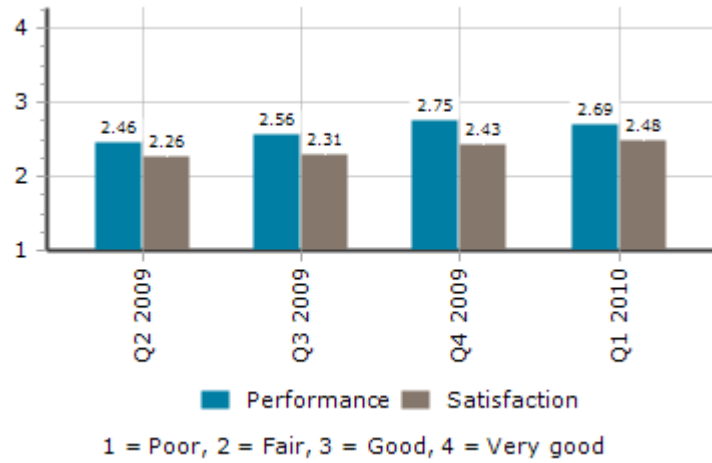


IT Representatives Satisfaction



Action List

Label	Value
# Open Actions	5
# New Actions this month	1
# Closed Actions this month	7
# Late Actions	99

There was 1 issue/s landing on the desk of the General Manager.

Finance

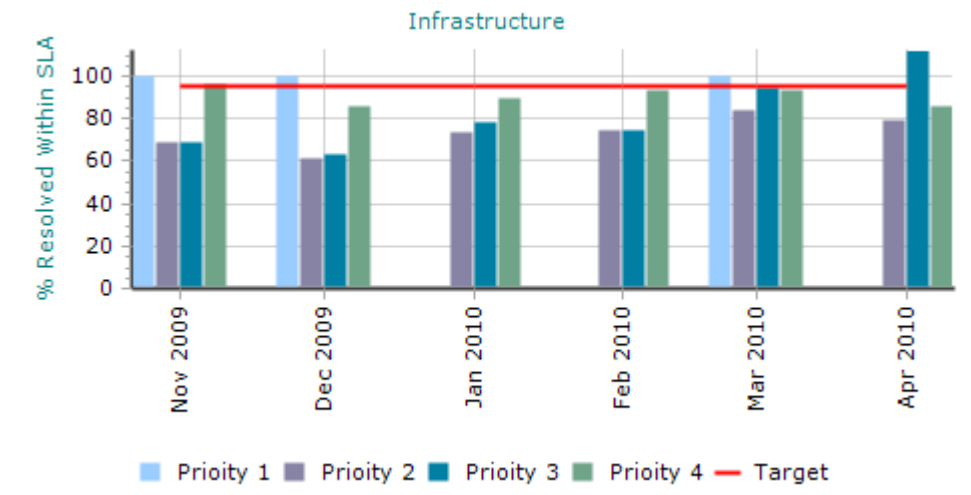
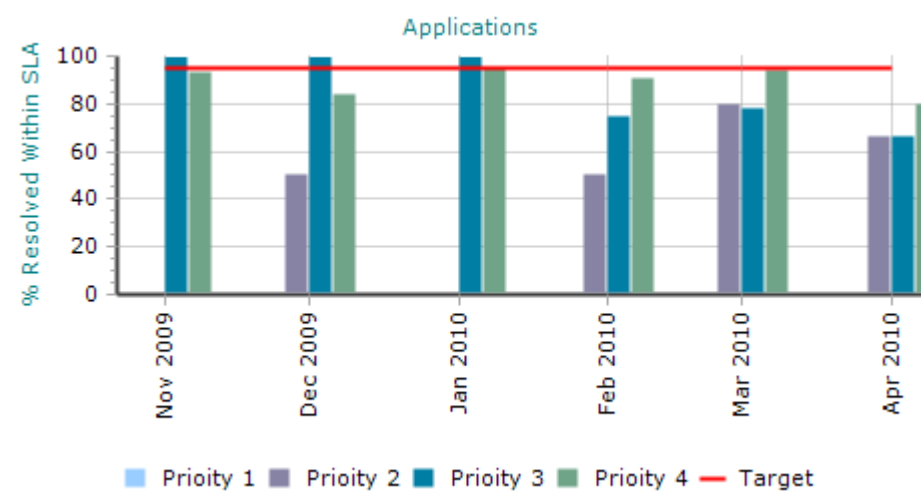
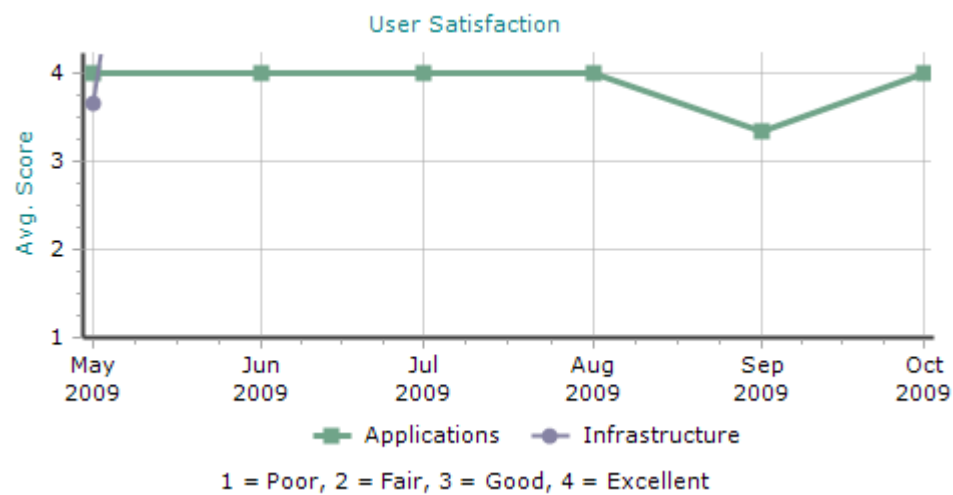
Financial Summary in M - USD

