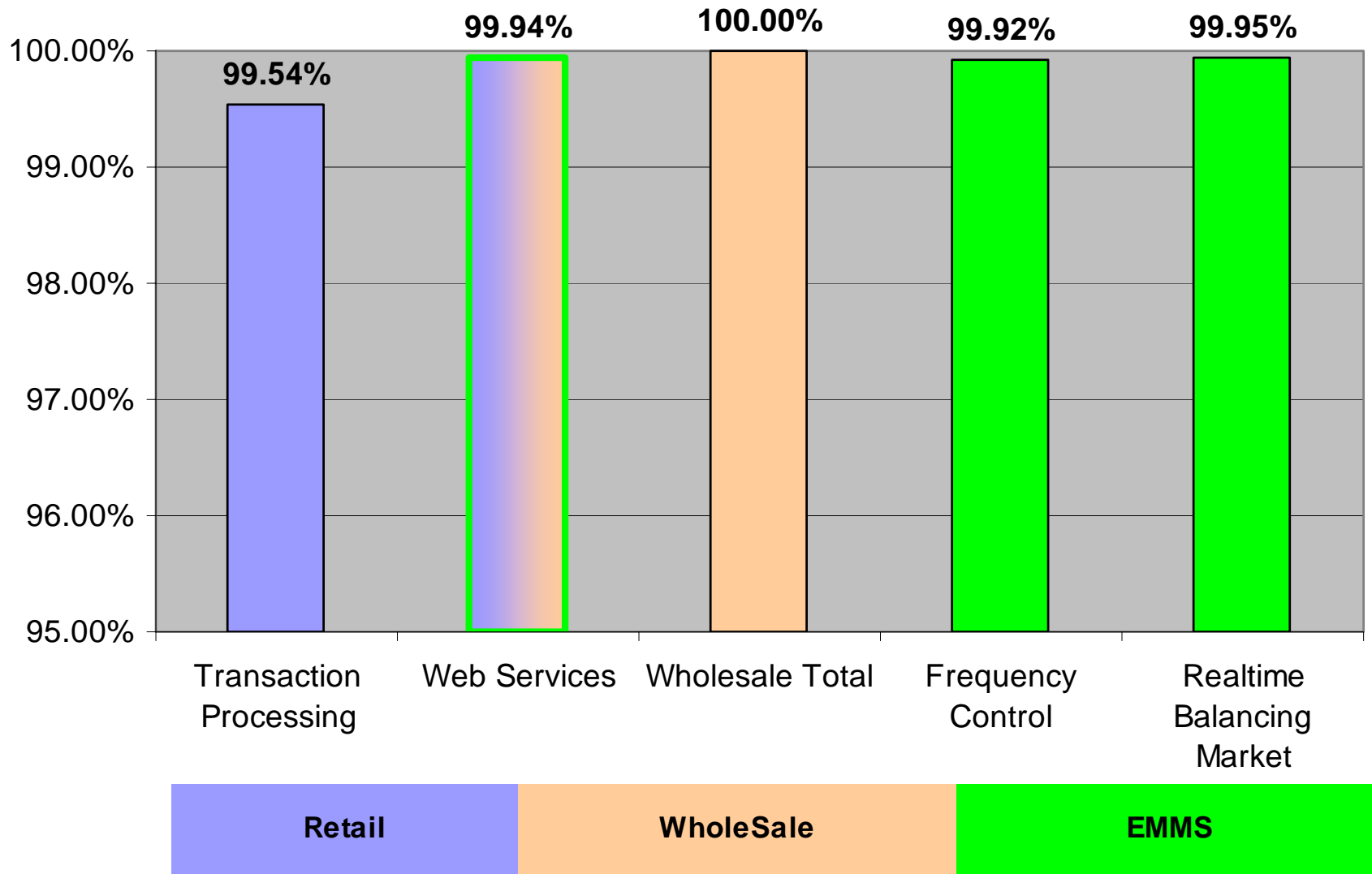


- May's retail availability was down with 4 issues.
 - 3 with See-Beyond queue corruption.
 - 1 issue with Paper-Free due to a network interruption.
- EMMS availability was down for 1 issue due to a network interruption.

