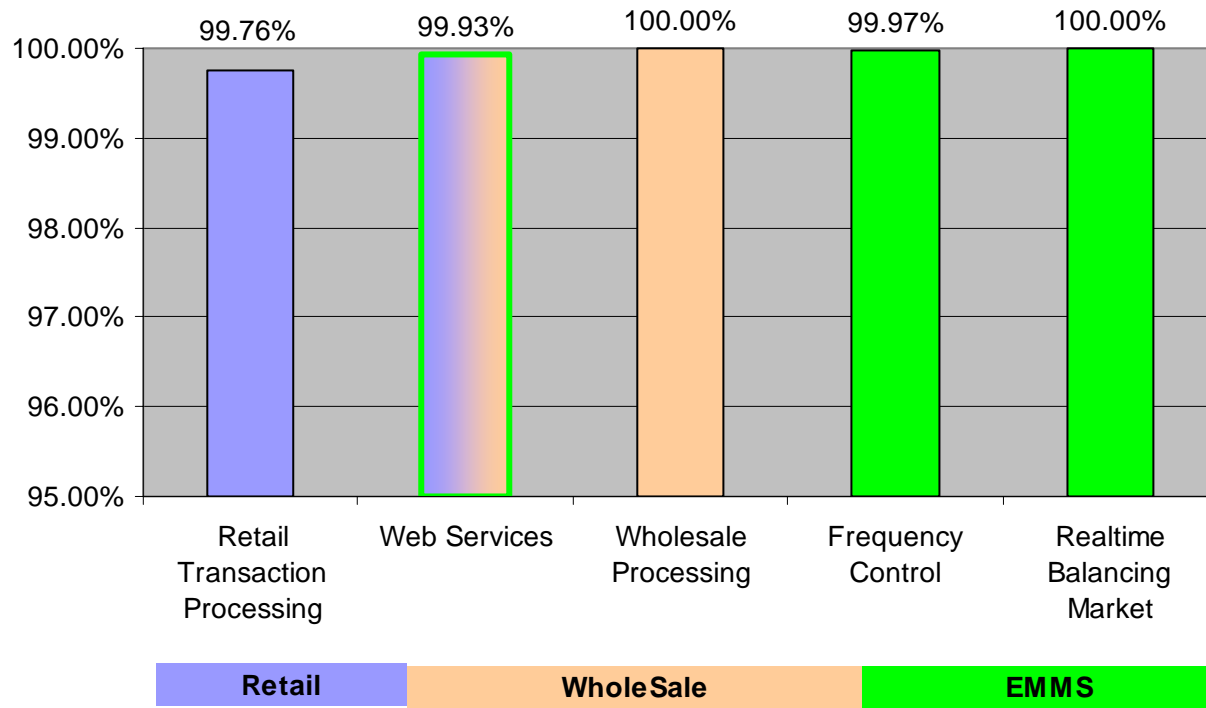
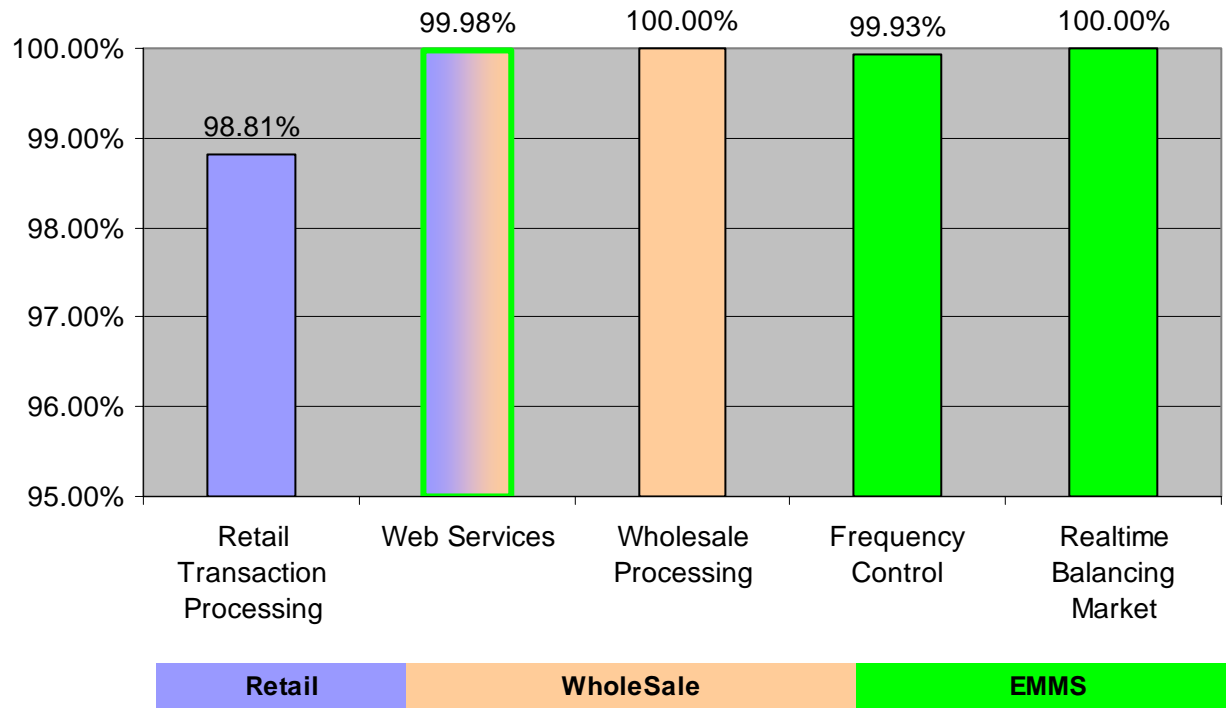
