



Infrastructure

Global Performance Report

July 2010

Table of Contents

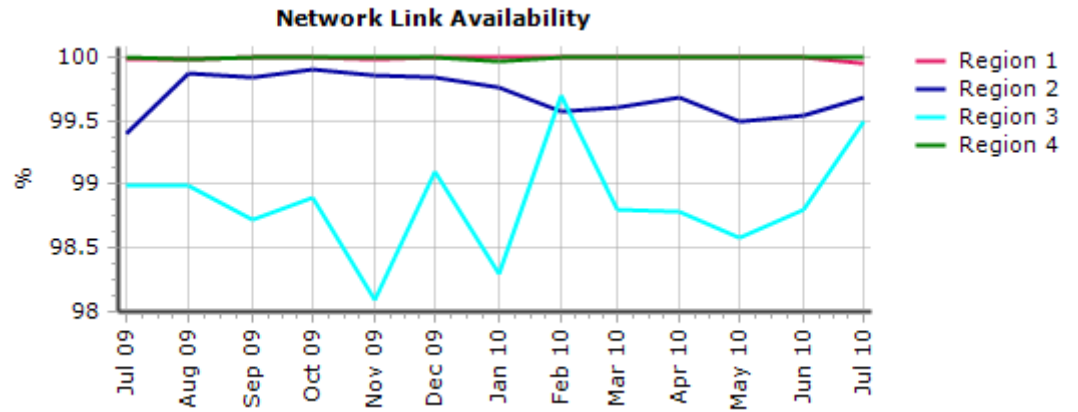
| | |
|------------------------------------|-----------|
| 1. Networks Voice and Video | 3 |
| 2. Patch Compliance | 4 |
| Current Desktop Patch Compliance | 5 |
| Current Server Patch Compliance | 6 |
| 3. Hosting Services | 7 |
| 4. Messaging | 8 |
| 5. Service Call Performance | 9 |
| 6. Toolset Health | 10 |

1. Networks Voice and Video

Percentage availability of network links

| Region | Jul | Jun | May |
|----------|---------|---------|---------|
| Region 1 | 99.95 ✓ | 100 ✓ | 100 ✓ |
| Region 2 | 99.68 ✓ | 99.54 ✓ | 99.5 ✓ |
| Region 3 | 99.5 ✓ | 98.8 ✗ | 98.59 ✗ |
| Region 4 | 100 ✓ | 100 ✓ | 100 ✓ |

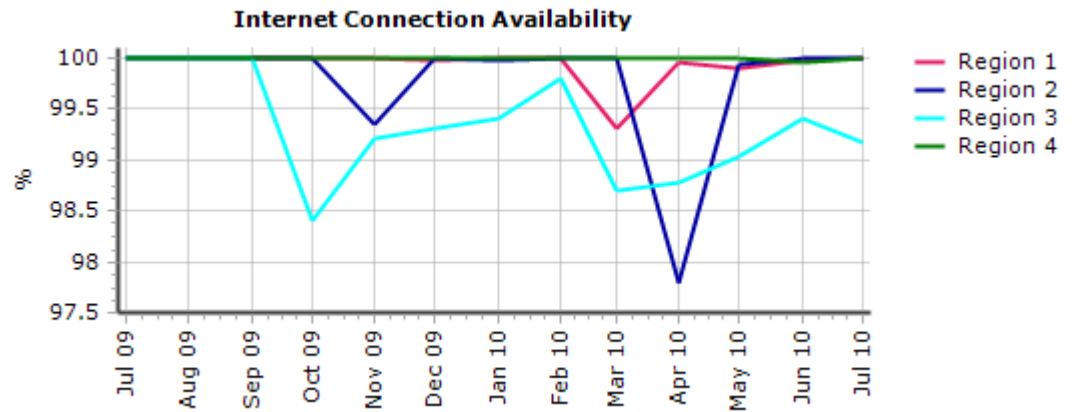
99.5% of the network links (excluding Internet links) are available for their target uptime specified in the Network Availability table



Percentage availability of internet connection

| Region | Jul | Jun | May |
|----------|---------|---------|---------|
| Region 1 | 100 ✓ | 99.98 ✓ | 99.89 ✓ |
| Region 2 | 100 ✓ | 100 ✓ | 99.94 ✓ |
| Region 3 | 99.16 ✗ | 99.41 ✗ | 99.03 ✗ |
| Region 4 | 100 ✓ | 99.96 ✓ | 100 ✓ |