Year to Date '06
Net Service Availability

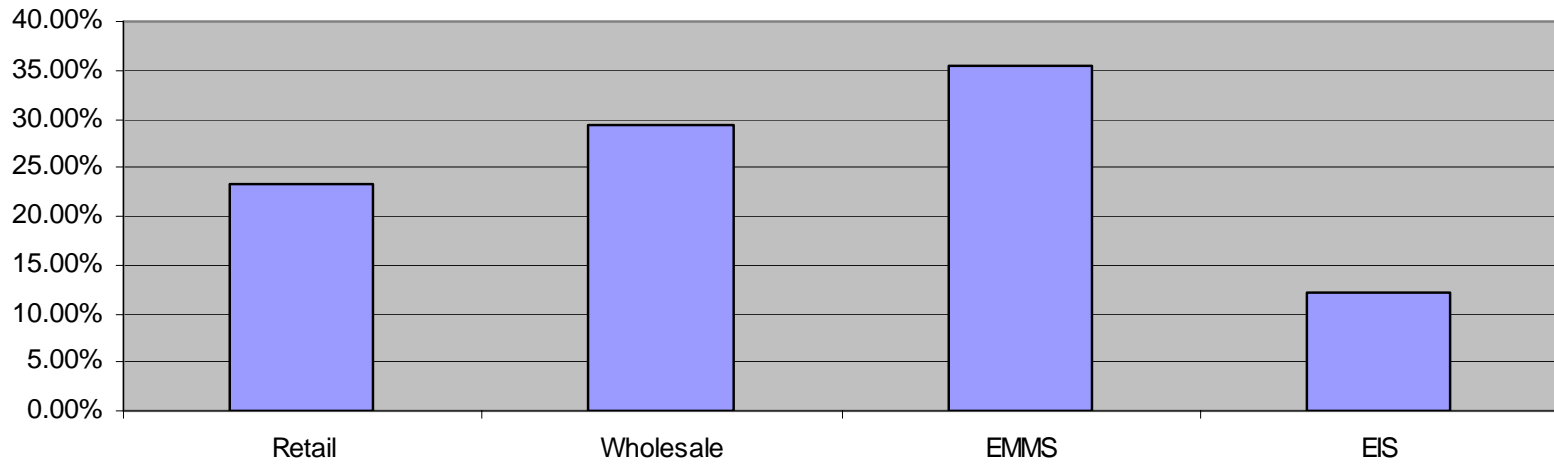


'06 Release Metrics

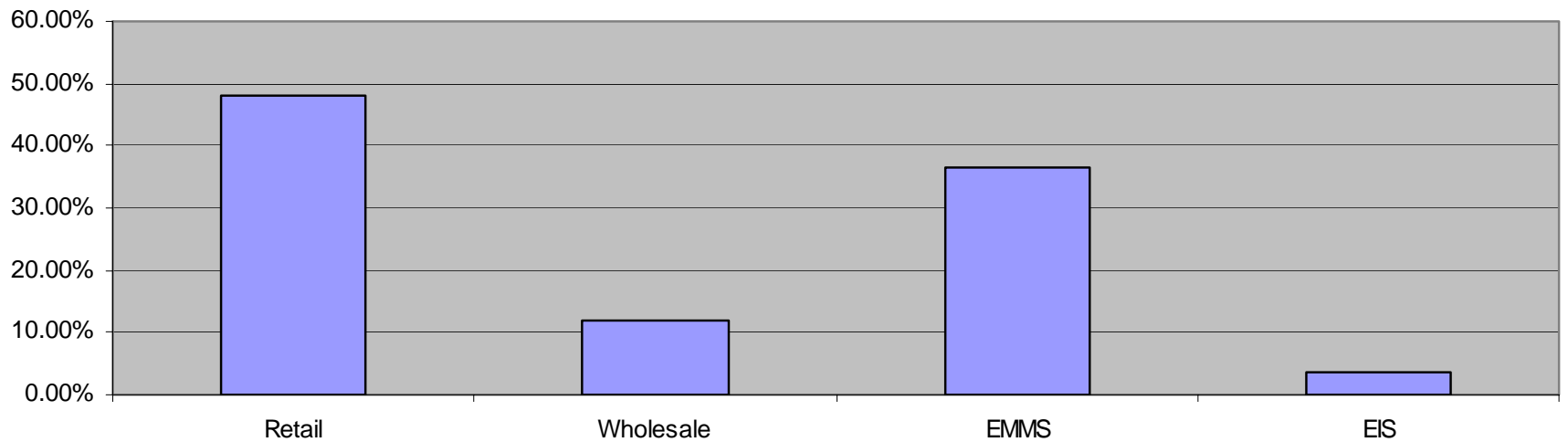
Total Releases:	82
Total Items:	374
<i>SIRS:</i>	<i>318</i>
<i>PROJECTS:</i>	<i>19</i>
<i>MAINTENANCE:</i>	<i>7</i>
<i>SPRs (EMMS):</i>	<i>31</i>
Total Issues (by item):	24
Total Releases w/Issues:	17
Total Rollbacks:	14