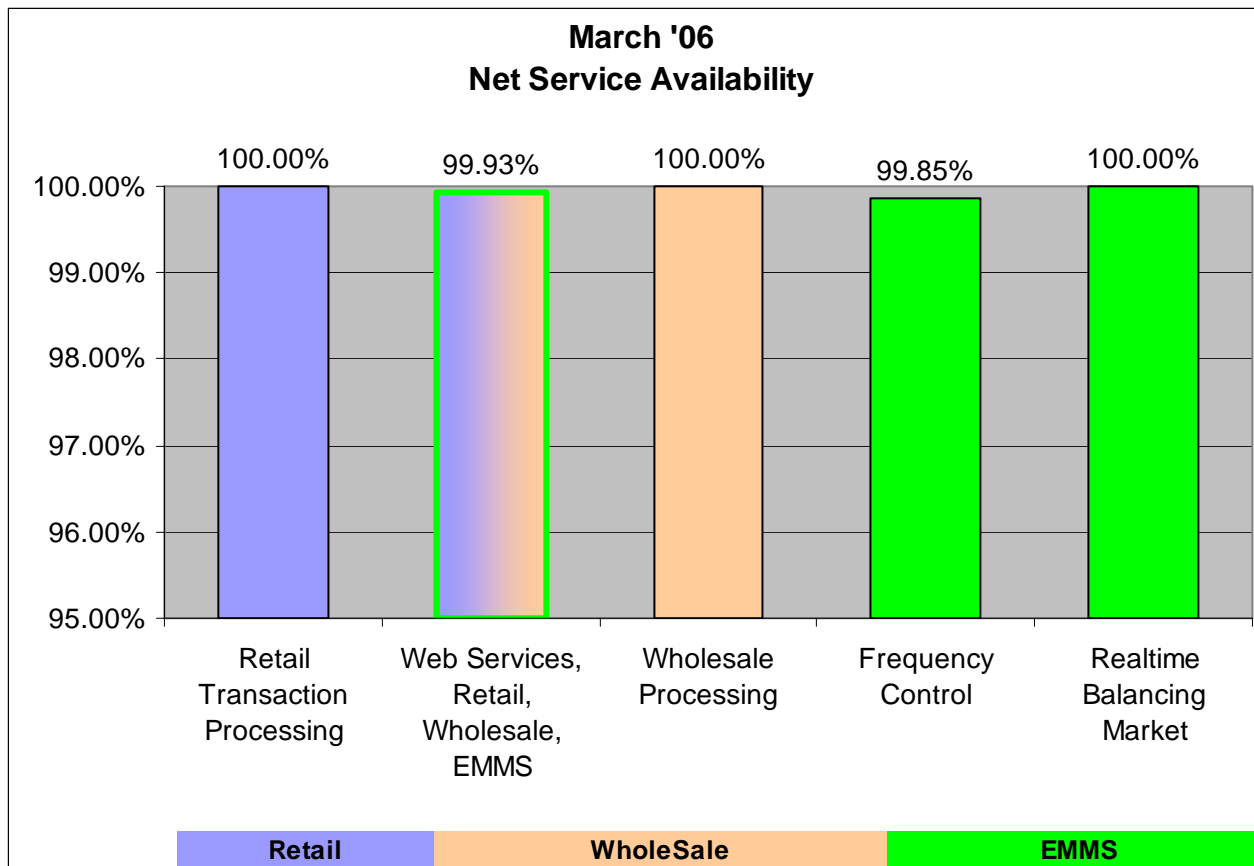


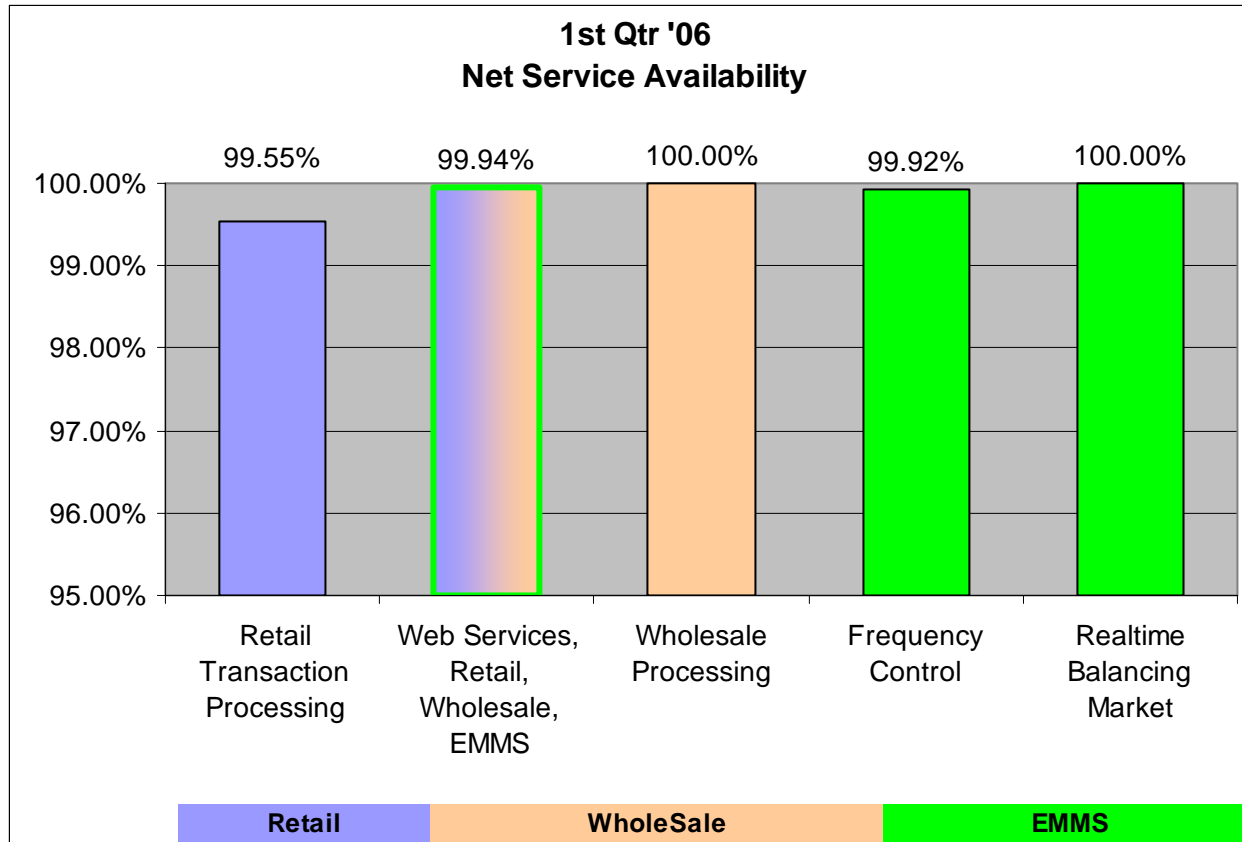
