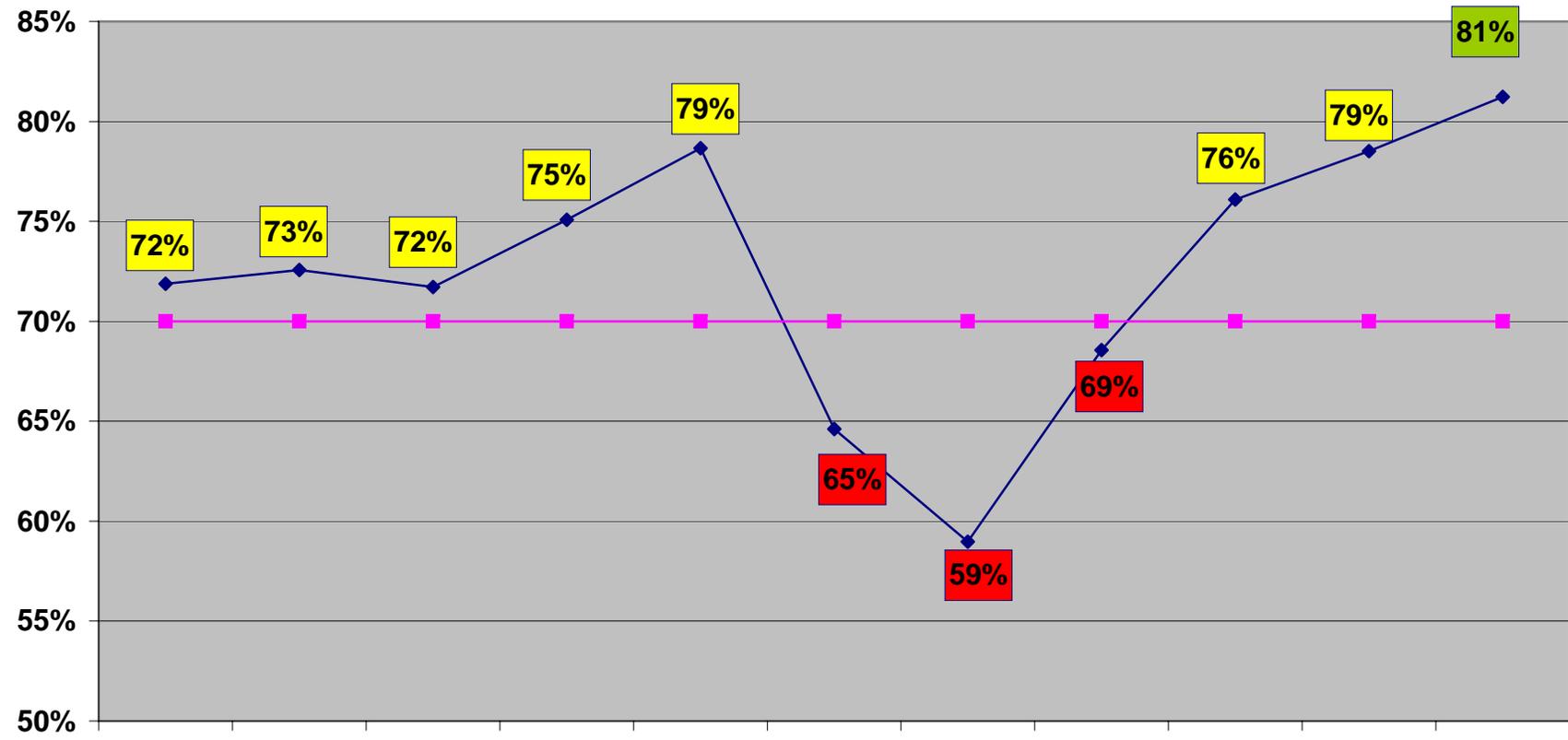


Service Agreement - Repair or Make Recommendation Within 24 Hours (Percentage of All Desktop Team Tickets!)