Releases with OUT issues:	79.27%
ITEMS Successful with OUT issues:	93.58%
Issues resolved with OUT rollback (by ITEM):	41.67%

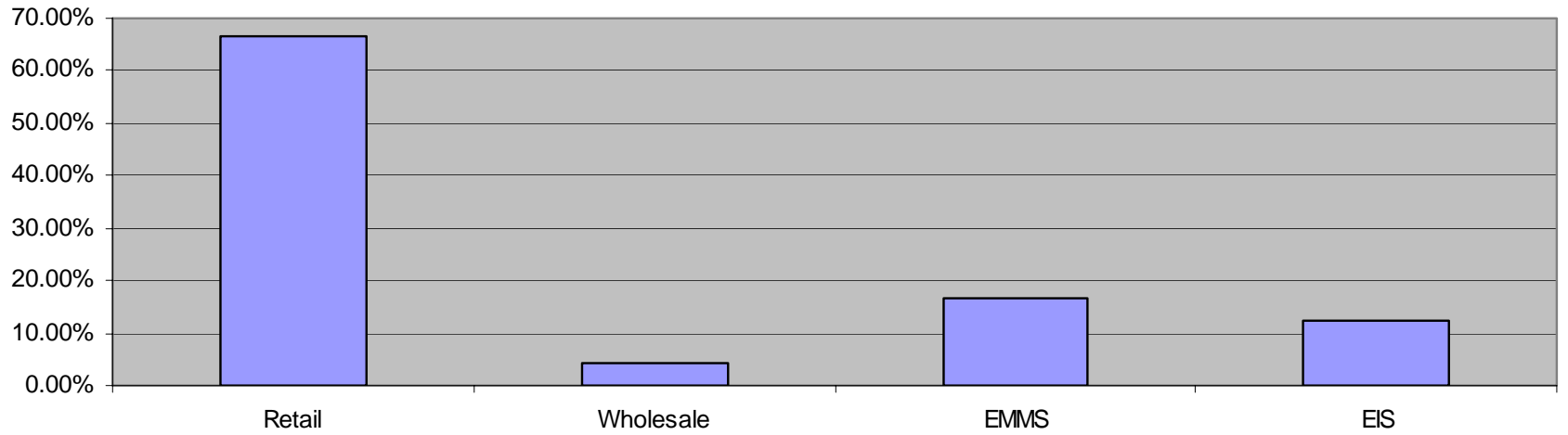
Releases by Area



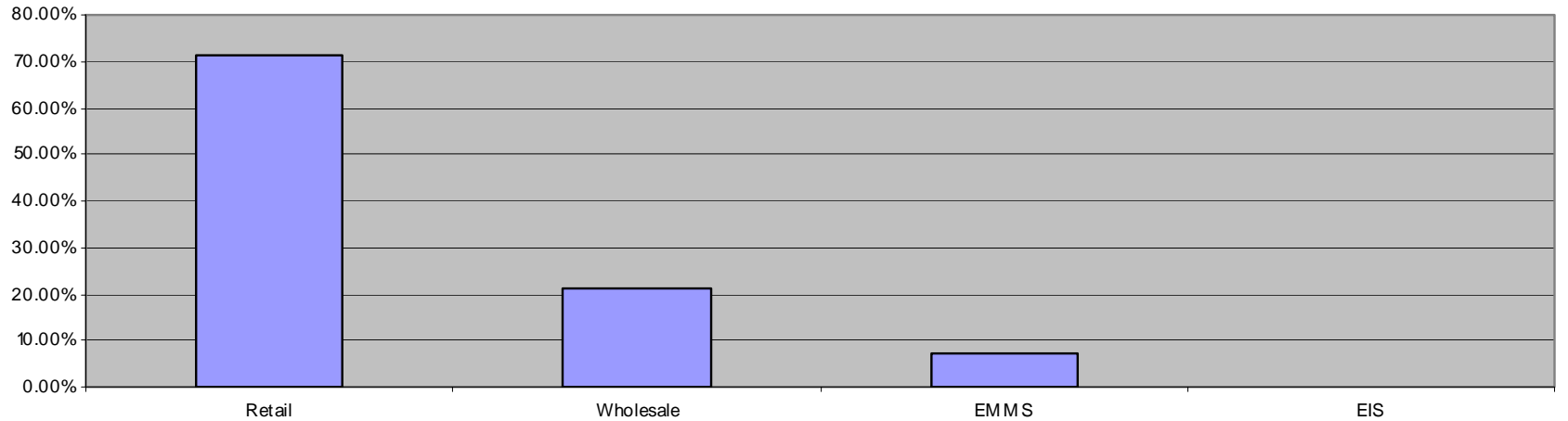
