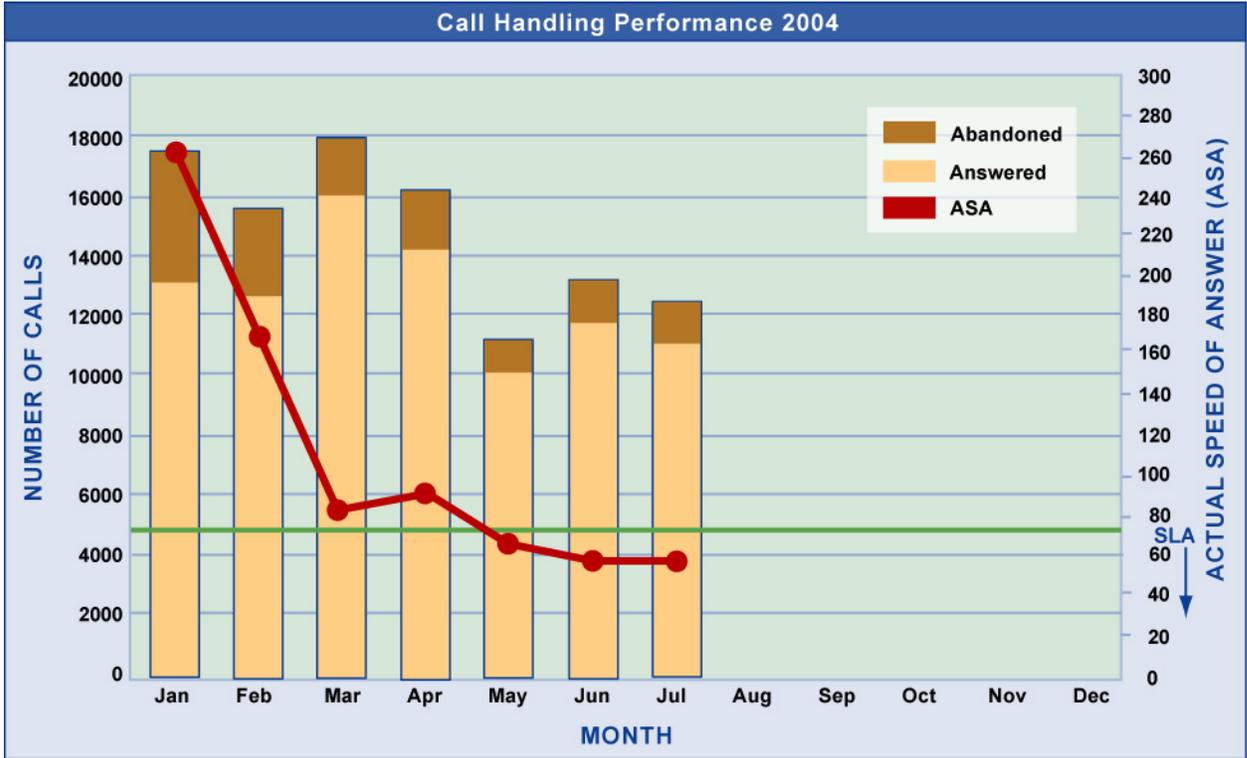


**ADDENDUM 6 TO APPENDIX 4 TO SCHEDULE 3.3
TO THE
COMPREHENSIVE INFRASTRUCTURE AGREEMENT
SAMPLE REPORTS**

Sample Reports for Help Desk Services

Exhibit 1 is a sample report of call handling performance showing, by month, the number of contacts received, the number of answered and abandoned calls, and the actual speed of answer (ASA). The report provides a single look at total contacts, potentially revealing a decreasing trend as a result of the PC refresh project. It also depicts monthly performance to both the actual speed of answer and the abandoned rate service levels.