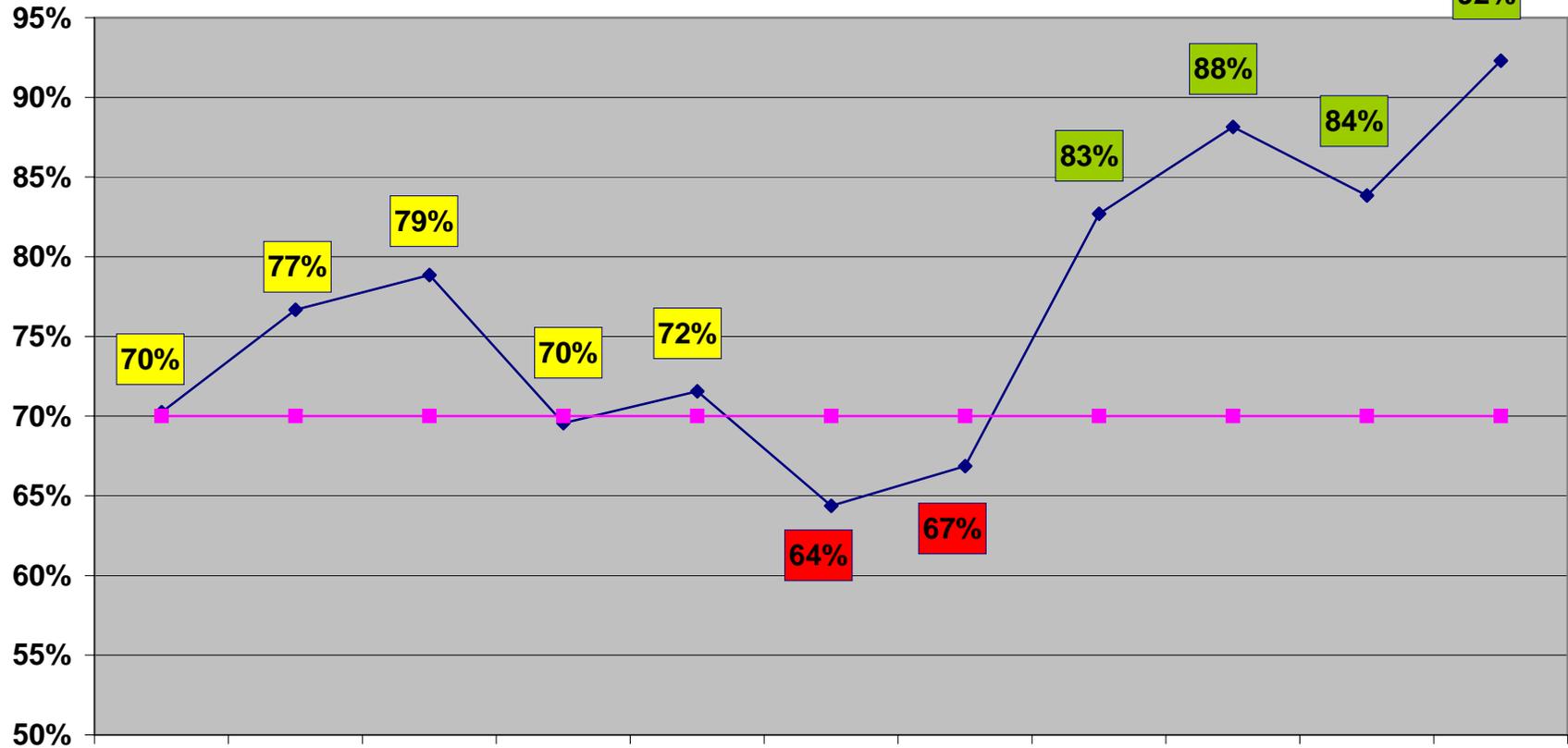


Total
Tickets

Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04
1241	1509	1750	1268	2156	1760	1840	1495	1468	1433	1545



