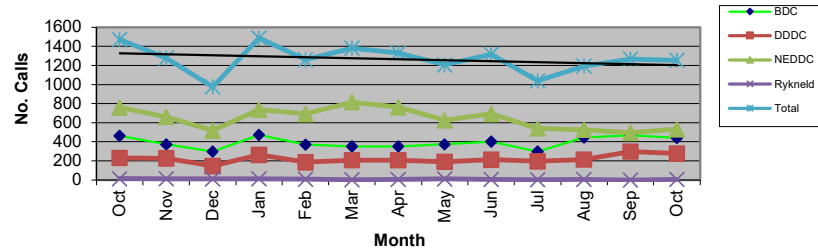
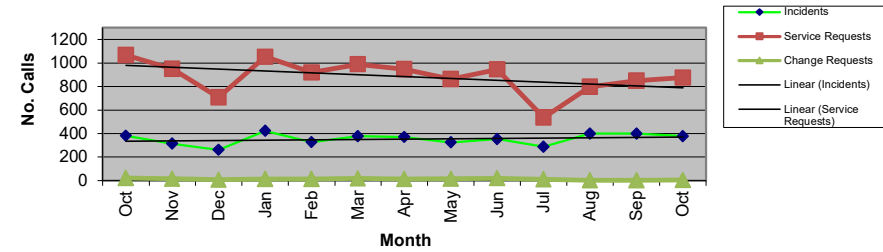


APPENDIX 1

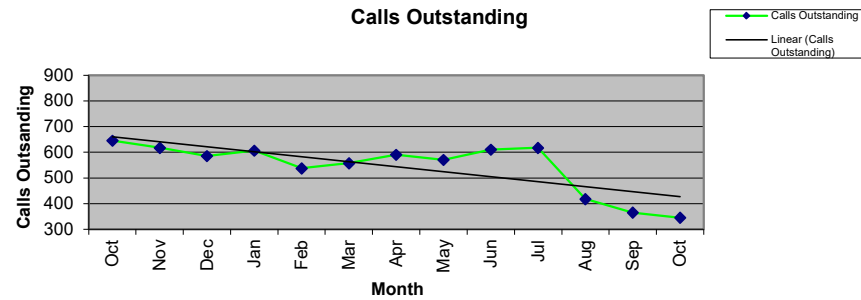
Calls Raised by partner



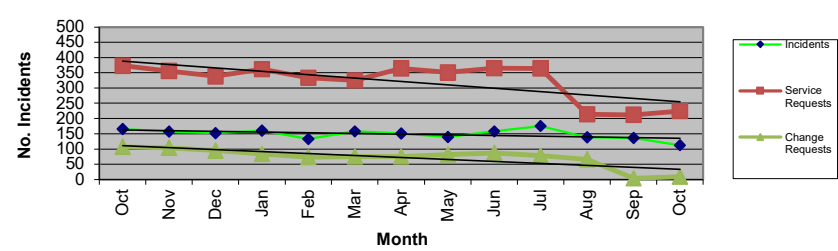
Calls Raised by type



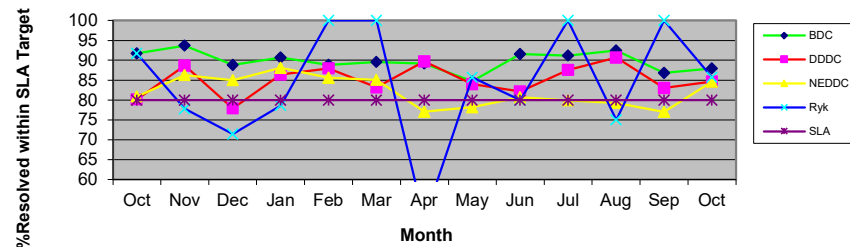
Calls Outstanding



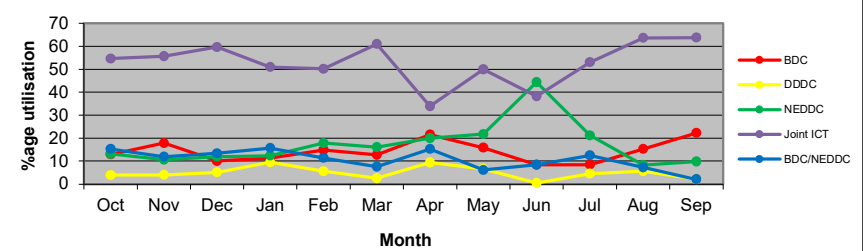
Calls Outstanding by Category



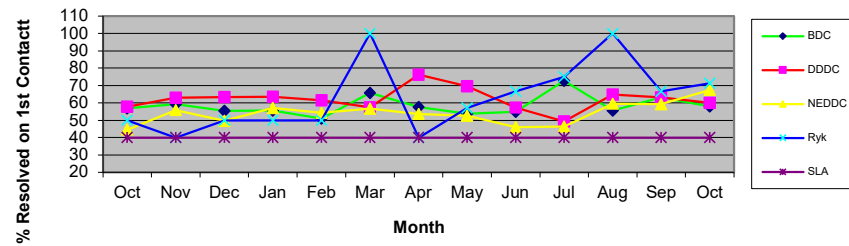
Incidents resolved within SLA target time



Project Resource Usage



Incidents resolved at first contact



Project Related Activities

