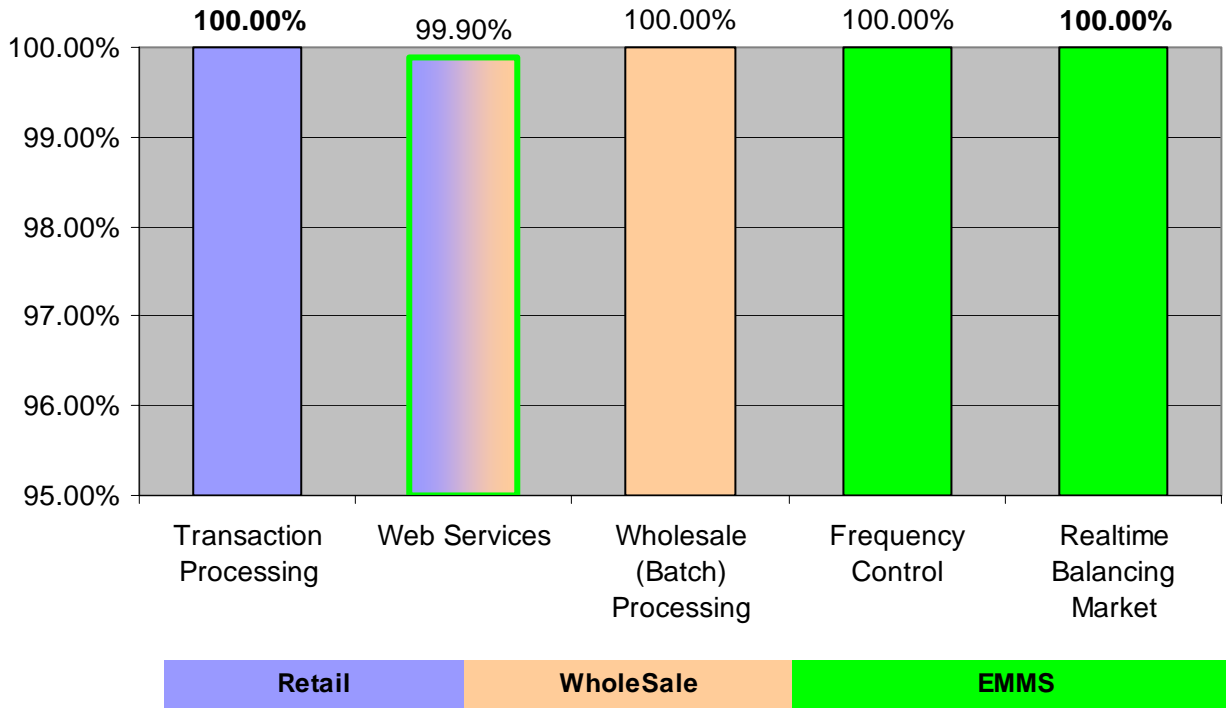
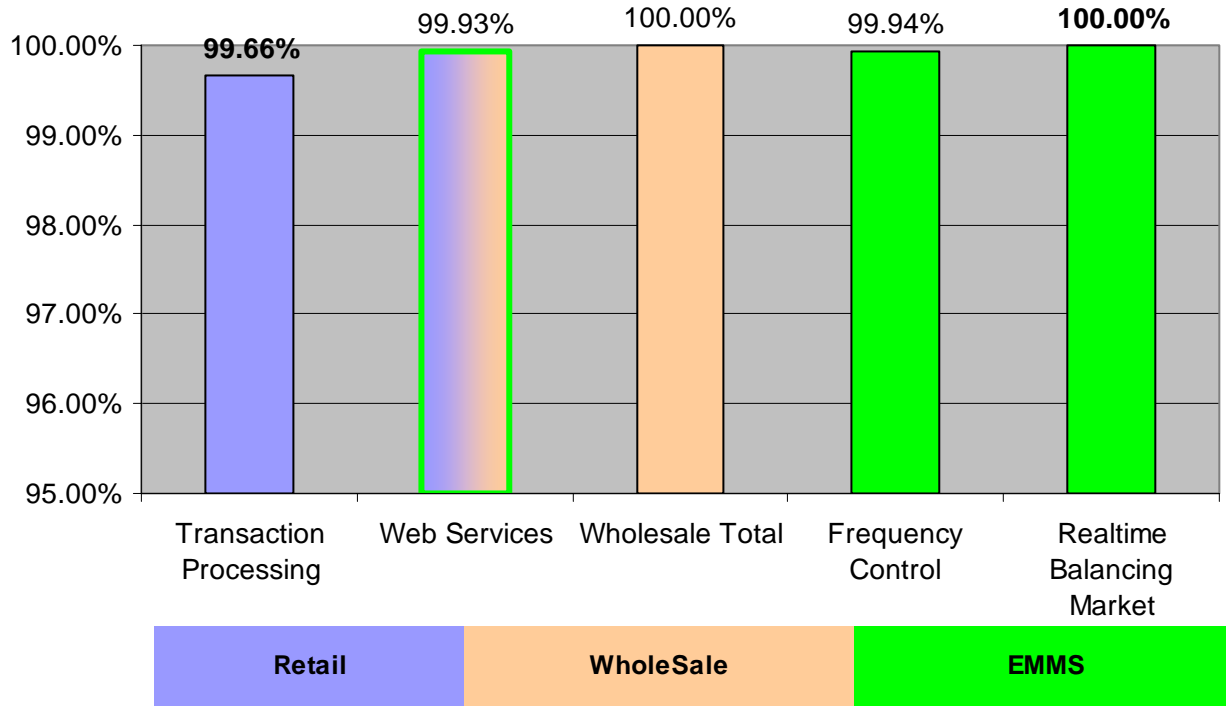