99.5% of the Internet Links are available for their target uptime specified in the Network Availability table

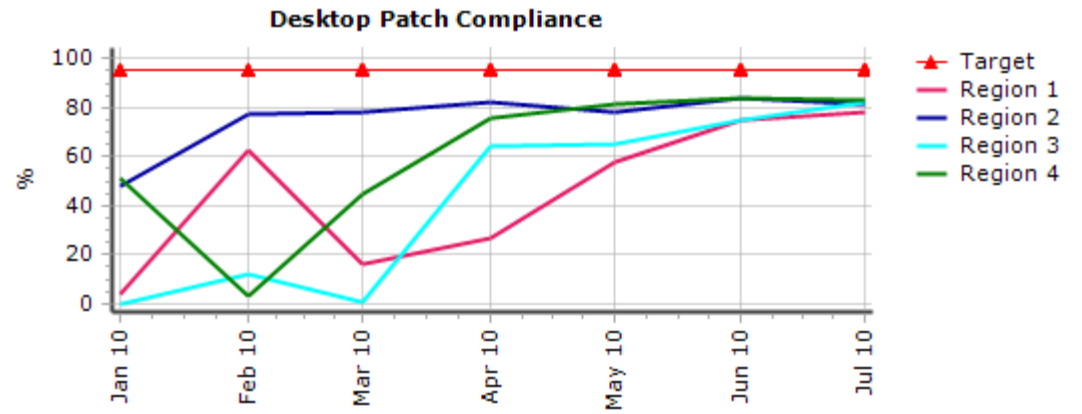


2. Patch Compliance

At least 95% of desktop devices comply with security standards and patching requirements

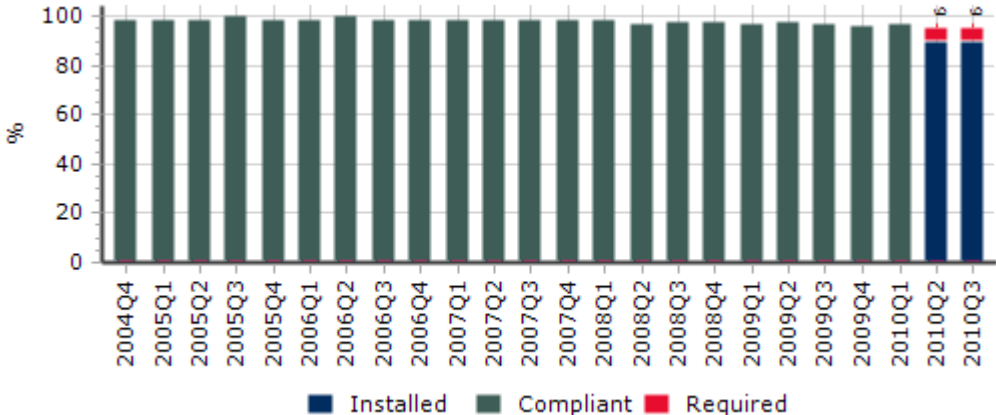
| Region | Jul | Jun | May |
|----------|------|------|------|
| Region 1 | 78 ✘ | 75 ✘ | 58 ✘ |
| Region 2 | 81 ✘ | 84 ✘ | 78 ✘ |
| Region 3 | 82 ✘ | 75 ✘ | 65 ✘ |
| Region 4 | 83 ✘ | 84 ✘ | 81 ✘ |

At least 95% of desktop devices comply with security standards and patching requirements

