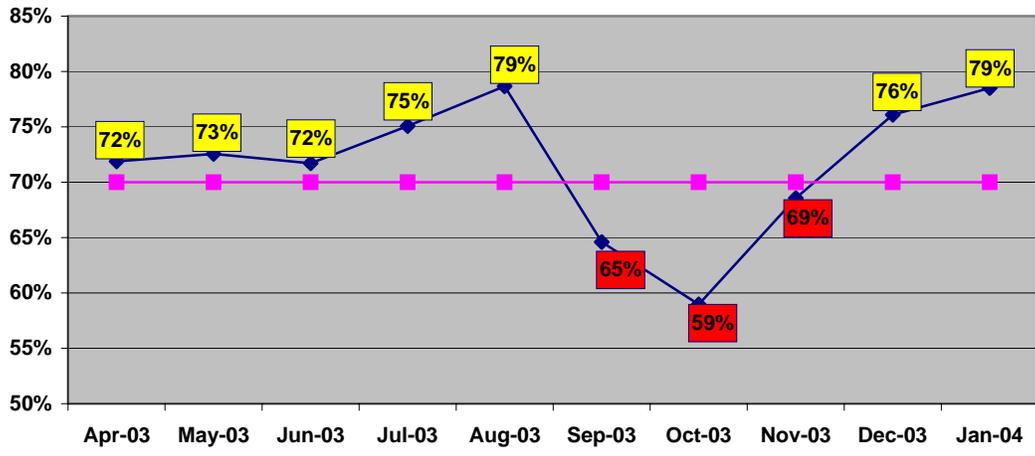


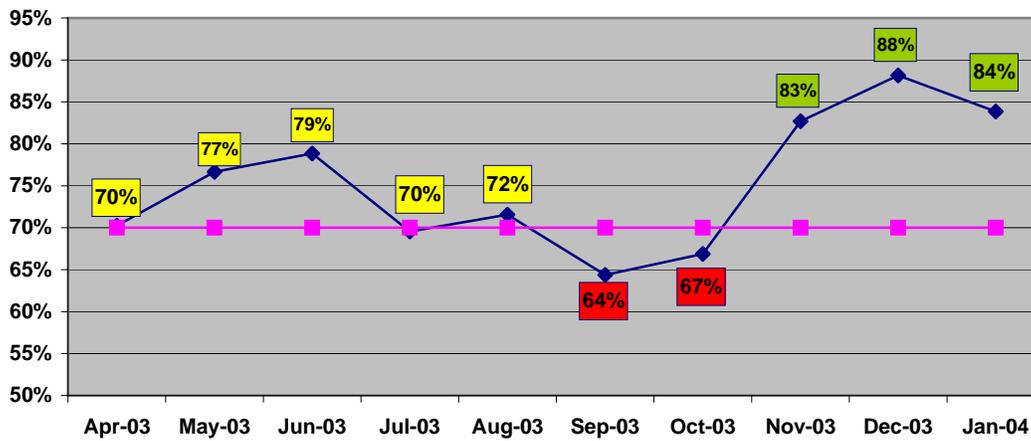
**Service Agreement - Repair or Make Recommendation Within 24 Hours (Percentage of All Desktop Team Tickets!)**



Total Tickets      1241      1509      1750      1268      2156      1760      1840      1495      1468      1545

◆ Percentage      ■ Goal

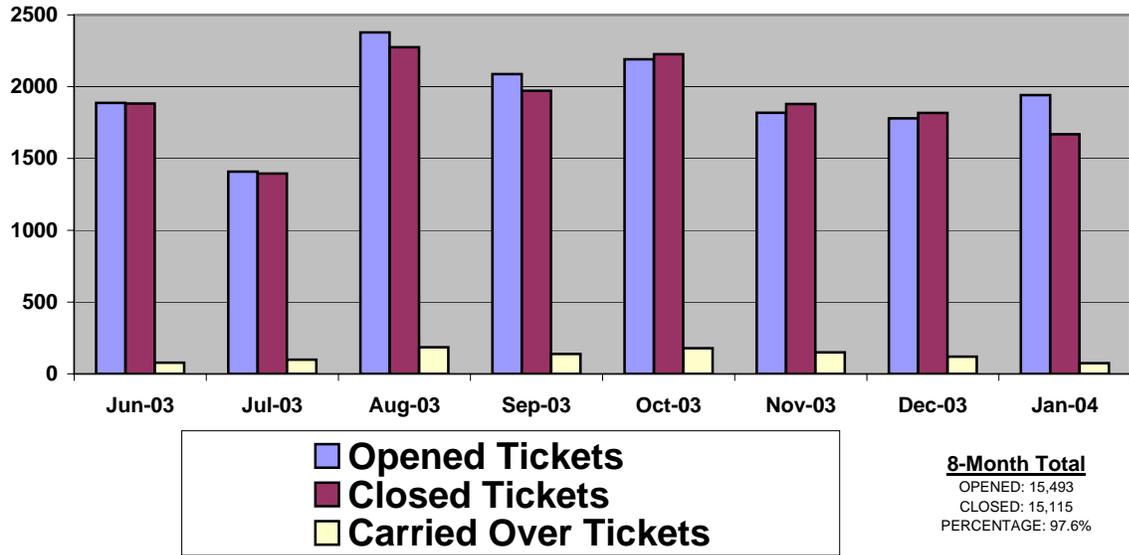
**Service Agreement - Customer Contacted Within 2 Hours (Percentage of all OIT Tickets)**



