reporting services to court users so they can resolve financial court related obligations.

Key Results 95% of restitution collected is disbursed within the mandated time frames

Jury Administration Program

Purpose Statement The purpose of the Jury Administration Program is to provide juror qualification and jury information services to prospective jurors and judicial partners so they can effectively and efficiently participate in the judicial process.

- Key Results**
- 90% of juror payments provided at completion of services (*# of juror payments provided at completion/Total # of juror payments provided*)

Family Support Services Program

Purpose Statement The purpose of the Family Support Services Program is to provide records and information services to parties needing family support services and Judicial Partners so they can establish and modify child and spousal support in a timely manner.

Key Results

- 99% of orders of assignments mailed within 2 business days of receipt

Operating Support Program

Purpose Statement The purpose of the Operating Support Program is to provide support, data and information services to the Clerk's Office and the Superior Court so they can serve their customers with minimal delays.

Key Results

- 99% uptime of local network
- 80% of software application resolutions provided within established timeframes
- 75% of hardware resolutions solved within established timeframes

ACTIVITIES

1. Administrative Program

Purpose Statement The purpose of the Administrative Program is to provide human resource, finance, budget, information technology, purchasing, vehicle management and purchasing services to Pinal County departments so they can cost effectively manage their resources to achieve the planned results.

Section 1.1: Human Resources Activity

Activity Purpose Statement The purpose of the Human Resource Activity is to provide employee selection, evaluation and support services to department management so they can manage, evaluate, and retain a qualified and diverse workforce.

- | | | |
|--------------------------|--|---|
| Activity Services | <ul style="list-style-type: none"> • Candidate Selection • Recommendations • Job Postings • Policy Interpretations • Employee Relations Management • Employee Interviews • Grievance hearings • Employee Inquiry Responses • Employee Productivity Status Reports (D) • Re-training Determinations (D) | <ul style="list-style-type: none"> • Performance Appraisals/ Evaluations • Employee Assistance Referrals • Employee Orientation Sessions • Exit Interviews • Personnel Reports • Police and Procedure Updates • Employee Awards • “Silent Whistle” Investigations • Employee Consultations (D) |
|--------------------------|--|---|

Family of Measures

Results
 1. 98% of all employee appraisals will be submitted to Human Resources by the end of January due date
 (# of employee appraisals submitted by due date/total # of appraisals)

Outputs
 1. 87 employee appraisals submitted on/by due date

Demands
 1. 87 employee appraisals anticipated to be submitted

Efficiencies
 N/A

Activity Manager(s) • Shannan Tipping

Activity Budget \$x,xxx,xxx

1. Administrative Program

Purpose Statement The purpose of the Administrative Program is to provide human resource, finance, budget, information technology, purchasing, vehicle management and purchasing services to Pinal County departments so they can cost effectively manage their resources to achieve the planned results.

Section 1.3: Training Activity

Activity Purpose Statement The purpose of the Training Activity is to provide department specific skill development and safety training services to the department's employees so they can benefit from a variety of programs/sessions that continually allows them to improve on their job related skill set.

Activity Services	<ul style="list-style-type: none">• Training Sessions• Safety Training Sessions• Employee Handbooks	<ul style="list-style-type: none">• Training Assessments• Training Records• Training Schedules/Arrangements
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Family of Measures

Results

- 85% of training dollars spent that directly align to County or Department strategic goals
(# of trained employees that demonstrate improved skill knowledge/ total number of employees trained)

Outputs

1. 80 training sessions attended

Demands

1. 80 training sessions anticipated to be attended

Efficiencies

1. \$ expenditure per training session attended

Activity Manager(s)

- **Shannan Tipping**

Activity Budget \$x,xxx,xxx

1. Administrative Program

Purpose Statement The purpose of the Administrative Program is to provide human resource, finance, budget, purchasing, records management, vehicle management and purchasing services to Pinal County departments so they can cost effectively manage their resources to achieve the planned results.

Section 1.4: Records Management Activity

Activity Purpose Statement The purpose of the Records Management Activity is to provide record retention, disposal and retrieval services to departments so they can access, provide, retain and dispose of records in a timely manner and as legally required.

