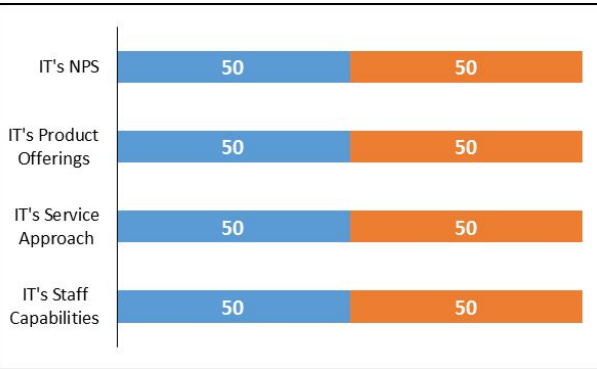


Performance Management - IT

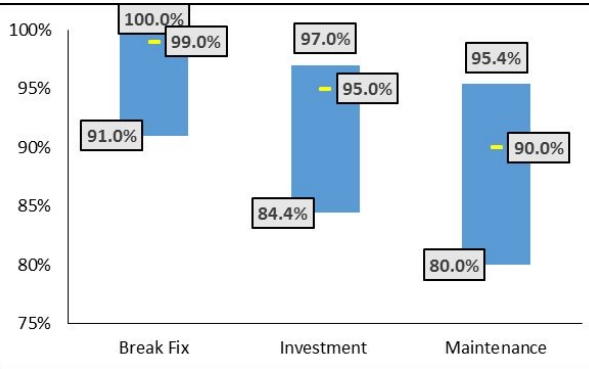
Customer Satisfaction

Business Partner Scoring of IT Effectiveness



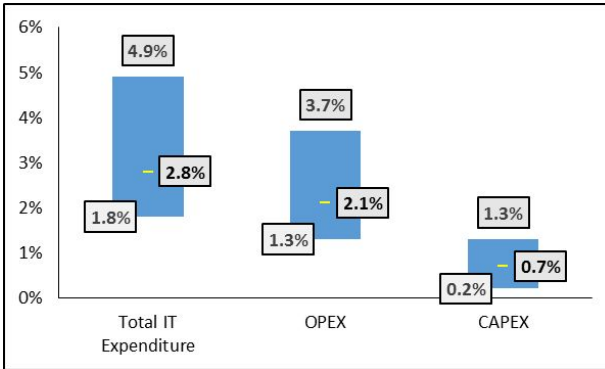
Operational Excellence

Percentage of Requests Resolved Within SLA



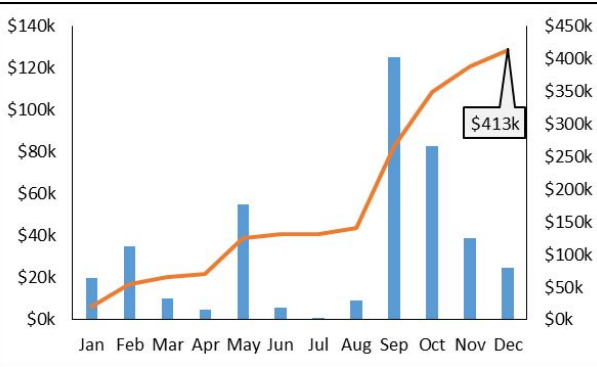
IT Spending

IT Spending as a Percentage of Revenue



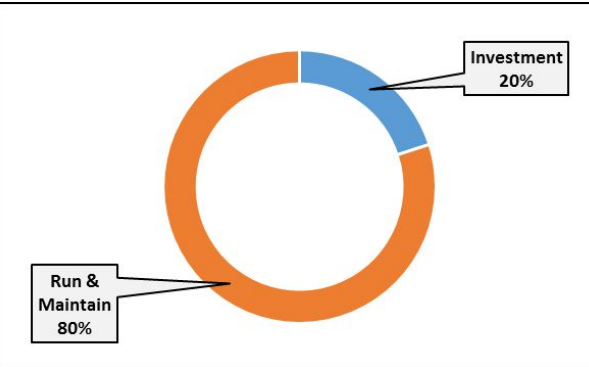
Benefits Delivered

Dollars of Benefits Delivered by Investment Projects



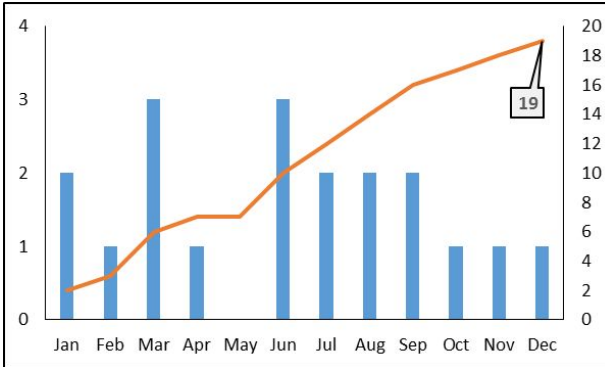
Capacity

Percentage of IT Manpower offered for Investment



Retired