**January '06  
Net Service Availability**



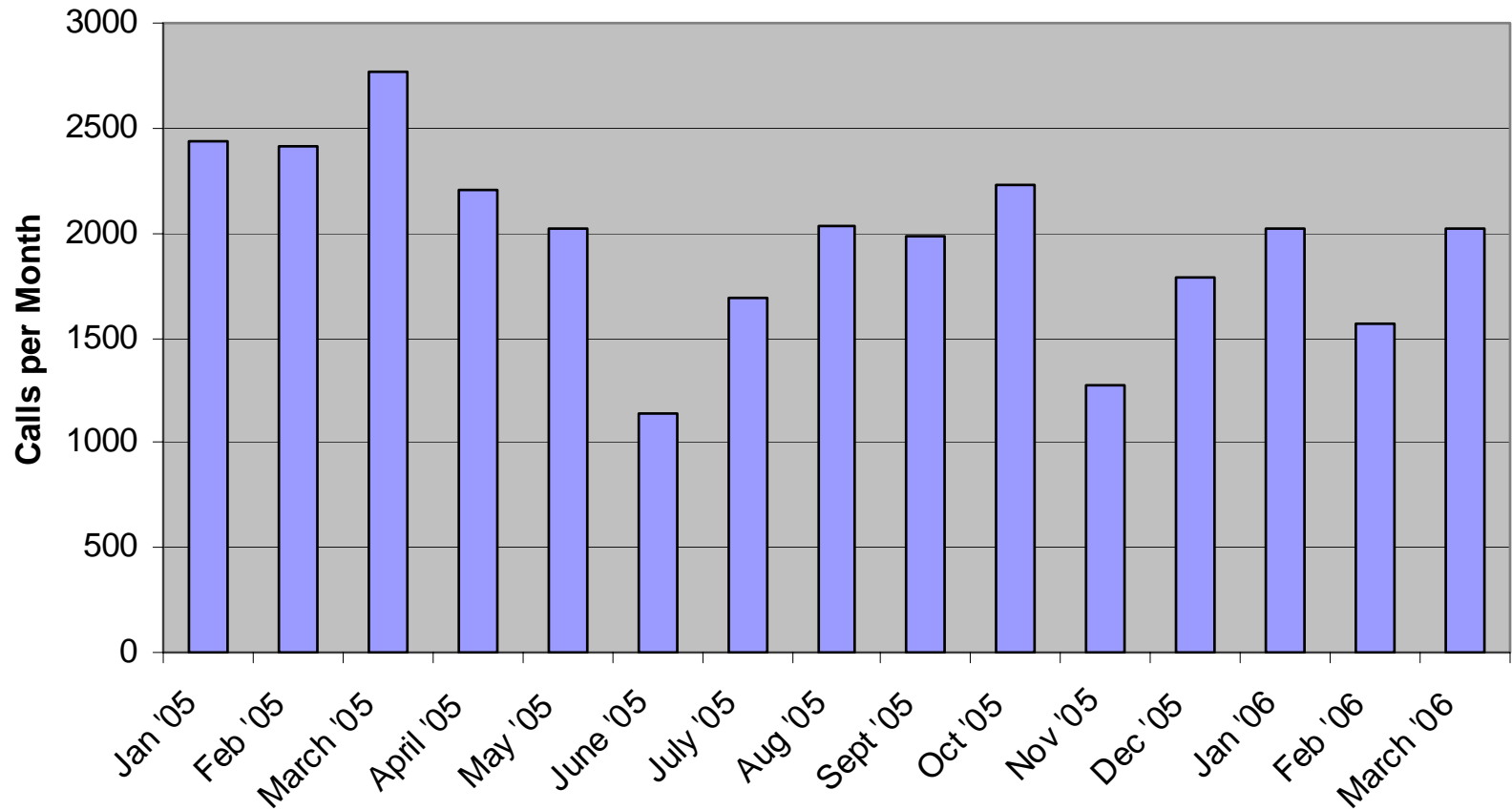
**February '06  
