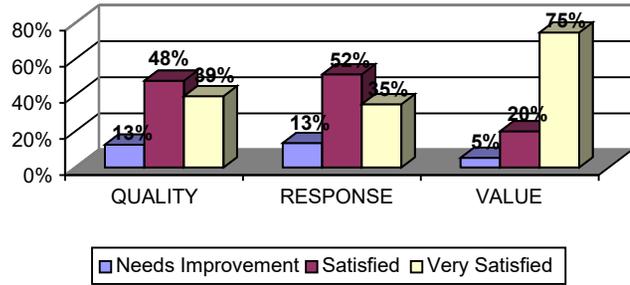
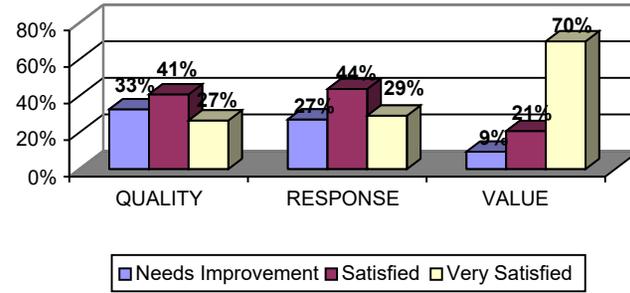


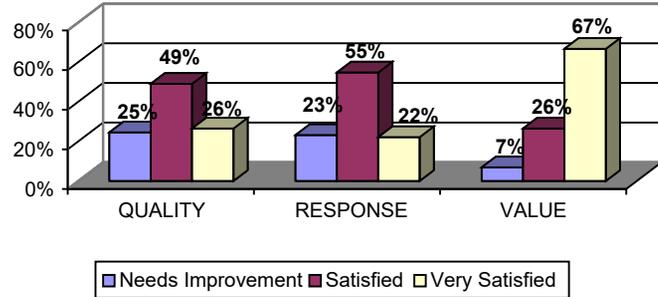
Lakenet Services



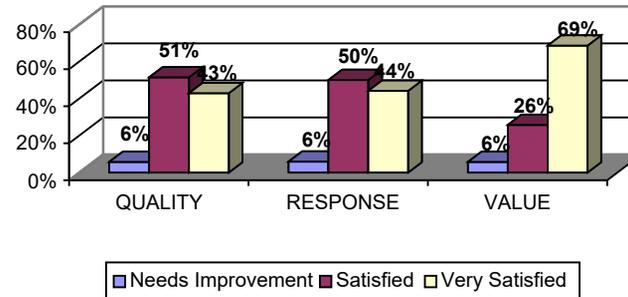
Financial Services



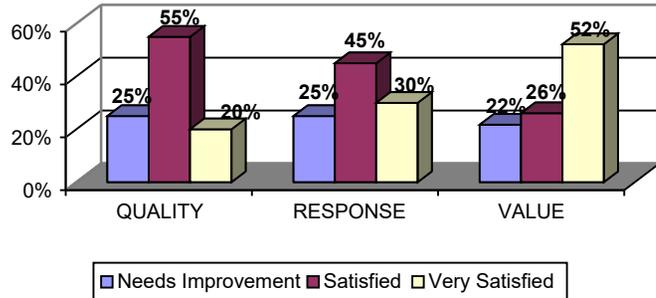
Student's Services



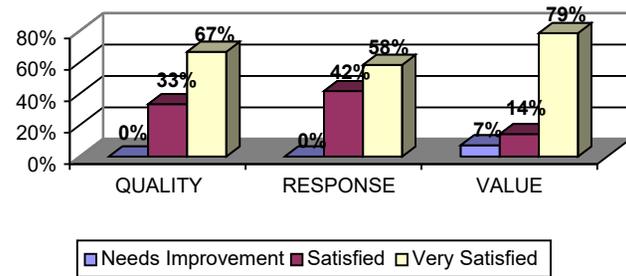
Test Scoring



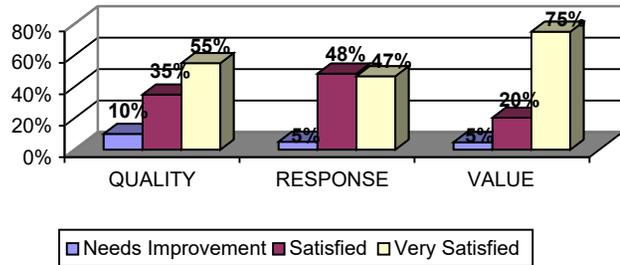
Part 200



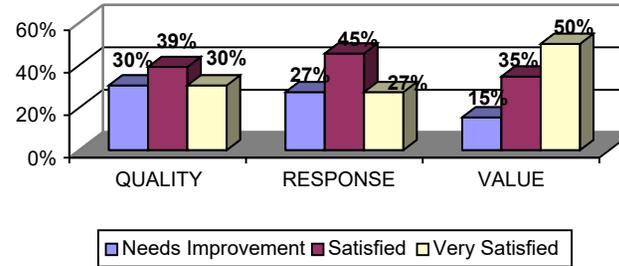
