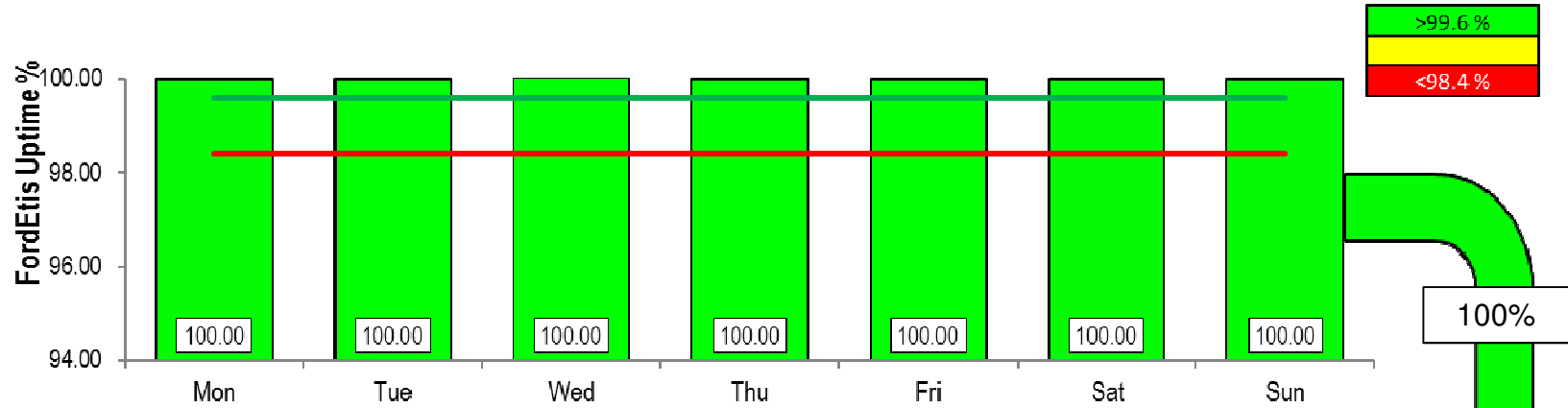


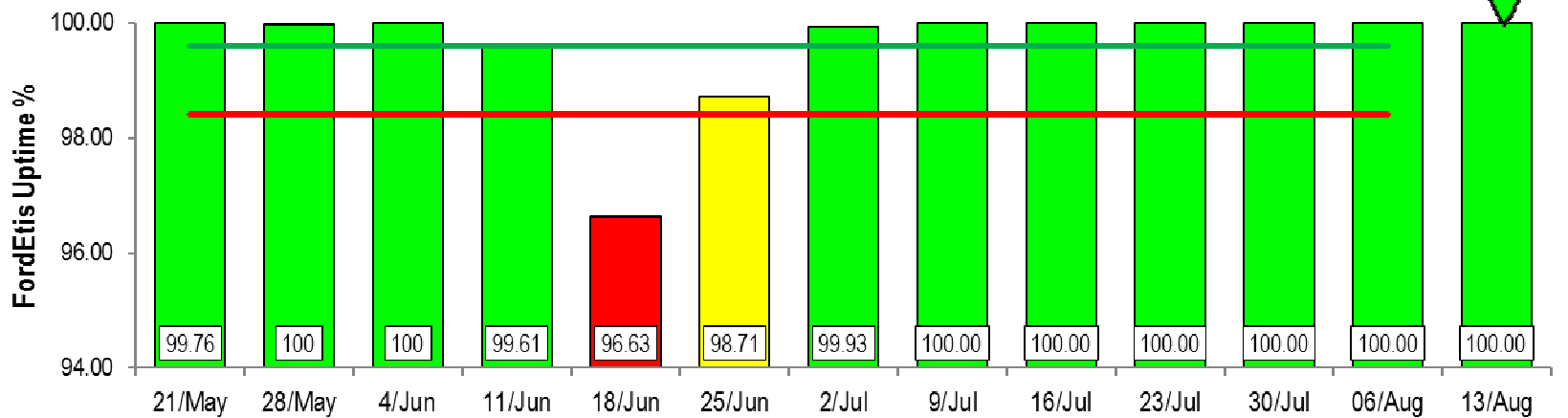


FordEtis PERFORMANCE SUMMARY (w/e Sun Aug 13)

Daily System Availability (w/e Sun Aug 13)