Net Service Availability**



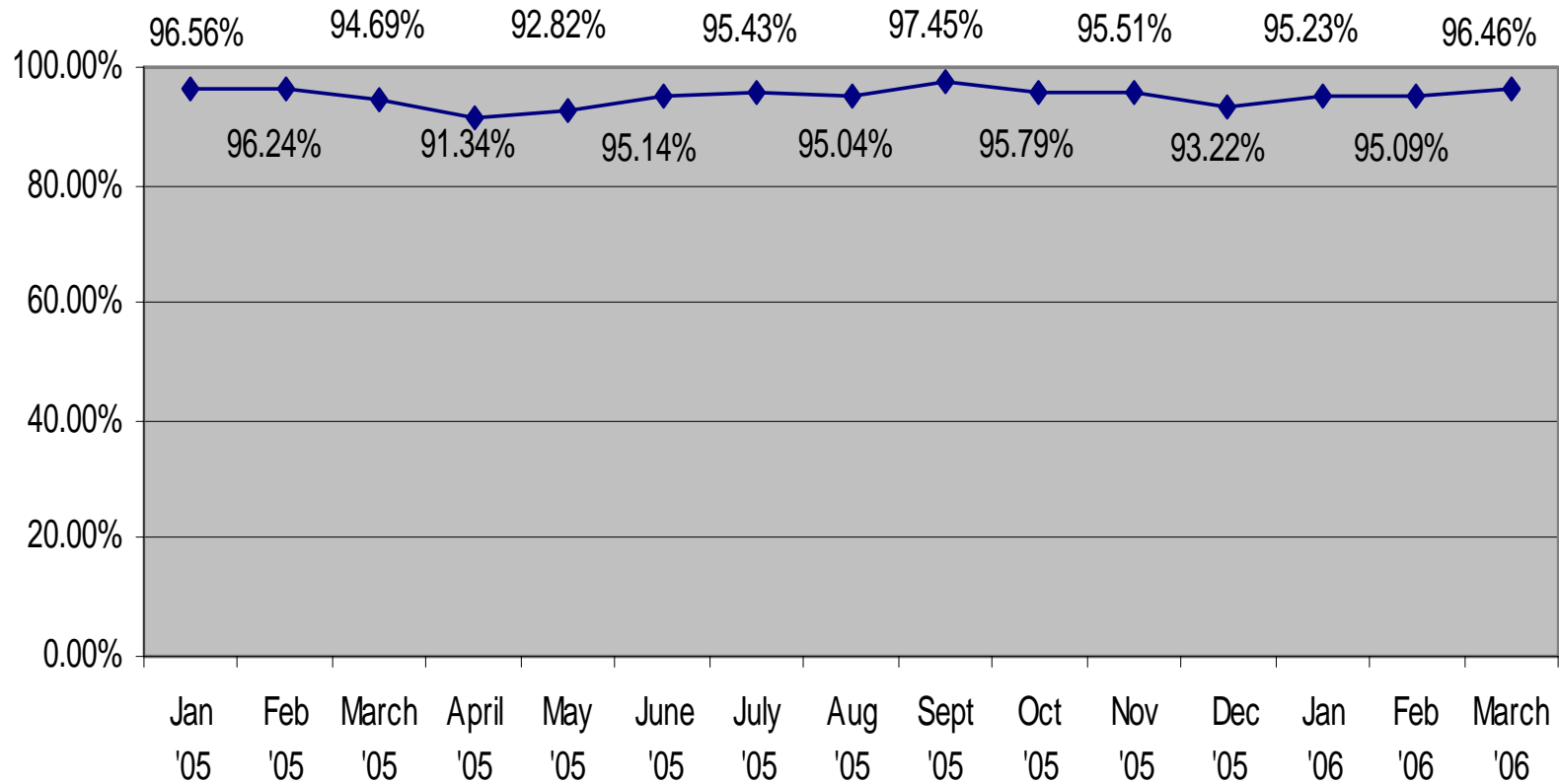




