

VDC Customer Satisfaction Dashboard						
3-day Status from 09/16/02 to 09/19/02						
Channel	Delivery Against Contract	Recent Customer Satisfaction	VDC Confidence Level & Trend		CSC Issues & Status	Initiatives / Milestones (next 30-days)
Students	Green	Green	Yellow	↑	No Issues	* Portals release 2 is planned for September 30th. The FFEL OS/390 V2.10 upgrade was successfully completed this past weekend.
Schools	Green	Green	Yellow	↑	No Issues	None
Financial Partners	Green	Green	Red	↑	No Issues	* Portals release 2 is planned for September 30th.
CFO	Green	Green	Yellow	↔	No Issues	None
COO	Green	Green	Green	↔	Ombudsman Sieble server did not come up after the scheduled reboot on 9/15. The server was restarted and full service was restored. There was no business impact.	* Ombudsman Internet Redesign - tentative go live date is September 30, 2002.
CIO	Green	Green	Yellow	↔	No Issues	None