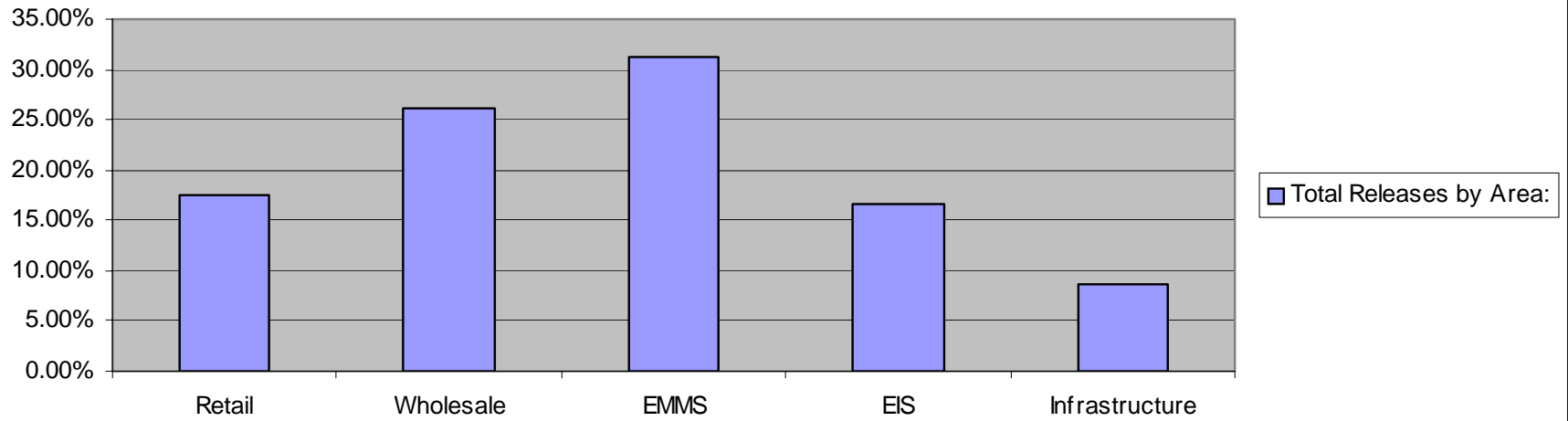


'06 Release Metrics

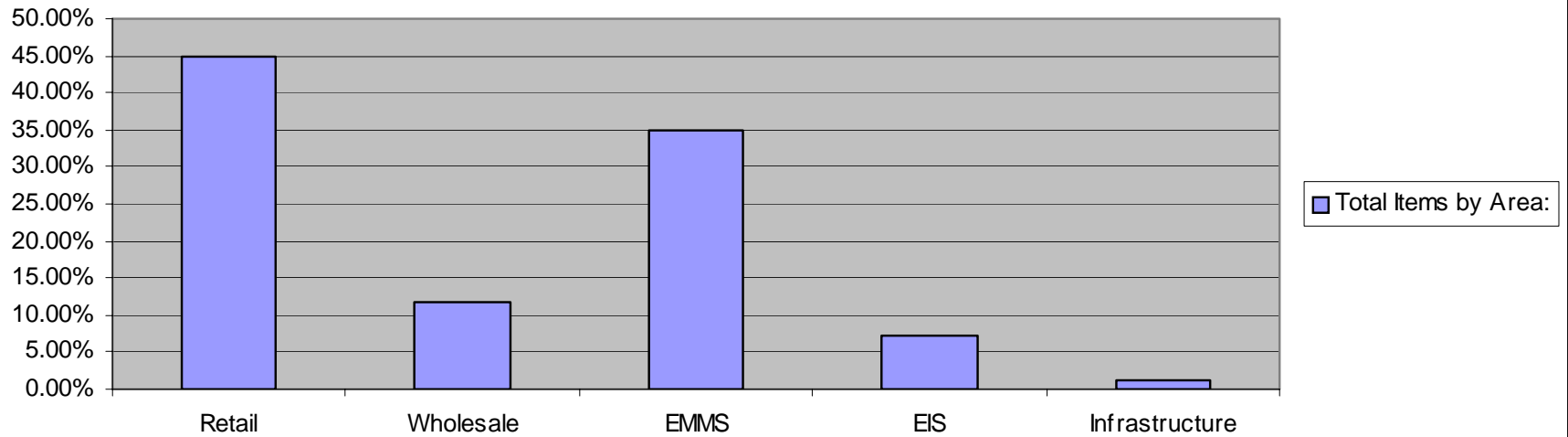
Total Releases:	115
Total Items:	428
<i>SIRS:</i>	<i>361</i>
<i>PROJECTS:</i>	<i>25</i>
<i>MAINTENANCE:</i>	<i>7</i>
<i>SPRs (EMMS):</i>	<i>31</i>
Total Issues (by item):	32
Total Releases w/Issues:	21
Total Rollbacks:	18