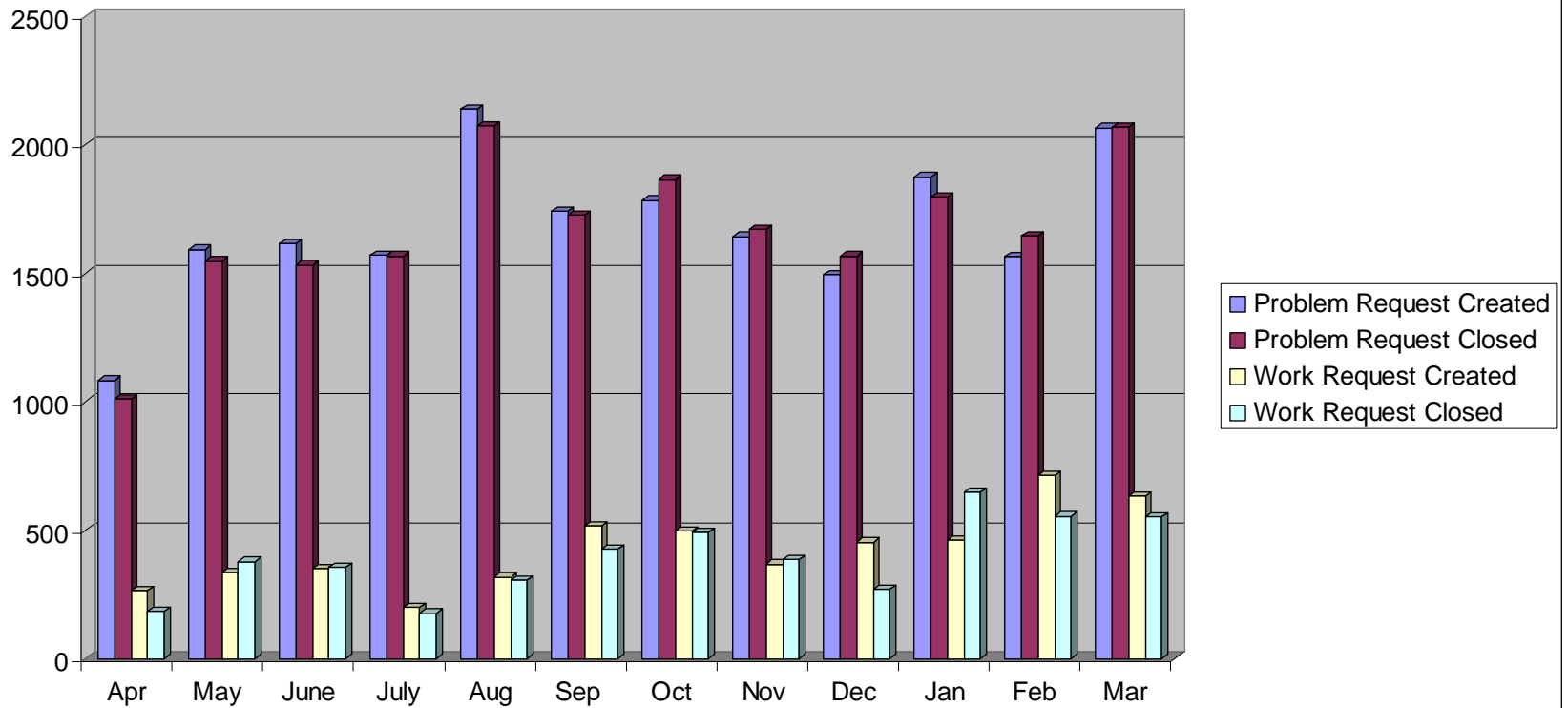
## Console Operations Call Volume Report