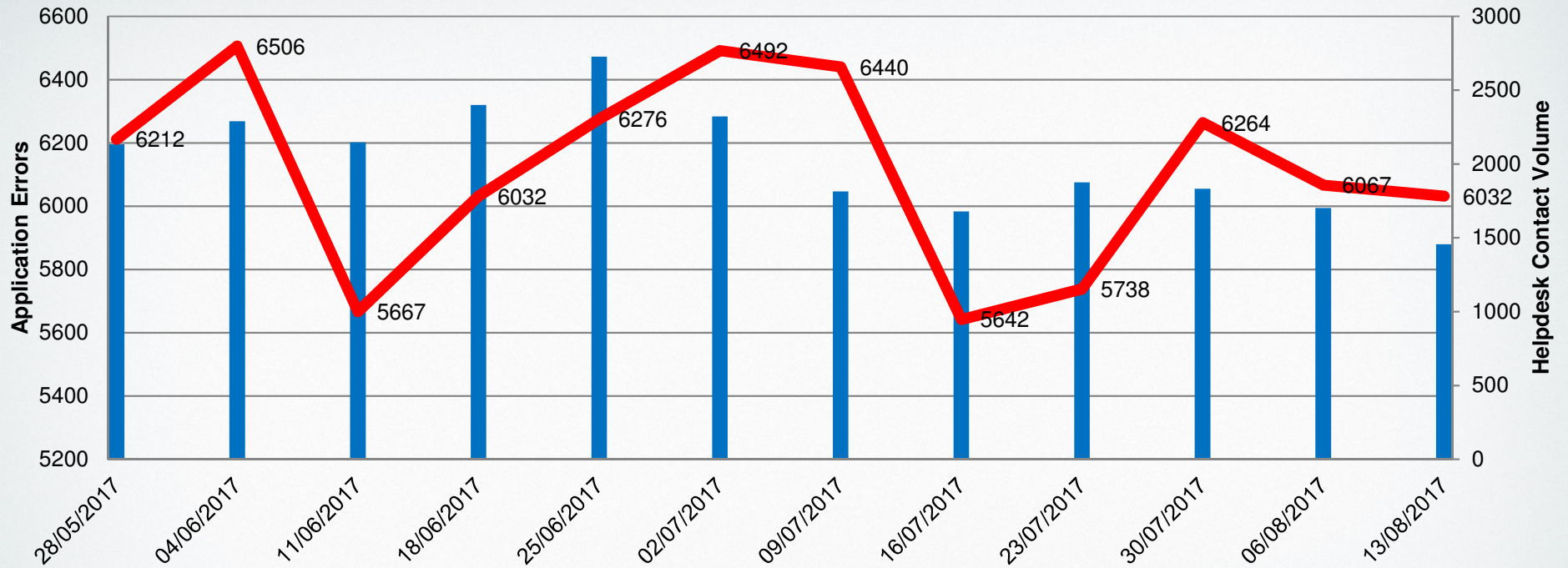
System Availability: 12 week view





FordEtis PERFORMANCE SUMMARY (w/e Sun Aug 13)

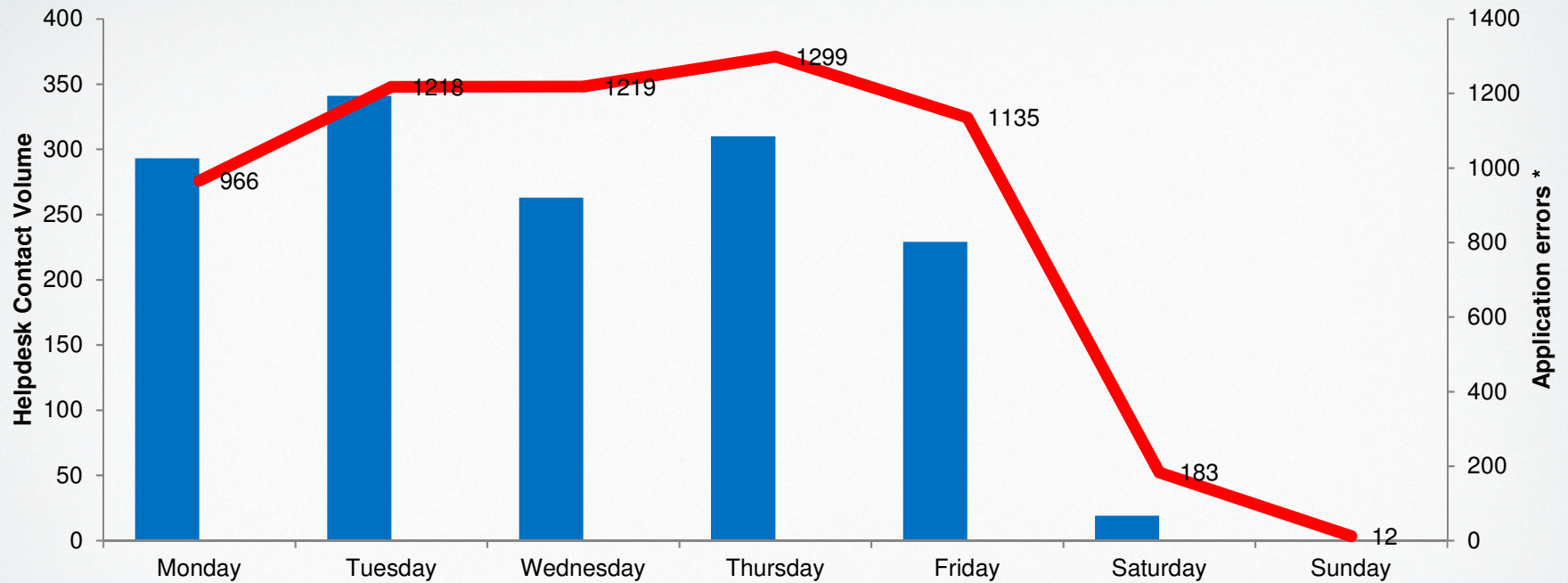
Weekly IDS Helpdesk Contacts and OTX Errors





FordEtis PERFORMANCE SUMMARY (w/e Sun Aug 13)

Daily Helpdesk contacts and OTX Errors





FordEtis PERFORMANCE SUMMARY (w/e Sun Aug 13)

Weekly Top 5 OTX performance