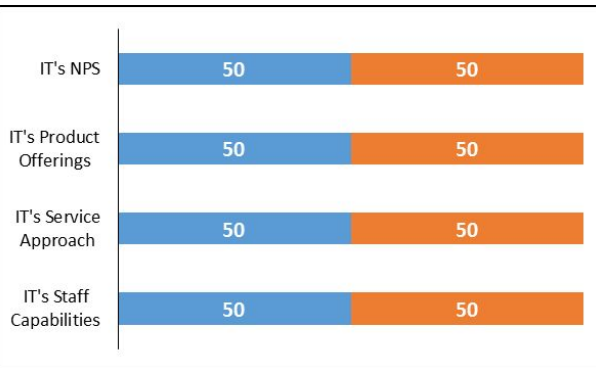
Number of IT Systems Removed from the Portfolio



Performance Management - IT

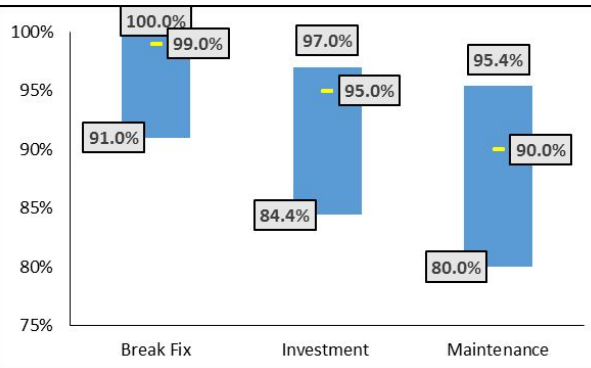
Customer Satisfaction

Business Partner Scoring of IT Effectiveness



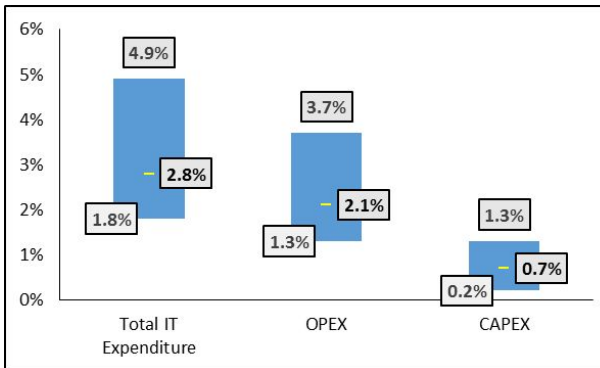
Operational Excellence

Percentage of Requests Resolved Within SLA



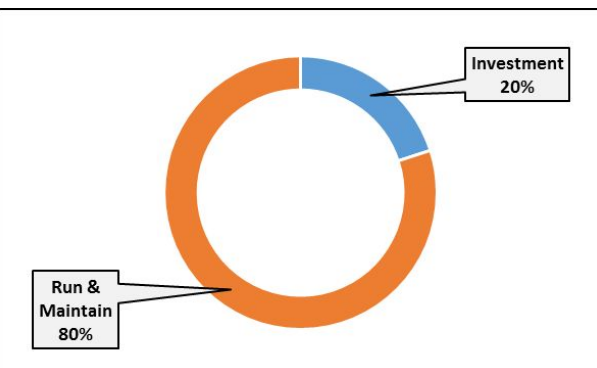
IT Spending

IT Spending as a Percentage of Revenue



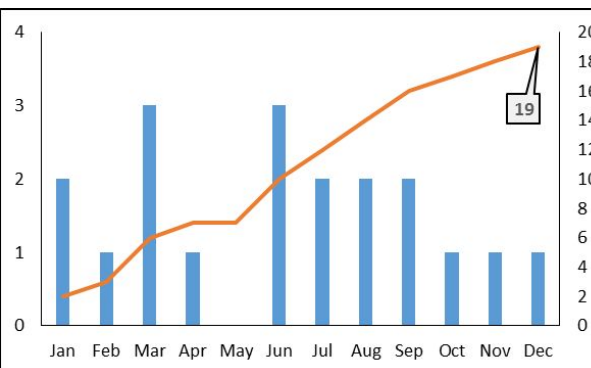
Capacity

Percentage of IT Manpower offered for Investment



Retired

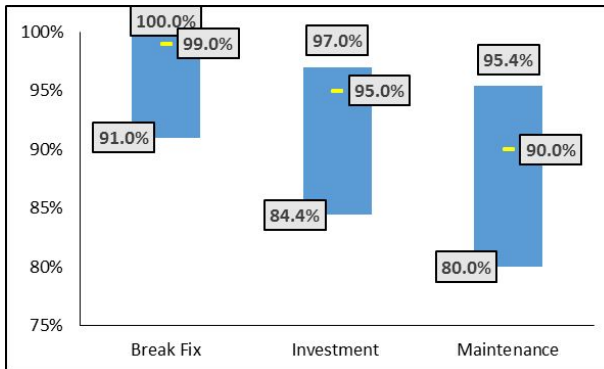
Number of IT Systems Removed from the Portfolio



