

- Manage customer service requests for information technology support.
- Guide the analysis, design and implementation of information assets leveraging projects across multiple departments to support the technology goals of the Village.
- Convert Village information assets to current standards and ensure reliability and security.
- Manage technology to enable effective collaboration and communication.

New Goals:

- No new goals for this budget cycle.

Performance Indicators and Targets:

Performance Measure	2007 Actual	2008 Target	2008 Actual (unaudited)	2009 Target
Percentage of IT service level agreement responses for Helpdesk support (ticket response, back-up completion, and security patch updates)	99%	99%	99%	99%
IT Helpdesk service satisfaction and customer rating	N/A	4	4	4
Internal customer rating on whether Microsoft Office training matched the employee skills and needs	4	4	4	4
Internal customer service rating that show staff's desktop mapping and user queries are being met	N/A	4	4	4
Percent drive project tasks results on schedule	99%	99%	99%	99%
Percentage of system and service availability	99%	99%	99%	99%
Percentage of IT service level agreement customer inquiry response	99%	100%	99%	100%
Percentage of environmentally friendly registered products (EPA/AT) technology products purchased	99%	99%	99%	99%
Management team's satisfaction rating on the plan				