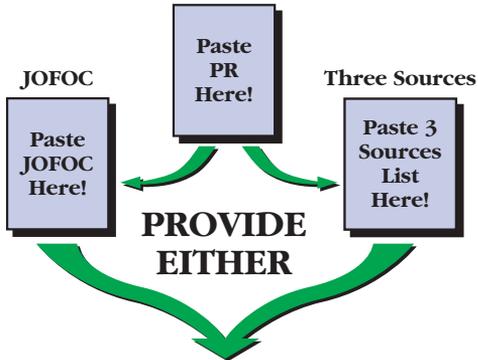


Ordering Process

Pre-ODIN

Customer Investigates Specifications for Requirements (or Equivalent)



Complete Signature Loop



Funding Approval

Sent to Procurement

Procurement Verifies Regulations Followed Based on \$s

Procurement Agent Calls Vendors Negotiates and Cuts Purchase Order

Vendor Ships to Warehouse

Warehouse Inspects and Receives

Warehouse Notifies Customer or IT of Receipt of System

Property Management is Notified and Attaches ECN to Major System Pieces

Service Request for Network Connection

Complete Signature Loop



IP Address is Assigned

IT Contractor Delivers, Installs and Connects to Network System

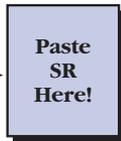
Network Configuration Updated

Customer Loads/Configures Software?

Property Custodian Adds to Inventory

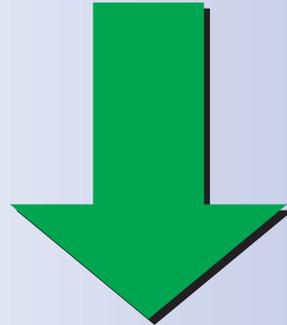
Tech Refresh Involves Executing All Steps Again

ABOUT 40 DAYS



ODIN

Customer Initiates Seat Request



Complete Signature Loop



Contract & Funding Approval

Drop Over Fence to Vendor

Fully Configured ODIN Seat

***3 - 10 Days Later**



Phone Call to Coordinate Delivery

*Depending on Delivery Order Specification

What Do I Get for My Monthly Payment?

■ Basic Service Provided ● Equivalent Service Provided ▲ Greatly Reduced Service Provided

Basic ODIN Seat Configuration & Services



• Current, 3rd party certified system equipped to meet your agency's requirements	■	●		■	●	■
• Software Suite: – Operating system, web browser, office automation suite (E-mail client), anti-virus software – Any applicable catalog item	●	●		■	●	●
• Software technology refresh (within one year of release): – Requirements analysis, acquisition, testing, verification, installation				■		
• Hardware technology refresh - latest commercially-available technology – Acquisition, testing, installation				■		
• Software maintenance (security and bug fixes)				■		
• Training on major upgrades				■		
• Local data backup & restore				■		
• Network printing				■		
• LAN connectivity	▲		▲	■	▲	
• File storage (expandable via seat option)				■		
• Mail storage	▲		▲	■	▲	
• Recovery services: – Virus, crashes, corruptions, user error				■		
• Unlimited network usage	▲		▲	■	●	
• E-mail administration	▲		▲	■	●	
• E-mail support				■		
• Unlimited internet access	■		■	■	■	
• Laptop loaner service (optional)				■		
• Software licenses management				■		
• Priority service (1% of all seats), 2Hr Return To Service, 30 min problem resolution				■		
• Priority service (1% of all calls) for work stoppage				■		
• On site H/W maintenance by next COB				■		
• On site S/W maintenance by next COB	■			■	■	
• Help desk support	■			■	■	
• Moves/add/change within two days (de-installation, move, reinstallation)				■		
• Full property custodian administration				■		
• Configuration control				■		
• Disk wipe & equipment disposal				■		
• PC Security				■		
• Testing and integration of new S/W				■		
• Compatibility responsibility				■		
• Desk side support				■		
• Catalog procurement				■		
• Proactive problem resolution (remote access and health agents)				■		
• Network Services: – Network access, password control, port locking, network security, network administration, server(s) administration, server(s) maintenance, scheduled backups, infrastructure hardware maintenance & problem resolution, network engineering, design and consultation, property management, configuration management				■		