Performance Management - IT

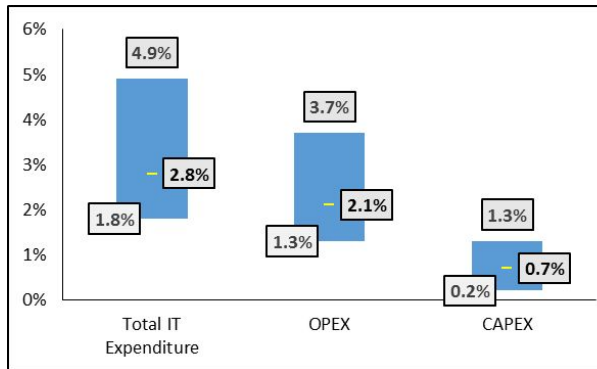
Operational Excellence

Percentage of Requests Resolved Within SLA



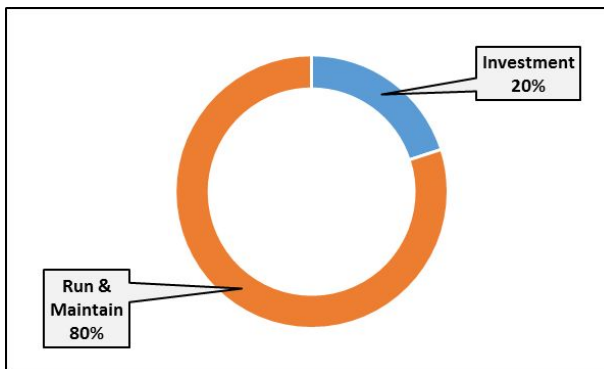
IT Spending

IT Spending as a Percentage of Revenue



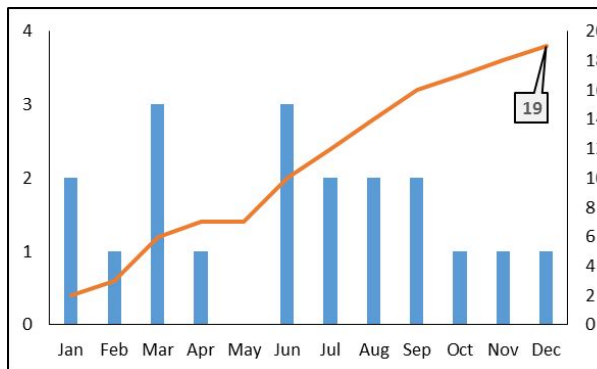
Capacity

Percentage of IT Manpower offered for Investment



Retired

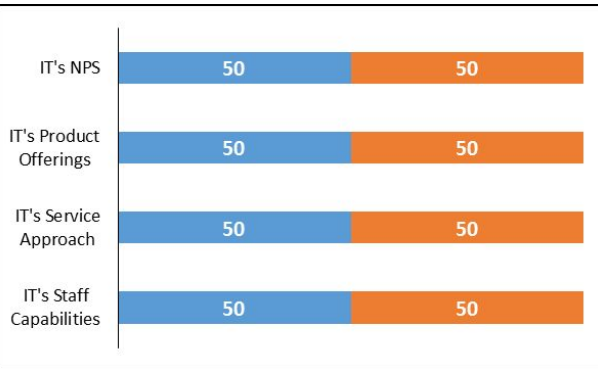
Number of IT Systems Removed from the Portfolio



