SUPPORT SERVICES
Host Intitution Agreement Section 7.1

Service	Executive Committee Rating	MCO Rating	Combined Rating
7.1.1 Human Resource Service	3.4	3.3	3.4
7.1.2 Procurement Services	3.5	3.5	3.5
7.1.3 Accounting Services	3.5	3.3	3.4
7.1.4 Data Center Services	3.5	4.0	3.8
7.1.5 MOREnet Backbone	3.3	3.6	3.5
7.1.6 Space and Facilities	3.6	3.5	3.6
Advisory Group Support	4.2	3.8	4.0
Governance Support	4.1	3.4	3.8

DIRECT SERVICES
Service Policy Agreement Section 5

Service	Executive Committee Rating	MCO Rating	Combined Rating
5.1 System Implementation	4.0	4.0	4.0
5.2 Help Desk	3.8	4.2	4.0
5.3 Problem Tracking System	3.8	3.0	3.4
5.4 Routine System Maintenance	3.7	4.0	3.9
5.5 New Software Releases	3.7	4.2	4.0
5.6 Data Communications	4.0	3.4	3.7
5.7 Training	3.3	4.0	3.7
5.8 Documentation	3.6	3.0	3.3
5.9 Special Projects	3.7	3.8	3.8
5.10 Statistics	3.5	2.8	3.2
5.11 Vendor Relations	4.1	4.0	4.1

Ranking Scale

1 - Much worse than expected
2 - Worse than expected
3 - Performance met expectations
4 - Better than expected
5 - Much better than expected

PERFORMANCE AGAINST STANDARDS Service Policy Agreement Section 6			
Standard	**Executive Committee**	**MCO Rating**	**Combined Rating**
6.1 System Availability	3.8	3.8	3.8
6.2 System Capacity	3.8	3.8	3.8
6.3 System Response Time	3.8	3.2	3.5
6.4 Network Capacity	3.7	3.2	3.5
6.5 Training	3.7	3.8	3.7
6.6.1 Primary Support	4.0	3.8	3.9
6.6.2 Progress Reporting, Cat1	3.5	3.0	3.3
6.6.3 Progress Reporting Cat2	3.8	3.3	3.6
6.7 New Software Releases	3.7	4.0	3.9
6.8 Special Projects	3.6	3.5	3.6

VENDOR PERFORMANCE			
Vendor	**Executive Committee**	**MCO Rating**	**Combined Rating**
Innovative Interfaces	3.5	3.0	3.3
Lanter Corporation	3.8	3.6	3.7

Ranking Scale
1 - Much worse than expected
2 - Worse than expected
3 - Performance met expectations
4 - Better than expected
5 - Much better than expected