

HMIS

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 Workload



HMIS Support

77 Agencies
700+ Licensed
Users
760+ Projects



Average Queue

234+
tickets/month



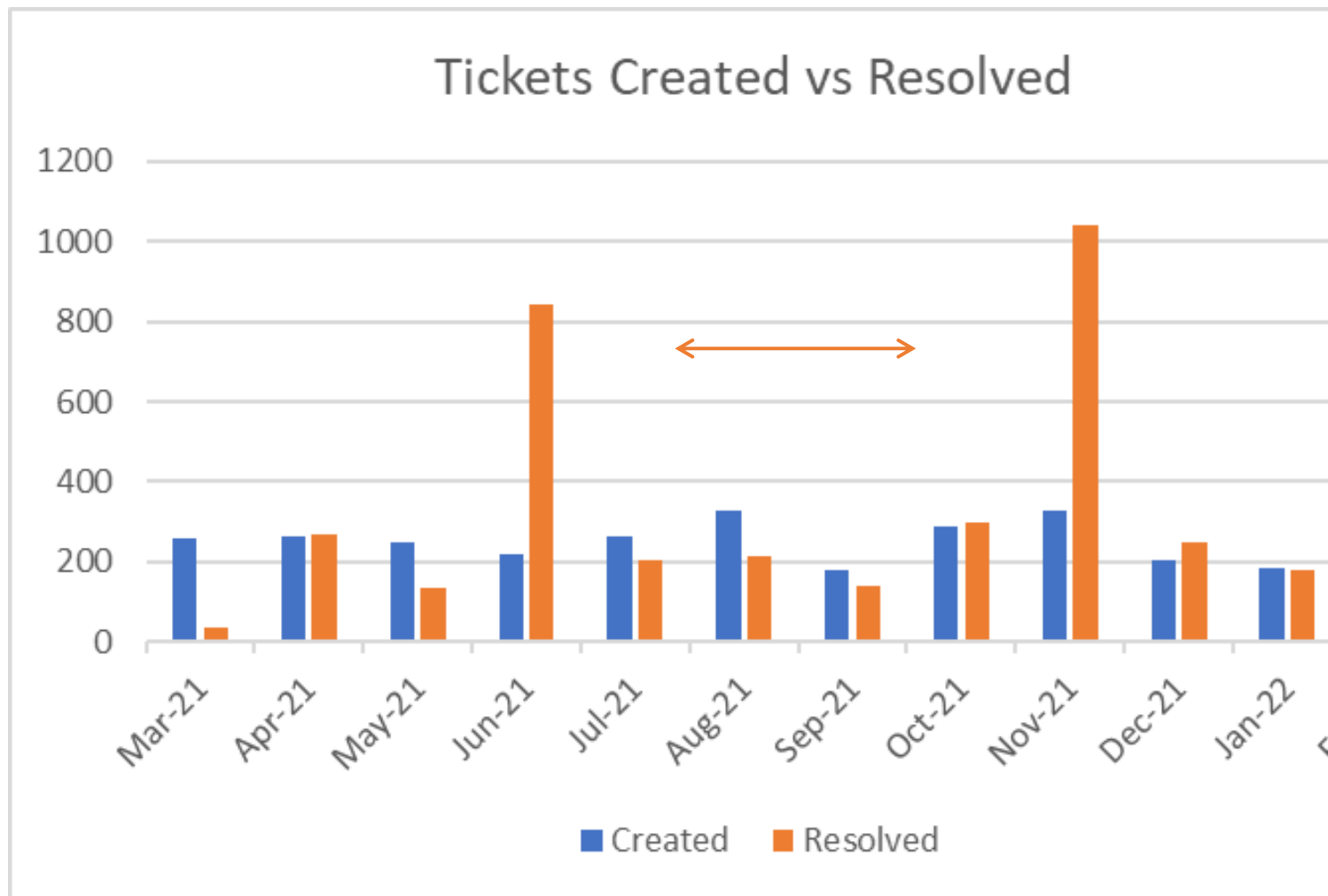
FY2021-2022

2745 Support
Requests Last
Year

12 Month Review

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

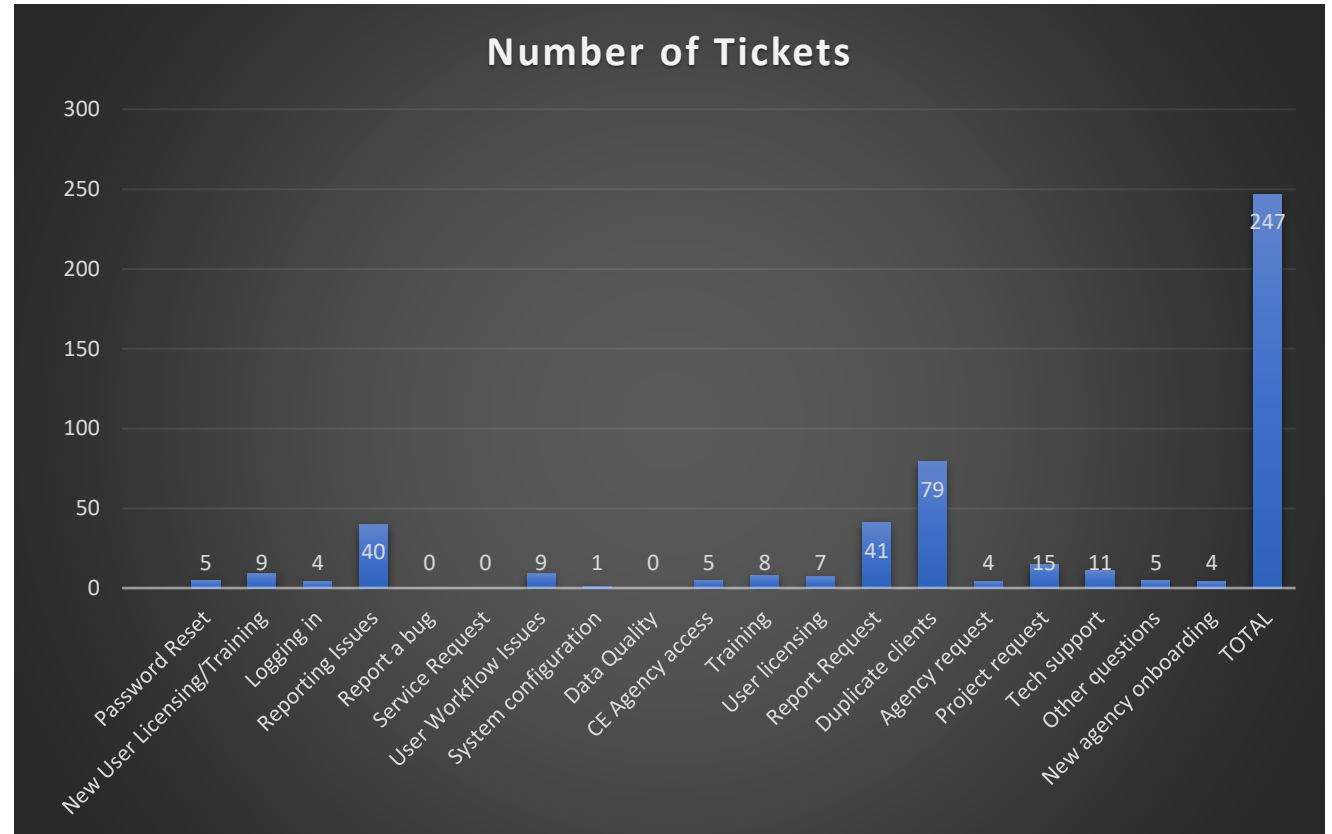