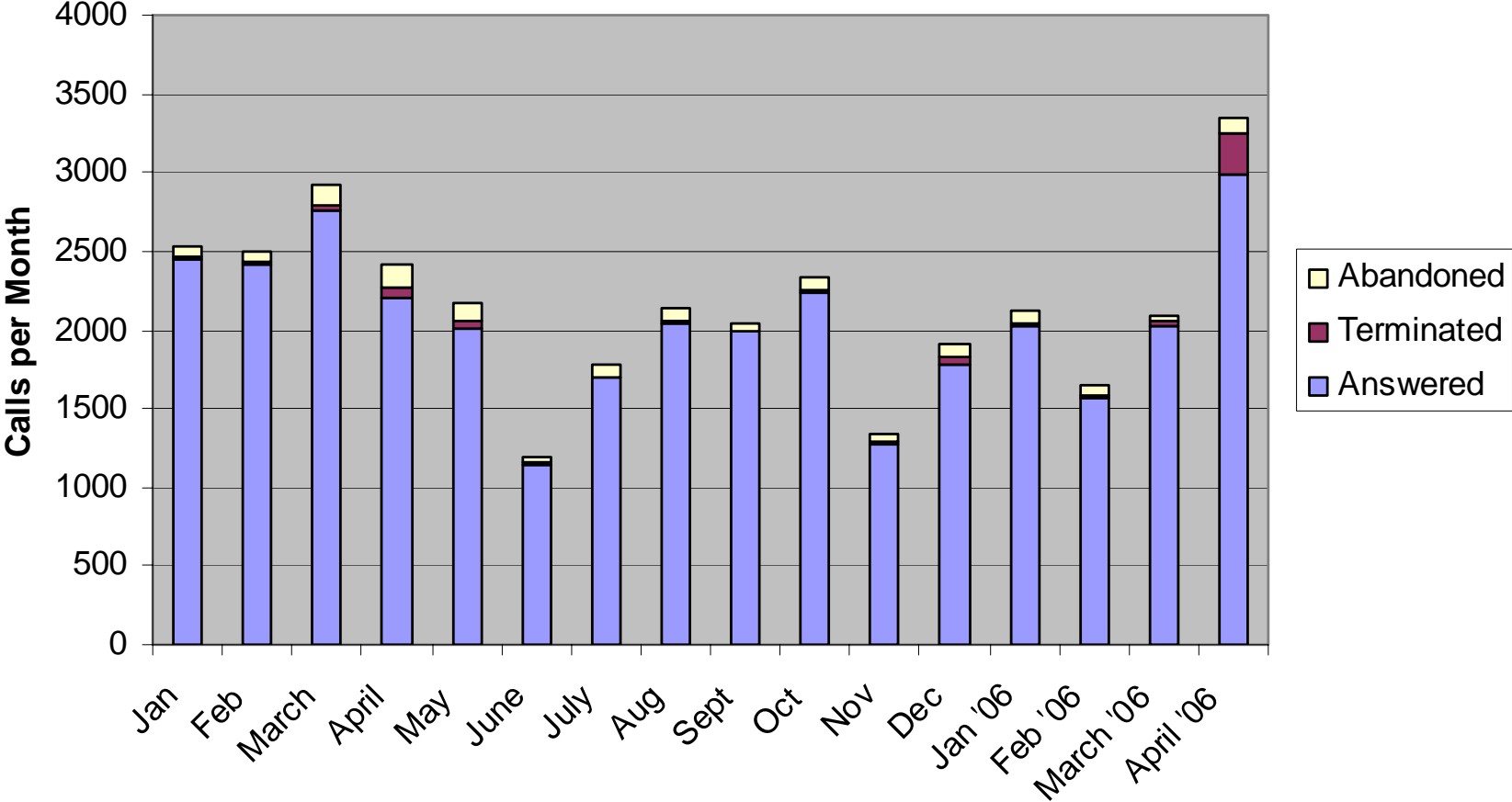
April '06 Net Service Availability



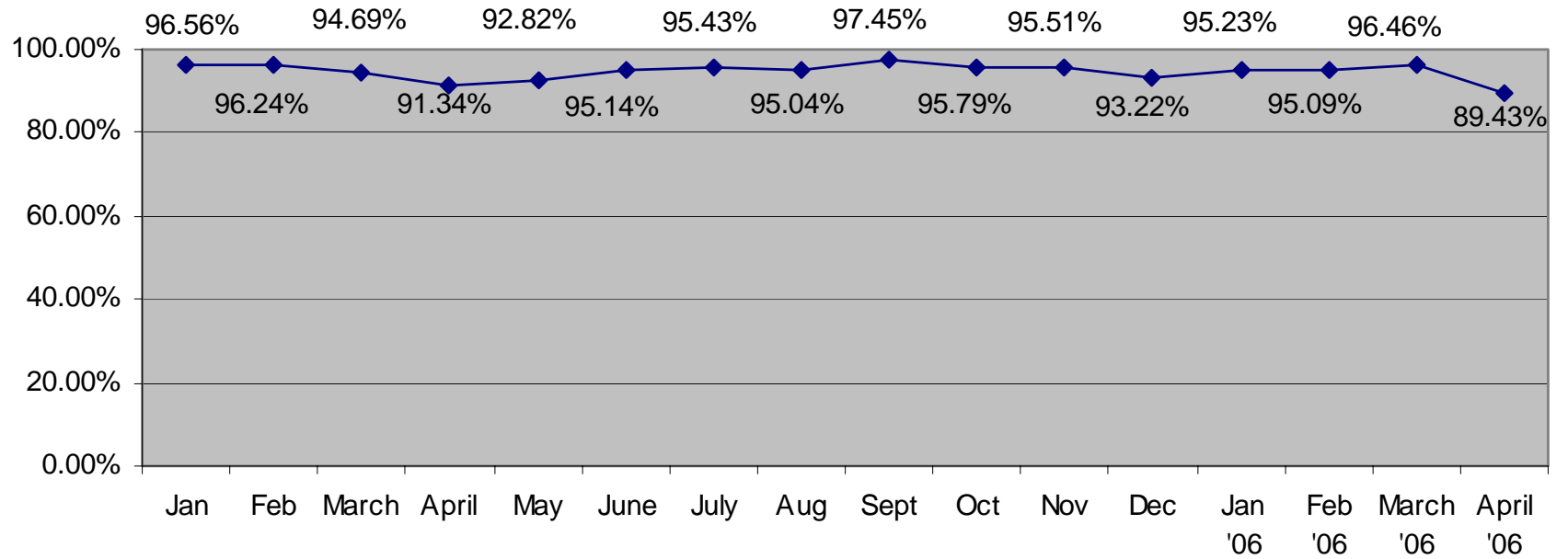