Items by Area



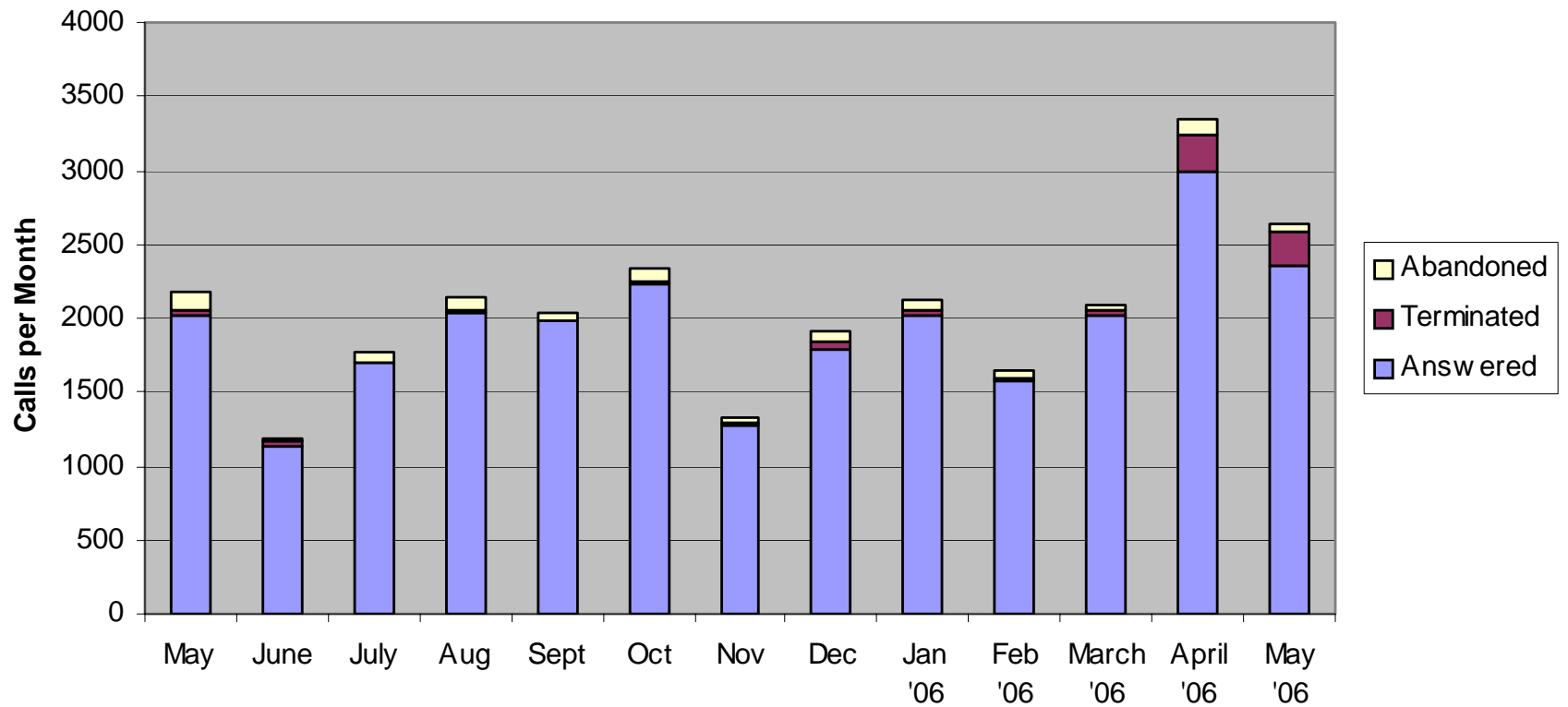
Issues by Area