* Source: Jira



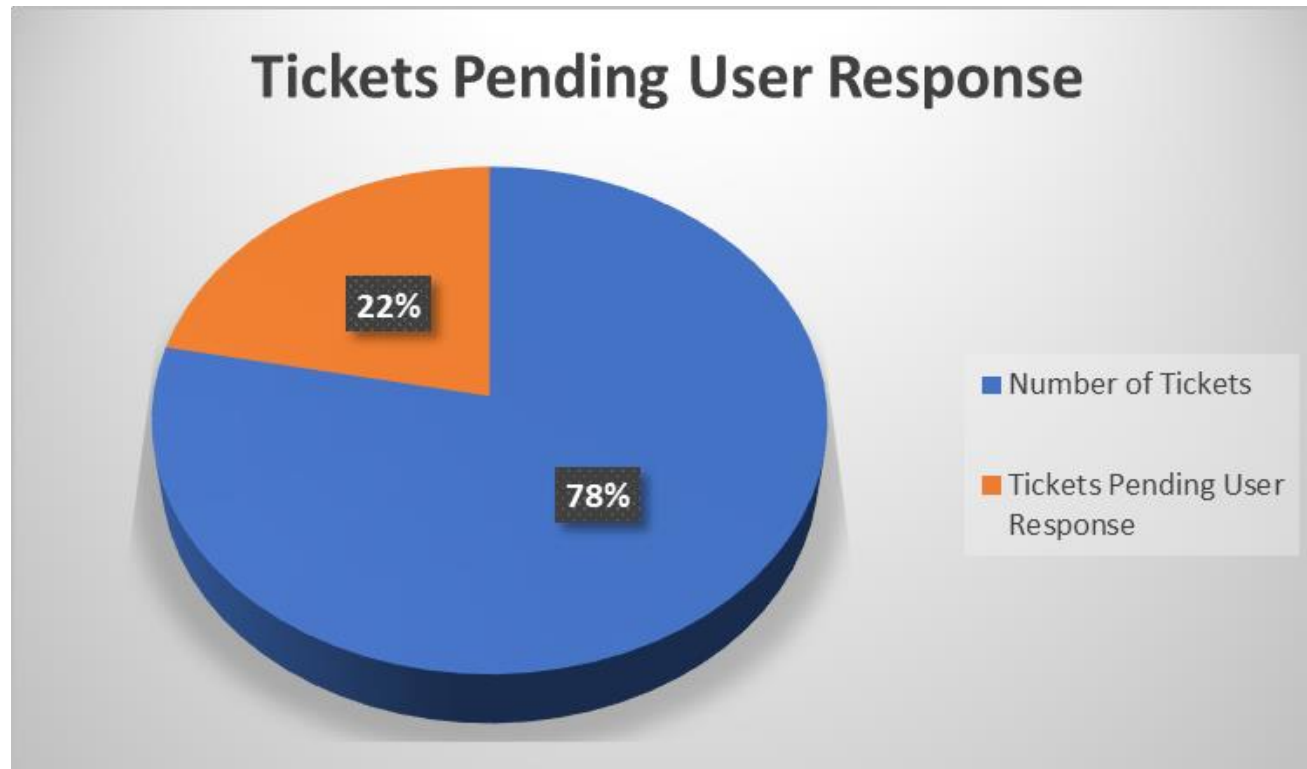
Ticket Breakdown

- 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

Account Access	New Agency Onboarding	Training & Licensing	New Project Requests	TA	Report Requests	Duplicates
7	0	26	5	42	3	1
8%	0%	33%	6%	53%	4%	1%

Requests captured by ticket category. * Source: Jira