Releases without issues:	81.74%
ITEMS Successful without issues:	92.52%
Issues resolved without rollback (by ITEM):	43.75%

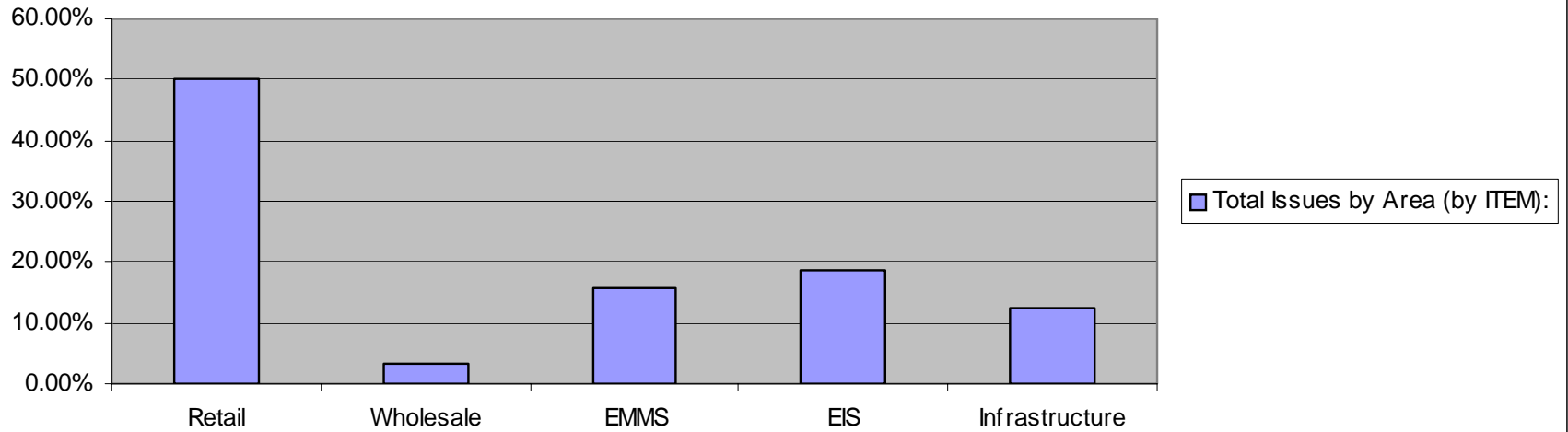
Total Releases by Area:



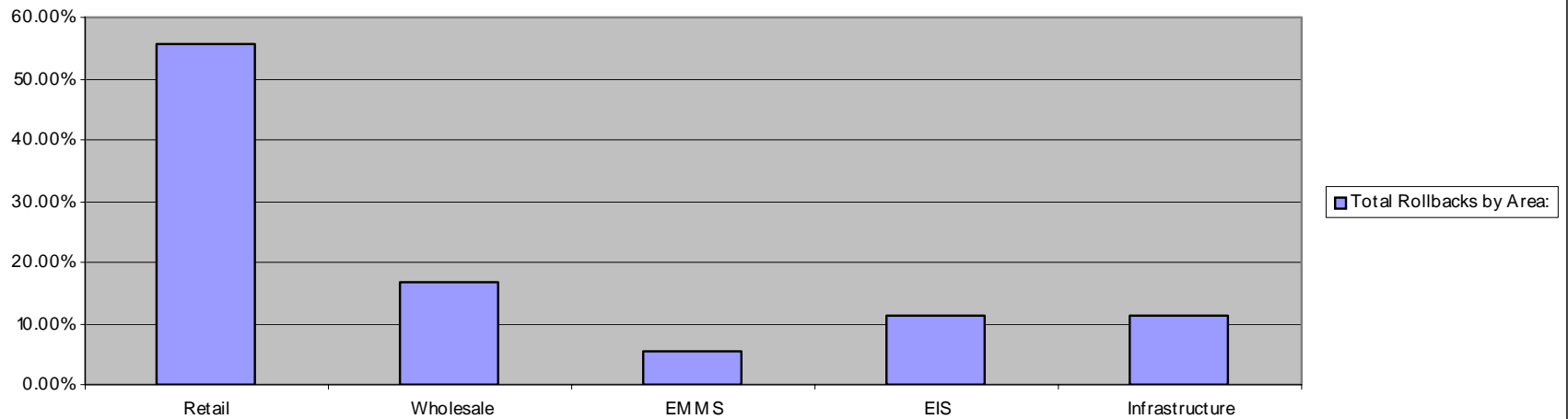
Total Items by Area:



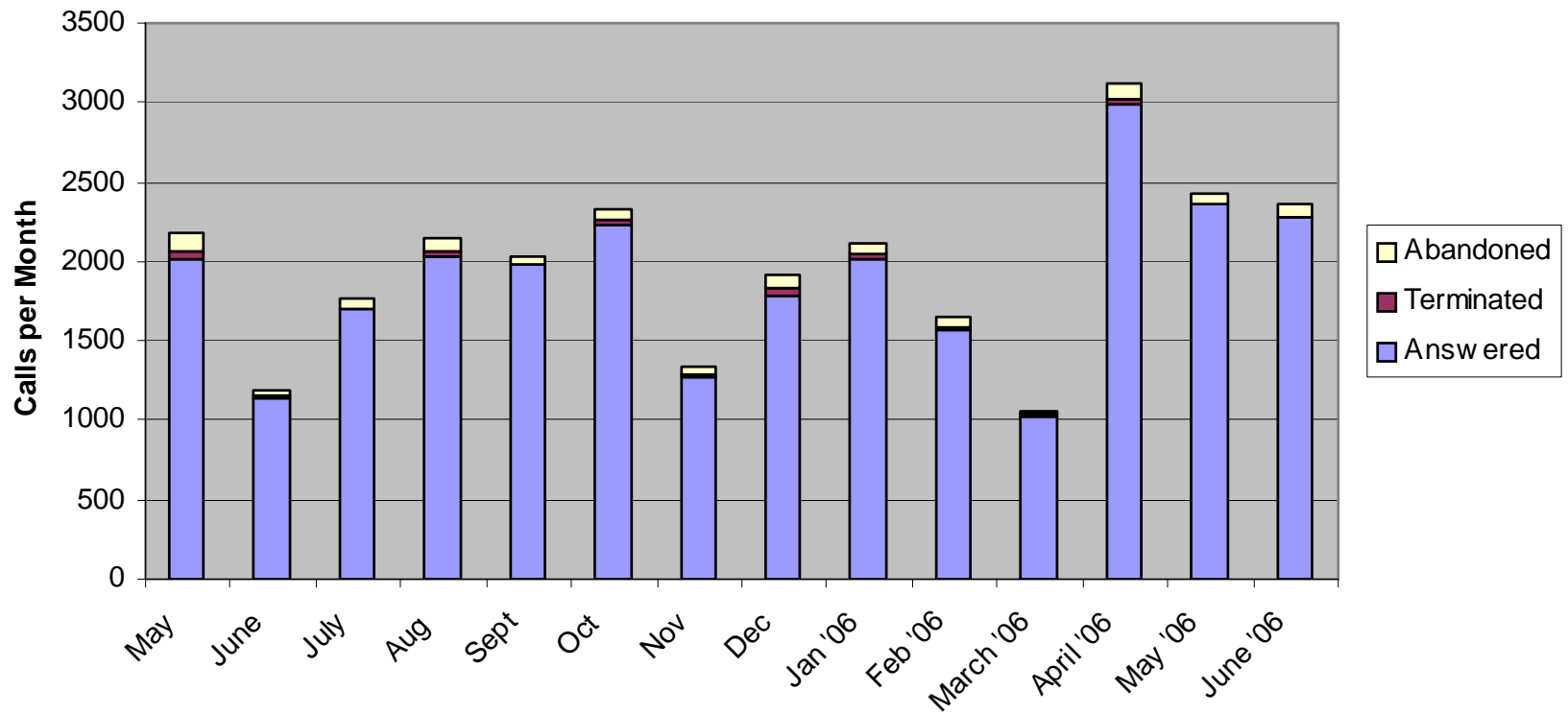
Total Issues by Area (by ITEM):