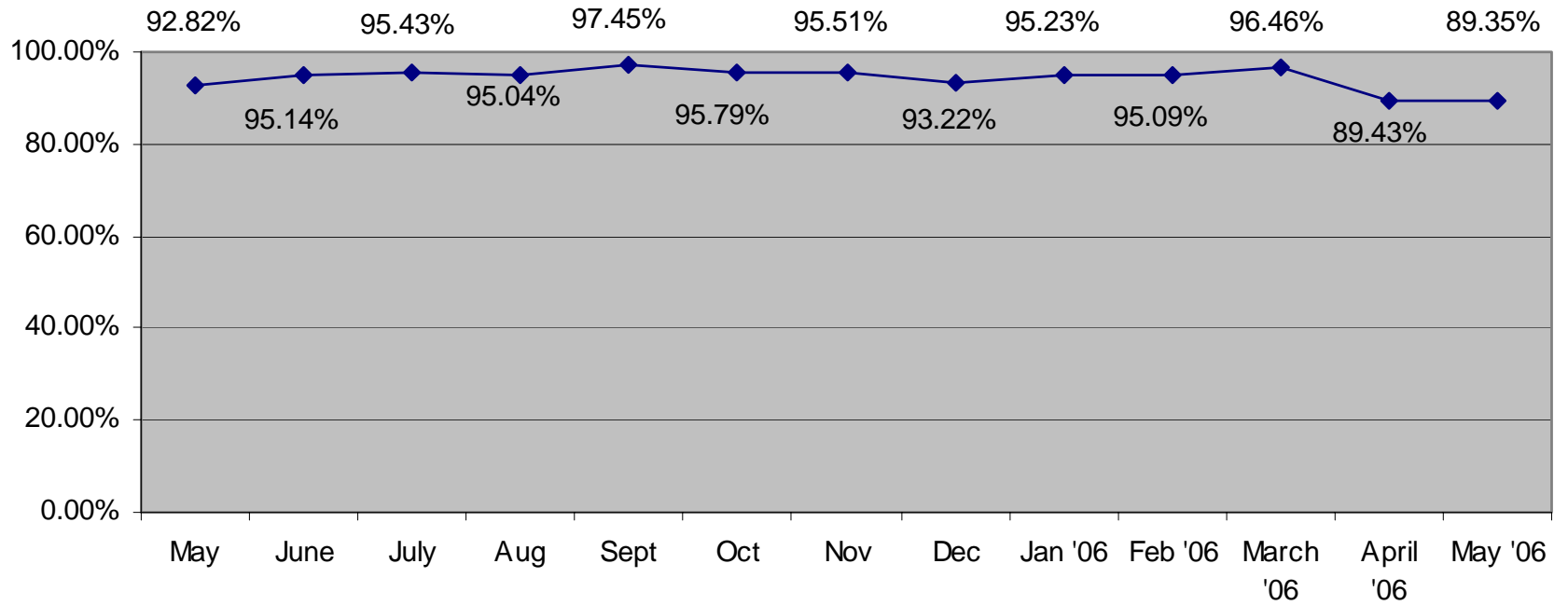
Rollbacks by Area



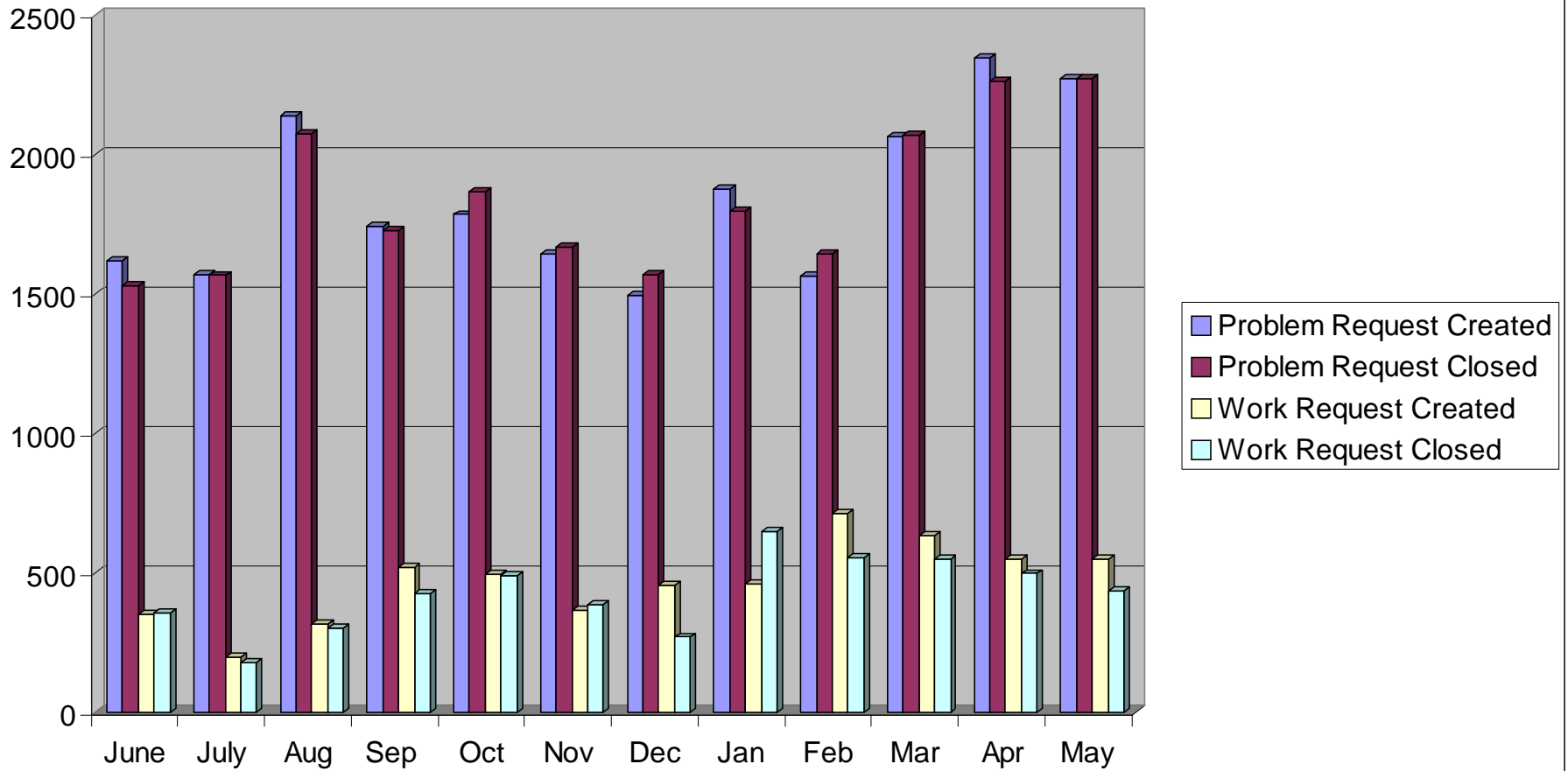
Console Operations Call