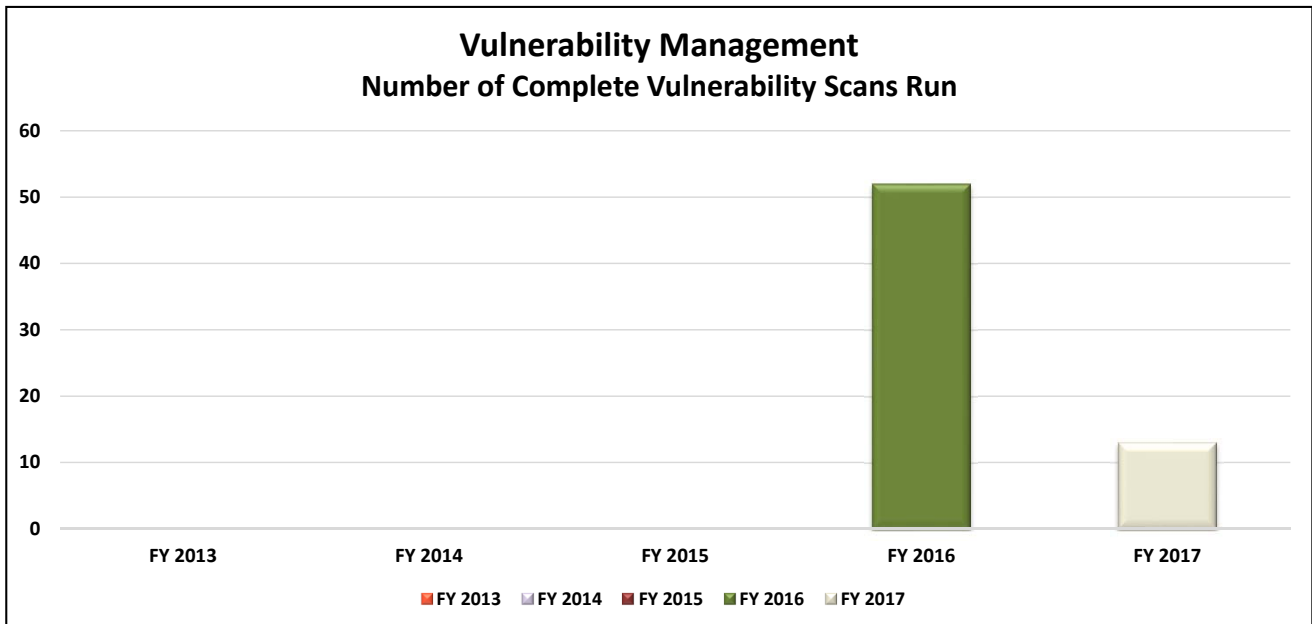
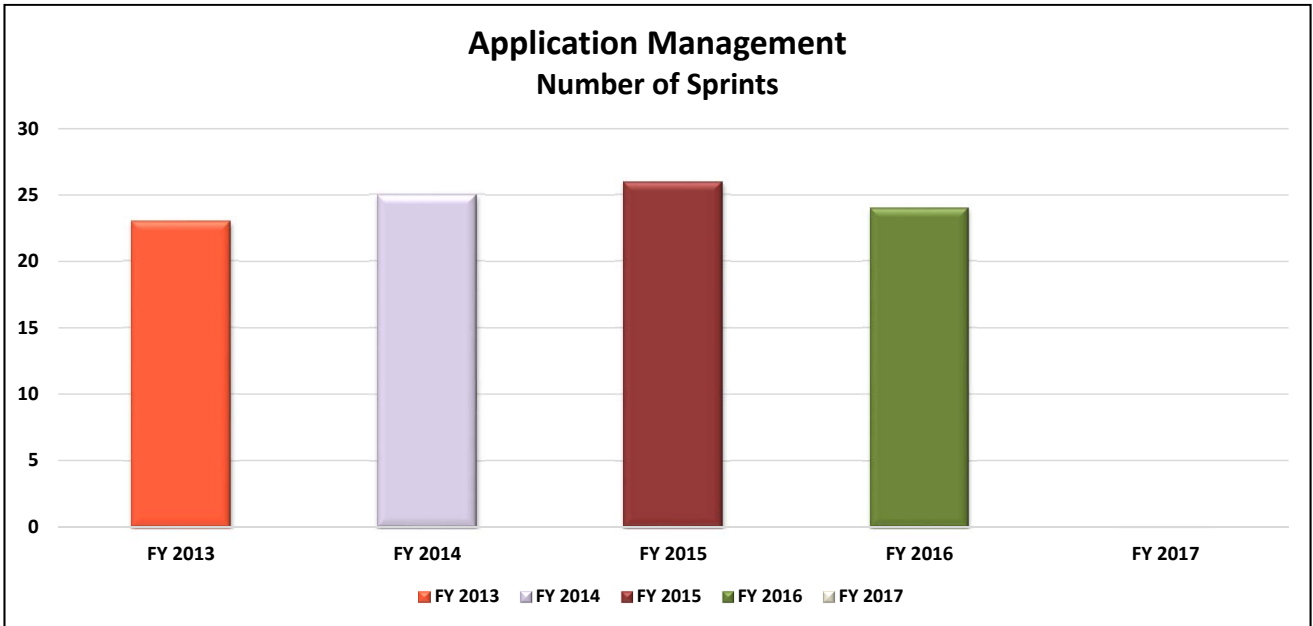


