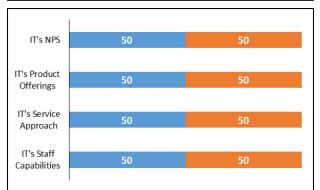


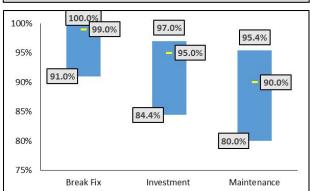
Customer Satisfaction

Business Partner Scoring of IT Effectiveness



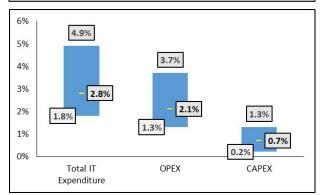
Operational Excellence

Percentage of Requests Resolved Within SLA



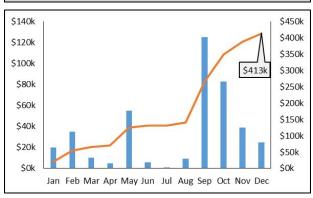
IT Spending

IT Spending as a Percentage of Revenue



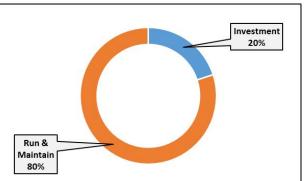
Benefits Delivered

Dollars of Benefits Delivered by Investment Projects



Capacity

Percentage of IT Manpower offered for Investment



Retired

Number of IT Systems Removed from the Portfolio



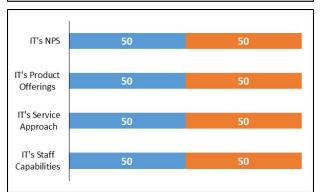


WENCOR GROUP CONFIDENTIAL



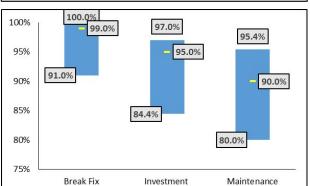
Customer Satisfaction

Business Partner Scoring of IT Effectiveness



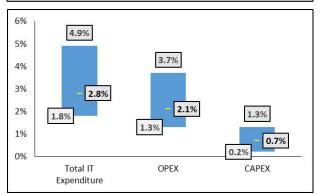
Operational Excellence

Percentage of Requests Resolved Within SLA



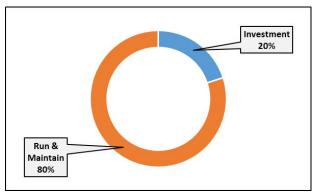
IT Spending

IT Spending as a Percentage of Revenue



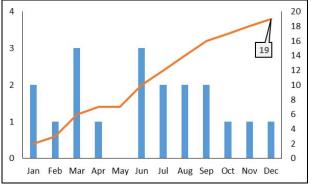
Capacity

Percentage of IT Manpower offered for Investment



Retired

Number of IT Systems Removed from the Portfolio

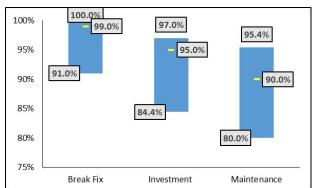






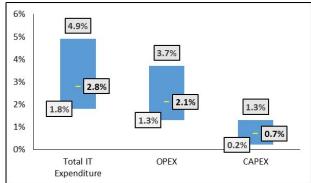
Operational Excellence

Percentage of Requests Resolved Within SLA



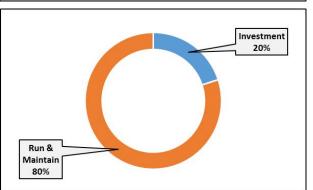
IT Spending

IT Spending as a Percentage of Revenue



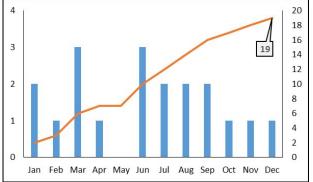
Capacity

Percentage of IT Manpower offered for Investment



Retired

Number of IT Systems Removed from the Portfolio

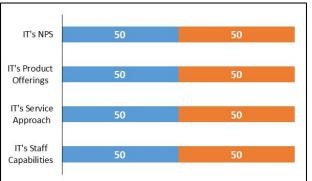






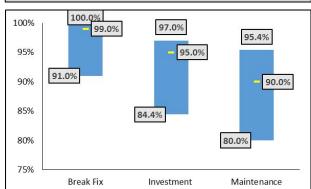
Customer Satisfaction

Business Partner Scoring of IT Effectiveness



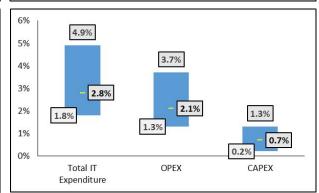
Operational Excellence

Percentage of Requests Resolved Within SLA



IT Spending

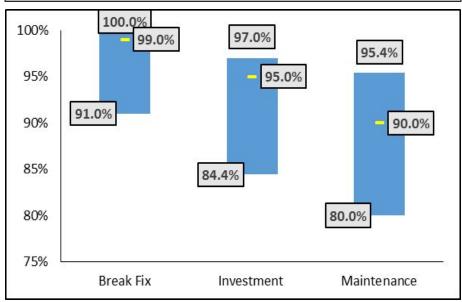
IT Spending as a Percentage of Revenue







Operational Excellence Percentage of Requests Resolved Within SLA



IT Spending IT Spending as a Percentage of Revenue

