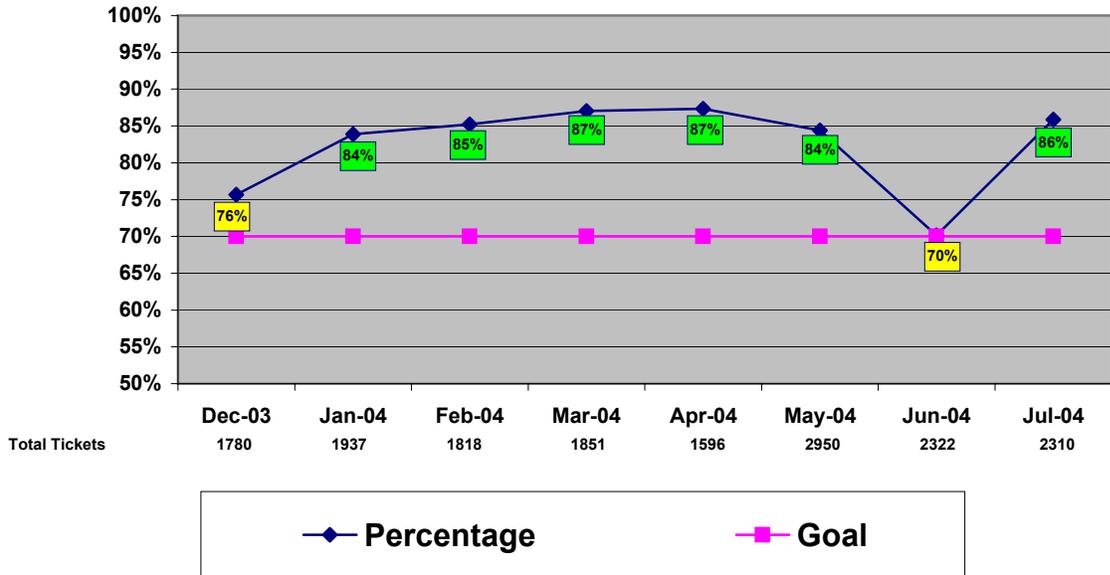
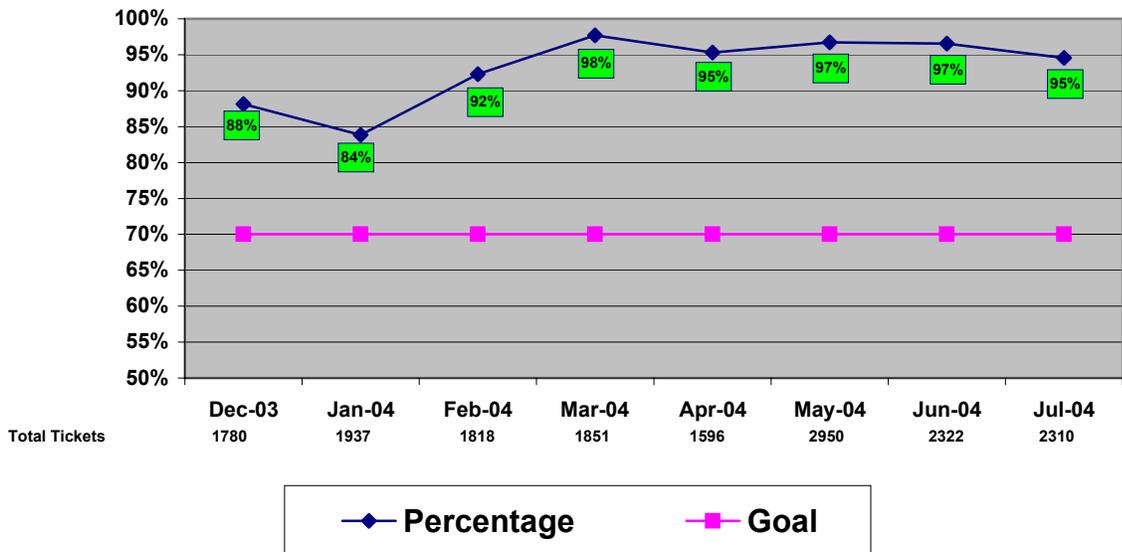


