A Year in Review
March 9, 2022
HMIS Team Composition

4 FTE’s:

• 1 Information Systems Coordinator
• 1 Information Systems Analyst
• 2 Information Systems Specialists

2 Temporary Employee
HMIS Support
- 77 Agencies
- 700+ Licensed Users
- 760+ Projects

Average Queue
- 234+ tickets/month

FY2021-2022
- 2745 Support Requests Last Year

HMIS Workload
12 Month Review

June 2021 and November 2021 demonstrate increased capacity to manage backlog with additions to staffing.

* Source: Jira
Ticket Breakdown

• Each category of ticket varies in time based on level of complexity, so there is no standard measured at this time.

* Source: Jira
Tickets Pending User Response a/o February

- Average HMIS response is 8 hours
- 75% of the tickets pending user response are from 2021.

* Source: Jira
## Last 7 Days... A/O 2/3/22

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<td>5</td>
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<td>6%</td>
<td>53%</td>
<td>4%</td>
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Requests captured by ticket category. * Source: Jira