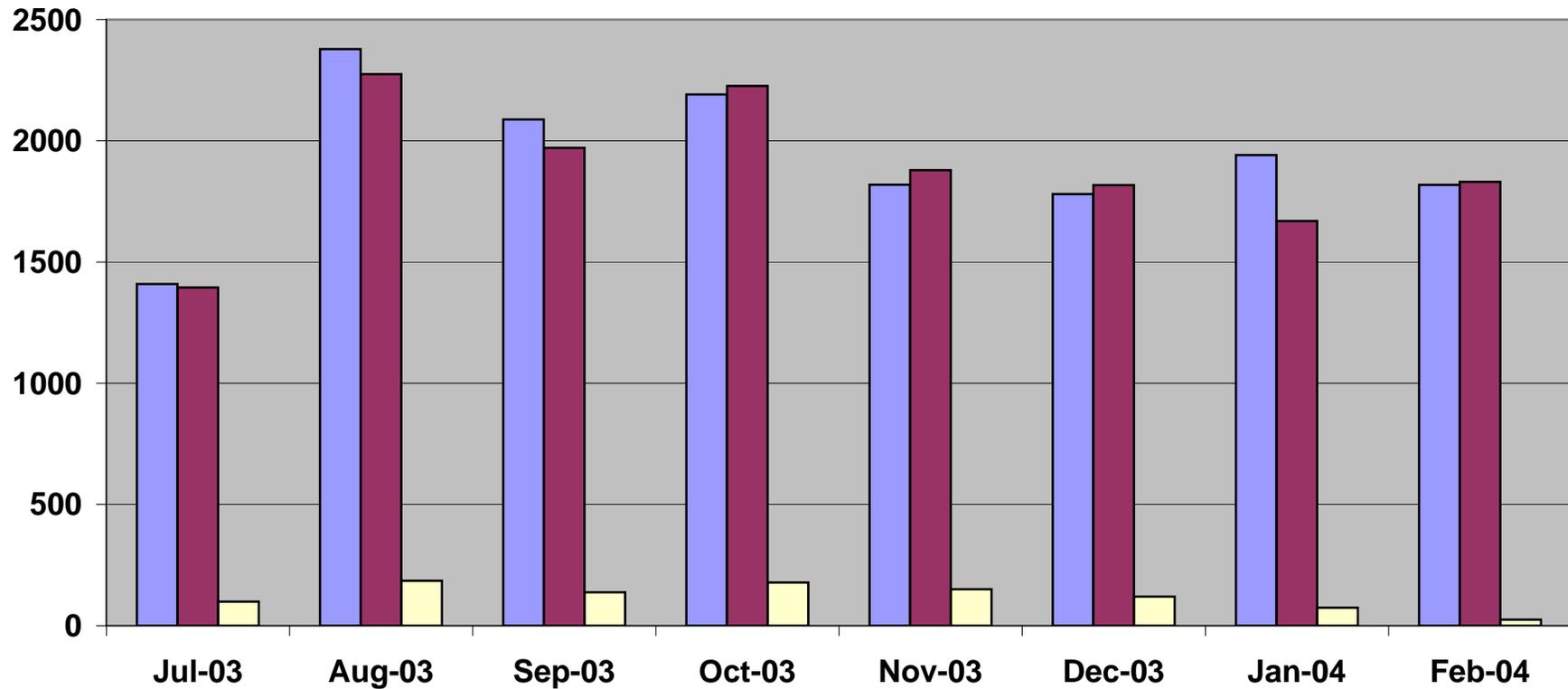
Service Agreement - Customer Contacted Within 2 Hours (Percentage of all OIT Tickets)



Total Tickets	Apr-03	May-03	Jun-03	Jul-03	Aug-03	Sep-03	Oct-03	Nov-03	Dec-03	Jan-04	Feb-04
	1462	1680	1943	1498	2437	2088	2258	1820	1780	1937	1818

