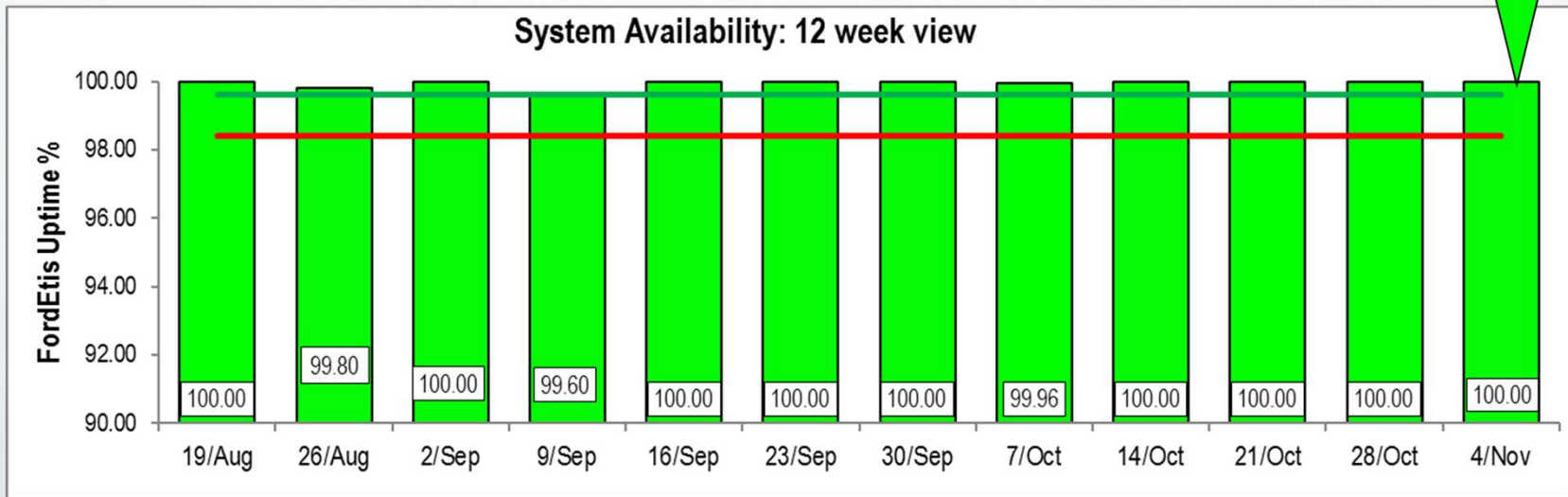
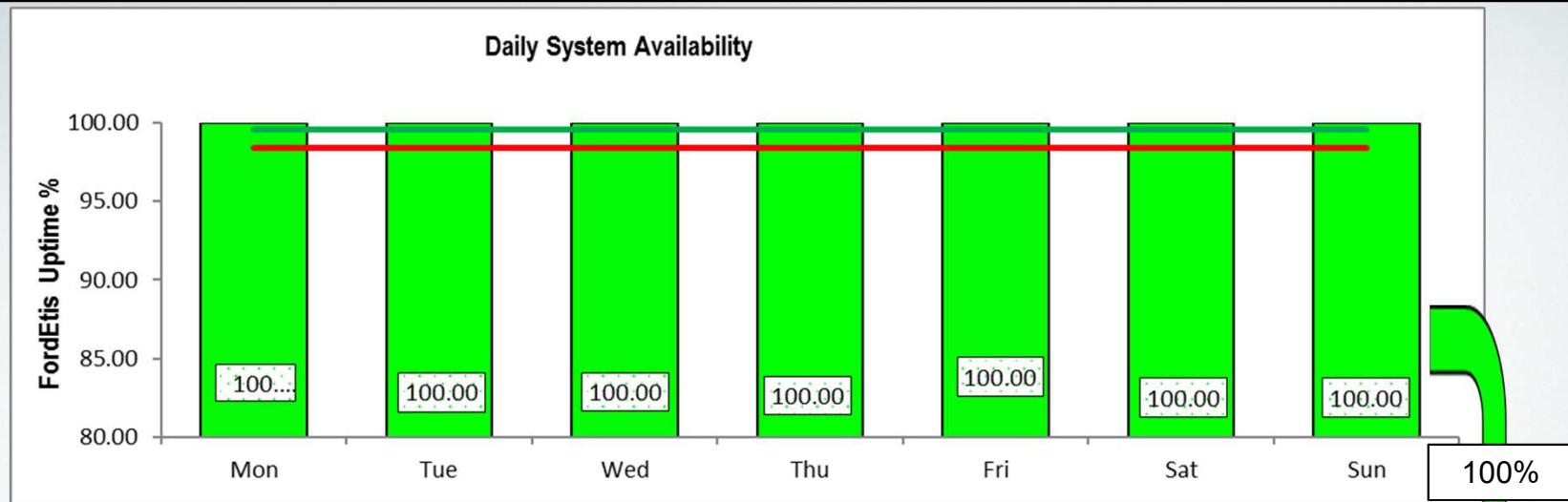


