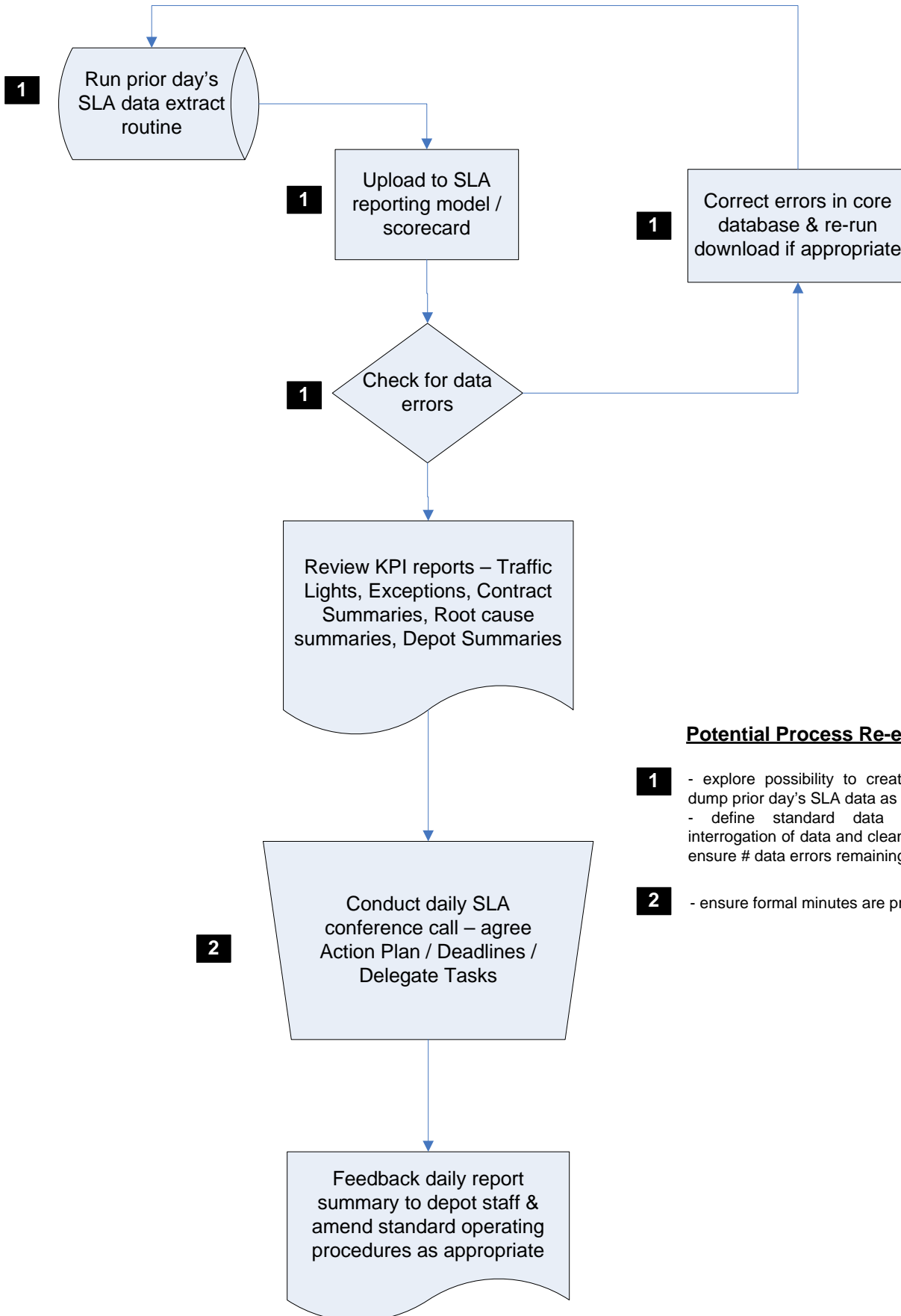


DOCUMENTATION – Service Level Agreement review (distribution)



Potential Process Re-engineering aspects

- 1 - explore possibility to create programming script to dump prior day's SLA data as timed, automated event
- define standard data error conditions; auto-interrogation of data and cleansing before data dump to ensure # data errors remaining are minimal
- 2 - ensure formal minutes are produced & circulated