Year to Date '06 Net Service Availability



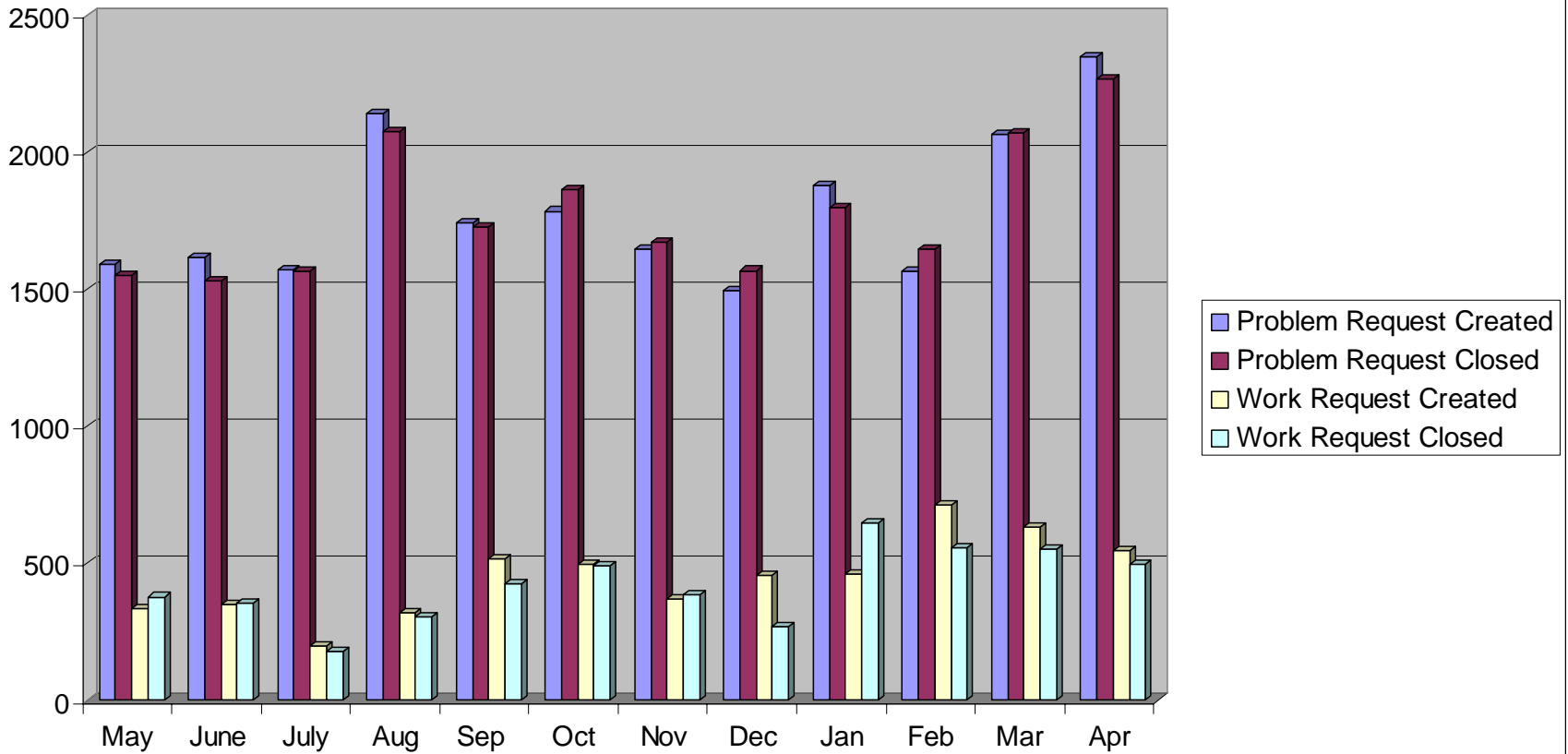
