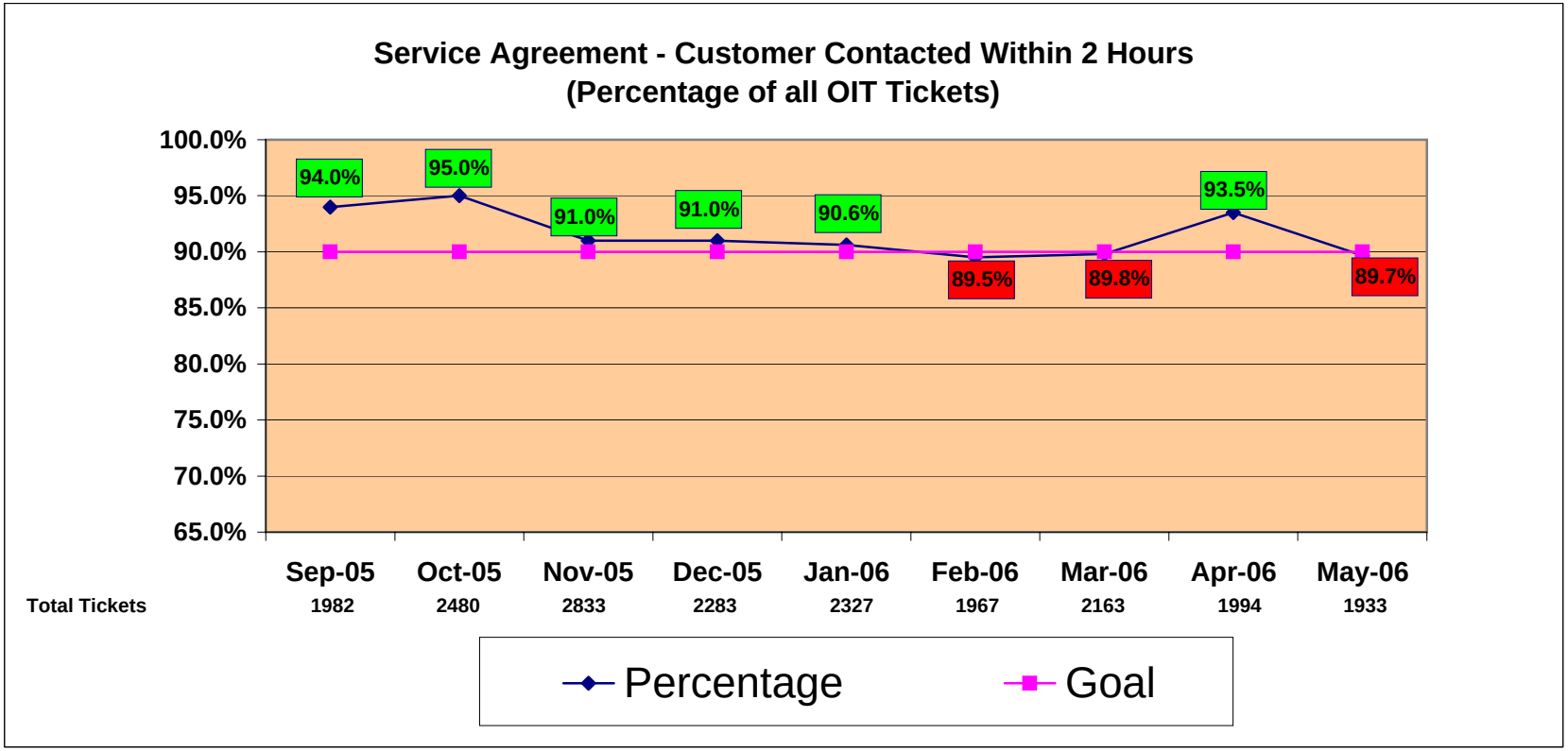
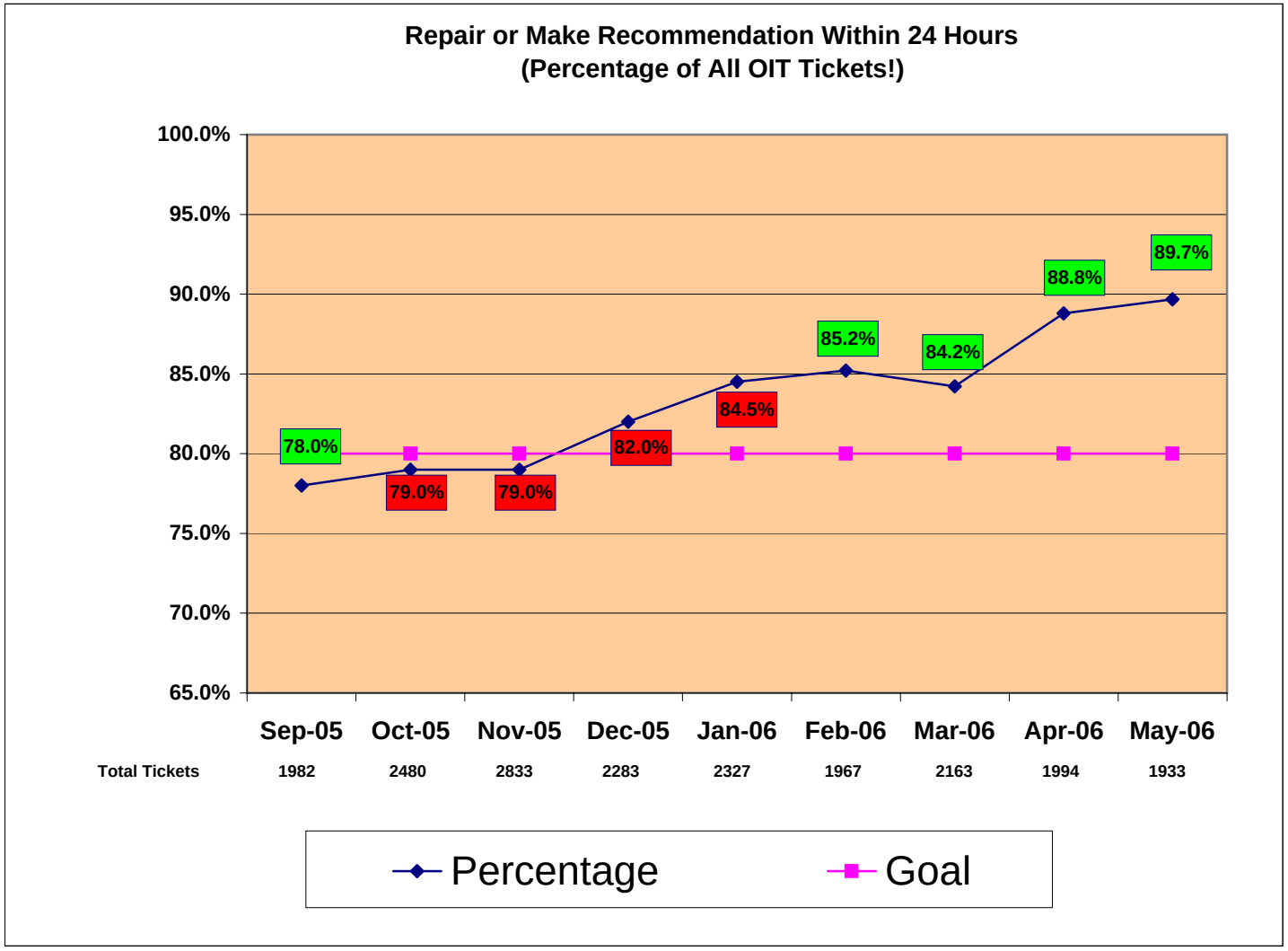
