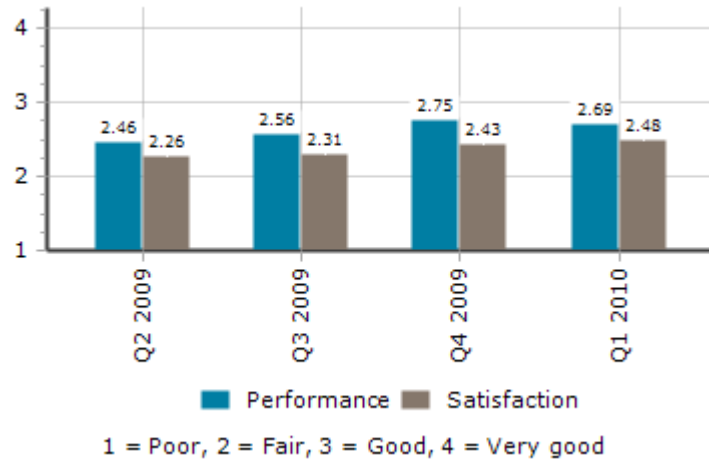




Performance - Customer Monthly Dashboard

Medica XYZ April 2010

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

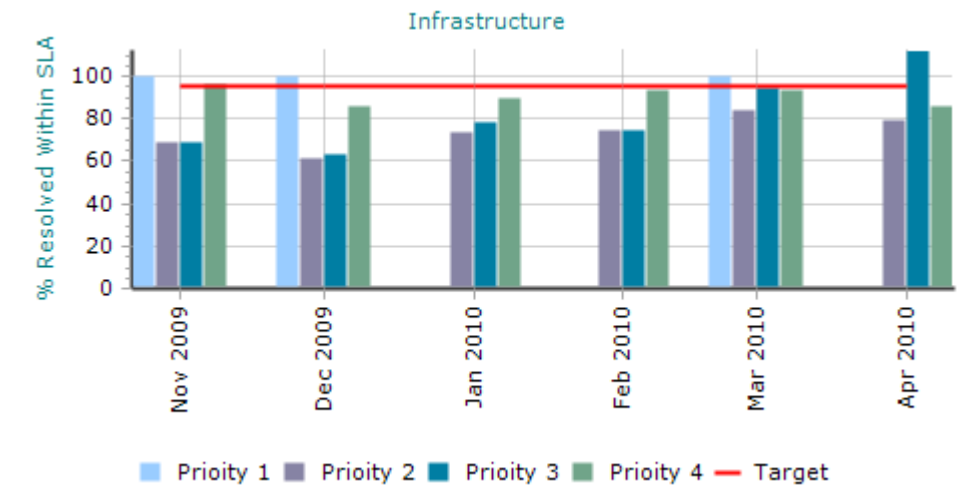
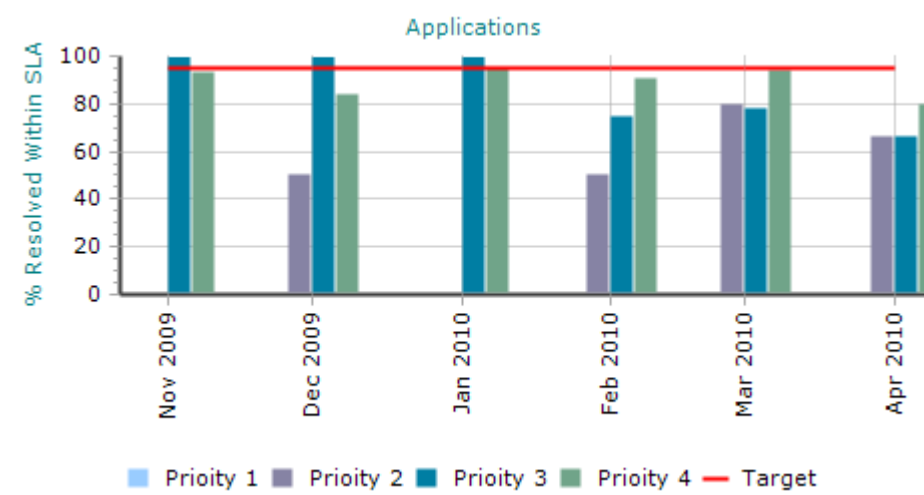
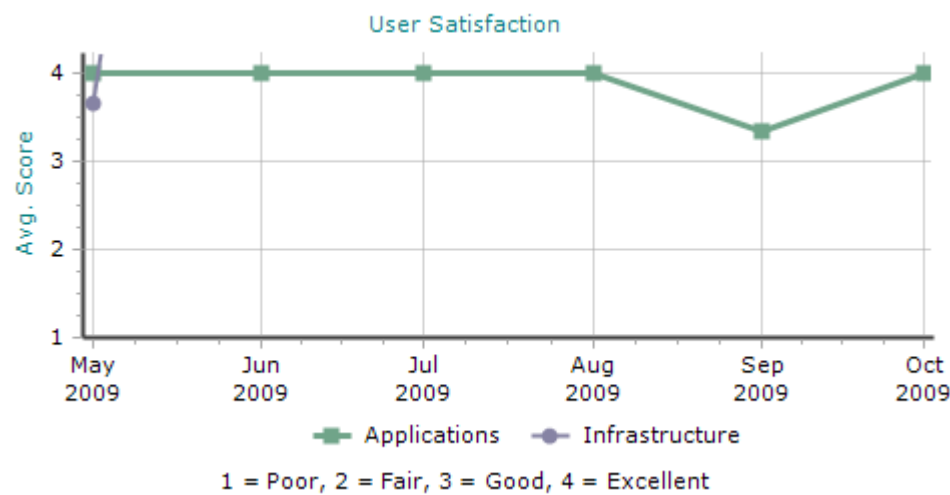
Financial Summary in M - USD

| 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? |

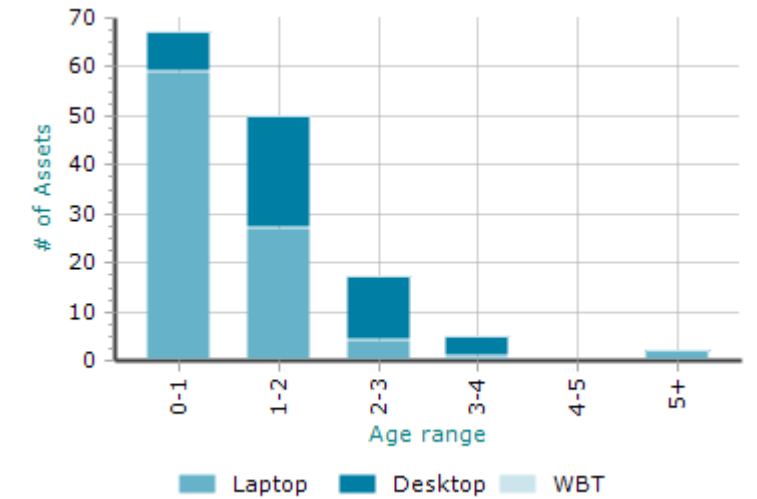
Key Projects Delivered

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







Key Applications supported

| Key Applications | Measure | Agreed SLA | Health | Comments to explain yellow or red scores |
|---------------------|---------|------------|--------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Great Plan Dynamics | 100 | None | | |
| HR Database | 100 | None | | |
| test 2 | 50 | None | | 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 | | 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 | ? | | |