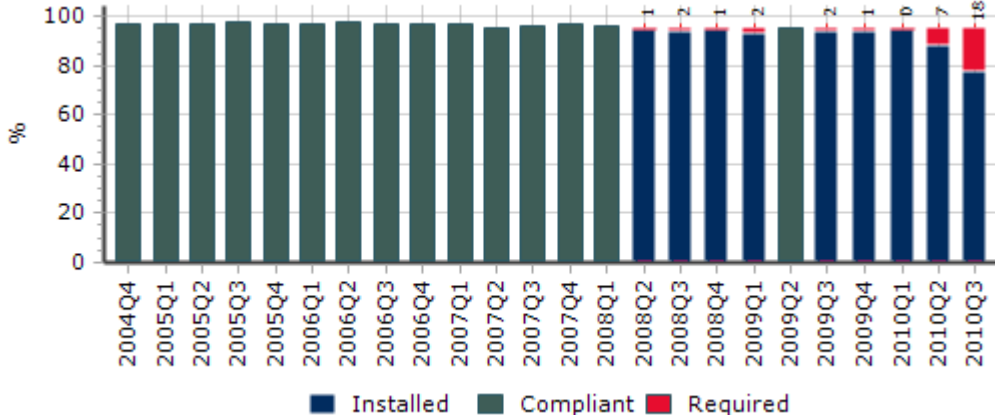


Current Desktop Patch Compliance

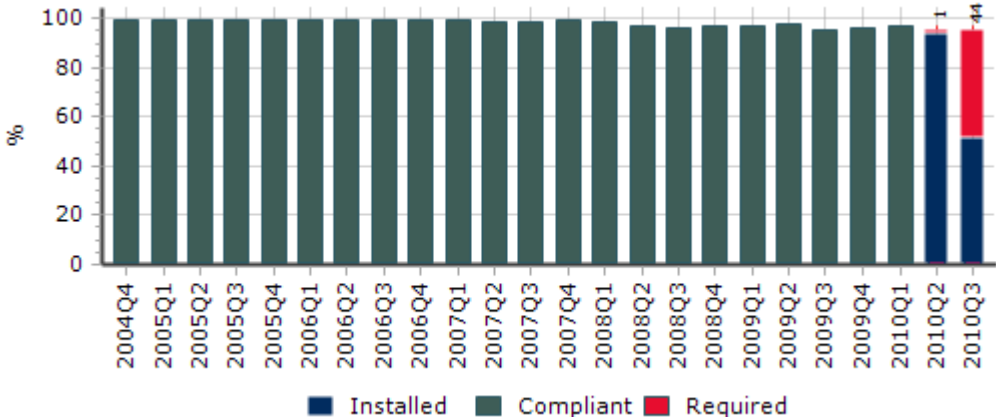
Region 1



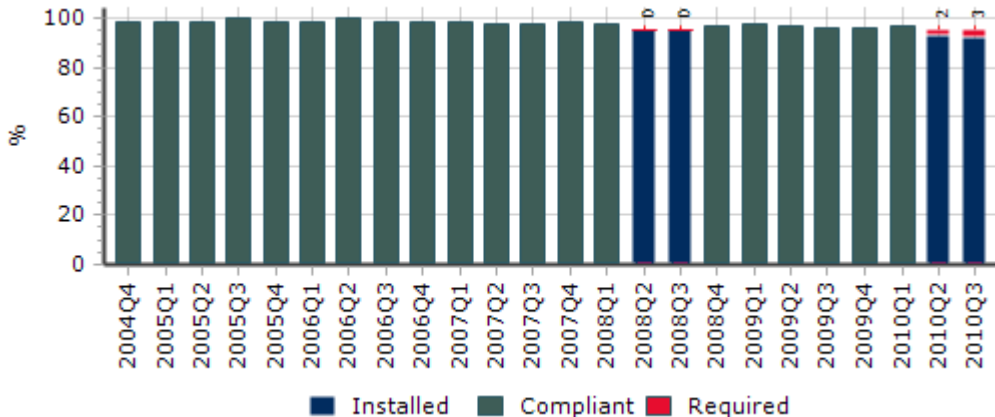
Region 2



Region 3

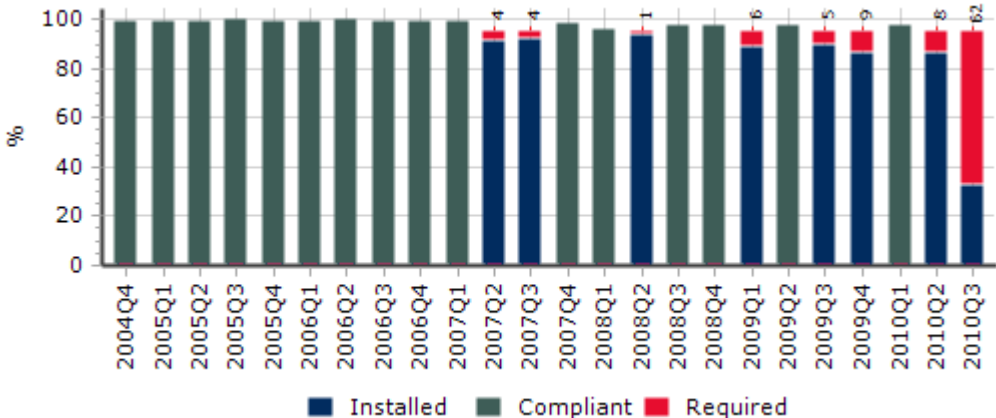


Region 4

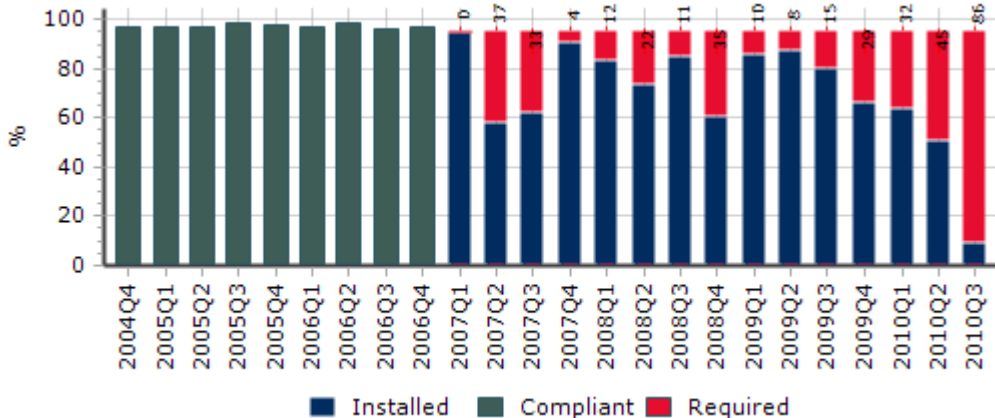


Current Server Patch Compliance

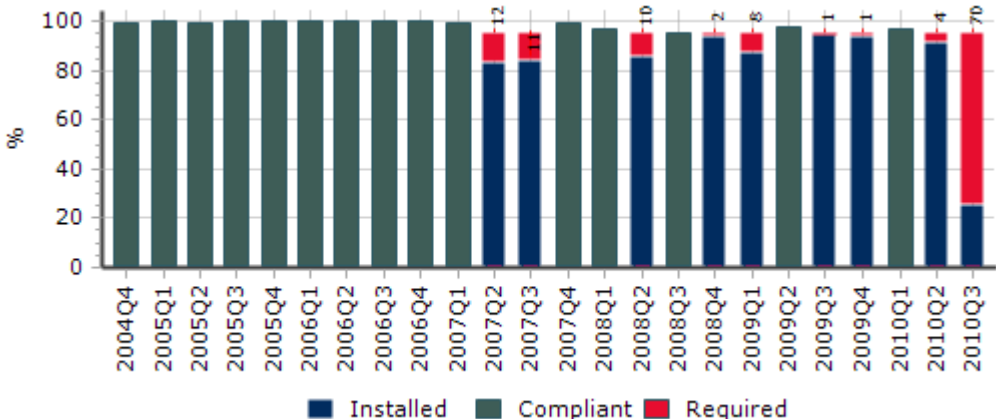
Region 1



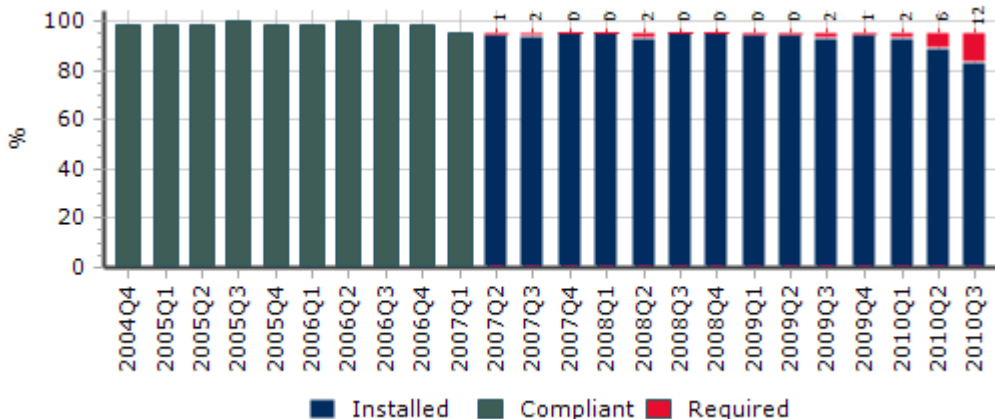