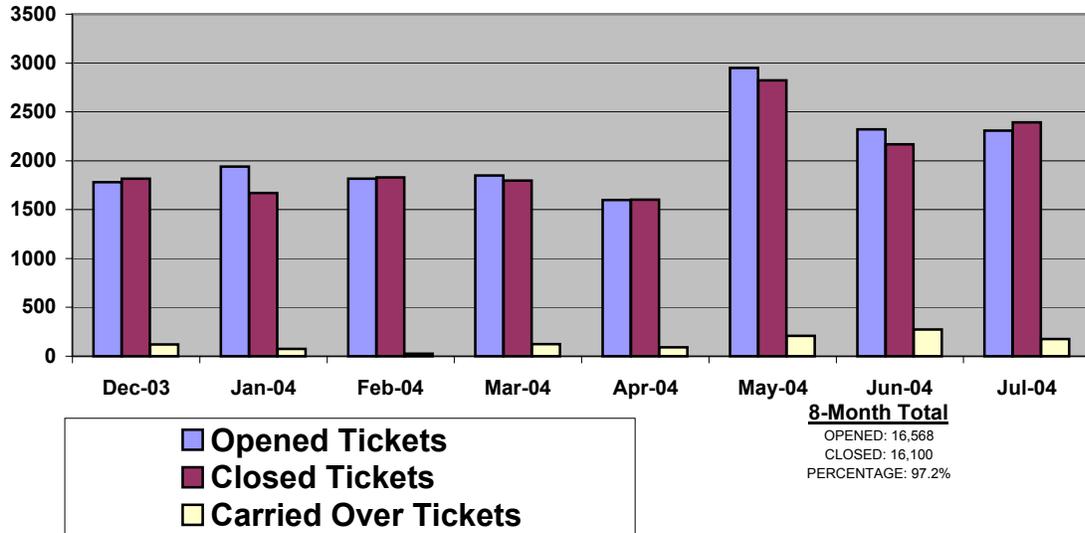
**Repair or Make Recommendation Within 24 Hours  
(Percentage of All OIT Tickets!)**



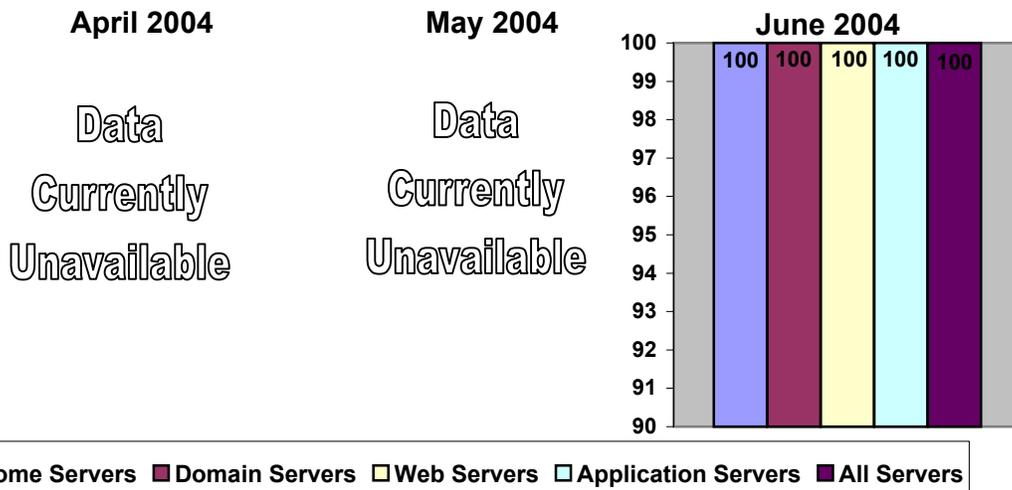
**Service Agreement - Customer Contacted Within 2 Hours  
(Percentage of all OIT Tickets)**