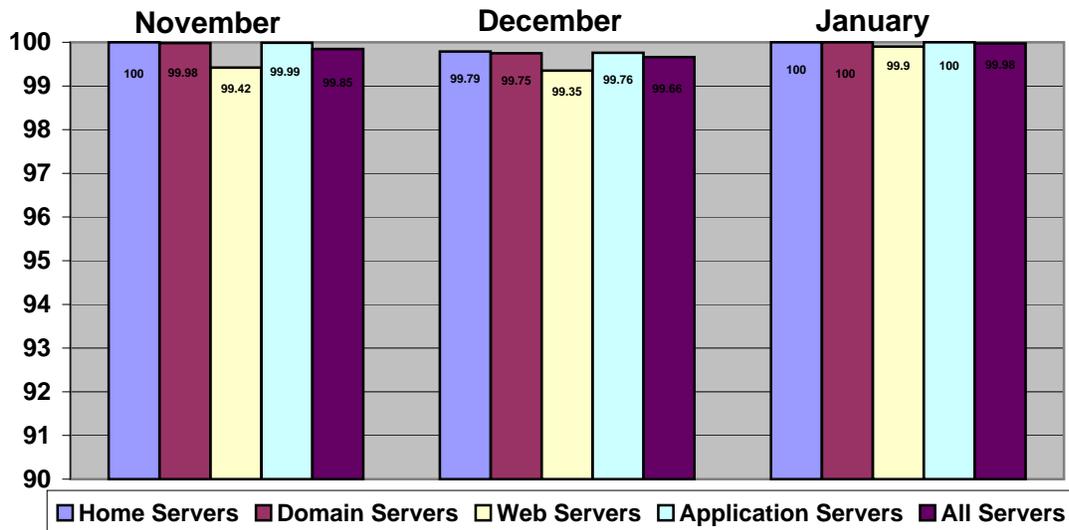
Total Tickets      1462      1680      1943      1498      2437      2088      2258      1820      1780      1937

