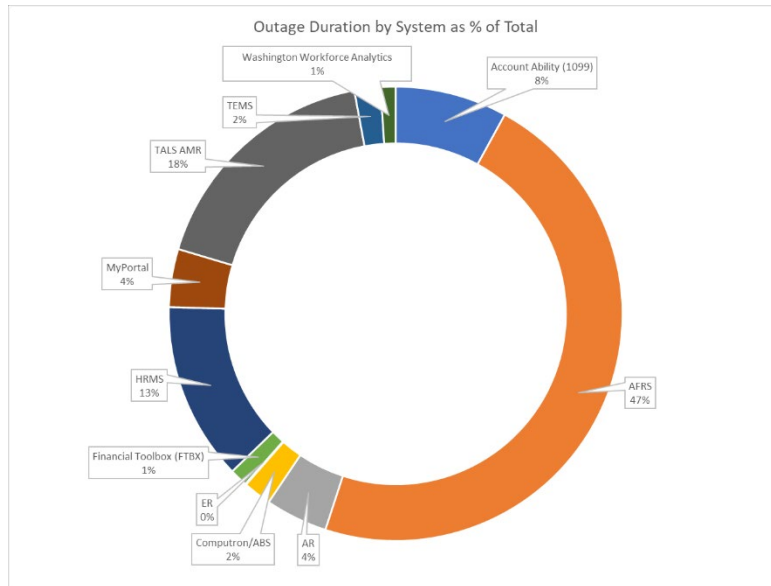


Metric 2: Outage Duration Overview – by system

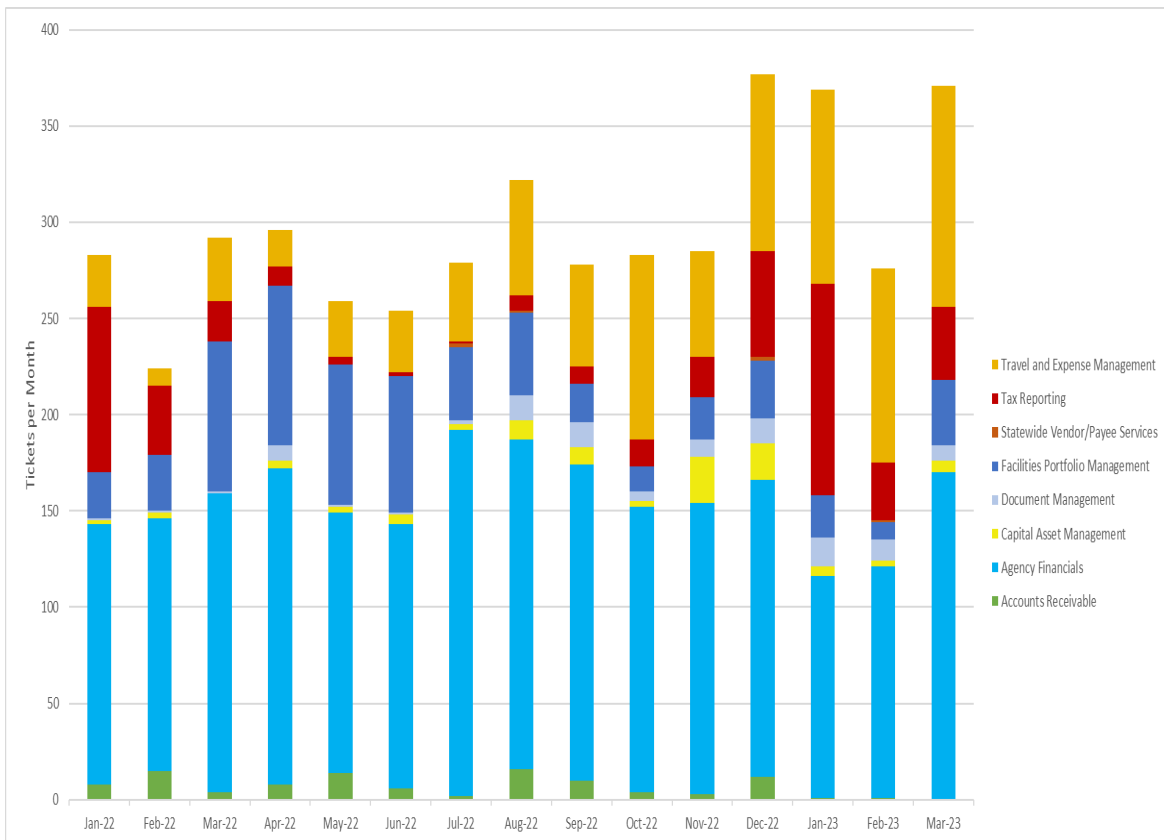
This chart is another view of the outage duration overview data, showing the percentage of total outage hours by system. Data in this chart spans January 2021 through March 2023.



