

**ADDENDUM 7 TO APPENDIX 7 TO SCHEDULE 3.3
TO THE
COMPREHENSIVE INFRASTRUCTURE AGREEMENT
SAMPLE REPORTS**

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Sample Reports for Mainframe and Server Services

Exhibits 1 through 5 show sample Web pages containing service level reports.

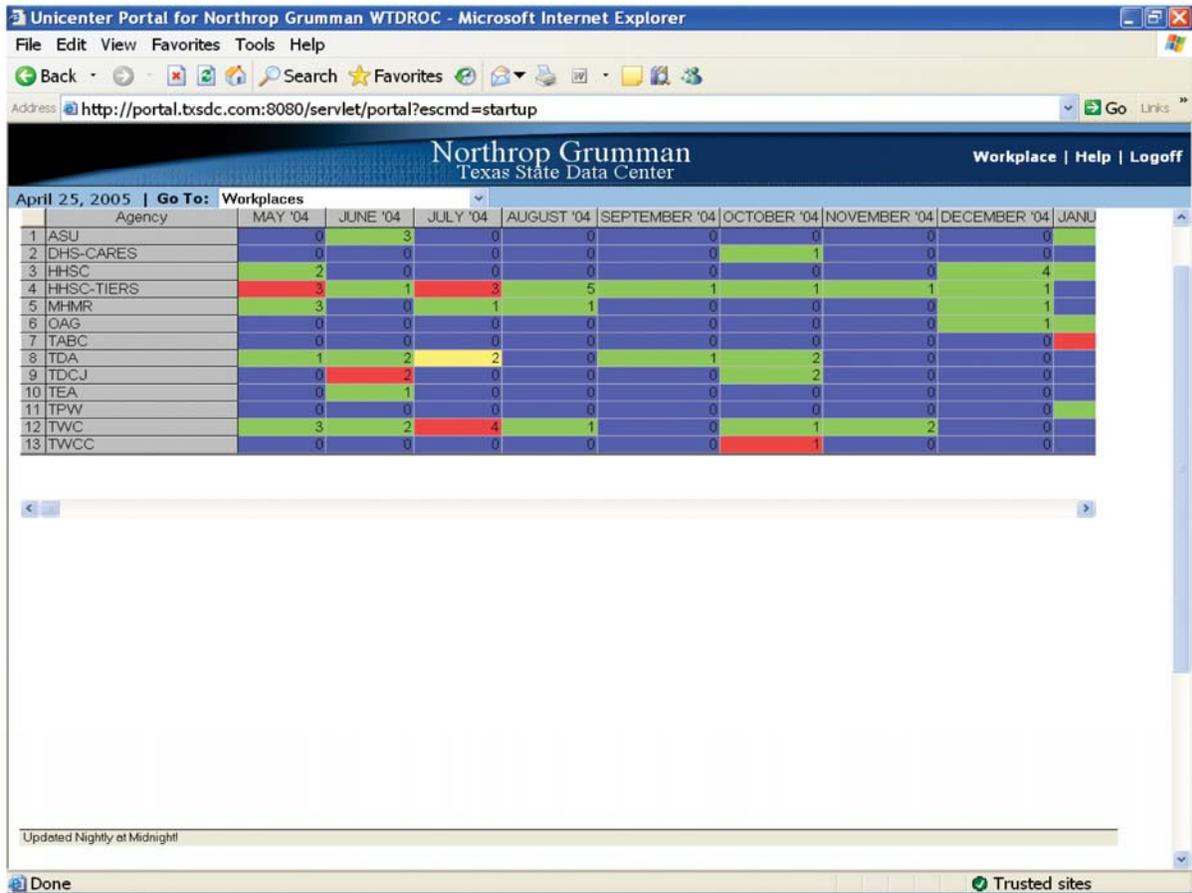
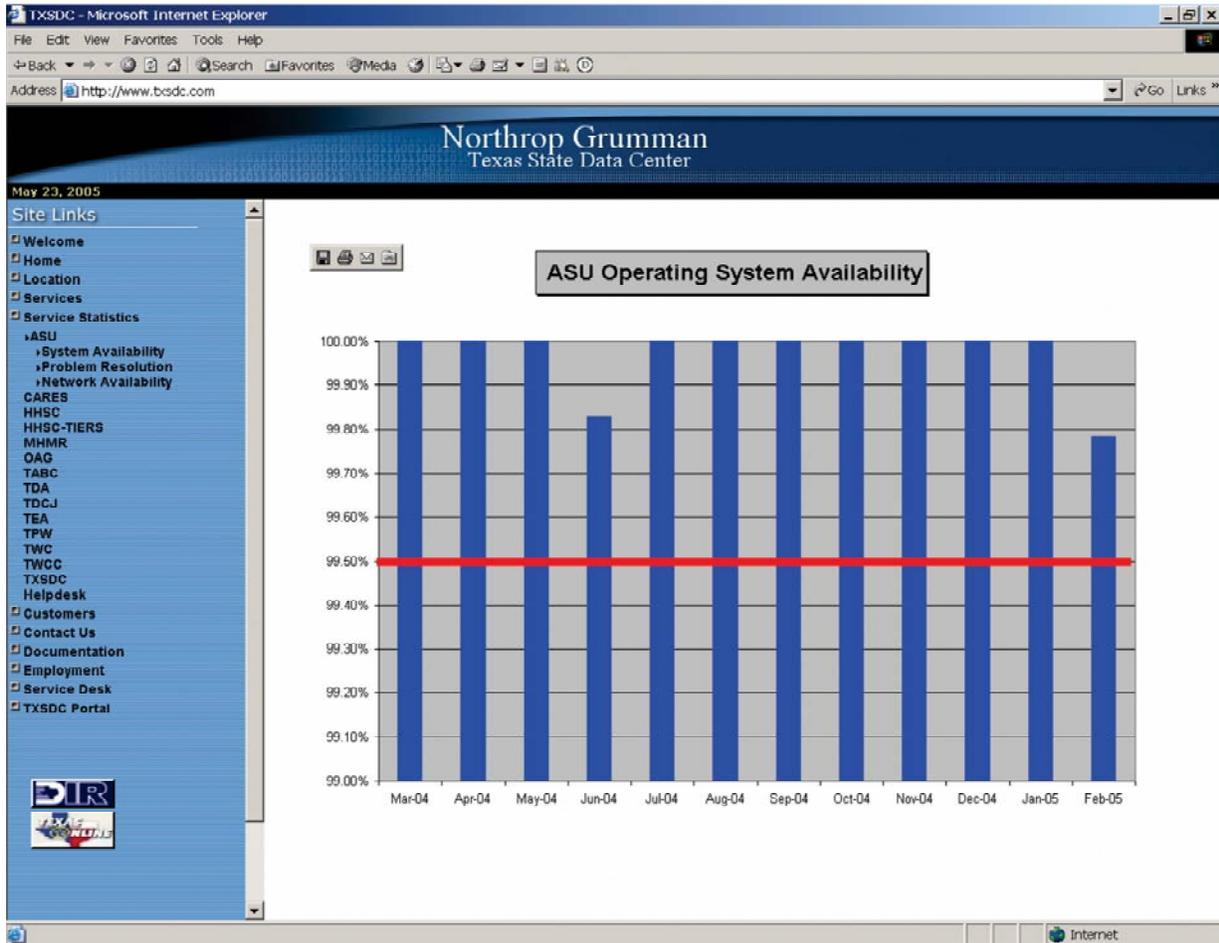