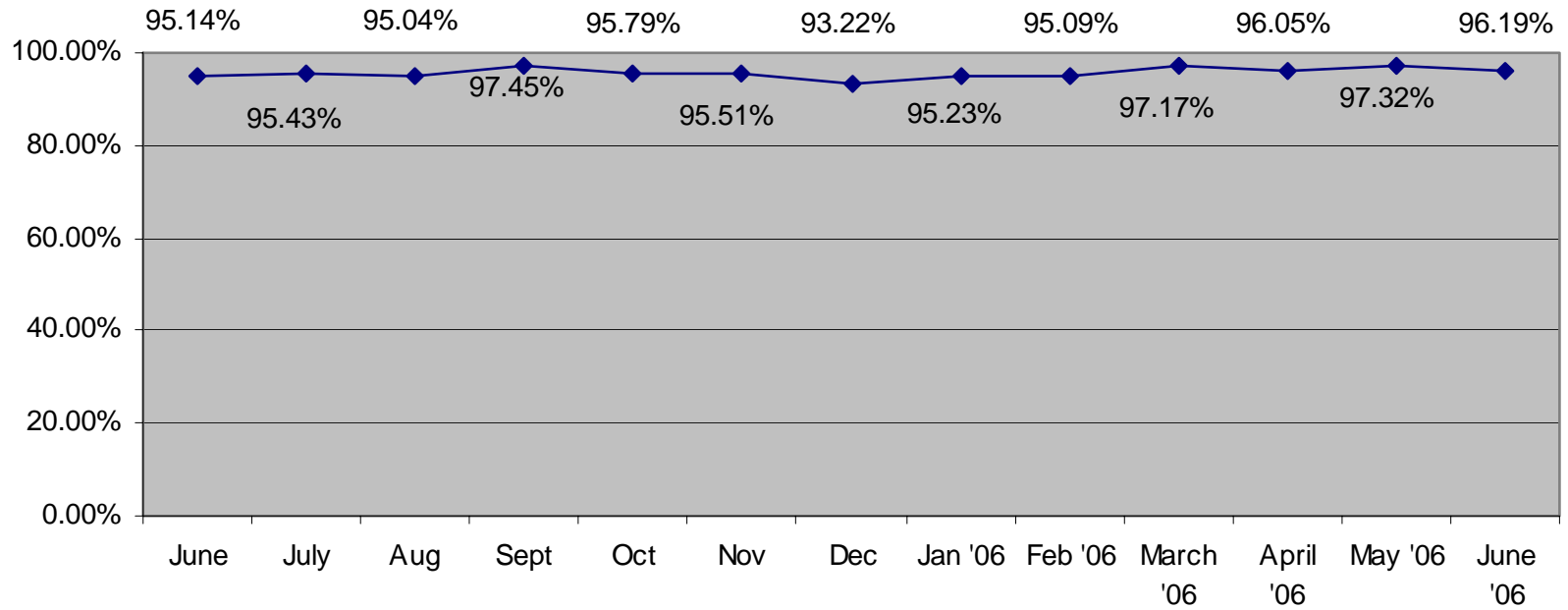
Total Rollbacks by Area:



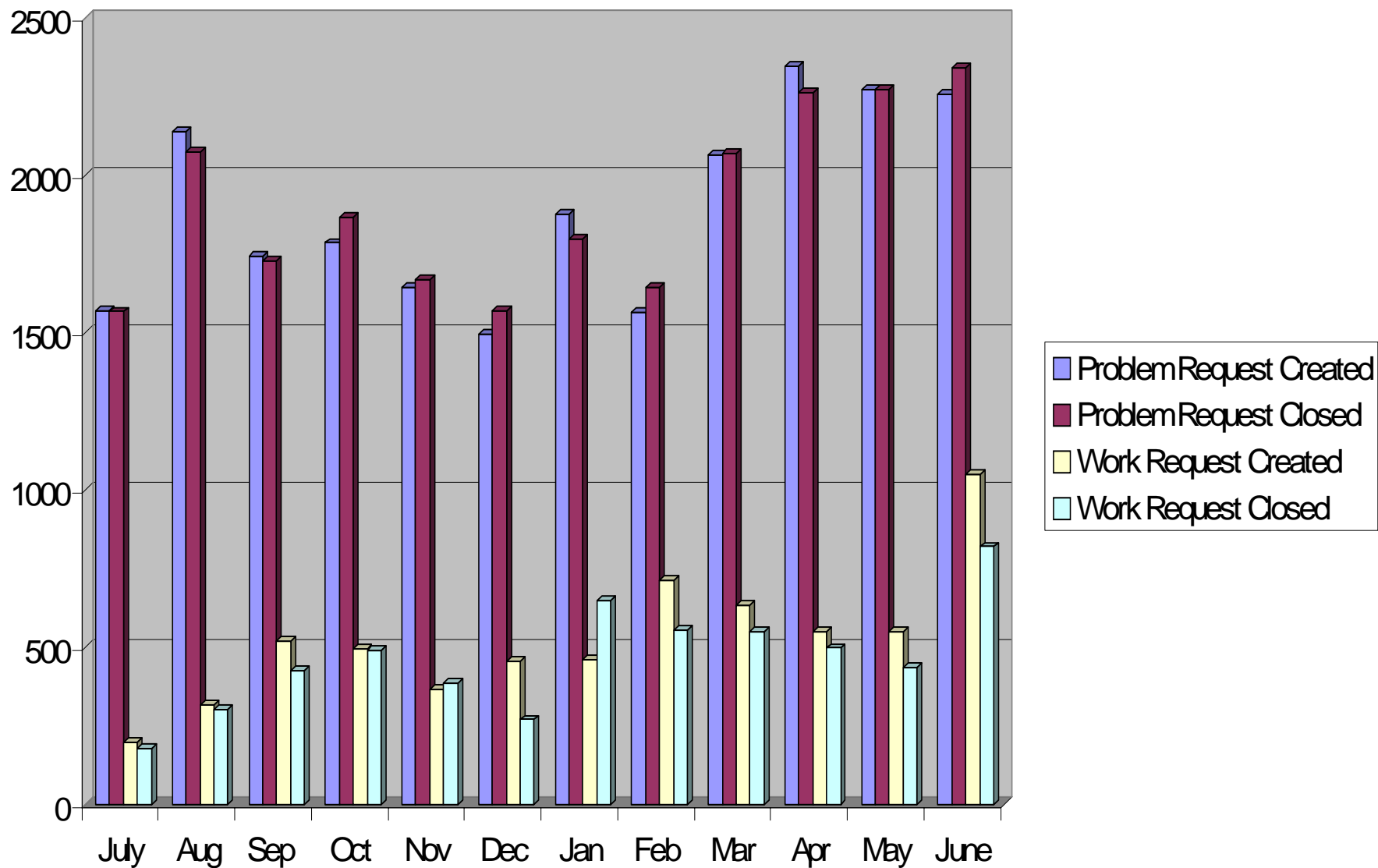
Console Operations Call Volume Report



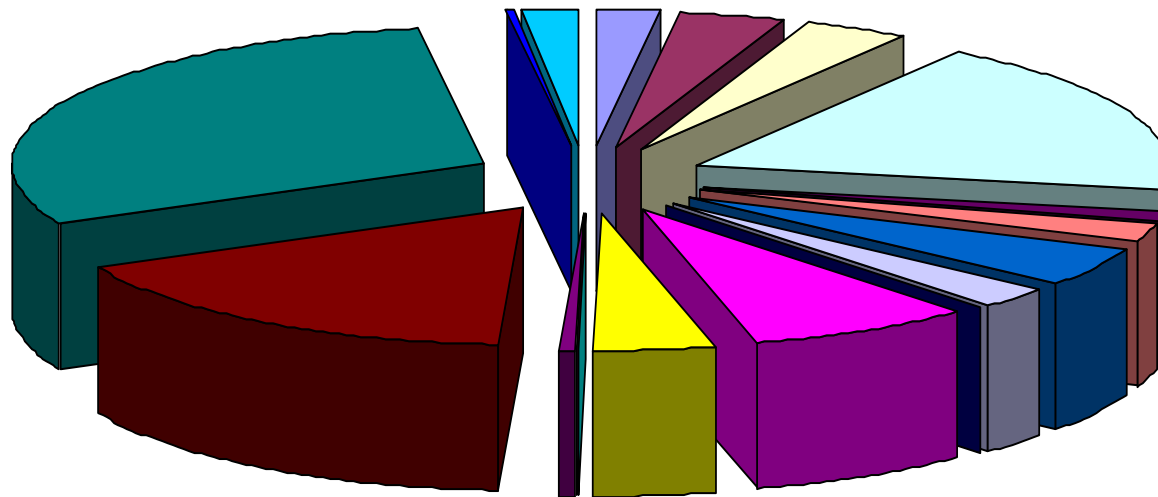
Console Operations Answered Call Percentage