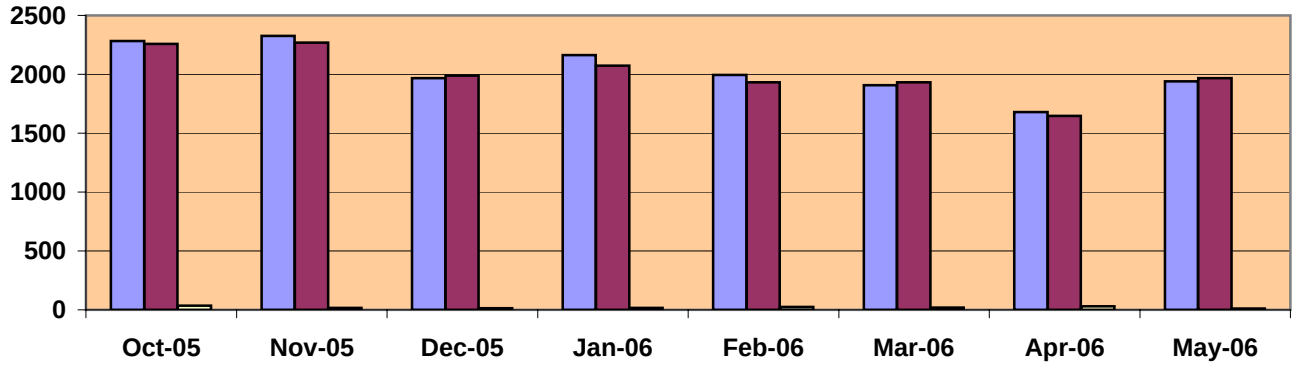

