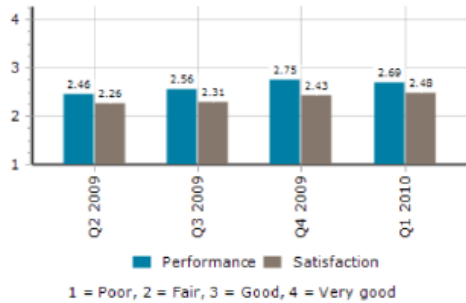


IT Representatives Satisfaction



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

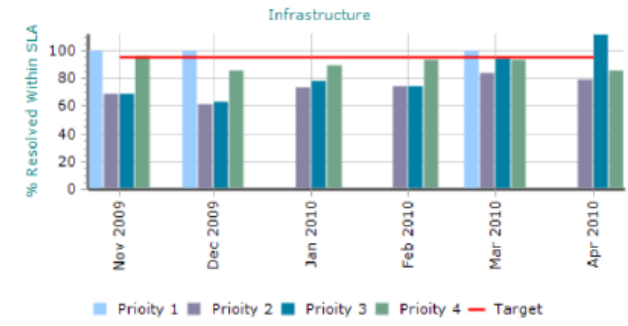
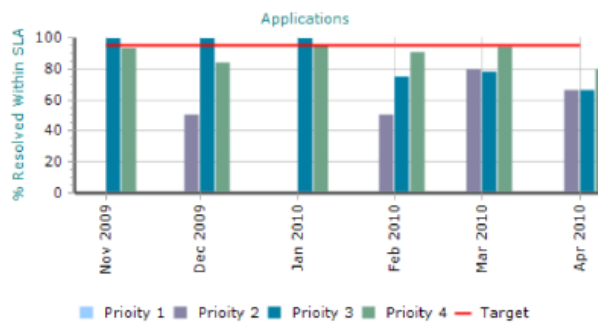
Financial Summary in M - USD

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

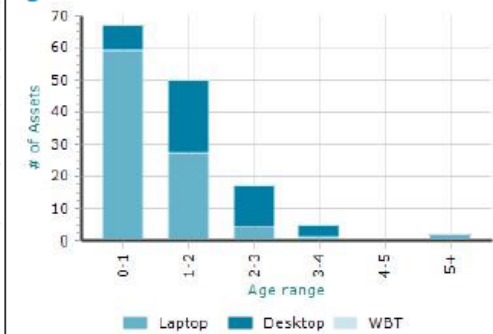
Project Name	Time	Budget	Scope	Overall
Project A	0			
Project B				
Project C				
Project D	0	0		0
Project E	0			0
Project F				

This real life sample created for a large resources group incorporates 40+ different data sources and is produced for each of the 90 companies in the group each month. Full automation allows all these reports to be available on the first day of the month

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 iiiiii kkkk llll mmmm nnnn oooo pppp qqqq rrrr ssss tttt uuuu vvvv wwww xxxx yyyy zzzz aaaa bbbb cccc dddd eeee ffff gggg hhhh iiiiii kkkk llll mmmm nnnn oooo pppp qqqq rrrr ssss tttt uuuu vvvv wwww 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 2015, 1 hour	Severe	Decaffeinated coffee	Cleaned and loaded with new coffee