- Activity Services**
- Record Archives
 - Record Disposals
 - Record Disposition Authorizations
 - Records Destruction List
 - Records Inventory
 - Records Requests Responses

Family of Measures

Results

1. 100% of record series managed in compliance with legal and policy requirements as determined by the Arizona State Library of Archives.
(# of record series managed in compliance with legal and policy requirements / total # of records series managed)

Outputs

1. 2 record series in compliance with legal and policy requirements

Demands

1. 2 record series anticipated to be in compliance

Efficiencies

1. \$ Records Management Activity expenditure per record series in compliance

Activity Manager(s)

- **Shannan Tipping**

Activity Budget \$x,xxx,xxx

1. Administrative Program

Purpose Statement The purpose of the Administrative Program is to provide human resource, finance, budget, information technology, purchasing, vehicle management and purchasing services to Pinal County departments so they can cost effectively manage their resources to achieve the planned results.

Section 1.5: Vehicle Management Activity

Activity Purpose Statement The purpose of the Vehicle Management Activity is to provide maintenance scheduling, reporting and vehicle requirement definition services to the department so they can have cost effective and safe vehicles.

Activity Services

- Vehicle Maintenance and Repair Service Schedules
- Vehicle Utilization Reports
- Maintenance Records
- Fleet Credit Card Usage Reports
- Vehicle Usage Assessment

Family of Measures

Results

1. 95% of department vehicles with preventative maintenance performed as scheduled
(# of department vehicles with preventative maintenance performed as scheduled/ total department vehicles)
 2. 95% of department vehicles operated more than 10,000 miles per year
(# of department vehicles operated more than 10,000 miles per year/ total department vehicles)
-

Outputs

1. 2 of department vehicles operated
-

Demands

1. 2 of department vehicles anticipated to be operated
 2. 2 of department vehicles operated more than 10000 miles a year
-

Efficiencies

\$ Vehicle Management Activity expenditure per vehicle operated

Activity Manager(s) • **Shannan Tipping**

Activity Budget \$x,xxx,xxx

1. Administrative Program

Purpose Statement The purpose of the Administrative Program is to provide human resource, finance, budget, information technology, purchasing, vehicle management and purchasing services to Pinal County departments so they can cost effectively manage their resources to achieve the planned results.

Section 1.6: Financial Services Activity

Activity Purpose Statement The purpose of the Financial Services Activity is to provide financial, budget information and purchasing services to department managers so they can ensure efficient use of County resources.

Activity Services	<ul style="list-style-type: none">• Grant Reports• Grant Applications• Grant Programmatic Progress Reports• Payment Authorizations• Employee Reimbursement Authorizations	<ul style="list-style-type: none">• Year-end Accounting Records• Cash Receipts• Budget Proposal• Spending Requests• Appropriation Adjustments• Expenditure Projections• Performance Reports
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Family of Measures

Results

1. 90% of non-construction payment authorizations (purchase orders) entered into the system within three business days of receipt of goods.
(# of payment authorizations entered on the date of receipt of goods/total payment authorizations)

Outputs

1. 445 payment authorizations received within three business days of physical receipt of item(s)

Demands

1. 445 payment authorizations anticipated to be entered into the system

Efficiencies

1. \$ Financial Services Activity per payment authorization entered within three business days

Activity Manager(s)

- **Cas Hernandez**

Activity Budget \$X,XXX,XXX

1. Administrative Program

Purpose Statement The purpose of the Administrative Program is to provide human resource, finance, budget, information technology, purchasing, vehicle management and purchasing services to Pinal County departments so they can cost effectively manage their resources to achieve the planned results.

Section 1.7: Elected Official/Department Director Activity

Activity Purpose Statement The purpose of the Department Director Activity is to provide results oriented leadership and management services to Pinal County residents and businesses so they can benefit from effective and efficient County services.