Service Agreement - Customer Contacted Within 2 Hours
(Percentage of all OIT Tickets)
100.0%
95.0%
90.0%
85.0%
80.0%
75.0%
70.0%
65.0%
94.0%
95.0%
91.0%
91.0%
90.6%
89.5%
89.8%
93.5%
89.7%
Sep-05
Oct-05
Nov-05
Dec-05
Jan-06
Feb-06
Mar-06
Apr-06
May-06
Total Tickets
1982
2480
2833
2283
2327
1967
2163
1994
1933
Percentage
Goal


Repair or Make Recommendation Within 24 Hours
(Percentage of All OIT Tickets!)
100.0%
95.0%
90.0%
85.0%
80.0%
75.0%
70.0%
65.0%
78.0%
79.0%
79.0%
82.0%
84.5%
85.2%
84.2%
88.8%
89.7%
Sep-05
Oct-05
Nov-05
Dec-05
Jan-06
Feb-06
Mar-06
Apr-06
May-06
Total Tickets
1982
2480
2833
2283
2327
1967
2163
1994
1933
Percentage
Goal

Remedy Statistics
(Monthly Service Tickets)

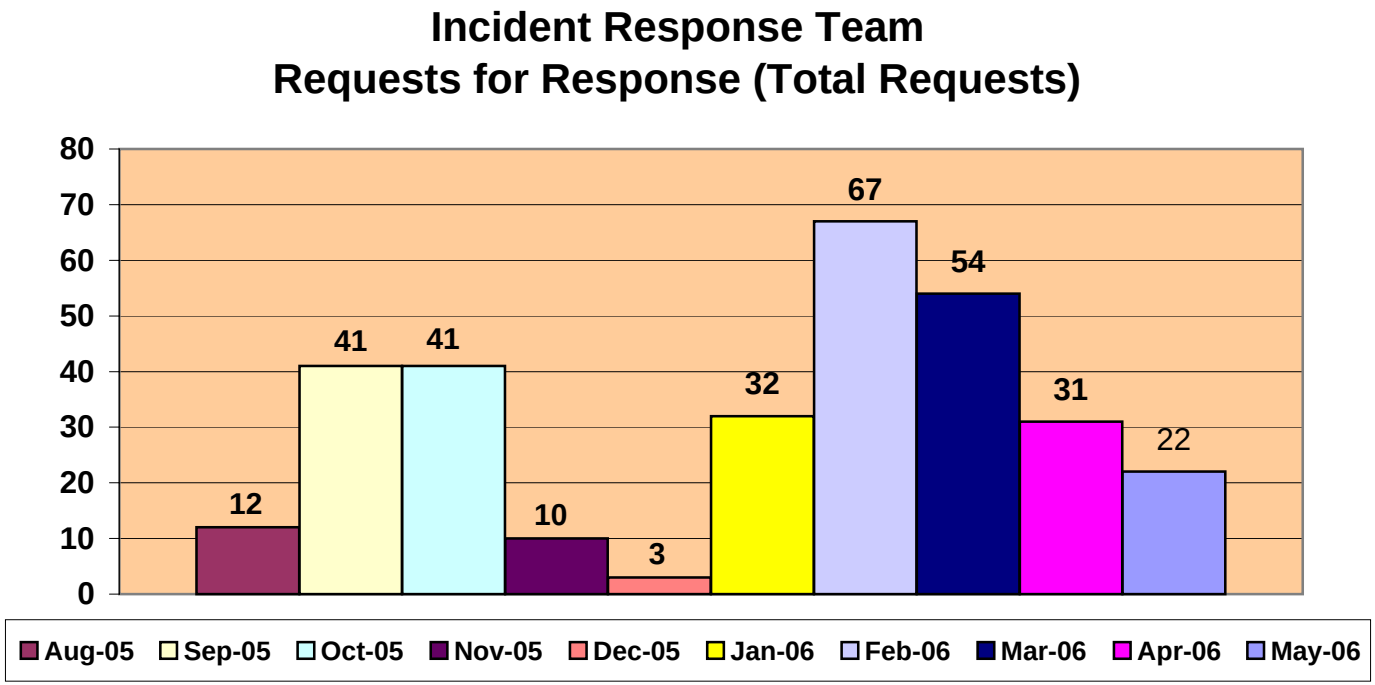


Opened Tickets

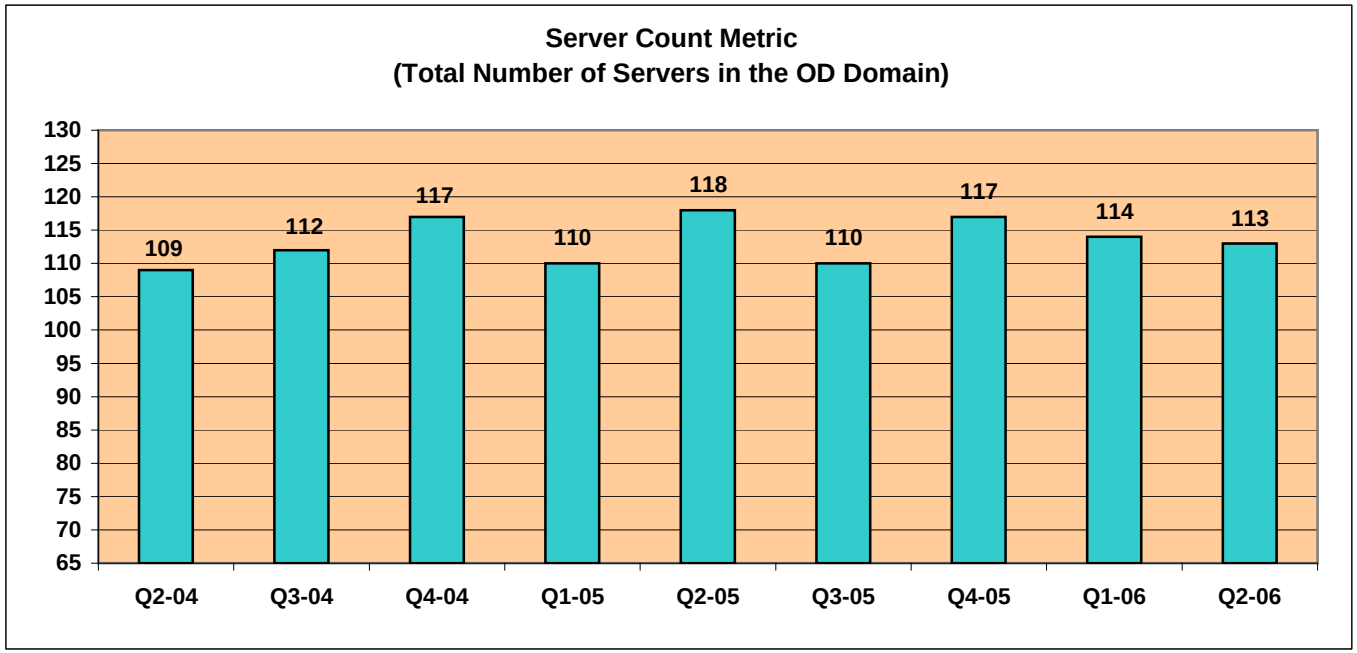
Closed Tickets

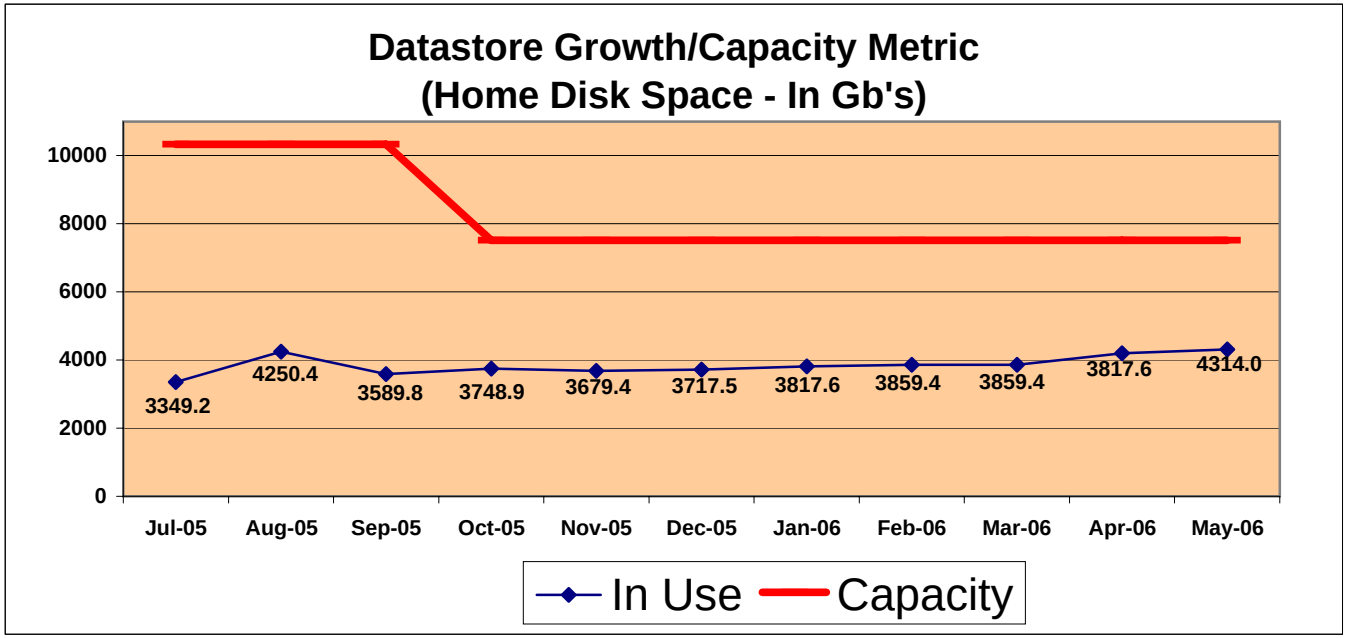
Carried Over Tickets

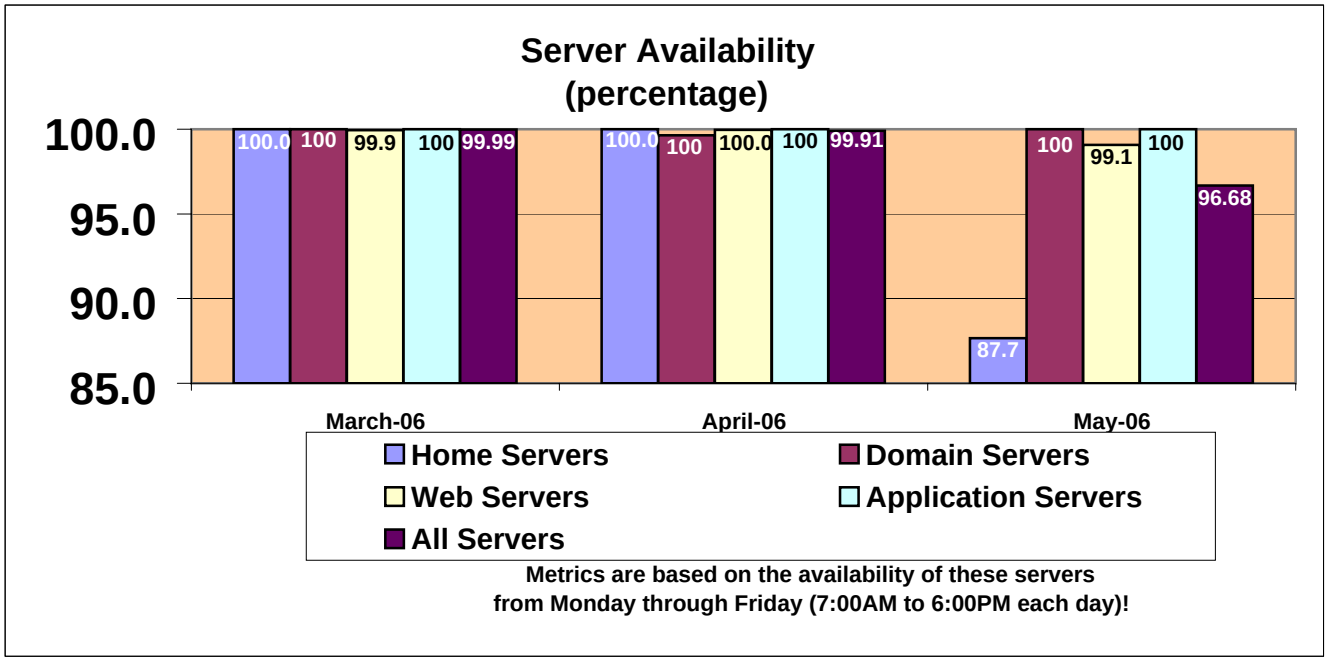
8-Month Total
OPENED: 17,153
CLOSED: 16,882
PERCENTAGE: 98%



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.


