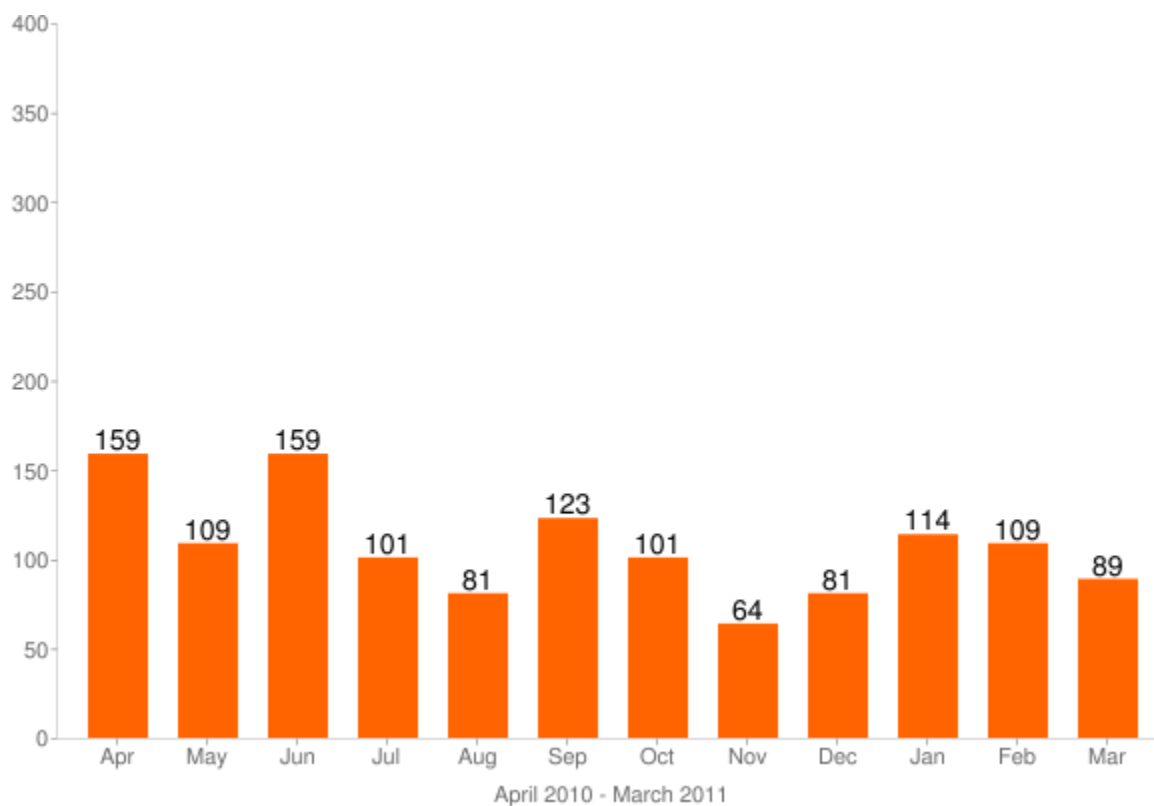


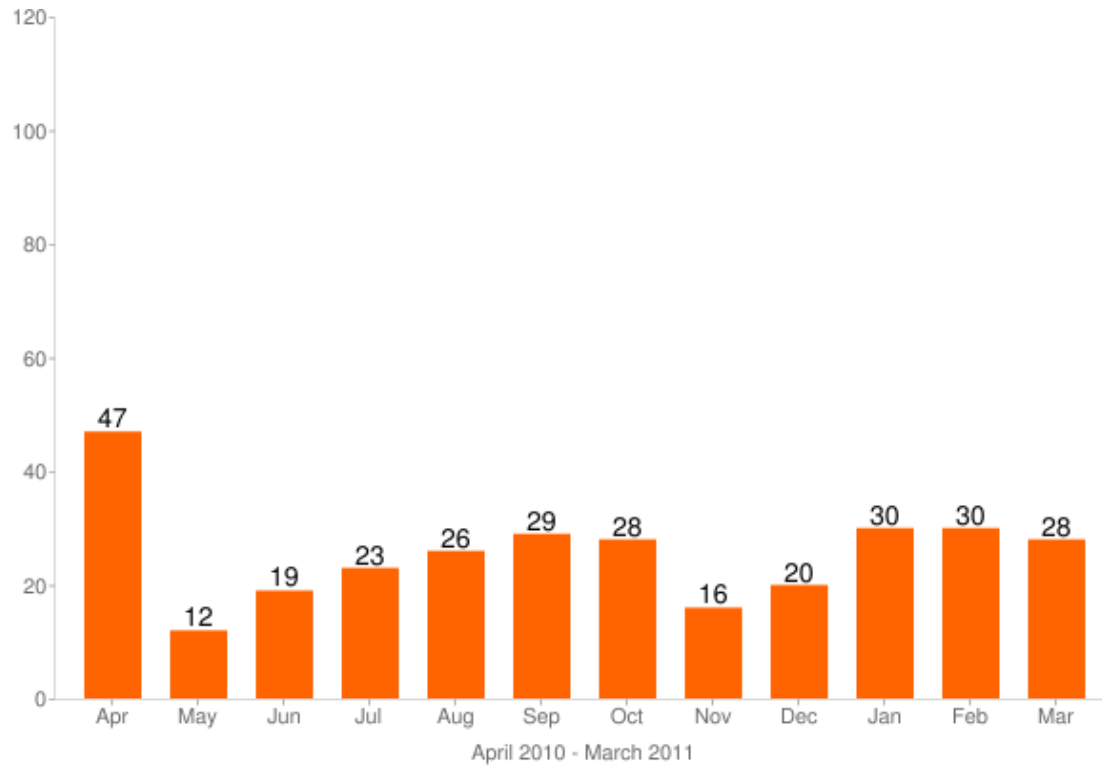


