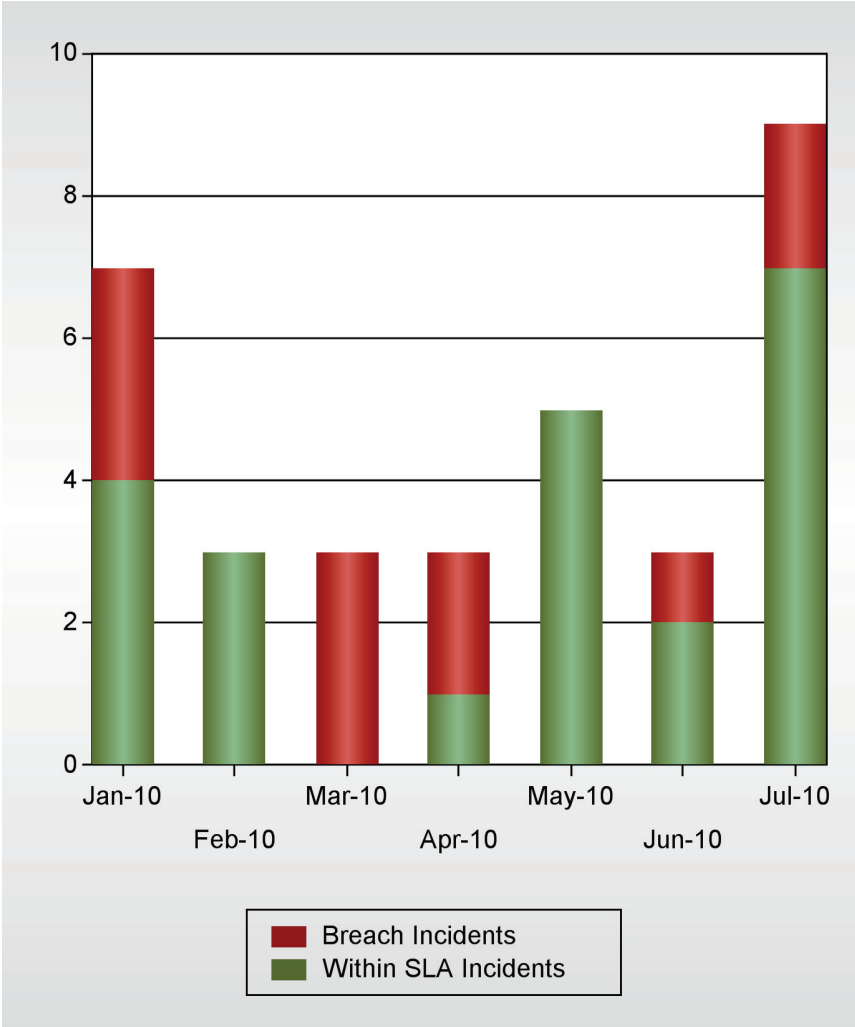


Incident - Overall SLA Status



Printed Date Time: 7/29/2010 10:16:13 AM

Created Start Date:	01-Jan-2010	Services:	Payroll System, Accounts System, Supplier System, Software Request, Install Software, Internet, CRM System, Password Reset, Employee Setup, Reinstall Computer, Desktop Support, Employee Transfer, E-mail, System Access, Intranet, Employee Termination, Reinstall Software
Created End Date:	29-Jul-2010		
Category:	Desktop Software		
Status:	Resolved or Closed		



Month	Total Incidents	Within SLA	Breach
Jan-10	7	4	3
Feb-10	3	3	0
Mar-10	3	0	3
Apr-10	3	1	2
May-10	5	5	0
Jun-10	3	2	1
Jul-10	9	7	2