## Remedy Statistics (Monthly Service Tickets)

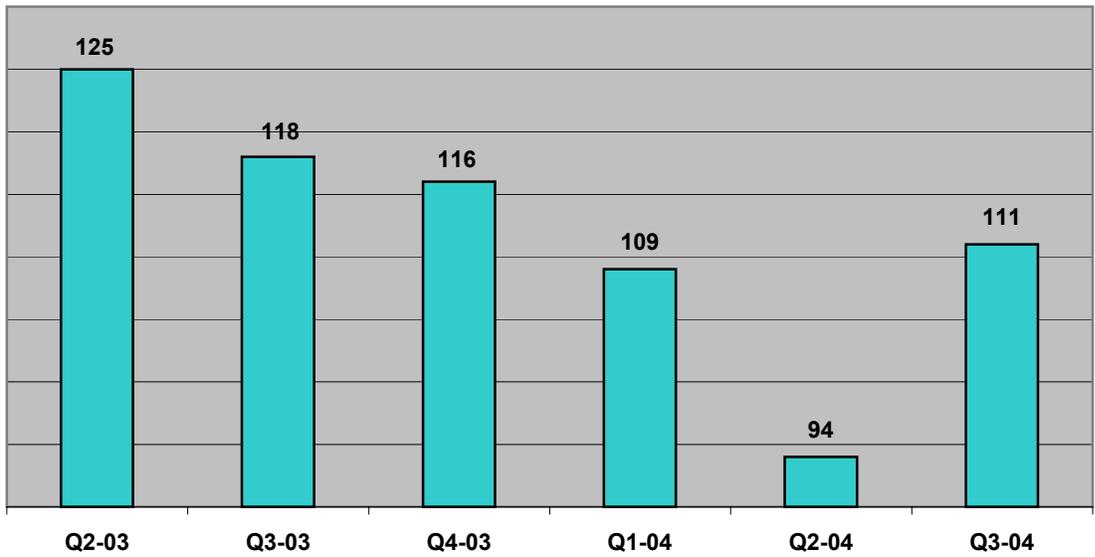


## Server Availability (Percentage)

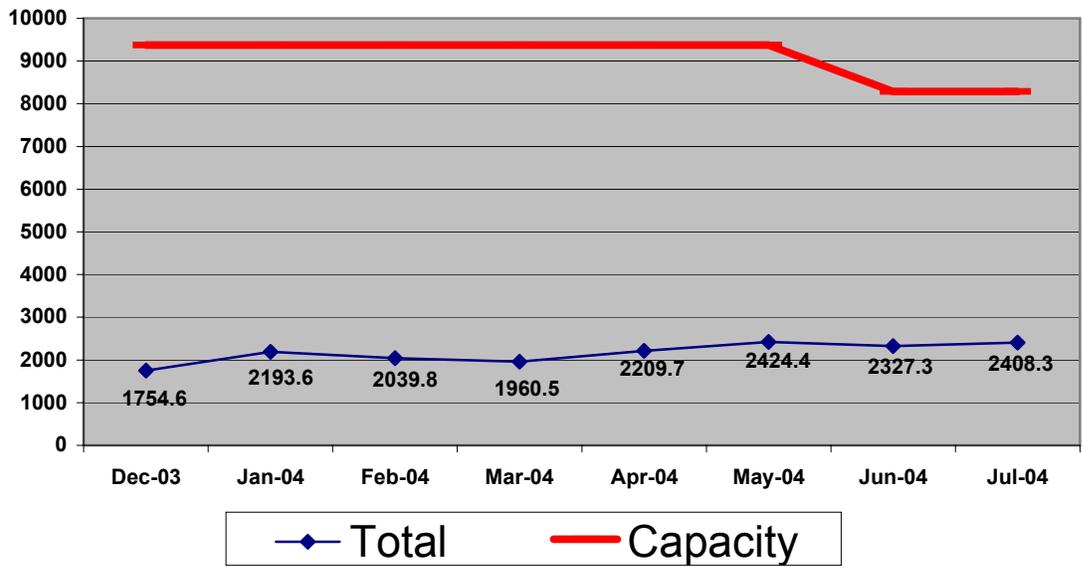


Metrics are based on the availability of these servers  
from Monday through Friday (7:00AM to 6:00PM each day)!

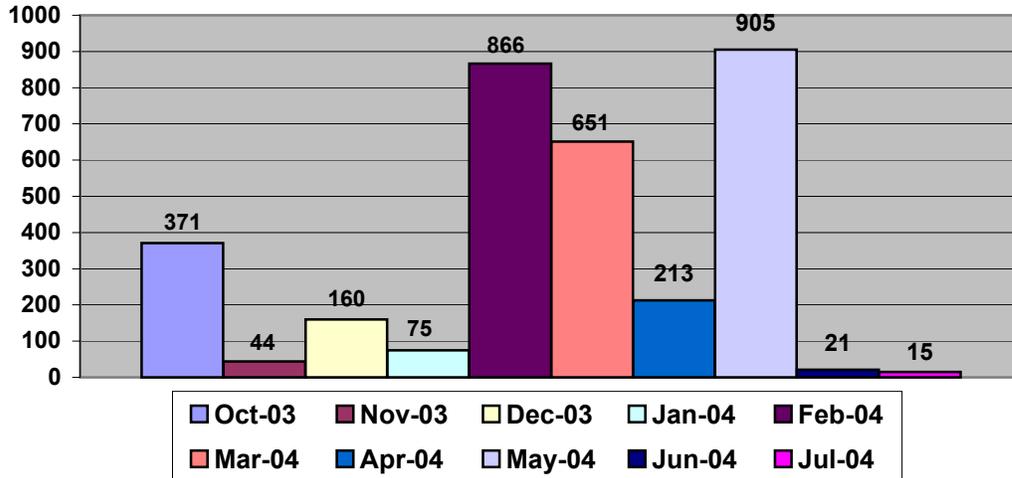
**Server Count Metric**  
(Total Number of Servers in the OD Domain)



**Datastore Growth/Capacity Metric**  
(Home Disk Space - In Gb's)



### Incident Response Team Requests for Response (Total Requests)



Incident Response Team Requests for Response include: Intrusion attempts against/from OD, Website defacements, and Hacks or virus detection/cleaning on OD or CIT Exchange/Application servers.