Medicaid



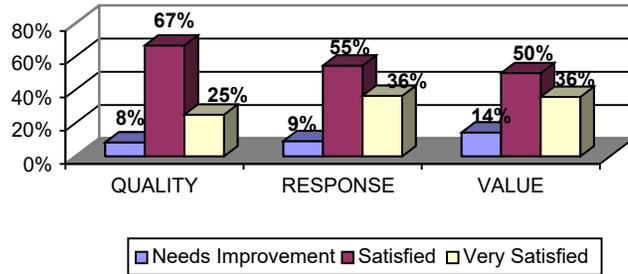
School Library



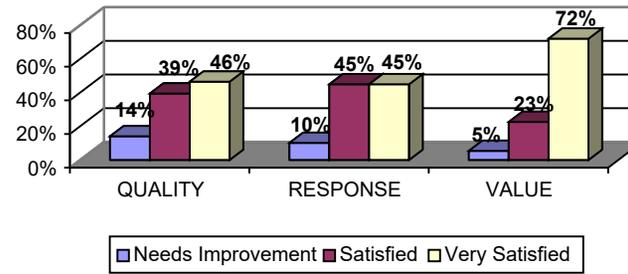
Guidance



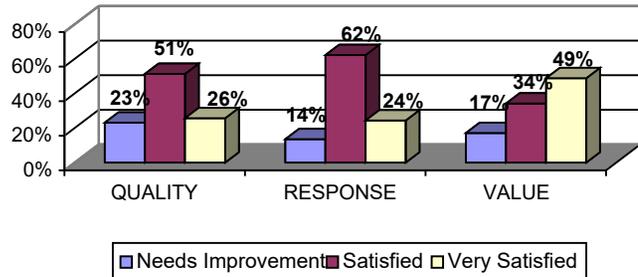
CCC Services



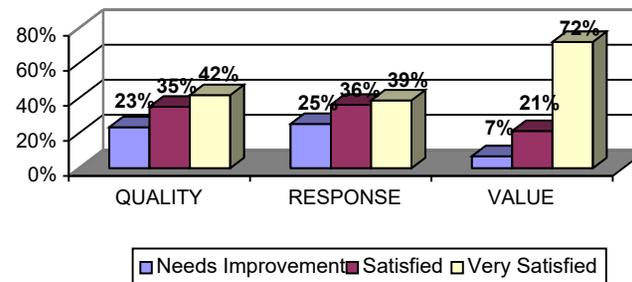
Training Services



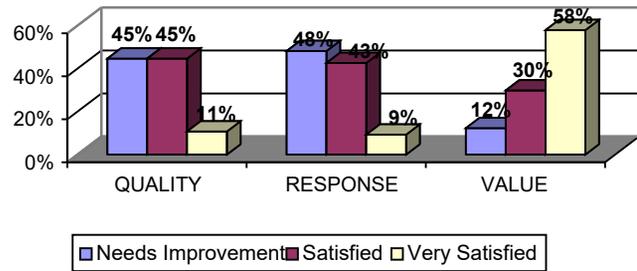
CSLO Services



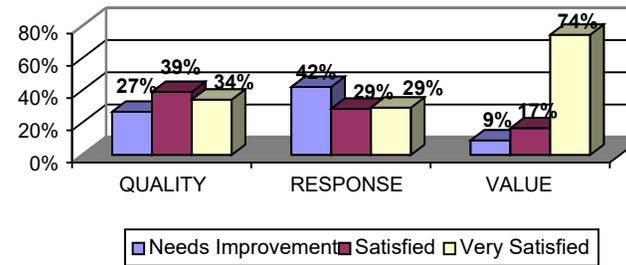
CAC Services



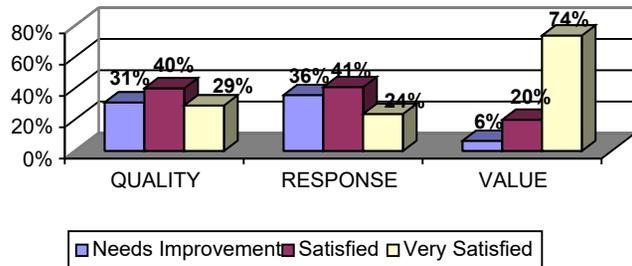
Project Coordination