◆ Percentage ■ Goal

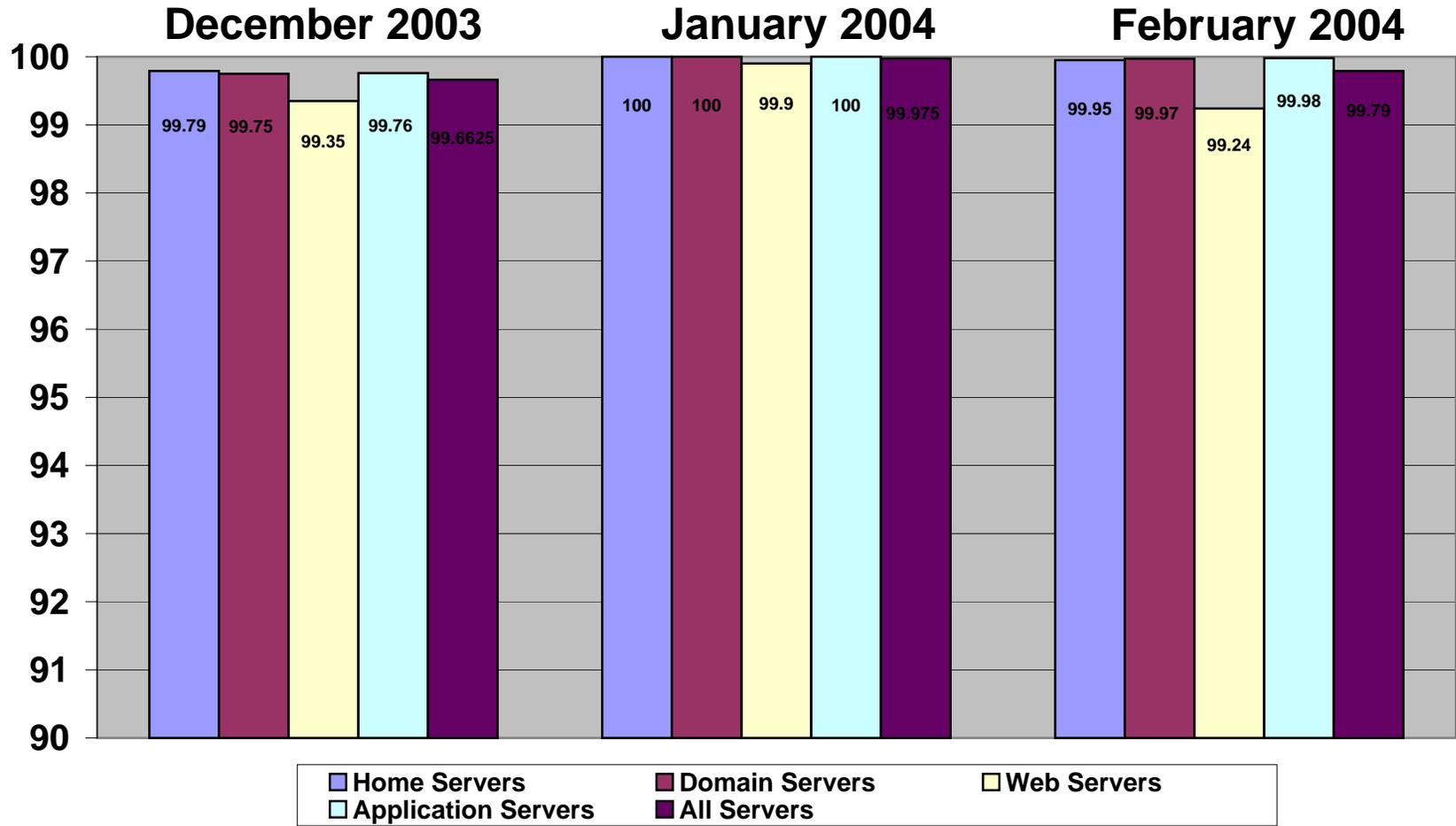
Remedy Statistics (Monthly Service Tickets)