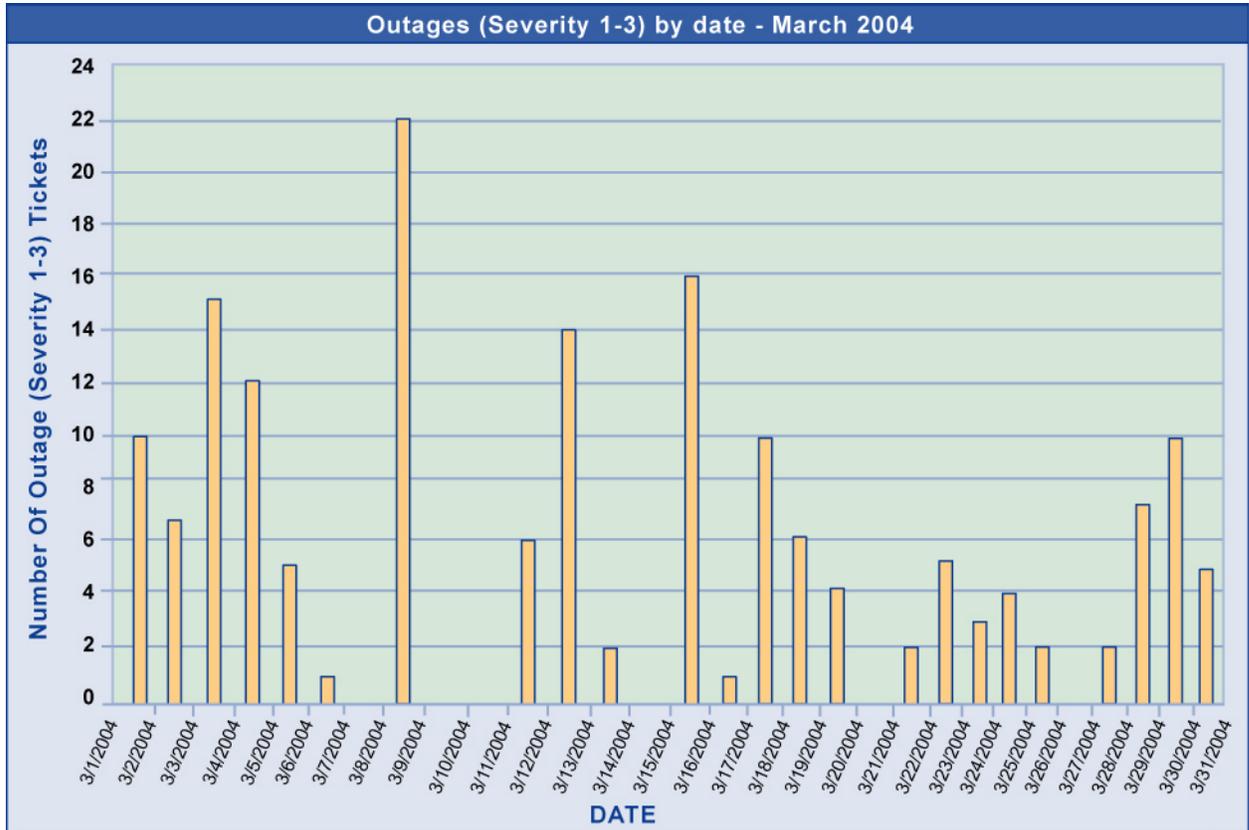


VITA 259_r2

Exhibit 1 Sample Call Handling Performance Report

This report shows the number of contacts received, number of answered and abandoned calls, and actual speed of answer, by month.

Exhibit 2 is a sample report of the number of daily outages. The reported outages are high severity, affecting agency or enterprise-wide services, or involving critical applications or end users. As VITA’s IT environment and infrastructure stabilize, this report will reflect the declining outage trend.