Activity Services	<ul style="list-style-type: none">• Reports• Direction• Employee Supervision Meeting• Inquiry Responses• Strategic Business Plans• Issue Resolutions• Special Projects	<ul style="list-style-type: none">• Budgets• Department Structures• Policies/Procedures• Employee Evaluations• Program Evaluations• Recommendations• Leadership
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Family of Measures

Results

1. 100% of Key Results achieved
(# of key results achieved/total # of key results)
2. 75% of surveyed customers who say they are satisfied or very satisfied with the services provided by the Clerk of the Superior Court.
(# of respondents who state they are satisfied or very satisfied with the departments services/total # of respondents)

Outputs

1. 240 of customers responding to the department survey

Demands

1. 180 of customers expected to respond to the survey

Efficiencies

1. \$ Department expenditures per customer served

Activity Manager(s) • **Kristi Youtsey Ruiz**

Activity Budget \$x,xxx,xxx

2. Case Information Program

Purpose Statement The purpose of the Case Information Program is to provide case processing, information and customer support services to court users, judicial partners and interested parties so they can proceed with their court process in a timely manner.

Section 2.1: Customer Service Activity

Activity Purpose Statement The purpose of the Customer Service and Reporting Activity is to provide court-related information and documents services to court customers, judicial partners and interested parties so they can get timely information to proceed with their process.

Activity Services	<ul style="list-style-type: none">• Case Histories• Customer Inquiry Responses• Attorney Mail Boxes• Payment Histories• Public Court Documents• Criminal Background Checks• Marriage Licenses• Passport Applications• Certified Court Records	<ul style="list-style-type: none">• Guardianship and Conservatorships Notices• Court Forms• Process Instructions• Court Calendars• Court Reports• Process Server Certifications• Registrar Order Decision Certifications• Certifications for Bail Bondsman
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Family of Measures

Results

1. 70% of self- represented litigant forms and instructions available on-line. (# of self- represented litigant forms and instructions available on-line./total # of self- represented litigant forms and instructions available)
2. 82% of all information requests responded to in the established timeframes (mail- 2 working days; correspondence- 3 working days) upon receipt of request (#of all information requests responded to in the established timeframes (mail- 2working days; correspondence- 3 working days) upon receipt of request/total # of information requests) with the exception of requests requiring research of archived records

Outputs

1. 5258 information requests
 2. 169 forms available on-line
-

Demands

1. 5784 information requests anticipated
 2. 307 forms anticipated to be available on line
-

Efficiencies

1. \$ Customer Service and Reporting Activity expenditure per information request
-

Activity Manager(s) • **Monica Rios**

Activity Budget \$x,xxx,xxx

2. Case Information Program

Purpose Statement The purpose of the Case Information Program is to provide case processing, information and customer support services to court users, judicial partners and interested parties so they can proceed with their court process in a timely manner.

Section 2.2: Court Records Management Activity

Activity Purpose Statement The purpose of the Court Records Management Activity is to provide active and inactive records storage and retrieval services to court users, judicial partners, and the public so they can receive the information they require to complete their business in a timely manner.

Activity Services

- Record Archives
- Exhibits
- Record Disposition Authorizations
- Records Inquiry
- Records Requests Responses
- Records Destruction Lists
- Exhibit Disposals

Family of Measures

Results

1. 95% of written records request responses provided within 72 hours (# of records request responses provided within 72 hours/total # of records requests)

Outputs

1. 27779 of record request responses provided

Demands

1. 30071 of records request responses expected to be received

Efficiencies

1. \$ Court Records Management Activity expenditure per records request response provided

Activity Manager(s)

- Elsa Montiel
- Victoria Velazquez

Activity Budget

\$x,xxx,xxx

2. Case Information Program

Purpose Statement The purpose of the Case Information Program is to provide case processing, information and customer support services to court users, judicial partners and interested parties so they can proceed with their court process in a timely manner.

Section 2.3: Case Filing Activity

Activity Purpose Statement The purpose of the Case Filing Activity is to provide case filing services to court users so they can proceed in the court process in a timely manner.