Console Operations Call Volume Report



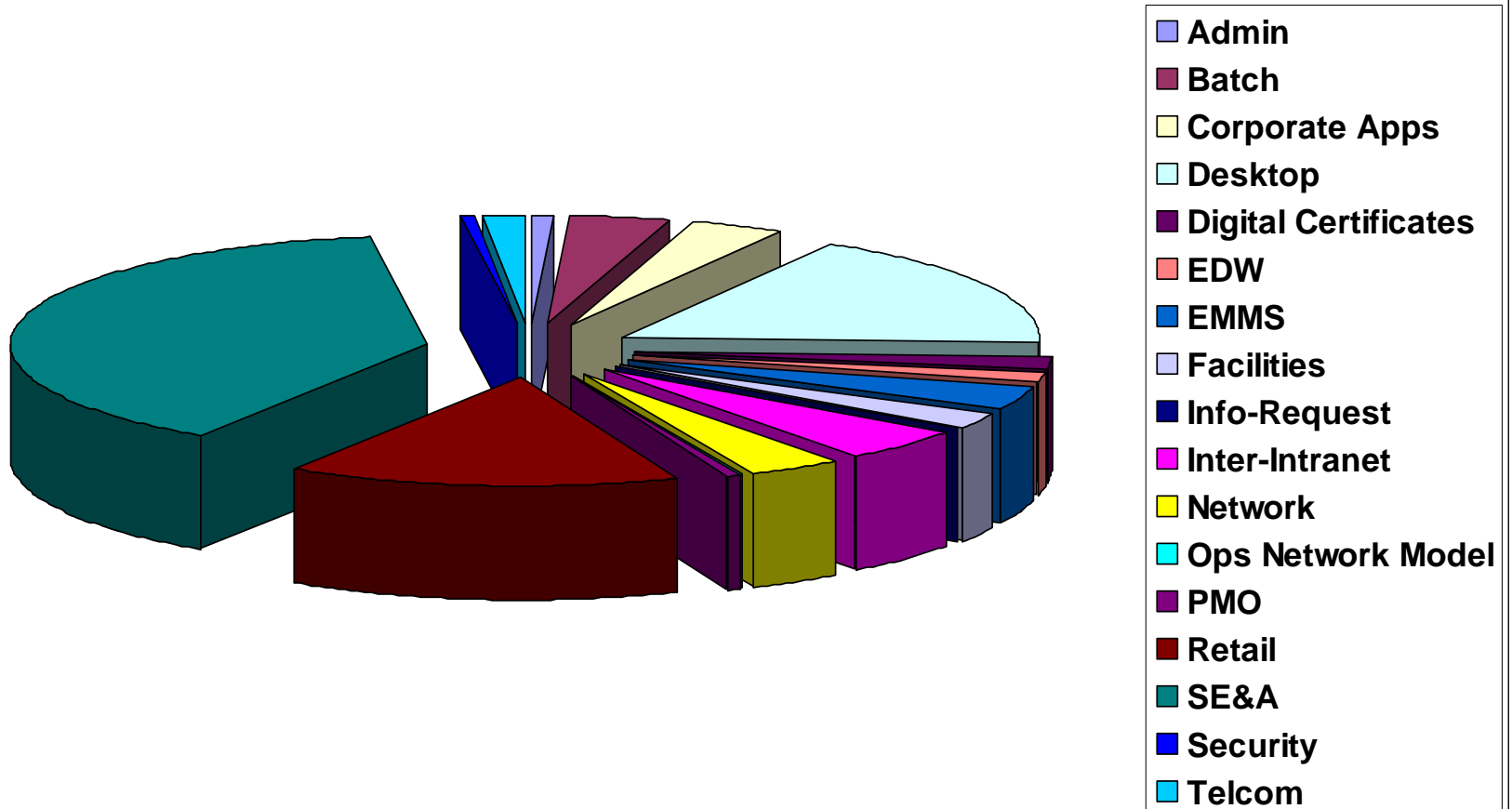
Console Operations Answered