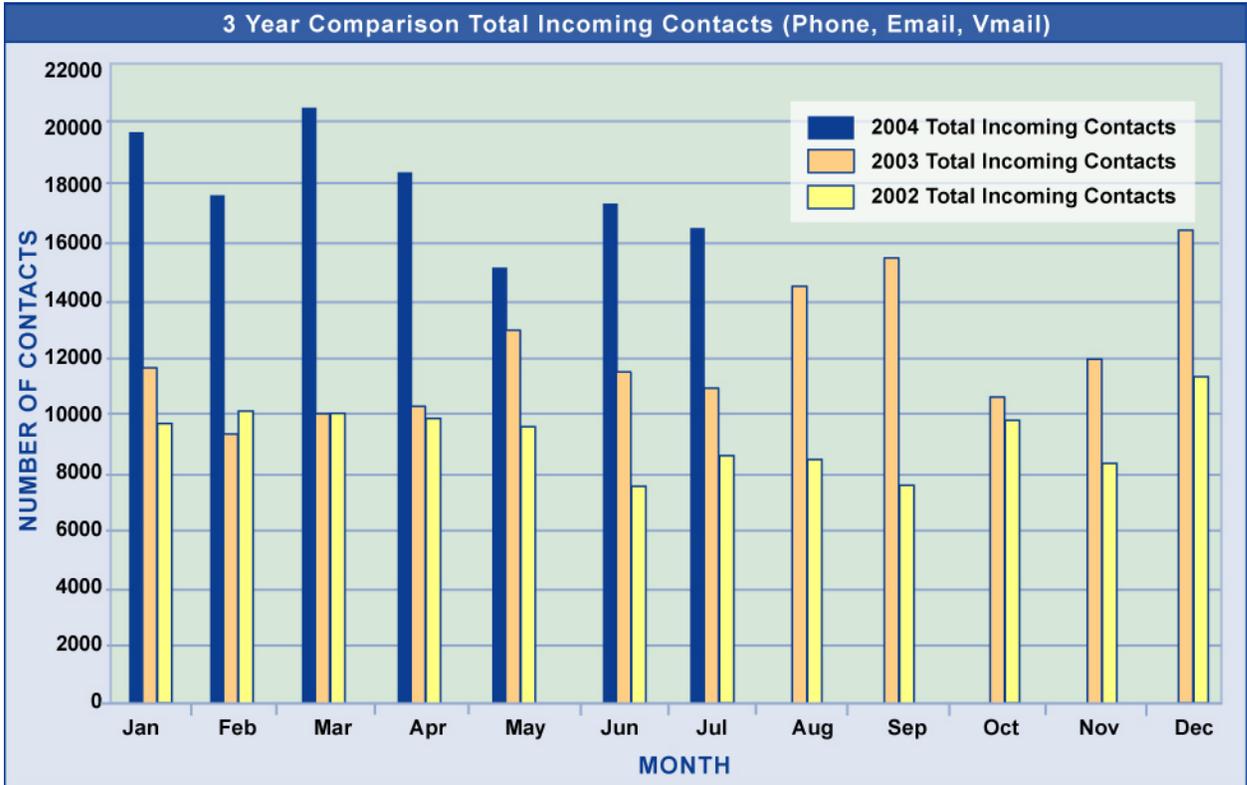


VITA 260_r1

Exhibit 5-2 Sample Outages by Date Report

This report shows high-severity outages that affect agency or enterprisewide services.

Exhibit 3 is a sample report that shows a 3-year comparison, by month, of the total number of contacts handled by the help desk. This report can reveal growth or declining volume trends as well as annually recurring volume spikes.



VITA 261_r1

Exhibit 3 Sample 3-Year Comparison Total Incoming Contacts Report

This report presents a month-by-month comparison of the number of contacts the help desk has handled in a 3-year period.

Northrop Grumman Service Desk Standard Reports

Report Name	Freq.	Report Description
Change Management	D/W/M	30 day look-ahead of scheduled changes.
CSC Performance	M	Customer Service Center performance report lists Average Speed to Answer (ASA), Answer Rate and First Call Resolve (FCR) rates.
Customer Satisfaction Measurement	O	Report survey results of resolved incident tickets. Report can be summarized by customer, assignment groups, technicians, etc.
Executive Incident Resolution	W/M	Incident resolution rates for executive customers broken down by incident severity code.
First Call Resolution	W/M/O	CSC first level resolution rates broken down by customer location or business unit.
IMAC Consumption, Budgeting, Aging and Forecasting	D/W/M	IMAC activity by type and fiscal month. Includes IMAC request resolution times and aging.
IMAC Resolution SLA Compliance by Site/Location	W/M	Report IMAC resolution to SLA. Broken down by customer site or location. Weekly report includes monthly cumulative chart.
Incident Current Status Report.	D	Daily status report which lists number of incidents by status, open aging and month-to-date SLA summarized by assignment group.
Incident Management Detail	O	Display list of tickets by assignment group as well as provide additional details for each Incident ticket.
Incident Resolution and SLA Compliance	D/W/M	Month to date report breaking down resolved incidents by age and average resolution time. Also includes open ticket aging and potential SLA compliance.
Incident Rework Rate	W/M	Report Incident ticket rework rate by customer support assignment groups.
Incident Ticket Aging	W/M/O	List number of Incident tickets in open status by customer support assignment groups.
Incident Ticket Type Breakdown	W/M	Breakdown incident tickets by most frequent callers, products and platforms.
Inventory Installation	M	Monthly inventory tracking report. Reports on number of installed and managed devices.
Monthly Service Level Report	M	Executive SLA summary performance report.
Problem Management Summary	D/W/M/O	Problem Management (Root Cause) report. Lists current open Problem Management issues and latest status.
Resolved Incidents by Assignment Group and Technician.	O	Resolved Incident tickets summarized by assignment group, technician and ticket type.
Service Respond Time	W/M	Time (hours) to respond to customer request for service. Weekly report contains running monthly roll-up.
Severity Breakdown (Location Rollup)	W/M	Incident resolution rates for all customer locations. Report is broken down by severity code. Weekly report includes monthly cumulative chart.
Severity Breakdown (Location Specific)	W/M	Incident resolution rates by customer site/location. Report is broken down by severity code. Weekly report includes monthly cumulative chart.

Frequency: D = Daily; W = Weekly; M = Monthly; O = On Demand