Service Desk Tickets Created and Closed

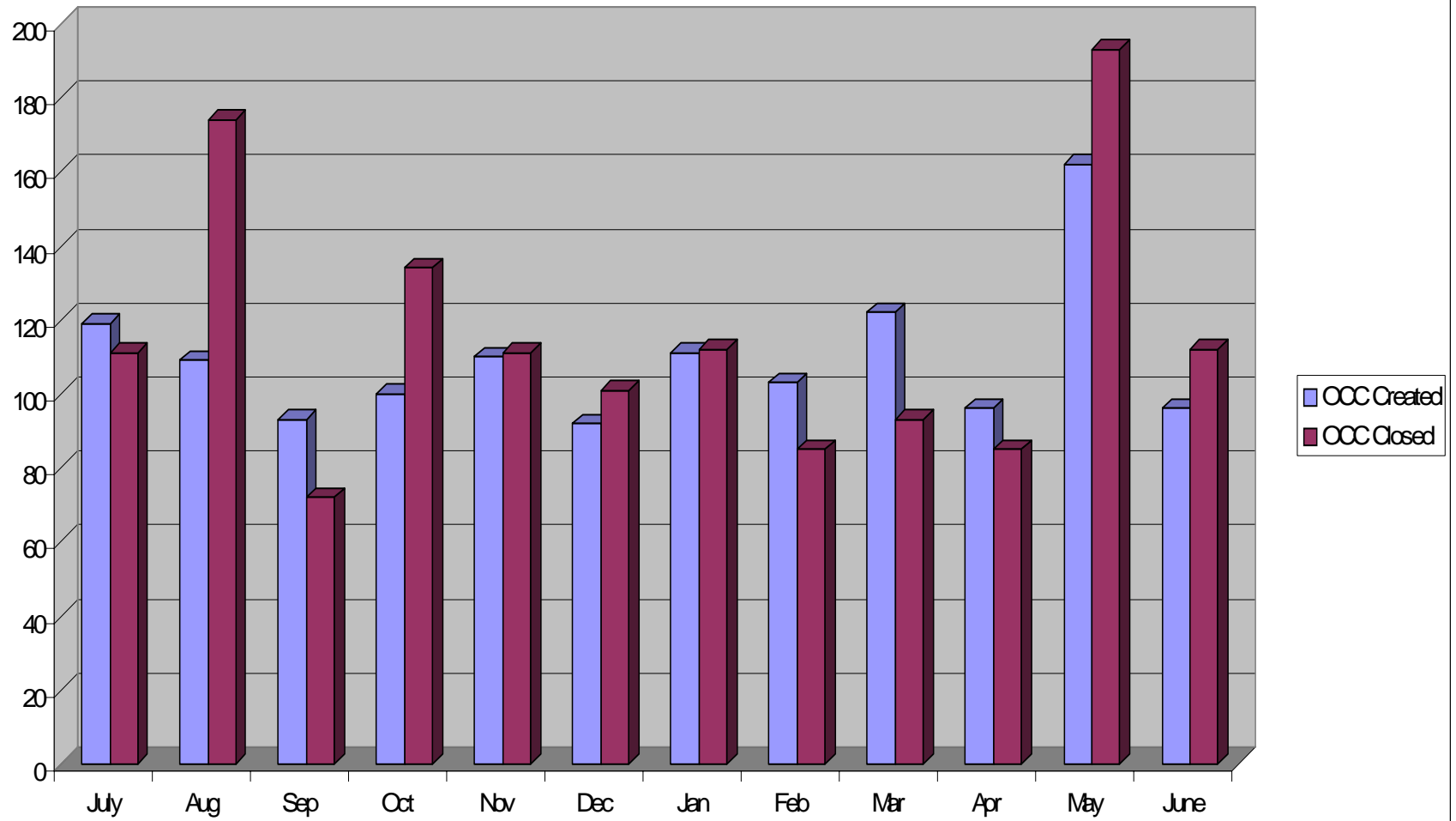


Service Desk Ticekts Created by Area for June



- Admin
- Batch
- Corporate Apps
- Desktop
- Digital Certificates
- EDW
- EMMS
- Facilities
- Info-Request
- Inter-Intranet
- Network
- Ops Network Model
- PMO
- Retail
- SE&A
- Security
- Telcom

Monthly OCC's



OCC's Created by Change Type

