

**ATTACHMENT 4 - User Metrics**

<b>Remedy Implementation Metrics</b>	<b>DAS</b>	<b>DHS</b>	<b>DOC</b>	<b>ODOT</b>	<b>TOTAL</b>
# Users (accessing the system)	89.0	332.0	86.0	266.0	773.0
# Supporting (installation)	1.0	3.0	0.0	1.0	5.0
# Maintaining (application, upgrades,	3.0	1.5	0.5	1.0	6.0
# Total Records to date (4/99 - 11/05)	45,202	203,815	112,431	190,000	551,448
# Total Tickets / day avg.	100	361	68	133	662
# Total Tickets / month avg.	2,100	7,222	1,653	2,800	13,775
# Customers Served – State employees	4,599	9,600	6,331	5,200	25,730
# Customers Served – Non- State	871	9,600			10,471
# Classifications of Category/Type/Item –	2,414	1,997	234	1,989	6,634