



Memorandums of Understanding

Chad Wirz

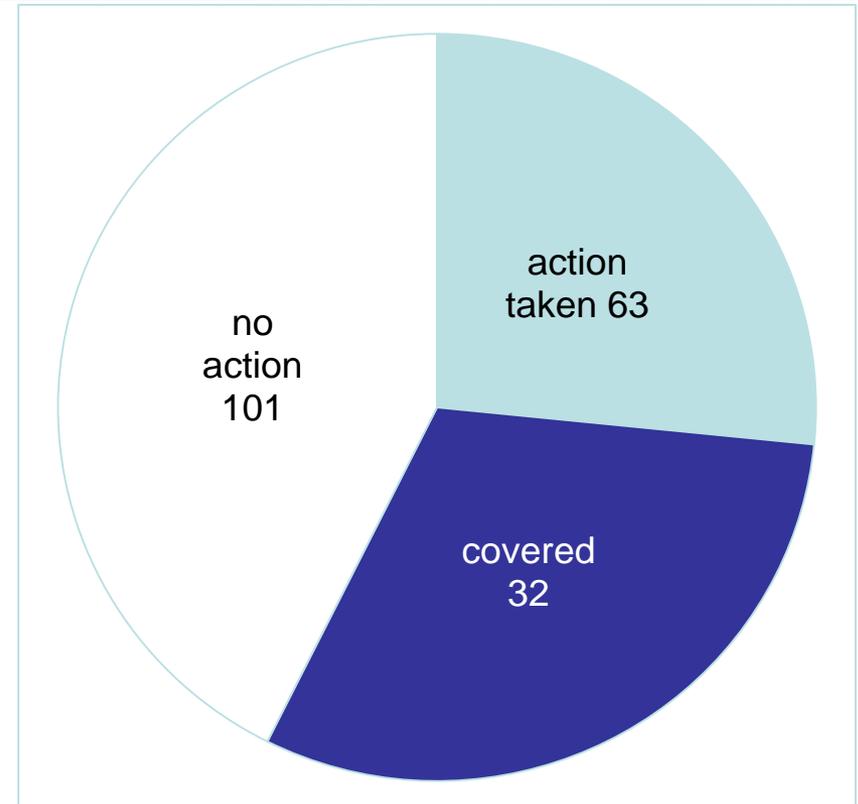
VITA

CIO Council

Sept. 14, 2011

Overview of ORCA feedback

- 237 comments from 17 individuals
- Common themes
 - \$ to agency for missed service levels
 - Enhancements that are beyond underpinning contracts
 - Concerns where services are not working as they should
 - Needed clarifications
- Will send details out upon request



MOU will be ready for agencies this month