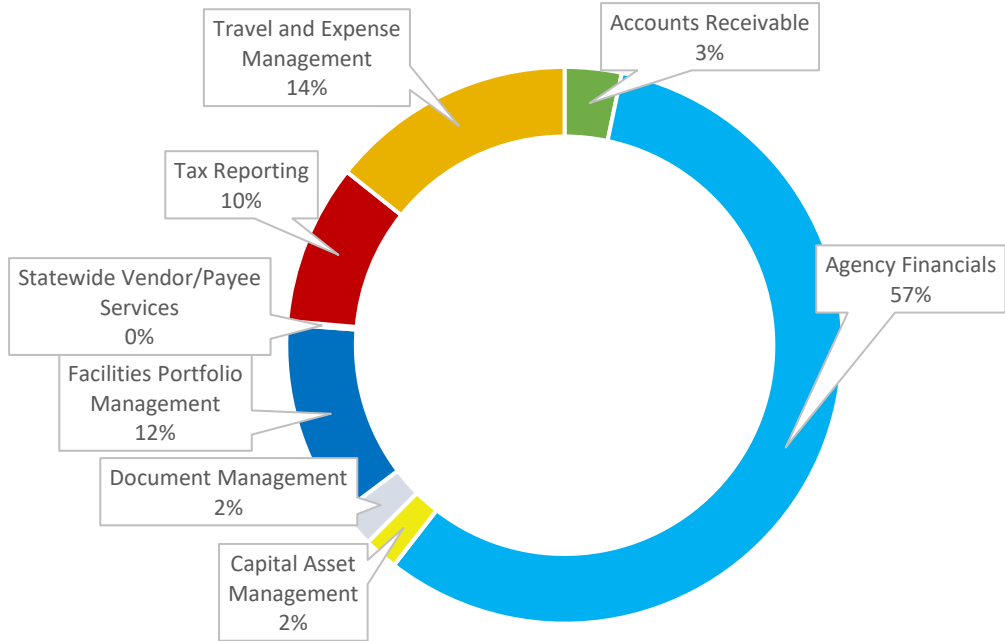
Metric 3: Help Desk Requests for Financial Systems

The following graphs show the number of Help Desk support requests for each OFM financial system each month, then by system as a percentage, and severity as a percentage. For comparison, we are reporting five quarters of data from January 2022 through March 2023.

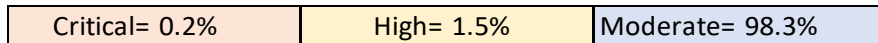
Support Requests by System by Month



Tickets per System as %



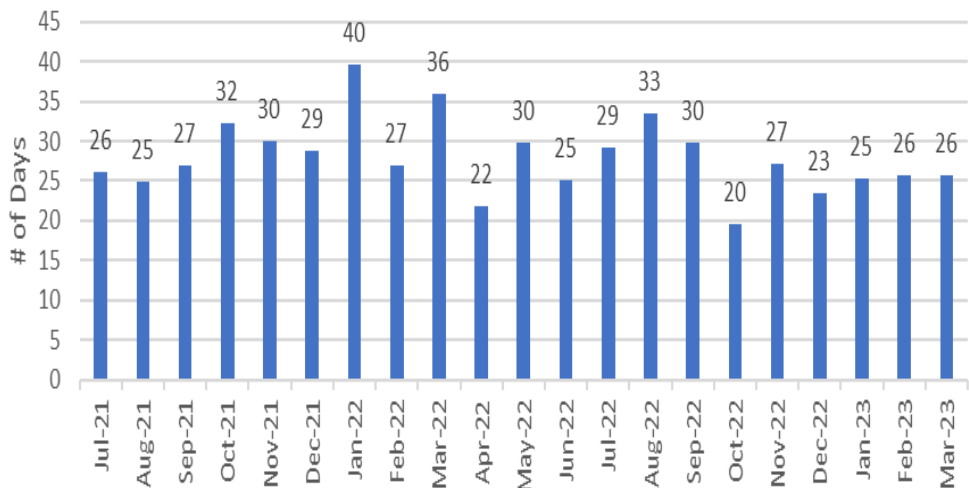
Ticket Severity by %:



Metric 4: Average Prompt Payment Time for Eleven Agencies

Data was requested from eleven state agencies related to the promptness of payments. This graph shows the average number of days between the later of invoice received or goods/service received, and payment issue date. It depicts data from July 2021 through March 2023.

Average # of Days between
(max of Invoice or Goods/Services rec'd) and Payment Sent



Agency Data
Office of Financial Management
Healthcare Authority
Dept. Of Financial Institutions
Dept of Social Health and Services
Dept of Natural Resources
Dept of Health
Dept of Fish and Wildlife
Dept of Financial Inst.
Dept of Corrections
Consolidated Technology Services
Administrative Office of the Courts