Region 2



Region 3



Region 4

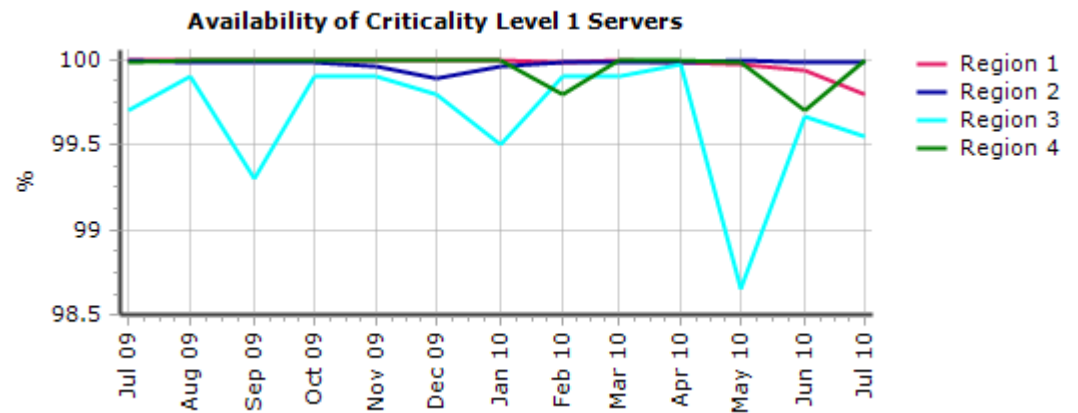


3. Hosting Services

Percentage availability of criticality level 1 servers

| Region | Jul | Jun | May |
|----------|---------|---------|---------|
| Region 1 | 99.79 ✓ | 99.94 ✓ | 99.97 ✓ |
| Region 2 | 99.99 ✓ | 99.99 ✓ | 100 ✓ |
| Region 3 | 99.55 ✓ | 99.67 ✓ | 98.65 ✗ |
| Region 4 | 100 ✓ | 99.7 ✓ | 99.99 ✓ |