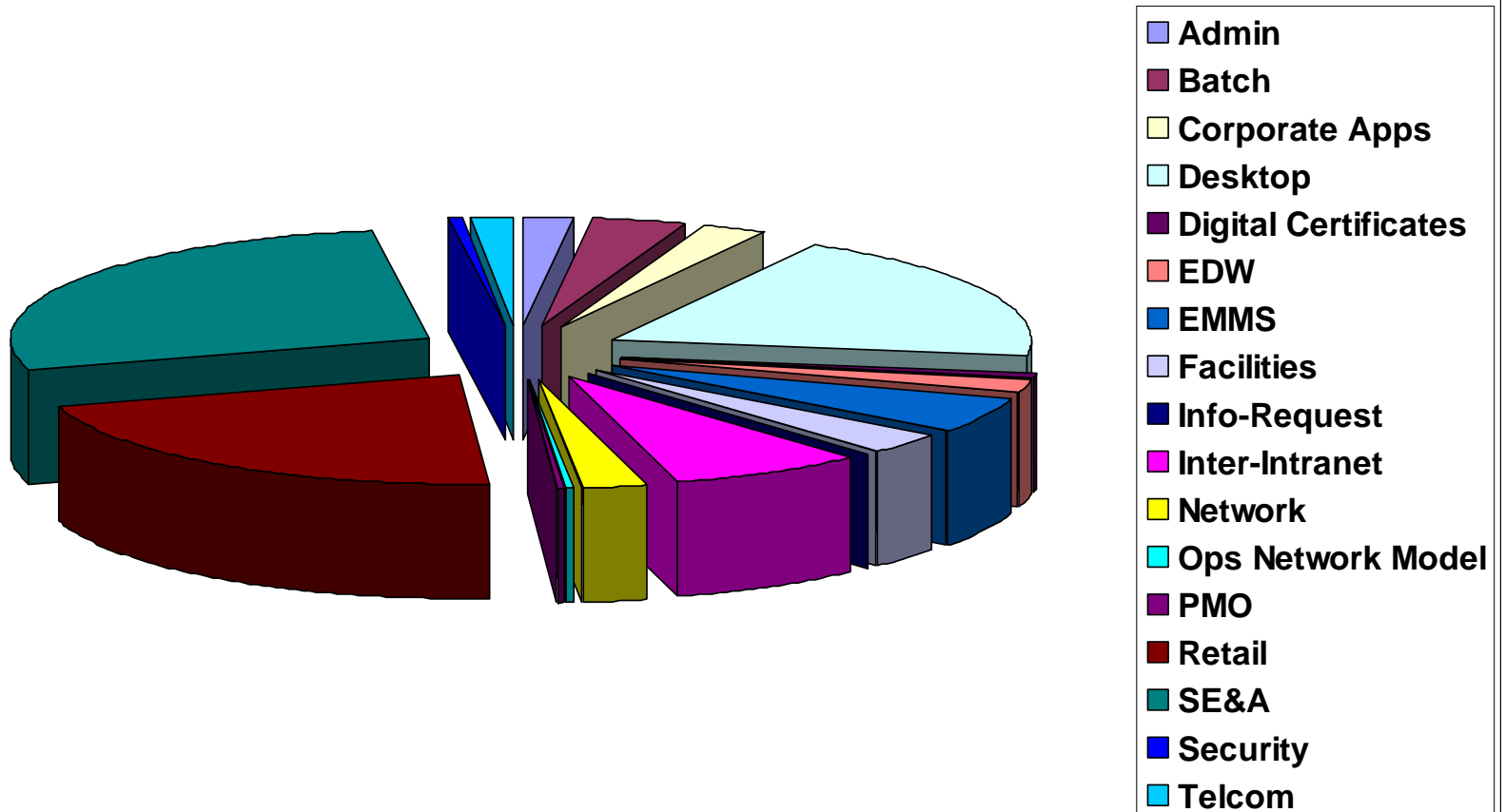
**Console Operations Calls Answered Percentage**



**Service