Server Count Metric
(Total Number of Servers in the OD Domain)
130
125
120
115
110
105
100
95
90
85
80
75
70
65
109
112
117
110
118
110
117
114
113
Q2-04
Q3-04
Q4-04
Q1-05
Q2-05
Q3-05
Q4-05
Q1-06
Q2-06


Datastore Growth/Capacity Metric
(Home Disk Space - In Gb's)
10000
8000
6000
4000
2000
0
3349.2
4250.4
3589.8
3748.9
3679.4
3717.5
3817.6
3859.4
3859.4
3817.6
4314.0
Jul-05
Aug-05
Sep-05
Oct-05
Nov-05
Dec-05
Jan-06
Feb-06
Mar-06
Apr-06
May-06
In Use
Capacity


Server Availability
(percentage)
100.0
95.0
90.0
85.0
100.0
100
99.9
100
99.99
100.0
100
100.0
100
99.91
87.7
100
99.1
100
96.68
March-06
April-06
May-06
Home Servers
Domain Servers
Web Servers
Application Servers
All Servers
Metrics are based on the availability of these servers
from Monday through Friday (7:00AM to 6:00PM each day)!

2 Hour SLA - Individual Team Statistics

Desktop

	June-05	July-05	August-05	September-05	October-05	November-05	December-05	January-06	February-06	March-06	April-06	May-06
Tickets opened	1771	1366	1879	2227	1785	1663	1524	1597	1538	1363	1187	1366
Tickets Meeting SA	1716	1319	1802	2106	1723	1603	1440	1506	1453	1312	1163	1327
Tickets Not Meeting SA	55	47	77	121	62	60	84	91	85	51	24	39
Percentage	97%	97%	96%	95%	97%	96%	94%	94%	94%	96%	98%	97%

Network Operations

	June-05	July-05	August-05	September-05	October-05	November-05	December-05	January-06	February-06	March-06	April-06	May-06
Tickets opened	580	583	559	571	454	604	404	512	417	475	448	519
Tickets Meeting SA	500	488	505	454	396	475	323	382	303	372	377	433
Tickets Not Meeting SA	80	95	54	117	58	129	81	130	114	103	71	86
Percentage	86%	84%	90%	80%	87%	79%	80%	75%	73%	78%	84%	83%

Web/Application Development

	June-05	July-05	August-05	September-05	October-05	November-05	December-05	January-06	February-06	March-06	April-06	May-06
Tickets opened	25	16	25	25	35	28	28	38	32	48	33	39
Tickets Meeting SA	20	9	23	23	32	23	23	38	28	38	27	34
Tickets Not Meeting SA	5	7	2	2	3	5	5	0	4	10	6	5
Percentage	80%	56%	92%	92%	91%	82%	82%	100%	88%	79%	82%	87%

ISSO

	June-05	July-05	August-05	September-05	October-05	November-05	December-05	January-06	February-06	March-06	April-06	May-06
Tickets opened	14	13	13	11	6	10	8	13	6	14	7	10
Tickets Meeting SA	11	9	7	11	5	3	5	9	1	6	0	6
Tickets Not Meeting SA	3	4	6	0	1	7	3	4	5	8	7	4
Percentage	79%	69%	54%	100%	83%	30%	63%	69%	17%	43%	0%	60%

CRM

	June-05	July-05	August-05	September-05	October-05	November-05	December-05	January-06	February-06	March-06	April-06	May-06
Tickets opened	2	5	4	0	3	21	3	2	1	3	2	5
Tickets Meeting SA	2	5	3	0	2	3	2	2	1	3	2	5
Tickets Not Meeting SA	0	0	1	0	1	18	1	0	0	0	0	0
Percentage	100%	100%	75%	0%	67%	14%	67%	100%	100%	100%	100%	100%