Volume Report



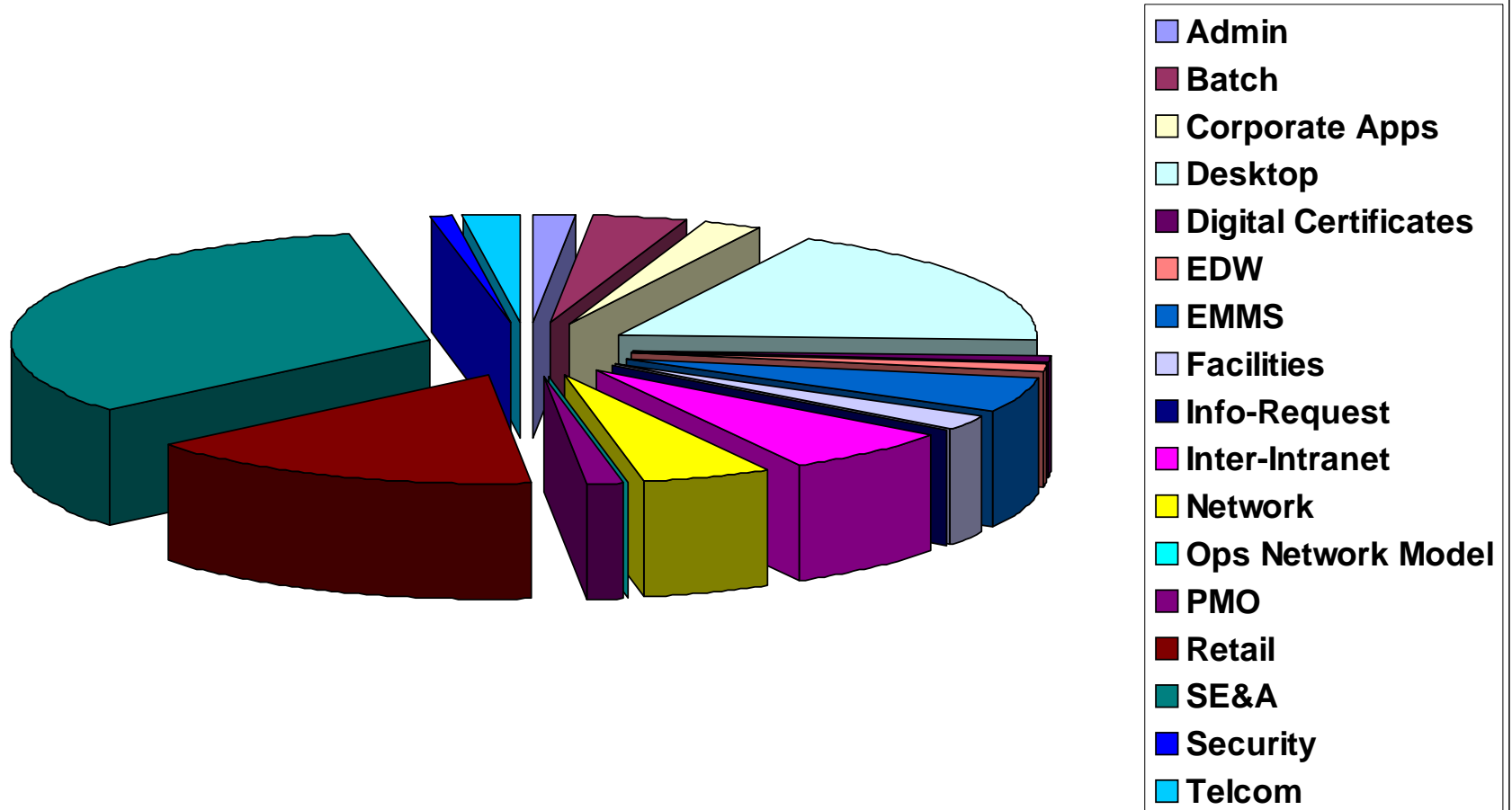
Console Operations Answered Call Percentage



