SUPPORT SERVICES

Host Intitution Agreement Section 7.1

Service	Executive Committee Rating	MCO Rating	Combined Rating
7.1.1 Human Resource Service	4 (3-5 range) [7 responses]	5	4.5
7.1.2 Procurement Services	3.6 (3-4) [8]	3	3.3
7.1.3 Accounting Services	3.3 (2-4) [8]	3	3.2
7.1.4 Data Center Services	3.6 (3-4) [7]	3	3.3
7.1.5 MOREnet Backbone	3.6 (3-4) [8]	3	3.3
7.1.6 Space and Facilities	3.9 (3-5) [9]	4	4
Advisory Group Support	4 (3-5) [9]	3	3.5
Governance Support	4 (3-5) [9]	3	3.5

DIRECT SERVICES

Service Policy Agreement Section 5

Service	Executive Committee Rating	MCO Rating	Combined Rating
5.1 System Implementation	4.2 (2.5-5) [7]	4	4.1
5.2 Help Desk	4 (3-5) [8]	3	3.5
5.3 Problem Tracking System	3.8 (3-4) [8]	3	3.4
5.4 Routine System Maintenance	3.7 (3-4) [7]	3	3.4
5.5 New Software Releases	3.6 (3-4) [7]	3	3.3
5.6 Data Communications	3.5 (3-4) [8]	3	3.3
5.7 Training	3.4 (2-4) [7]	2	2.7
5.8 Documentation	3.3 (2-4) [8]	2	2.7
5.9 Special Projects	3.8 (3-5) [6]	3	3.4
5.10 Statistics	3.4 (3-4) [9]	2	2.7
5.11 Vendor Relations	4 (3-5) [8]	4	4

PERFORMANCE AGAINST STANDARDS Service Policy Agreement Section 6			
Standard	**Executive Committee**	**MCO Rating**	**Combined Rating**
6.1 System Availability	4 (3-5 range) [7 respondents]	3	3.5
6.2 System Capacity	3.7 (3-4) [7]	3	3.4
6.3 System Response Time	3.2 (2-4) [7]	3	3.1
6.4 Network Capacity	3.4 (3-4) [7]	3	3.2
6.5 Training	3.1 (2-4) [7]	2	2.6
6.6.1 Primary Support	3.4 (3-4) [7]	3	3.2
6.6.2 Progress Reporting, Cat1	3.4 (3-4) [7]	3	3.2
6.6.3 Progress Reporting Cat2	3.6 (3-4) [7]	3	3.3
6.7 New Software Releases	3.2 (3-4) [7]	3	3.1
6.8 Special Projects	3.5 (3-4) [4]	3	3.3

VENDOR PERFORMANCE			
Vendor	**Executive Committee**	**MCO Rating**	**Combined Rating**
Innovative Interfaces	3.3 (3-4) [8]	3	3.2
Lanter Corporation	4 (3-5) [8]	3	3.5