Costs	Flex Plan YTD	Reforecast YTD	Actual YTD
Services	134.7	126.7	116.9
Pass Through	6.4	7.9	7.4
Depreciation	30.5	29.2	29.5

Invoicing Status in K - USD

Month	Plan	Reforecast	Invoices
Jan 2009	246	172	246
Feb 2009	246	172	246
Mar 2009	246	172	246
Apr 2009	246	172	246
May 2009	246	172	
Jun 2009	246	172	
Jul 2009	246	172	
Aug 2009	246	172	
Sep 2009	246	172	
Oct 2009	246	172	
Nov 2009	246	172	
Dec 2009	246	172	
TOTAL	2950	2064	983

Tickets



Top Issues at the Help Desk

Problem Description	Root Cause	Proposed Solution	Accountability
Coffee machine failing to keep people awake	Decaffeinated coffee purchased for coffee machine	Immediate acquisition of new STRONG coffee	Who me?

Key Projects Delivered

Project Name	Time	Budget	Scope	Overall
Project A	0			
Project B				
Project C				
Project D	0	0		0
Project E	0			0
Project F				



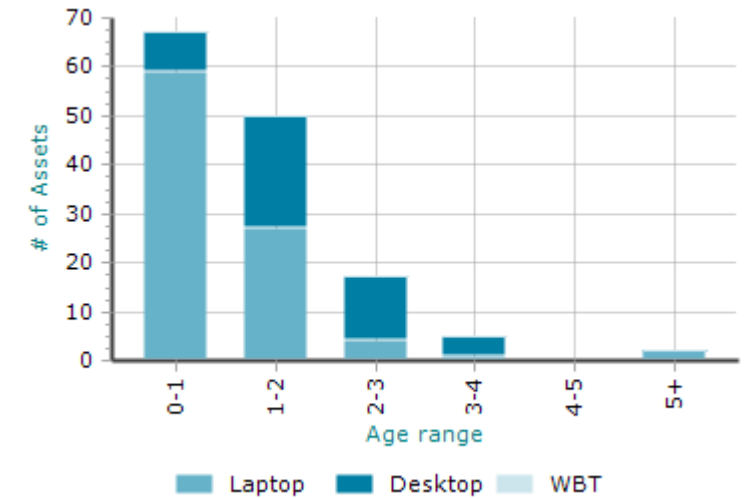
Performance - Customer Monthly Dashboard

Medica XYZ April 2010

Key Applications supported

Key Applications	Measure	Agreed SLA	Health	Comments to explain yellow or red scores
Great Plan Dynamics	100	None	Green	
HR Database	100	None	Green	
test 2	50	None	Red	Here is some commentary that may be spanning several lines. Here is some commentary that may be spanning several lines. Here is some commentary that may be spanning several lines. Here is som
test application	25	None	Orange	aaaa bbbb cccc dddd eeee ffff gggg hhhh iiiii jjjj kkkk llll mmmm nnnn oooo pppp qqqq rrrr ssss tttt uuuu vvvv wwwww xxxx yyyy zzzz aaaa bbbb cccc dddd eeee ffff gggg hhhh iiiii jjjj kkkk llll mmmm nnnn oooo pppp qqqq rrrr ssss tttt uuuu vvvv wwwww xxxx yyyy

Age of Fleet



Capacity

Application or Infrastructure Service	Target	Value	Daily	Monthly	Comments
WAN - Regional Site site A	95.00%	99.98%	No data		
WAN - Regional Site site B	95.00%	97.63%	No data		
WAN - Regional Site site C	95.00%	99.99%			
WAN - Regional Site site D	95.00%	97.96%			

Major Infrastructure Incidents

Description	Date and Duration	Impact	Cause	Resolution
Coffee machine failed	05 Apr 2010, 1 hour	Severe	Decafinated coffee	Cleaned and loaded with new coffee
test test test	20 Apr 2010, 3 hours	?		