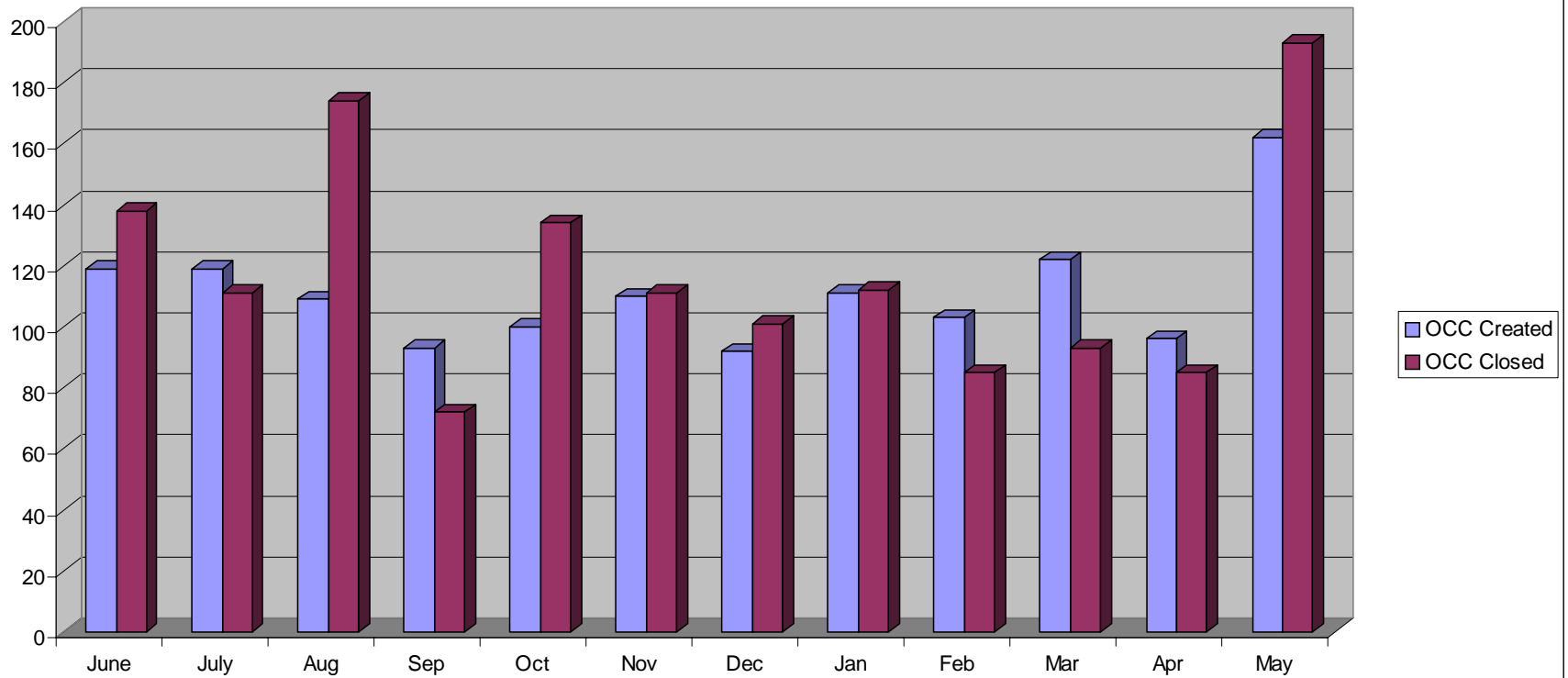
Service Desk Tickets Created and Closed



Service Desk Tickets Created by Area for May



Monthly OCC's



OCC's Created by Change Type

