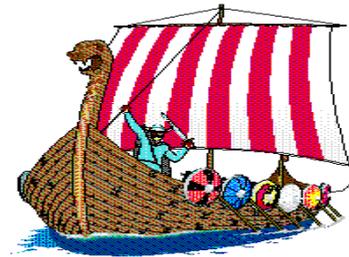


Chief Information Officer

**Enterprise IT Services
(VDC)**

VDC Vikings



Team Roster

Keith Wilson (Lead)

Phillip Wynn

Gail Gurley

John Hsu

Jim Cunningham

Yolanda Brooks

Bing Yi

Tim Lin

Lin Sheffield

Slawko Semaszczuk

Barbara Schluderman

Operating Partners

Jerry Ryznar (CSC)

Robert Malloy (Mod Partner)

David Woods (Mod Partner)

Brian Myers (Sprint)

Fernando Cauz (ACS/DLSS)

Jim Snyder (Raytheon)

Jeff Robinson (CSC)

Diana O'Hara (EDS)

Chris Ledman (NCS-Pearson)

Performance Score

FSA Results

	2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002	Goal
Customer Satisfaction (Scale 1 – 100)	72.9	74.2				74.4 (2002)
Employee Satisfaction (Scale 1 – 5)	3.51	3.74				3.60 (2004)
Unit Cost	\$20.14	\$19.57				\$16.69 (2004)

Integrity: Achieve a Clean Audit & Get Off the High Risk List

Team Results

		2000	Q2-2001	Q4-2001	Q2-2002	Q4-2002
CUSTOMER SATISFACTION	ACSI	72.9	74.2			
	Other survey					
EMPLOYEE SATISFACTION		3.42	3.67			
UNIT COST TARGET (Budgeted)	Your Portion		\$2.68		\$2.39	
	Other					

Contributions/Status

Contributions	Status	Completion Date	Estimated Completion Date	Customer Satisfaction	Employee Satisfaction	Unit Cost
¹ Contract Transformation <ul style="list-style-type: none"> • Status of re-negotiating to performance based contact • Impact of re-negotiated contact 	Completed	11/29/01		X	X	X
*Cost Attribution <ul style="list-style-type: none"> • Provide ability to attribute VDC costs to allow customers to make decisions 	In progress		03/29/02	X	X	
Single point of licensing (John Hsu/IT Services) <ul style="list-style-type: none"> • Point of Contact for FSA software and licensing for servers 	On-going			X	X	X
Security <ul style="list-style-type: none"> • Limit the loss of service due to breaches 	In progress		06/28/02	X	X	X
Unit Cost <ul style="list-style-type: none"> • Federal Telecommunication Service (FTS) Costs/ # of unduplicated recipients 	In progress		05/31/02	X	X	

¹CSC has the contract responsibility to brief the General Managers on Cost Attribution.