Performance Indicators for BIT support our mission, vision, and department goals. These goals are:

1. **Provide a Reliable, Secure and Modern Infrastructure.**
   - Provide a well-designed and architectured secure computing and communications environment to ensure optimal service delivery to business. Architecture and process will be optimized to support agile and reliable computing and communication services.

2. **Deliver Valuable Services at Economical Costs.**
   - Develop innovative and cost-effective solutions through collaboration, cooperation and in partnership with our clients. The solution sets include developing customized business solutions, efficient project management services and productive relationships with clients.

3. **Build and Retain a Highly Skilled Workforce.**
   - Improve the effectiveness, productivity and satisfaction of employees in order to attract (and retain) a highly-qualified workforce to foster individual innovation and professional growth. Appropriate training and tools will be provided to enhance and improve career skills in the workforce.

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### Uptime Metrics

- **Mainframe:** 99.9% Uptime
- **Mid-range:** 100% Uptime
- **Virtualization:** 99.9% Uptime

### Value of BIT Consulted Technology Investments

- **2015:** $42,841,232
- **2016:** $54,922,110
- **2017 to Date:** $39,845,174

### Top Critical Risks by Week

- May 2017 Windows 7 & 2008 update
- June 2017 Windows 10 Version 1607 update
- June 2017 Windows 7 & 2008 update
- June 2017 Windows 8.1 & Windows update
- July 2017 Windows 7 & 2008 update
- September 2017 Windows 8.1 & Windows update
- Microsoft .NET Framework Unsupported
- Microsoft Windows SMBv1
- Microsoft XML Parser
- Security Updates for Microsoft Skype for Business
2. Deliver Valuable Services at Economical Costs.

3. Build and Retain a Highly Skilled Workforce.