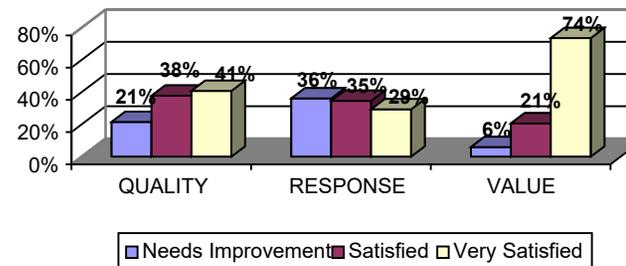
HW / SW Installs



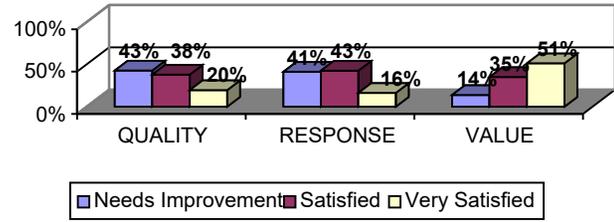
HW / SW Diagnosis



Repair Equipment

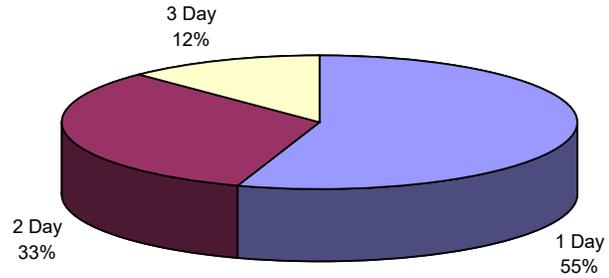


RD New Products & Services

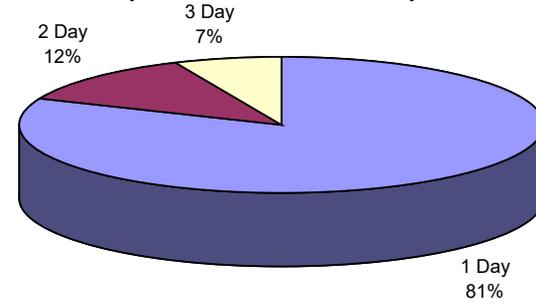


Technical Support Future Expectations: Resolution Expectations

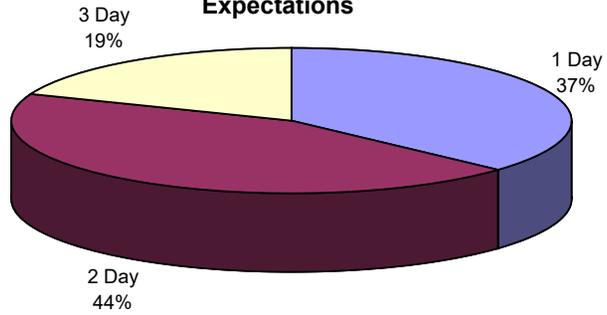
Total Repair: Resolution Time Expectations