Activity Services	<ul style="list-style-type: none"> • Case Filings: Civil, Domestic Relations, Guardianship/Conservator, Probate, Mental Health, Juvenile, Severance, Adoptions, Juvenile Emancipations, Criminal, Support Enforcement 	<ul style="list-style-type: none"> • E-Filings (Future) • Deferred Fee Approvals • Lower Court Appeals Documents • Court Forms
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Family of Measures	<p><u>Results</u></p> <ol style="list-style-type: none"> 1. 85% of case filings initiated (new cases) within established time frames (defined by case type) (<i># of cases initiated within established time frames/Total # of cases initiated</i>) 2. 85% of documents filed (received) within established time frames (defined by document type) (<i># of documents filed within established time frames/Total # of documents filed</i>)
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Outputs

1. 12228 of case filings initiated (new cases)
2. 98364 of documents filed (received)

Demands

1. 13613 of case filings anticipated to be initiated (new cases)
2. 13238 of documents anticipated to be filed (received)

Efficiencies

1. \$ Case Filing Activity expenditure per case initiated
2. \$ Case Filing Activity expenditure per document filed

Activity Manager(s)	<ul style="list-style-type: none"> • Monica Rios • Dana Crawford
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Activity Budget	\$x,xxx,xxx
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2. Case Information Program

Purpose Statement The purpose of the Case Information Program is to provide case processing, information and customer support services to court users, judicial partners and interested parties so they can proceed with their court process in a timely manner.

Section 2.4: Case Processing Activity

Activity Purpose Statement The purpose of the Case Processing Activity is to provide court case information services to court users so they can be assured that case files are complete and processed in an accurate and timely manner.

Activity Services	<ul style="list-style-type: none">• Inactive Calendar Notices• Grand Jury Transcripts• Court Minutes• Appeals Case Files• Case Court Documents• Disposition Reports• Certifications of Arrest Warrants	<ul style="list-style-type: none">• Case Files (Civil, Criminal, etc.)• Arbitration Appointments• Transferred Case Records• Motion Logs• Case File Accuracy Findings• Exhibit Reconciliations• Case File vs. Management System reconciliations
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Family of Measures

Results

1. 90% of case files randomly audited, determined to be complete and accurate, with all properly court filed documents prior to court date(# of case files randomly audited determined to be complete /total # of case files audited)
2. 85% of minute entries completed within 3 business days (# of minute entries completed within 3 business days /total # of minute entries completed)

Outputs

1. 155213 court case documents processed
 2. 49344 court minutes completed
-

Demands

1. 156439 court case documents expected to be received
 2. 49344 court minutes expected to be provided (hearings)
-

Efficiencies

1. \$ Case Processing Activity expenditure per court case document processed
-

Activity Manager(s)

- Flora Flores
- Odette Apodaca

Activity Budget

\$x,xxx,xxx

3. Case Financial Administration Program

Purpose Statement The purpose of the Case Financial Administration Program is to provide collection, disbursement and reporting services to court users so they can resolve financial court related obligations.

Section 3.1: Case Financial Administration Activity

Activity Purpose Statement The purpose of the Case Financial Administration Activity is to provide collection, disbursement and reporting services to court users so they can resolve financial court related obligations.

Activity Services

- Not Sufficient Funds Letters
- Guardianship Investments
- Collection Correspondences (Letters)
- Department of Corrections Reports/ Invoices
- Receipts
- Cash Drawer Audit Reports
- Case Financial Reconciliations
- Financial Obligation Statements
- Tax Intercept Notices
- Criminal & Juvenile Criminal Restitution Orders Certified Copies Notifications
- Disbursements
- Process Guardianship Payments
- Judgment Satisfaction Notifications (Support Enforcement Invoices)
- Financial Reconciliations
- Deferred Fee Notifications
- Case Audit Reports

Family of Measures

- Results
1. 95% of restitution collected is disbursed within 10 days- *with the exception of restitution payments less than \$5.00 and personal checks* (\$ amount of money distributed within 10 days/Total \$ collected to be distributed)

Outputs

1. \$ 323616 of restitution disbursed

Demands

1. \$ 350460 of restitution anticipated to be disbursed

Efficiencies

1. \$ Case Financial Administration Activity expenditure per disbursements

Activity Manager(s)

- Cas Hernandez

Activity Budget \$x,xxx,xxx

4. Jury Administration Program

Purpose Statement The purpose of the Jury Administration Program is to provide juror qualification and jury information services to prospective jurors and judicial partners so they can effectively and efficiently participate in the judicial process.