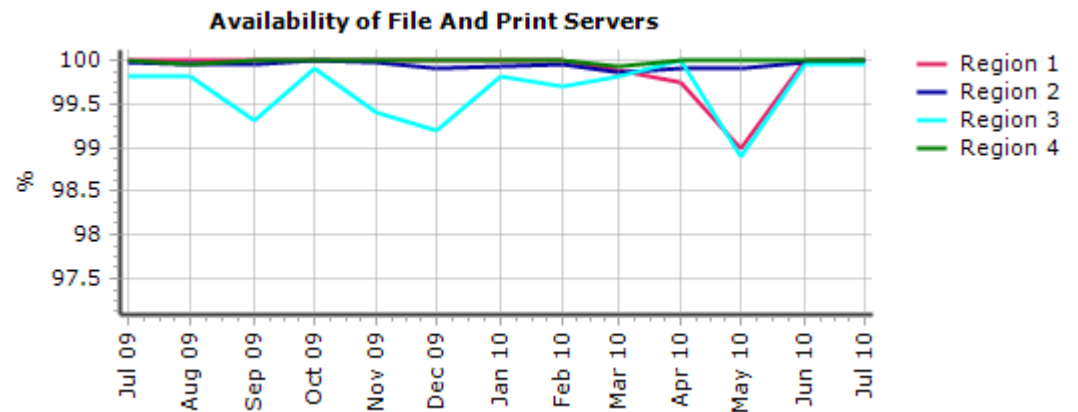
99.2% availability of Criticality level 1 servers during Agreed Service Time



Percentage availability of file and print servers

| Region | Jul | Jun | May |
|----------|---------|---------|---------|
| Region 1 | 99.98 ✓ | 100 ✓ | 99 ✗ |
| Region 2 | 99.99 ✓ | 99.97 ✓ | 99.89 ✓ |
| Region 3 | 99.95 ✓ | 99.95 ✓ | 98.9 ✗ |
| Region 4 | 99.99 ✓ | 99.99 ✓ | 99.99 ✓ |