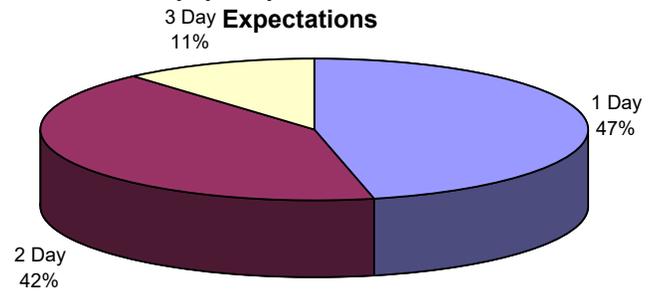
Server Repair: Resolution Time Expectations



Instructional Equip. Repair: Resolution Time Expectations

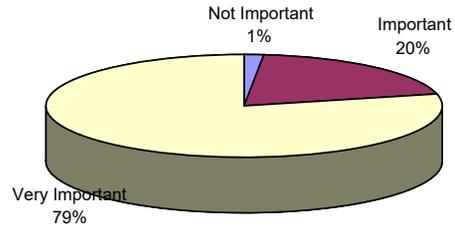


Admin Equip. Repair: Resolution Time Expectations

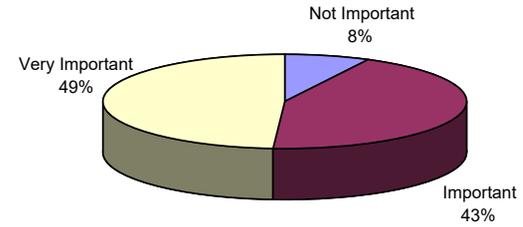


Technical Support Future Expectations: Importance Measures

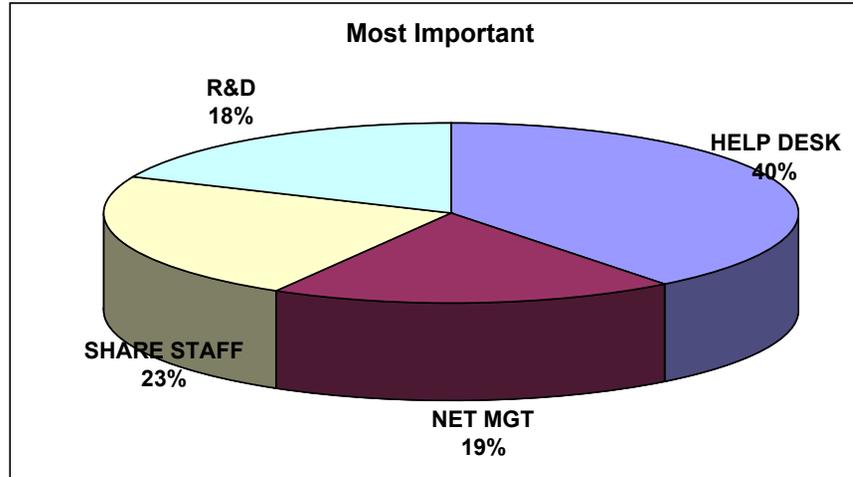