Exhibit 1 Sample SLA Dashboard Web Page

From the SLA page, management can see at a glance which areas met or exceeded their SLA performance requirements and which did not. By clicking on a colored bar, managers can drill down to a detailed report for that specific area.



VITA 113

Exhibit 2 Sample System Availability Web Page

*This sample shows monthly system availability. The red line represents the SLA target.
The reports are easily accessed and interpreted.*

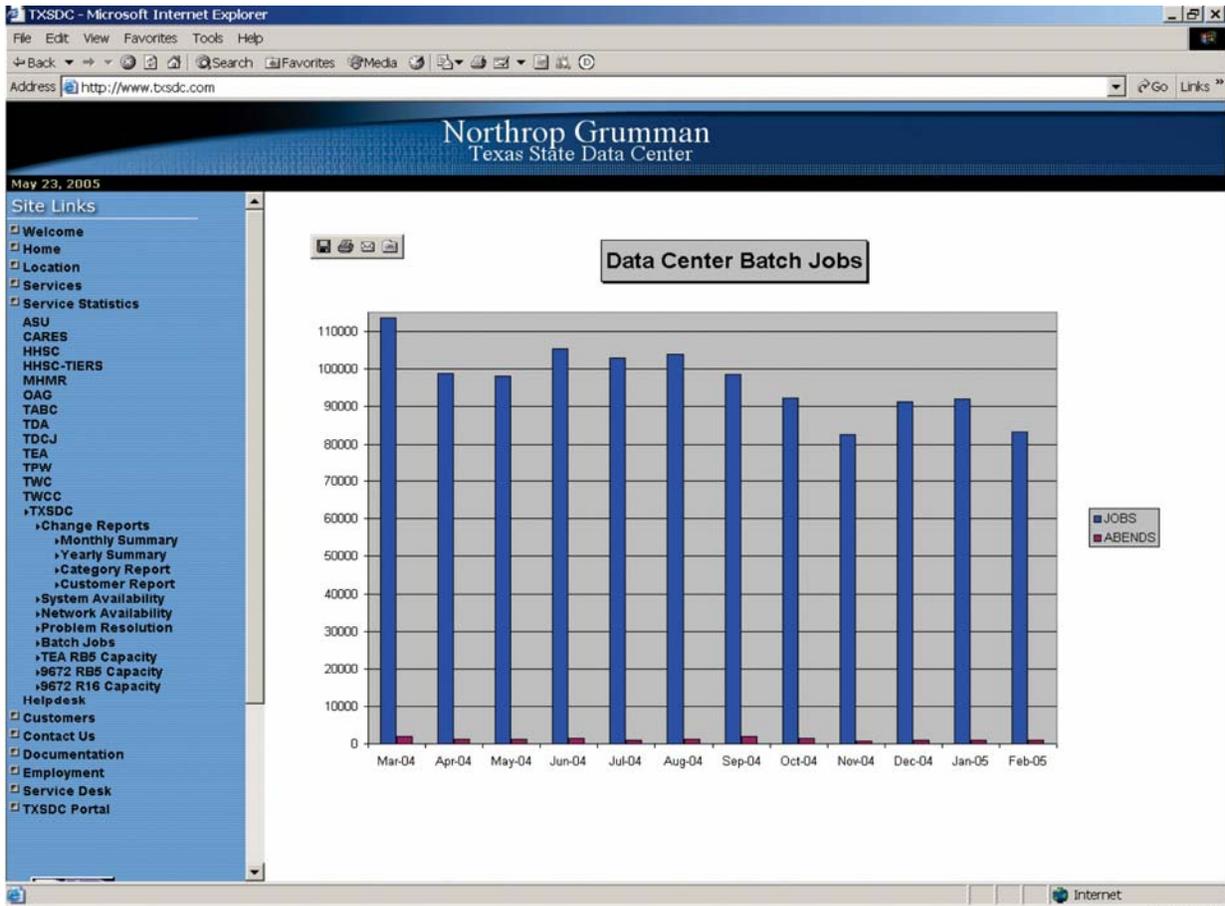
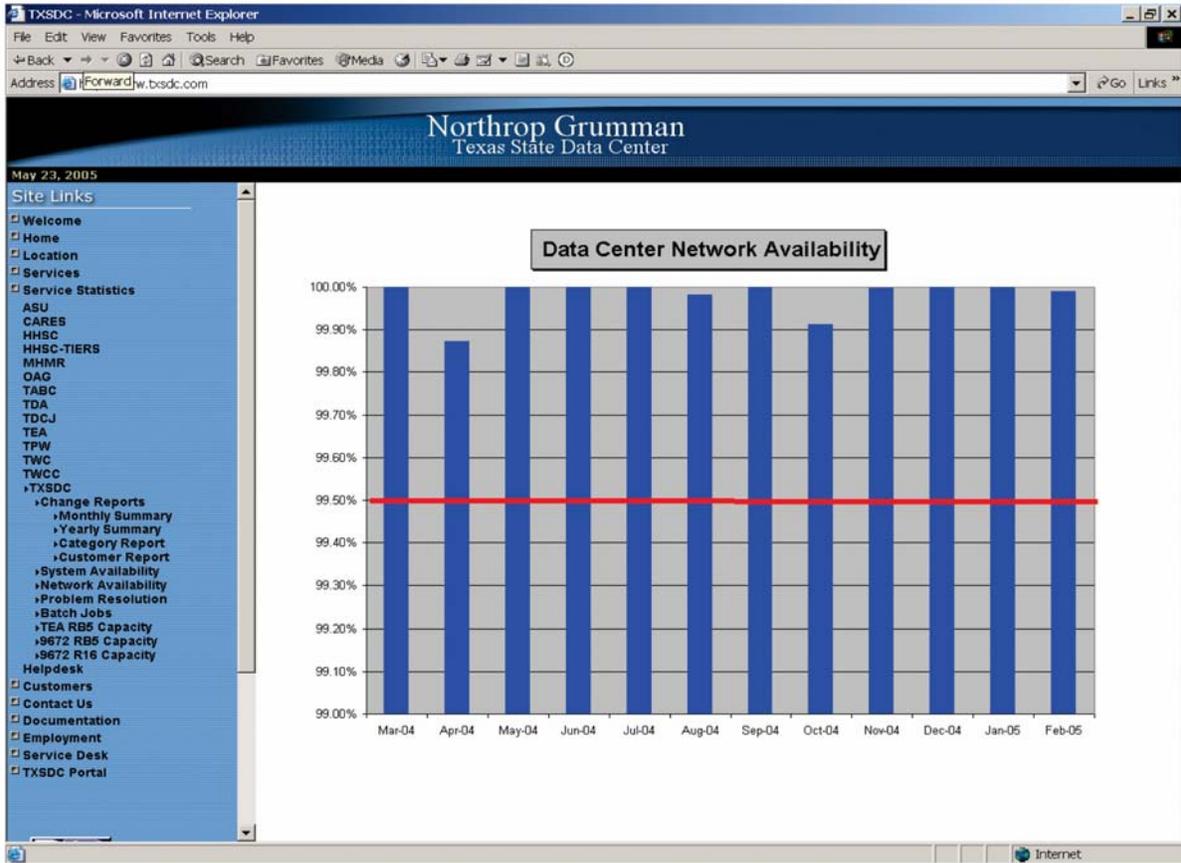