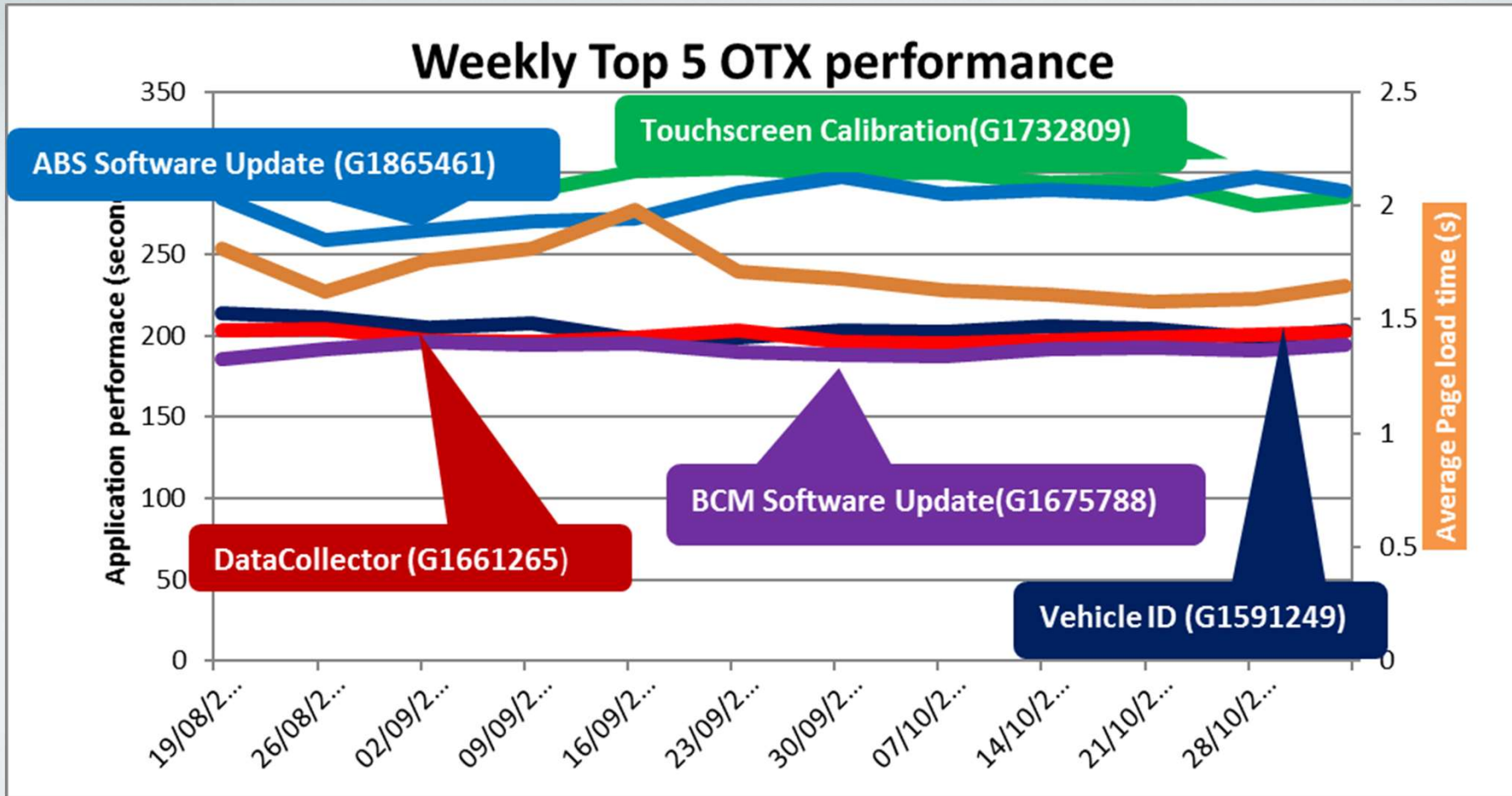


FordEtis PERFORMANCE SUMMARY (w/e Sun Nov 04)





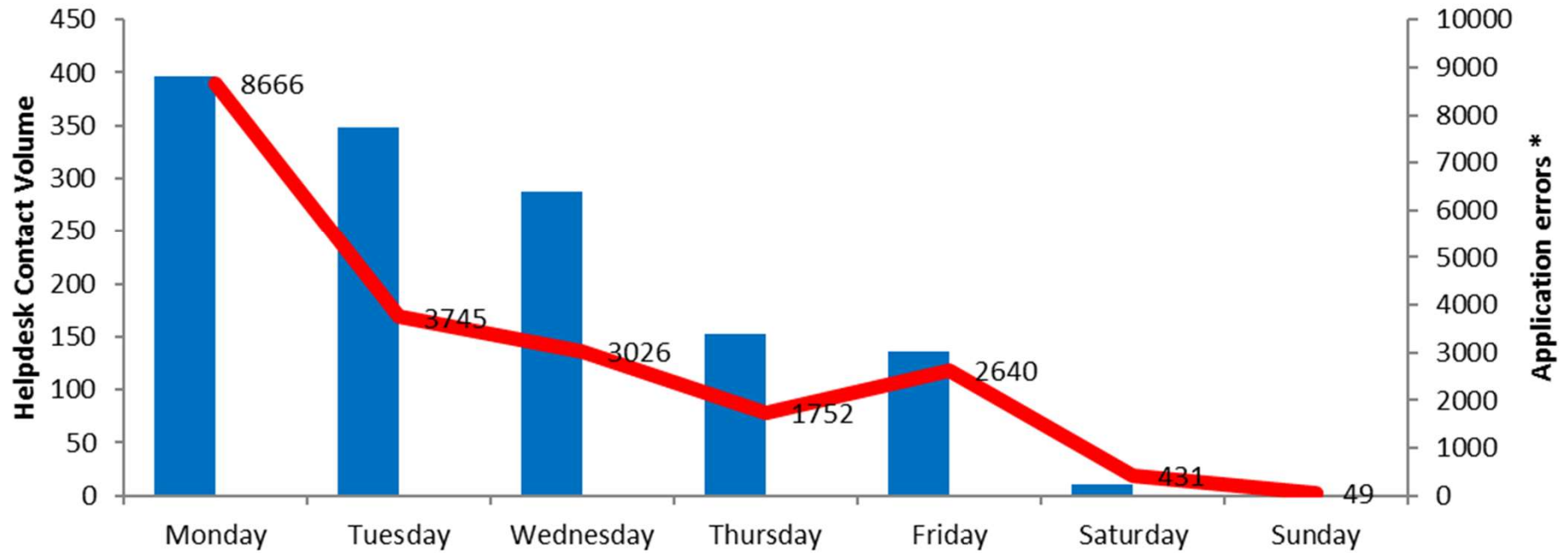
FordEtis PERFORMANCE SUMMARY (w/e Sun Nov 04)





FordEtis PERFORMANCE SUMMARY (w/e Sun Nov 04)

Daily Helpdesk contacts and OTX Errors





FordEtis PERFORMANCE SUMMARY (w/e Sun Nov 04)

Weekly IDS Helpdesk Contacts and OTX Errors