■ Opened Tickets
■ Closed Tickets
■ Carried Over Tickets

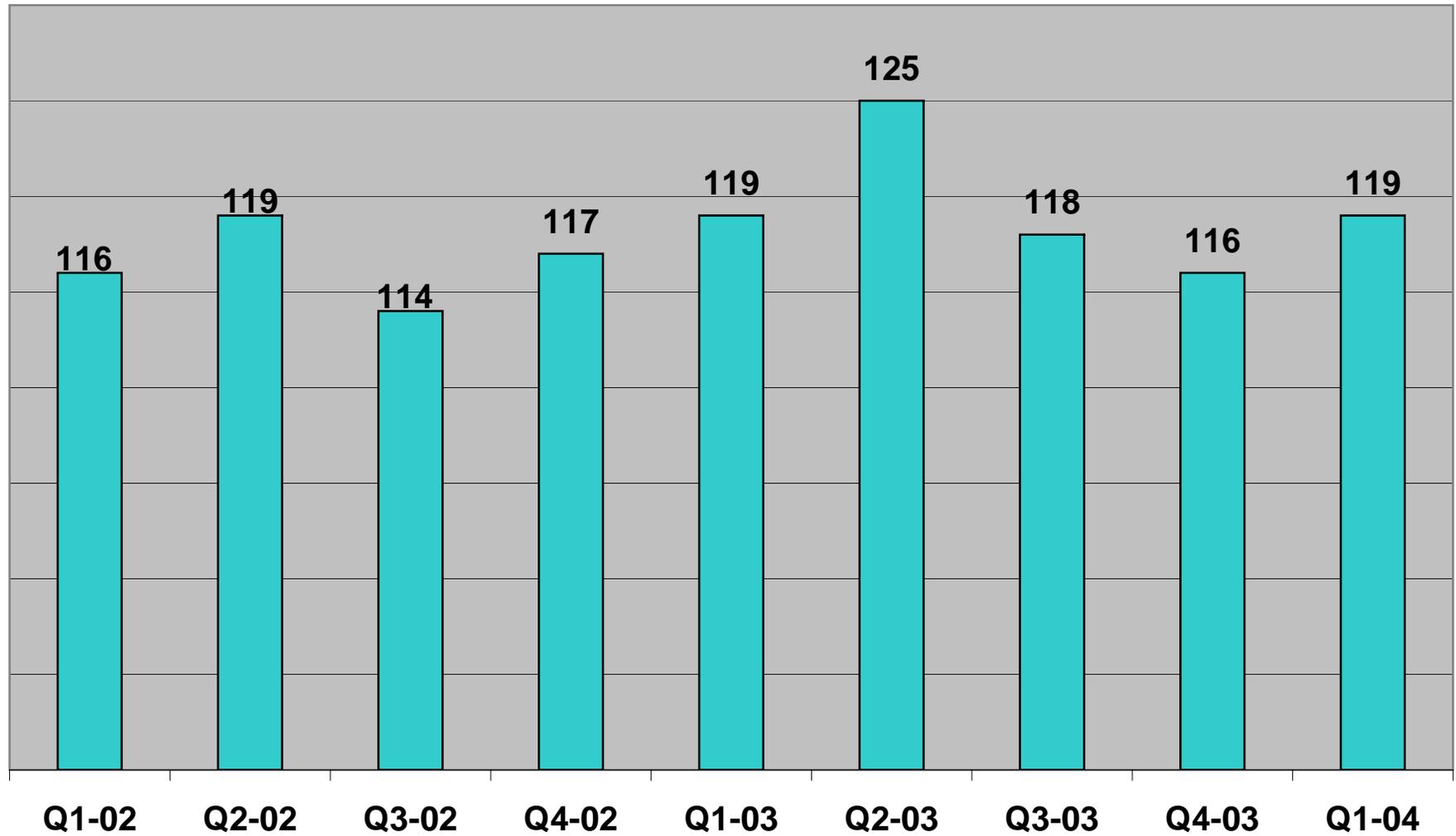
8-Month Total
OPENED: 15,424
CLOSED: 15,063
PERCENTAGE: 97.6%

Server Availability (Percentage)