Exhibit 3 Sample Batch Job Web Page

This report depicts batch job and ABEND volume statistics beneficial in trending and problem analysis.

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Exhibit 4 Sample Network Availability Web Page

*This report depicts Network Availability. The red line represents the SLA target.
The reports are easily accessed and interpreted.*

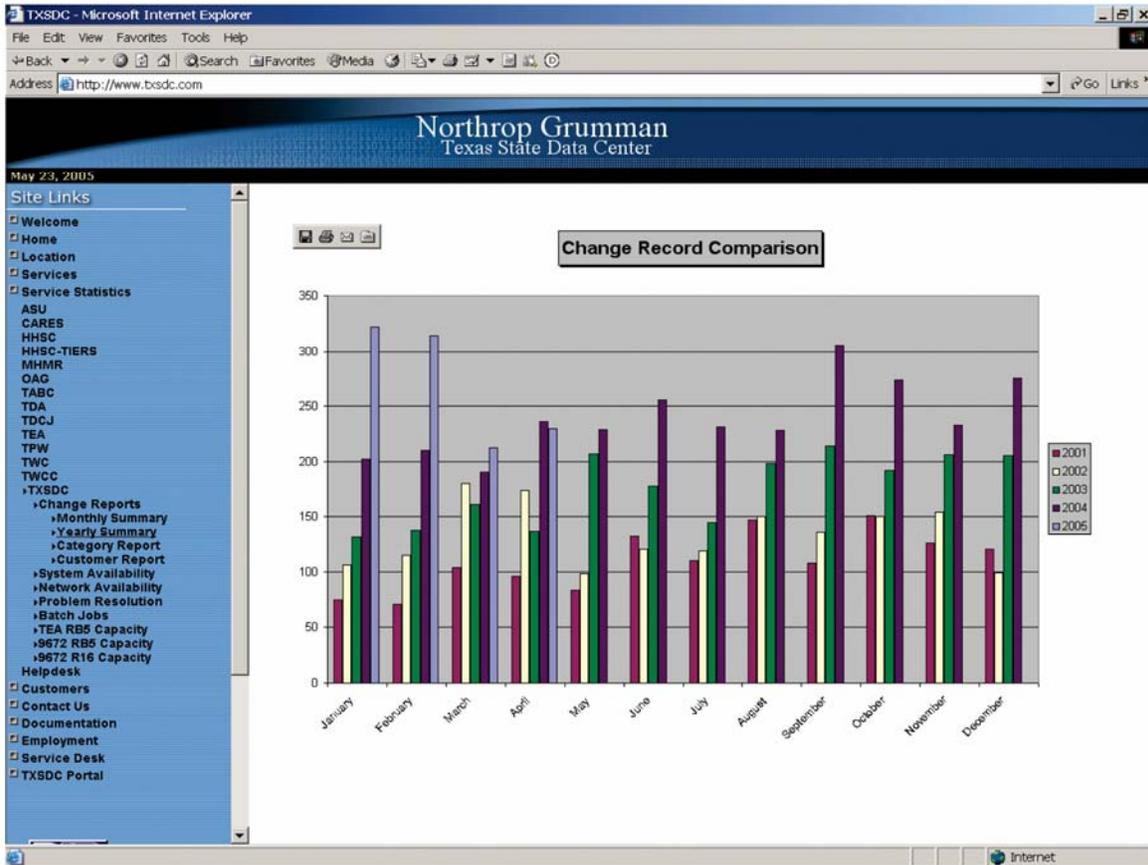
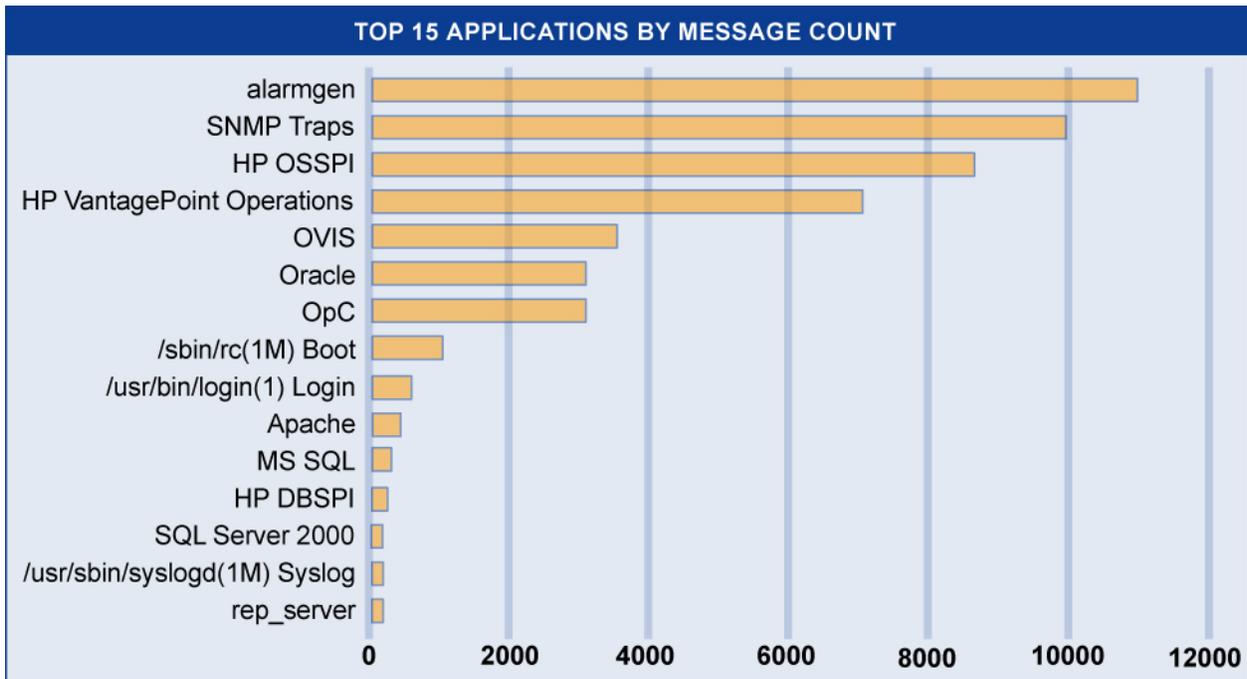


Exhibit 5 Sample Change Record Web Page

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This report depicts increased use of change-requests, a measure of maturity in Service Support.

