



Tom Green County

Executive Technology Service Report
provided by CalTech

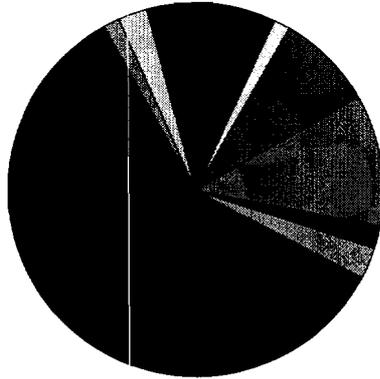
1/1/2009 - 3/31/2009

| | |
|---------------------------|--------|
| Total Service Time: | 178.75 |
| Total Project Time: | 0.00 |
| Emergency Incidents Used: | 5 |
| Total Contract Time Used: | 173.75 |
| Other Time (Travel): | 0.00 |

Total Service Time Used by Contacts

| | |
|---------------------|---------------|
| Kevin Burke | 4.00 |
| Susan Counts | 160.00 |
| Larry Justiss | 1.25 |
| Mitch Mitchell | 13.50 |
| Grand Total: | 178.75 |

Contract Time by Problem Category



| | |
|-----------------------|--------|
| Application Issue | 3.4% |
| Backup System Problem | 3.6% |
| Email Problem | 1.4% |
| LAN/WAN Problem | 8.3% |
| Maintenance | 11.3% |
| Misc | 2.1% |
| PC Problem | 2.7% |
| Projects | 49.4% |
| QNC | 9.9% |
| Security | 1.3% |
| Server Problem | 2.5% |
| Technology | 4.2% |
| Total: | 100.0% |