Section 4.1: Jury Administration Activity

Activity Purpose Statement The purpose of the Jury Administration Activity is to provide juror qualification and jury information services to prospective jurors and judicial partners so they can effectively and efficiently participate in the judicial process.

Activity Services	<ul style="list-style-type: none"> • Jury Work Certifications • Qualified Jurors • Jury Online Questionnaires • Jury Telephone Inquiry Responses • Juror Amenities 	<ul style="list-style-type: none"> • Jury Reimbursement Checks • Jury Orientations • Jury Handbooks • Request for medical excuse from jury services forms
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Family of Measures

Results

1. 90% of juror payments provided at completion of services (*# of juror payments provided at completion/Total # of juror payments provided*)

2. 2% increase in juror questionnaires received (*# of juror questionnaires received/total # of juror questionnaires issued*)

Outputs

1. 233 juror questionnaires completed

Demands

1. 35000 juror questionnaires sent out

Efficiencies

1. \$ Jury Administration Activity expenditure per juror questionnaire

Activity Manager(s)

- Norma Cruz

Activity Budget

\$x,xxx,xxx

5. Family Support Services Program

Purpose Statement The purpose of the Family Support Services Program is to provide records and information services to parties needing family support services and Judicial Partners so they can establish and modify child and spousal support in a timely manner.

Section 5.1: Family Support Service Activity

Activity Purpose Statement The purpose of the Family Support Services Activity is to provide records and information services to parties needing family support services and Judicial Partners so they can establish and modify child and spousal support in a timely manner.

Activity Services	<ul style="list-style-type: none"> • Support Enforcement Process Judgments • Child Support Forms • Orders of Assignments • Child Support Account Updates 	<ul style="list-style-type: none"> • Child Support Payment Inquiries • Non Support Enforcement Audits • Child Support Warrants
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Family of Measures	<p><u>Results</u></p> <ol style="list-style-type: none"> 1. 99% of orders of assignments processed within 2 business days from receipt (<i># of orders of assignments processed within 2 business days/Total # of orders of assignments processed</i>)
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	<p><u>Outputs</u></p> <ol style="list-style-type: none"> 1. 2195 orders of assignments processed
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	<p><u>Demands</u></p> <ol style="list-style-type: none"> 1. 2165 orders of assignments expected to be processed
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	<p><u>Efficiencies</u></p> <ol style="list-style-type: none"> 1. \$ Activity expenditure per order of assignments processed
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Activity Manager(s)	<ul style="list-style-type: none"> • Cas Hernandez • Victoria Velazquez
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Activity Budget	\$x,xxx,xxx
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6. Operating Support Program

Purpose Statement The purpose of the Operating Support Program is to provide support, data and information services to the Clerk's Office and the Superior Court so they can serve their customers with minimal delays.

Section 6.1: Information Technology (IT) Activity

Activity Purpose Statement The purpose of the Information Technology Activity is to provide support, data and information services to the Clerk's Office and the Superior Court so they can serve their customers with minimal delays.

Activity Services	<ul style="list-style-type: none">IT Problem ResolutionsIT Applications/NetworksIT Training SessionsHardware Installations	<ul style="list-style-type: none">IT Application Data ReportsHardware Repairs/ResolutionsData Storage (Archives)IT ConsultationsIT Strategic Plan
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Family of Measures

Results

- 75% of hardware resolutions solved within established timeframes (*# of hardware resolution resolved in established timeframes/Total # of hardware resolutions*)
- 80% of software application resolutions provided within established timeframes (*# of software application resolutions resolved within established timeframes/Total # of software resolutions*)
- 99% uptime of local network (*Time network is available for use/Total time*)

Outputs

- 650 problem resolutions provided
- 15 IT applications developed

Demands

- 775 problem resolutions expected to be requested
- 20 IT applications expected to be requested

Efficiencies

- \$ IT Activity expenditures per problem resolution provided

Activity Manager(s)

- Alan Turner

Activity Budget \$x,xxx,xxx