Performance Management - IT

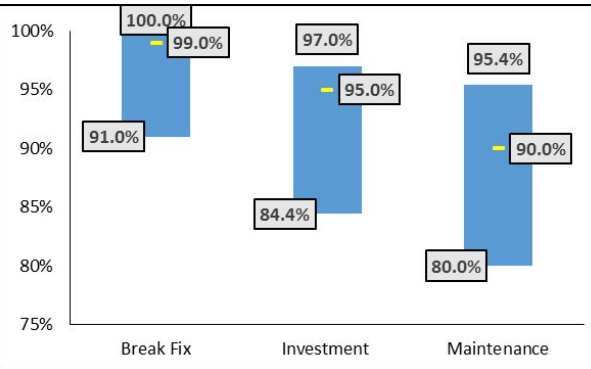
Customer Satisfaction

Business Partner Scoring of IT Effectiveness



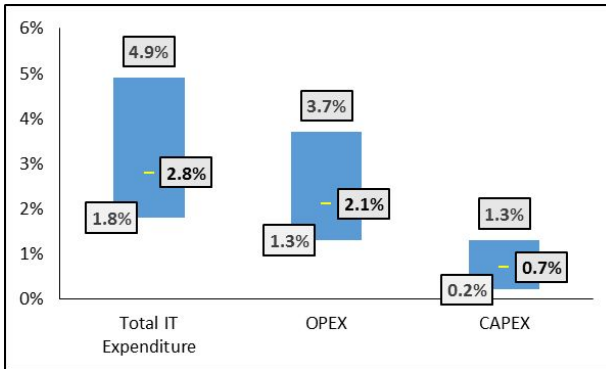
Operational Excellence

Percentage of Requests Resolved Within SLA



IT Spending

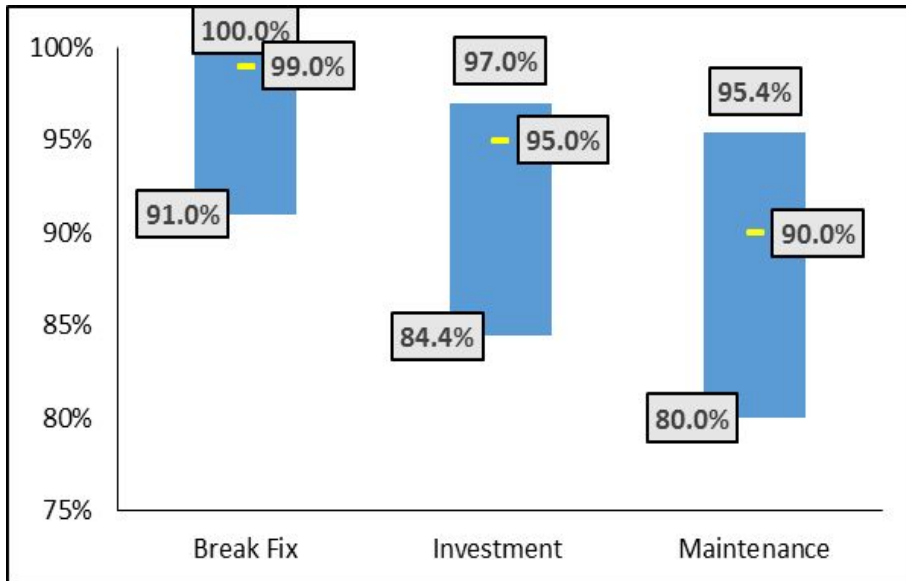
IT Spending as a Percentage of Revenue



Performance Management - IT

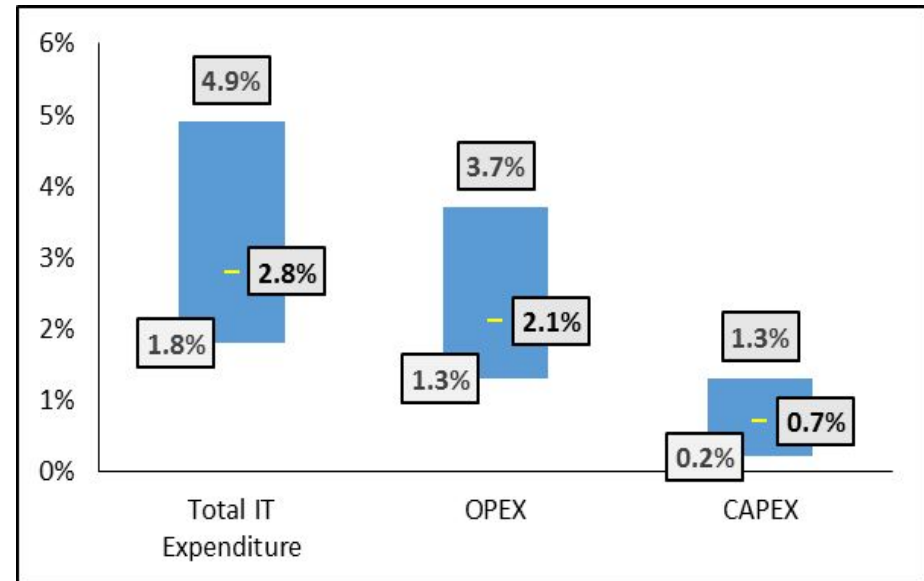
Operational Excellence

Percentage of Requests Resolved Within SLA



IT Spending

IT Spending as a Percentage of Revenue



Performance Management - IT

Operational Excellence

Percentage of Requests Resolved Within SLA