99.2% availability of File and Print servers

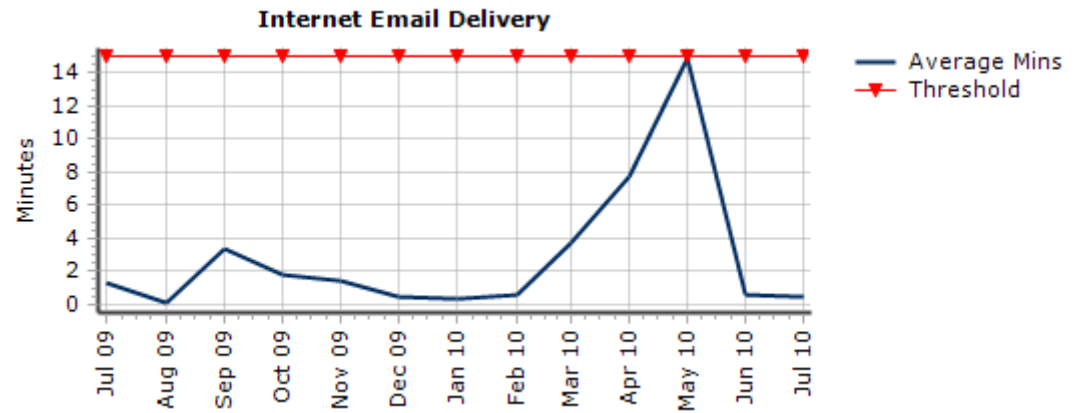


4. Messaging

Average email delivery time between a user and an external gateway

| Region | Jul | Jun | May |
|--------|--------|--------|---------|
| Global | 0.51 ✓ | 0.62 ✓ | 14.82 ✓ |

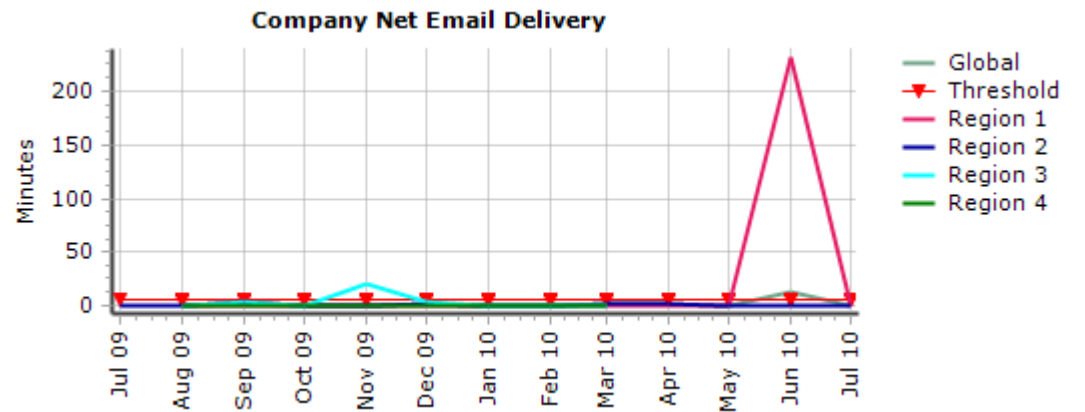
Emails to be delivered within of target <15 minute average through external gateway for external mail recipients/ senders



Average email delivery time between users connected to Company Net.

| Region | Jul | Jun | May |
|----------|--------|----------|--------|
| Global | 0.46 ✓ | 13.54 ✗ | 0.82 ✓ |
| Region 1 | 0.1 ✓ | 231.94 ✗ | 0.08 ✓ |
| Region 2 | 0.48 ✓ | 0.45 ✓ | 0.86 ✓ |
| Region 4 | 0.03 ✓ | | |

Emails to be delivered within of target < 5 minute average between users connected on CompanyNet