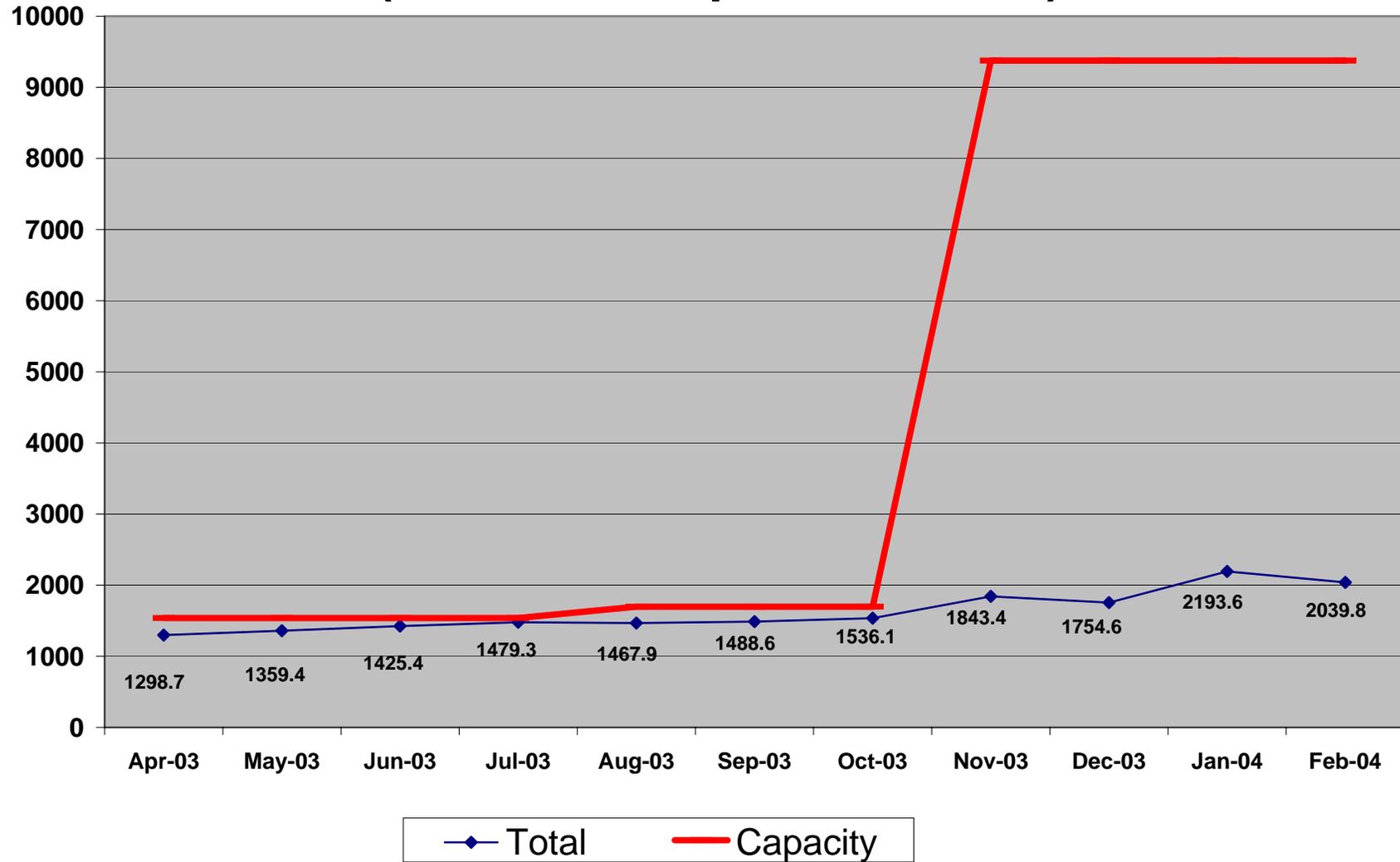


Metrics are based on the availability of these servers
from Monday through Friday (7:00AM to 6:00PM each day)!

