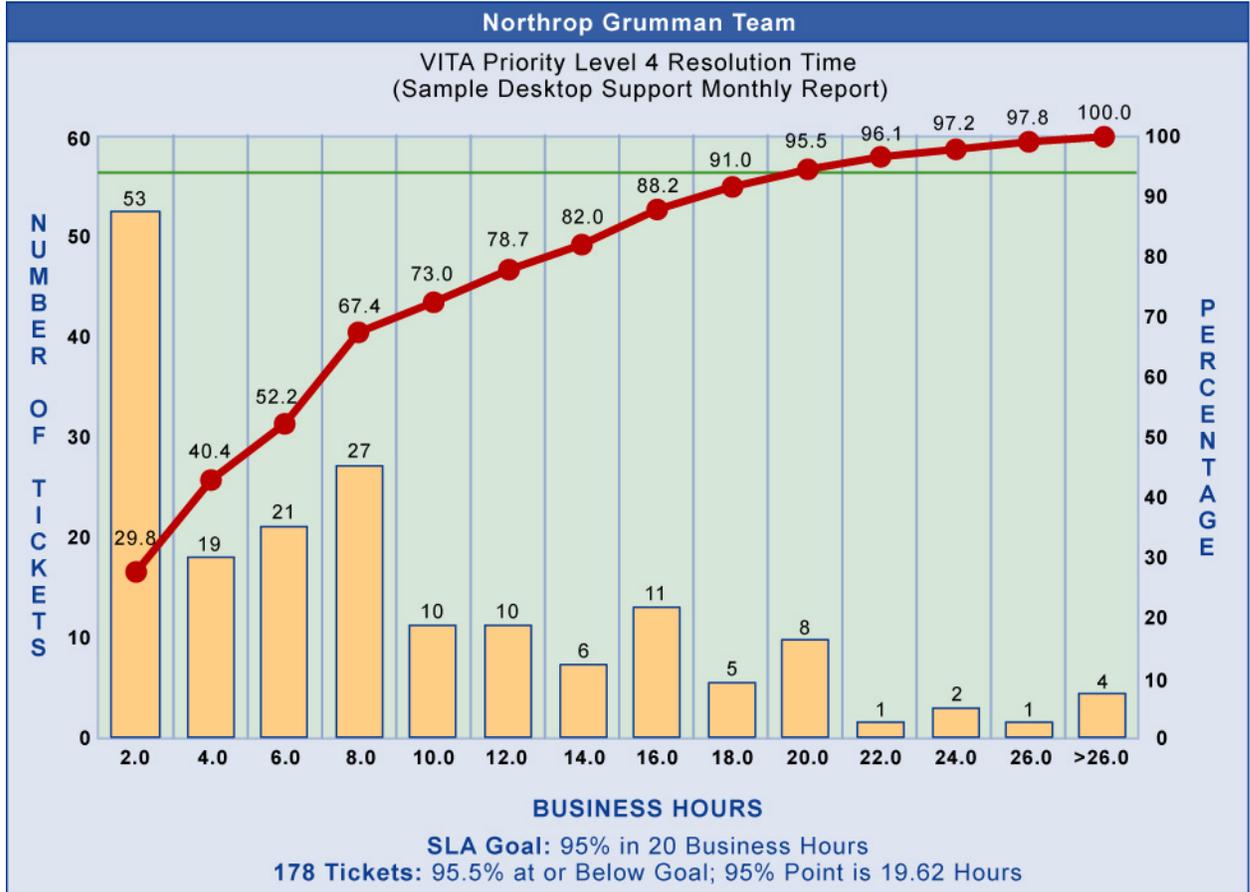


**ADDENDUM 6 TO APPENDIX 5 TO SCHEDULE 3.3
TO THE
COMPREHENSIVE INFRASTRUCTURE AGREEMENT
SAMPLE REPORTS**

Sample Report for Desktop Computing Services

Exhibit 1 is a sample report showing both the number and percentage of desktop support tickets that were resolved in the given month. The resolved tickets are compared with the SLA to determine whether the goal was met. In this example, the SLA goal of 95% Resolution within 20 business hours was exceeded, and the 95% goal line (represented in green) was actually met in 19.62 business hours.



VITA 184_r2

Exhibit 1 Desktop Computing Sample Report

This report shows both the number and percentage of tickets that were resolved in the given month, and compares them with the SLA goal of 95% Resolution within 20 Business Hours.