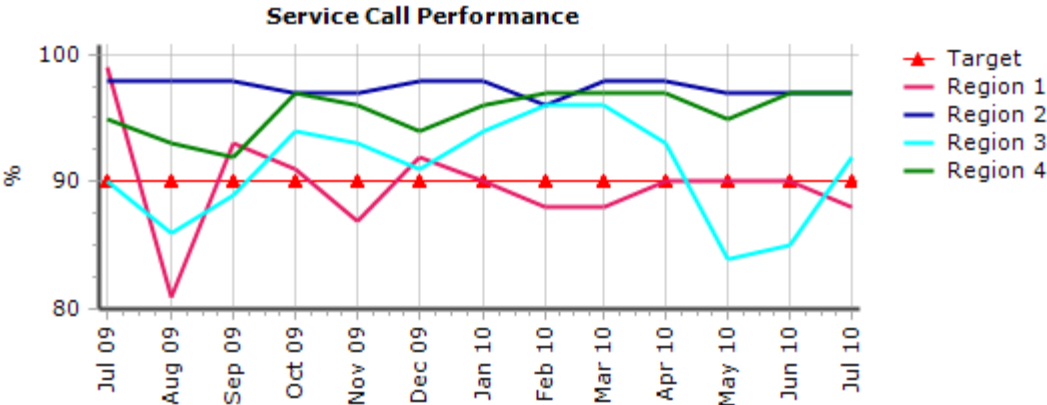


5. Service Call Performance

IS&T Service Call Performance

| Region | Jul | Jun | May |
|----------|------|------|------|
| Region 1 | 88 ✘ | 90 ✔ | 90 ✔ |
| Region 2 | 97 ✔ | 97 ✔ | 97 ✔ |
| Region 3 | 92 ✔ | 85 ✘ | 84 ✘ |
| Region 4 | 97 ✔ | 97 ✔ | 95 ✔ |

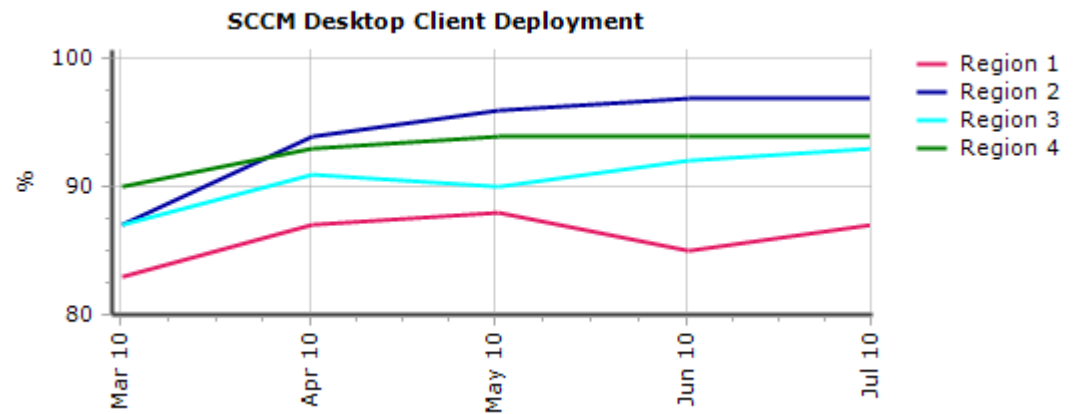
90% of tickets completed within target time



6. Toolset Health

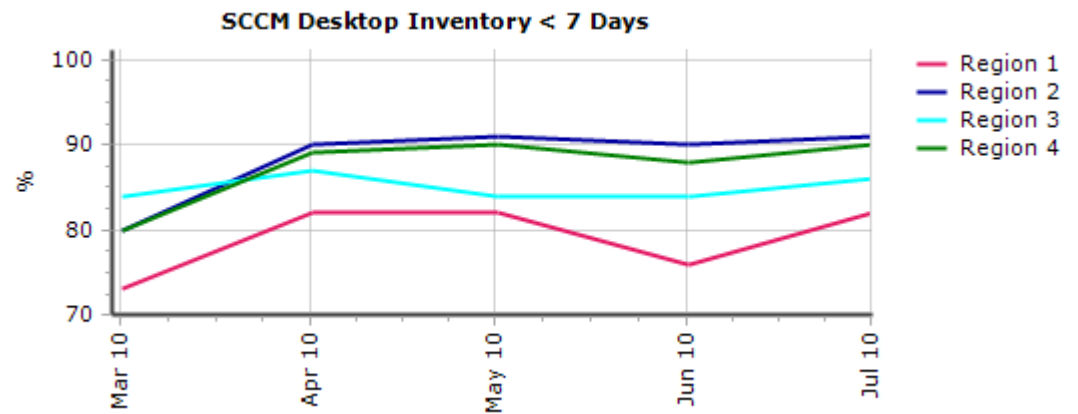
The percentage of desk tops which have the SCCM client installed

| Region | Jul | Jun | May |
|----------|-----|-----|-----|
| Region 1 | 87 | 85 | 88 |
| Region 2 | 97 | 97 | 96 |
| Region 3 | 93 | 92 | 90 |
| Region 4 | 94 | 94 | 94 |