◆ Percentage      ■ Goal

## Remedy Statistics (Monthly Service Tickets)

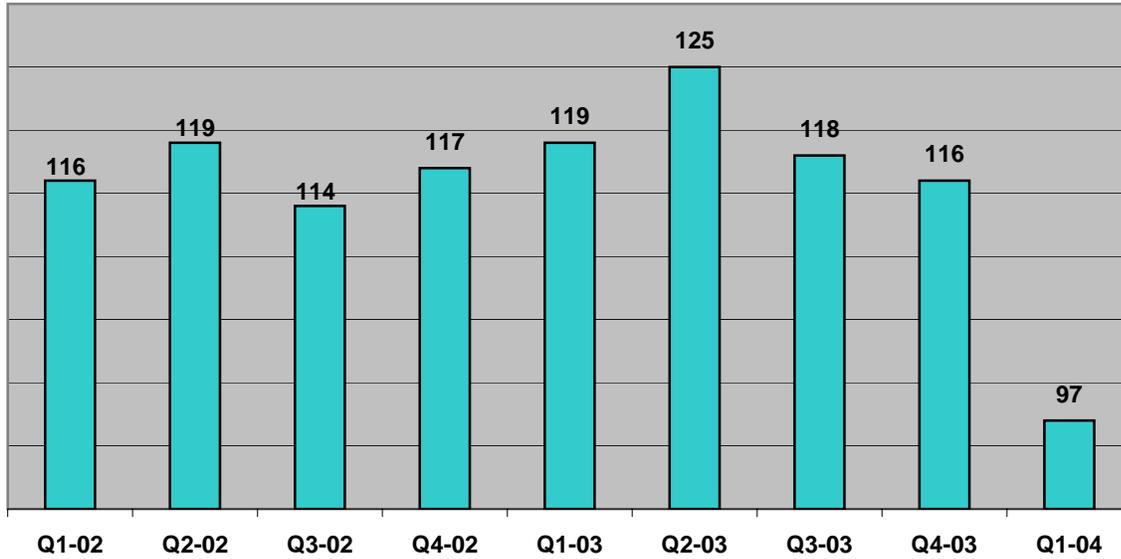


## Server Availability (Percentage)

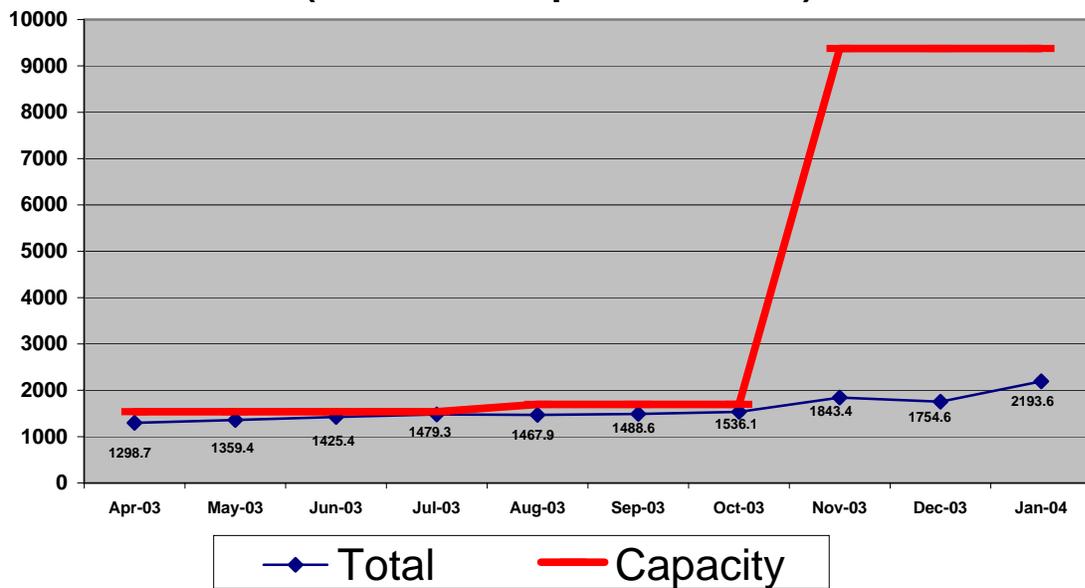


Metrics are based on the availability of these servers  
from Monday through Friday (7:00AM to 6:00PM each day)!

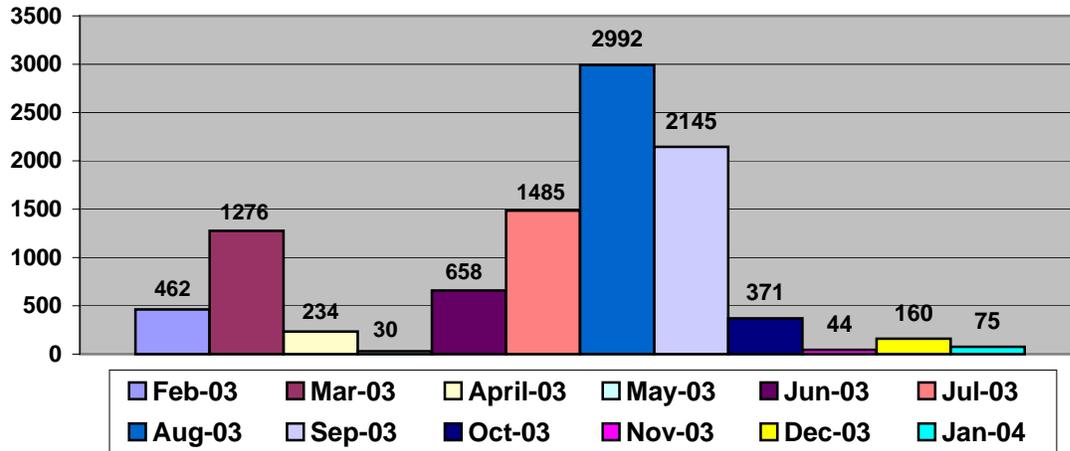
**Server Count Metric**  
(Total Number of Servers in the OD Domain)



**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.