Desk Tickets Created and Closed**

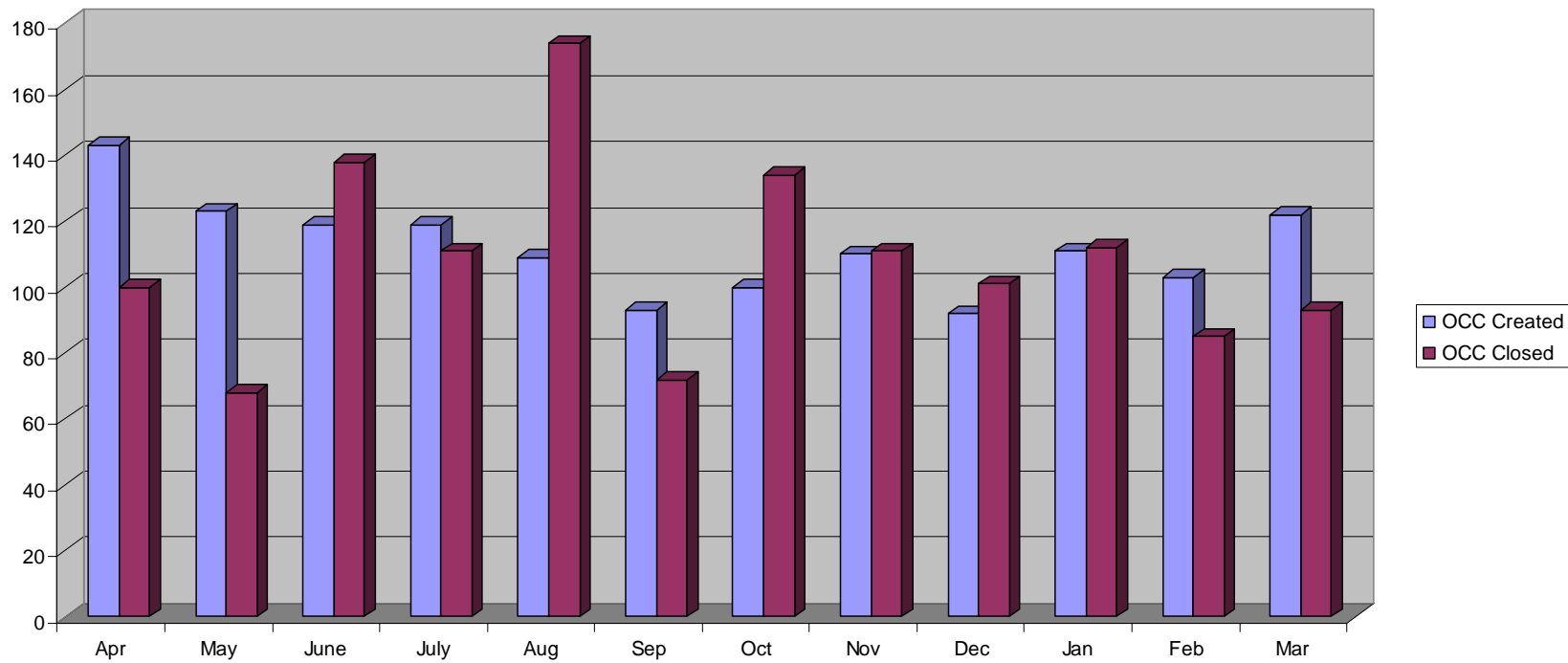


**Service Desk Ticekts Created by Area for March**





Monthly OCC's



OCC's Created by Change Type