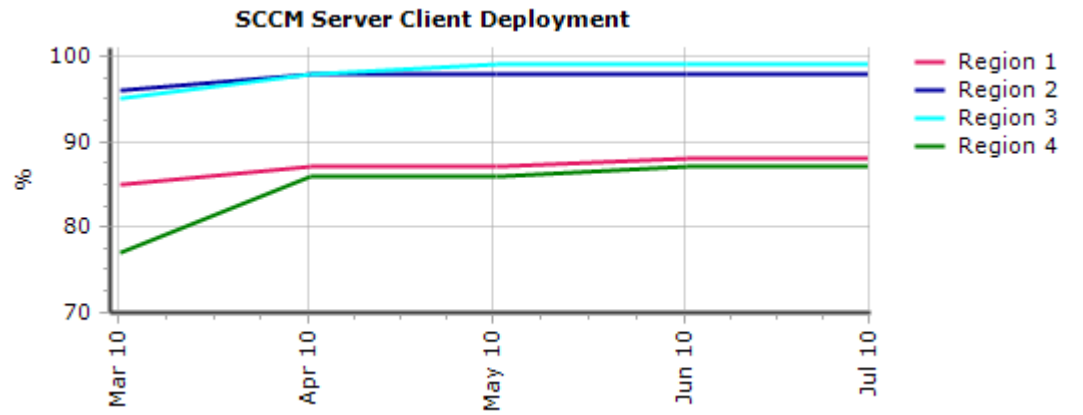
The percentage of desk tops with SCCM Inventory completed within the last 7 days

| Region | Jul | Jun | May |
|----------|-----|-----|-----|
| Region 1 | 82 | 76 | 82 |
| Region 2 | 91 | 90 | 91 |
| Region 3 | 86 | 84 | 84 |
| Region 4 | 90 | 88 | 90 |



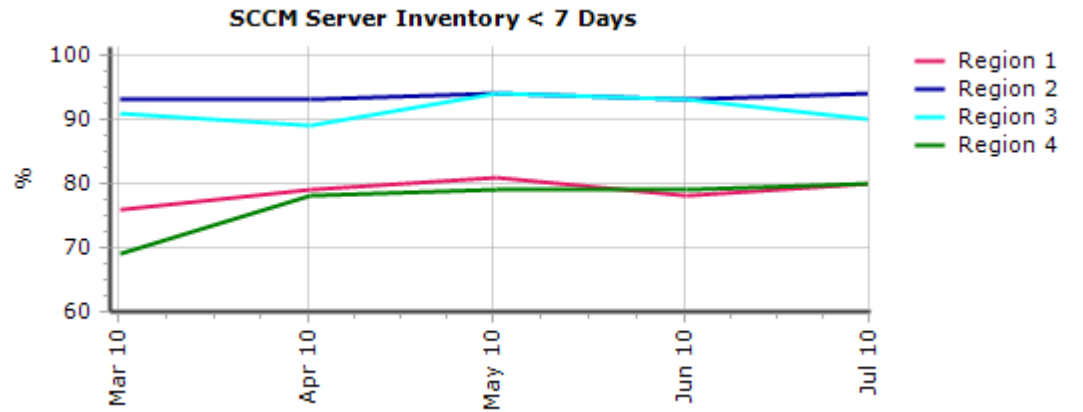
The percentage of servers which have the SCCM client installed

| Region | Jul | Jun | May |
|----------|-----|-----|-----|
| Region 1 | 88 | 88 | 87 |
| Region 2 | 98 | 98 | 98 |
| Region 3 | 99 | 99 | 99 |
| Region 4 | 87 | 87 | 86 |



The percentage of servers with SCCM Inventory completed within the last 7 days

| Region | Jul | Jun | May |
|----------|-----|-----|-----|
| Region 1 | 80 | 78 | 81 |
| Region 2 | 94 | 93 | 94 |
| Region 3 | 90 | 93 | 94 |
| Region 4 | 80 | 79 | 79 |



The percentage of servers which have the SCOM client installed

| Region | Jul | Jun | May |
|----------|-----|-----|-----|
| Region 1 | 73 | 72 | 72 |
| Region 2 | 98 | 99 | 98 |
| Region 3 | 99 | 97 | 99 |
| Region 4 | 61 | 62 | 62 |