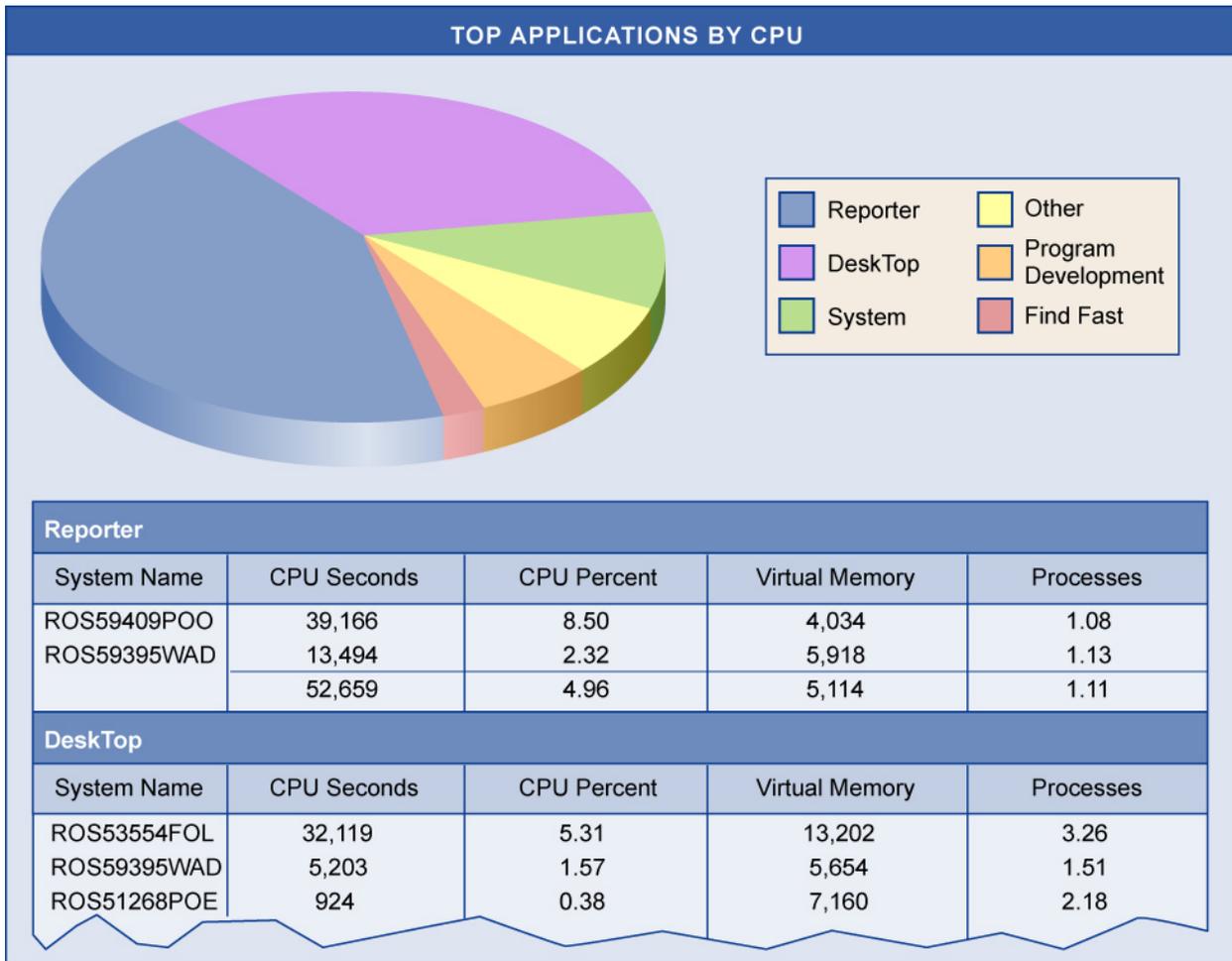
Exhibits 6 and Exhibit 7 are sample reports from HP OpenView.



VITA 226_r1

Exhibit 6 Sample ITO Message by Node and Application

This HP OpenView report offers a historical perspective that identifies IT bottlenecks over time, allowing management to evaluate when to add resources or invest in system upgrades to balance workloads.



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Exhibit 7 Sample Top Applications by CPU

HP OpenView provides central management reporting based on data collected across the enterprise. This report highlights large CPU consumers that may require proactive tuning.