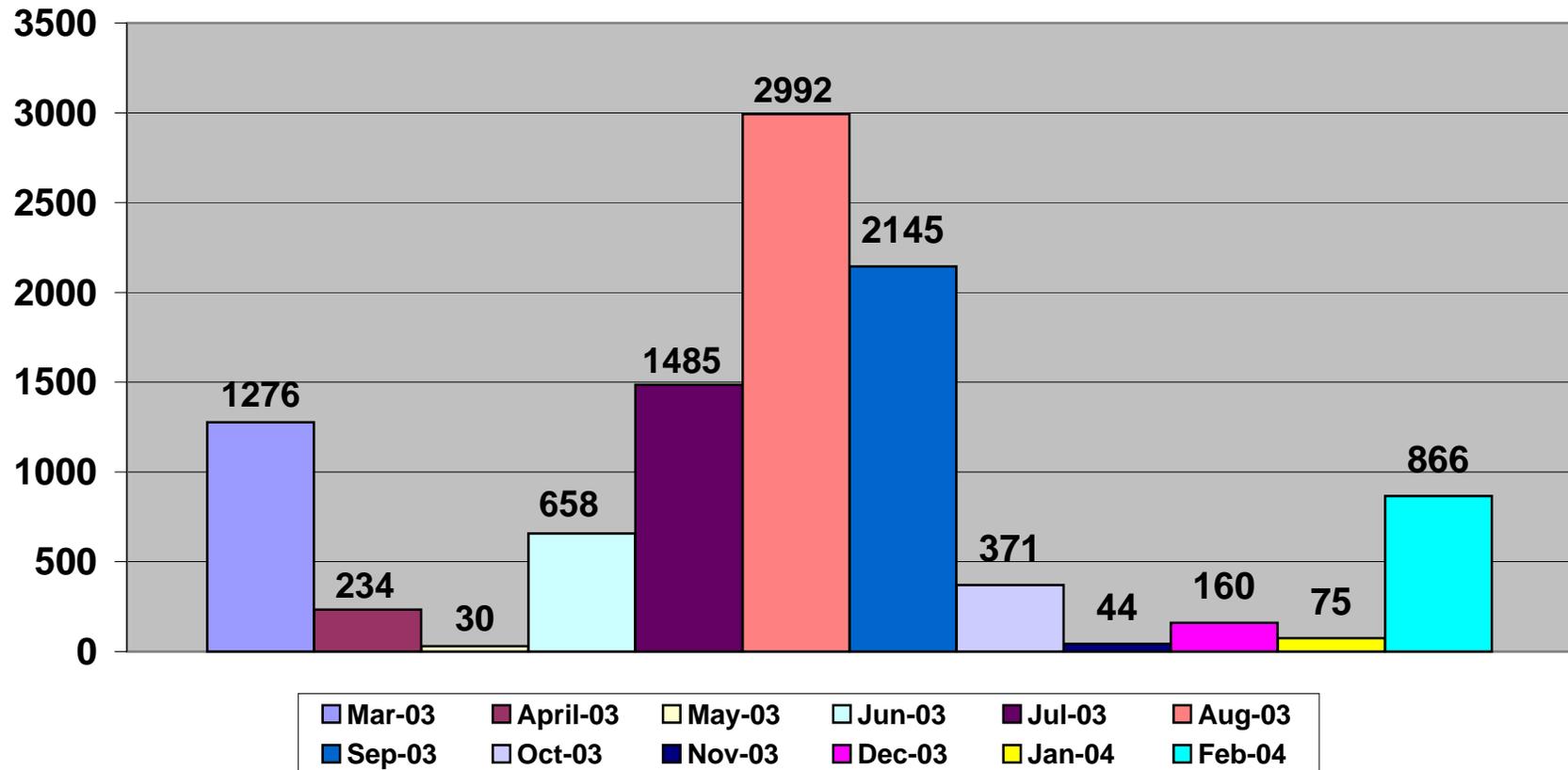
Server Count Metric (Total Number of Servers in the OD Domain)



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.