	# of Tickets Open	# of Tickets Closed	% of Ticket Completion
FY 2013	23,559	23,326	99.01%
FY 2014	11,452	11,107	96.99%
FY 2015	6,623	6,819	102.96%
FY 2016	9,026	7,973	88.33%
FY 2017	6,833	6,219	91.01%

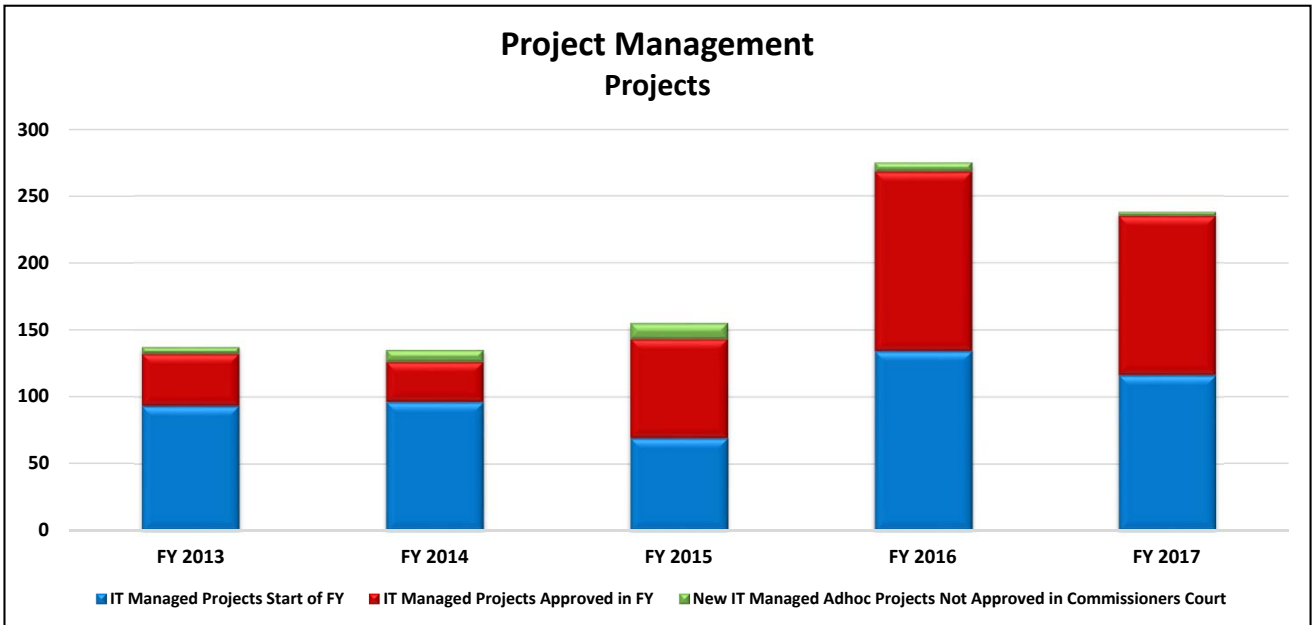


	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017
# of Complete Vulnerability Scans Run	N/A	N/A	N/A	52	13

New Vulnerability Management Tool Added in FY 2016



Number of Sprints	
FY 2013	23
FY 2014	25
FY 2015	26
FY 2016	24
FY 2017	0



	FY 2013	FY 2014	FY 2015	FY 2016	FY 2017
IT Managed Projects Start of FY	93	96	69	134	116
IT Managed Projects Approved in FY	39	30	74	134	119
New IT Managed Adhoc Projects Not Approved in Commissioners Court	5	9	12	7	3