Call Percentage



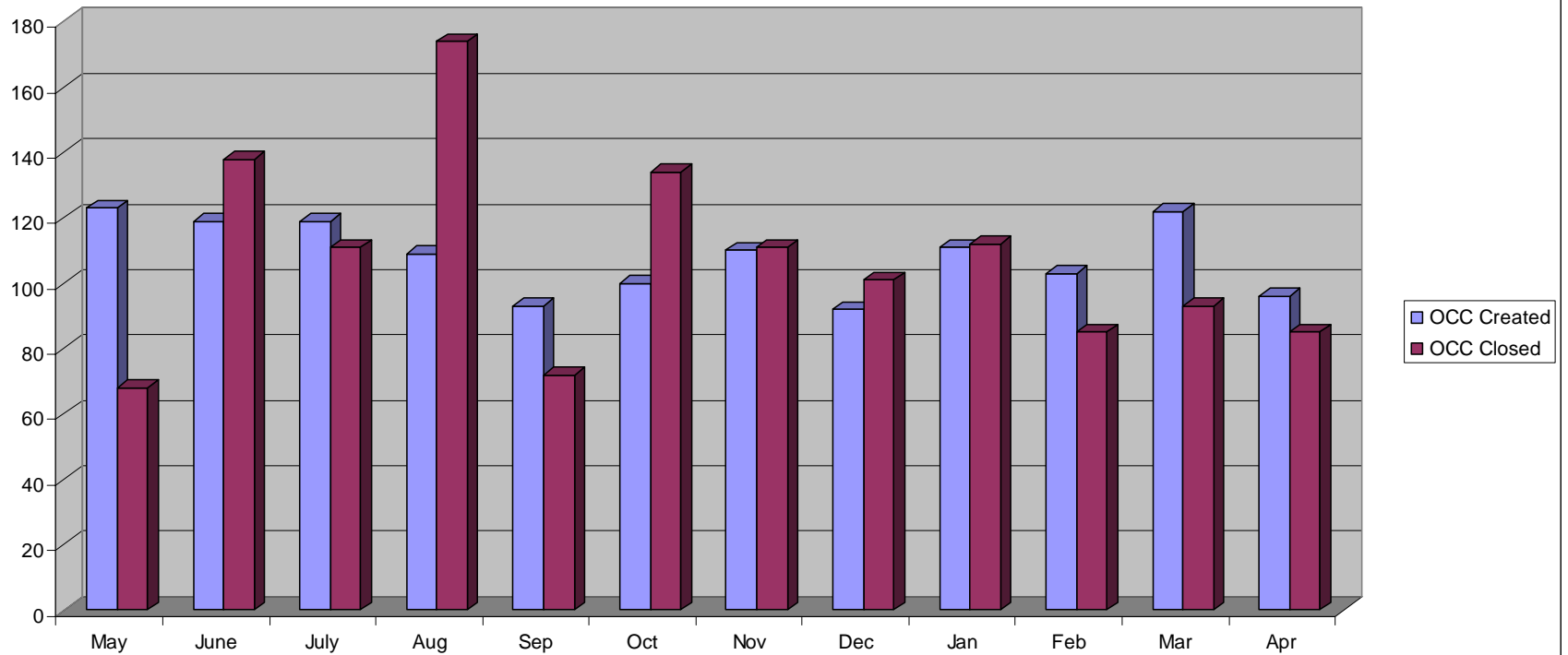
Service Desk Tickets Created and Closed



Service Desk Ticekts Created by Area for April



Monthly OCC's



OCC's Created by Change Type