Help Desk Telephone Support



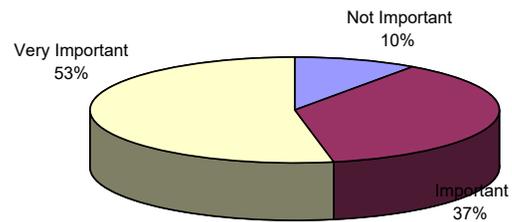
Network Management Tools



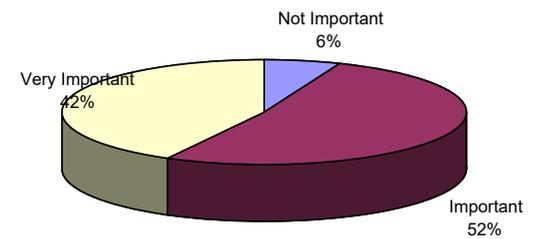
Most Important



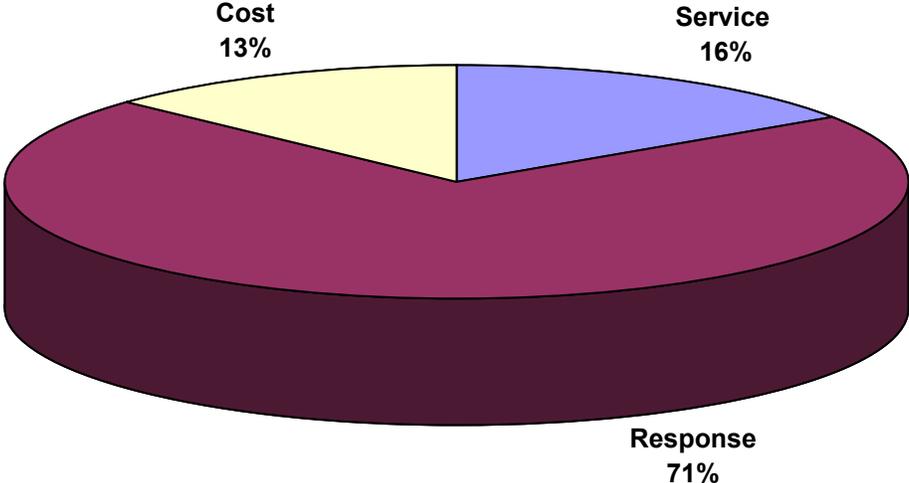
Shared On-Site Support Staff



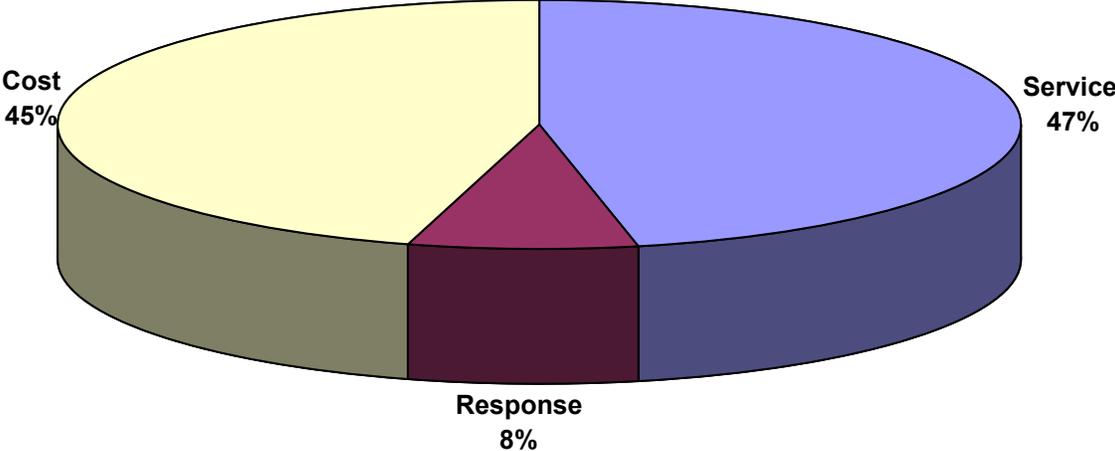
Research & Development



Ranking Most Important



Ranking Least Important



Future Offerings