Operational Excellence

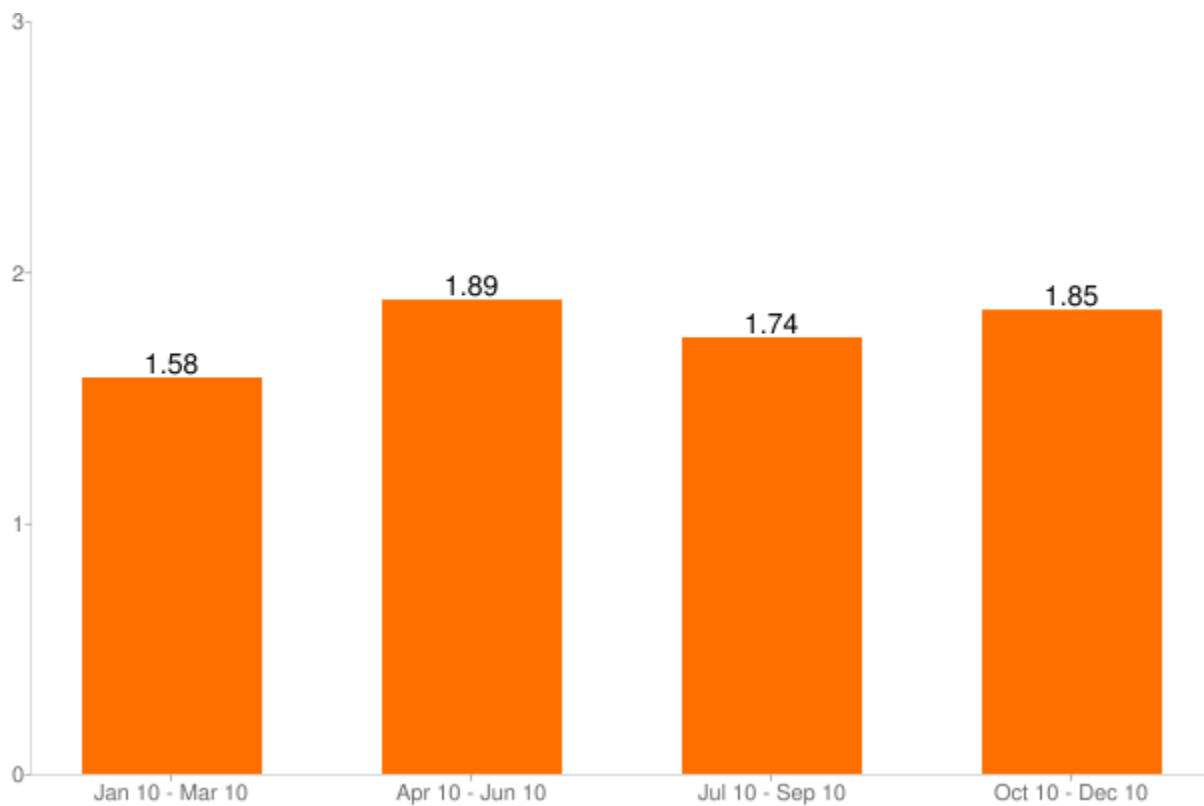
Quantity of SAGE Help Inquiries



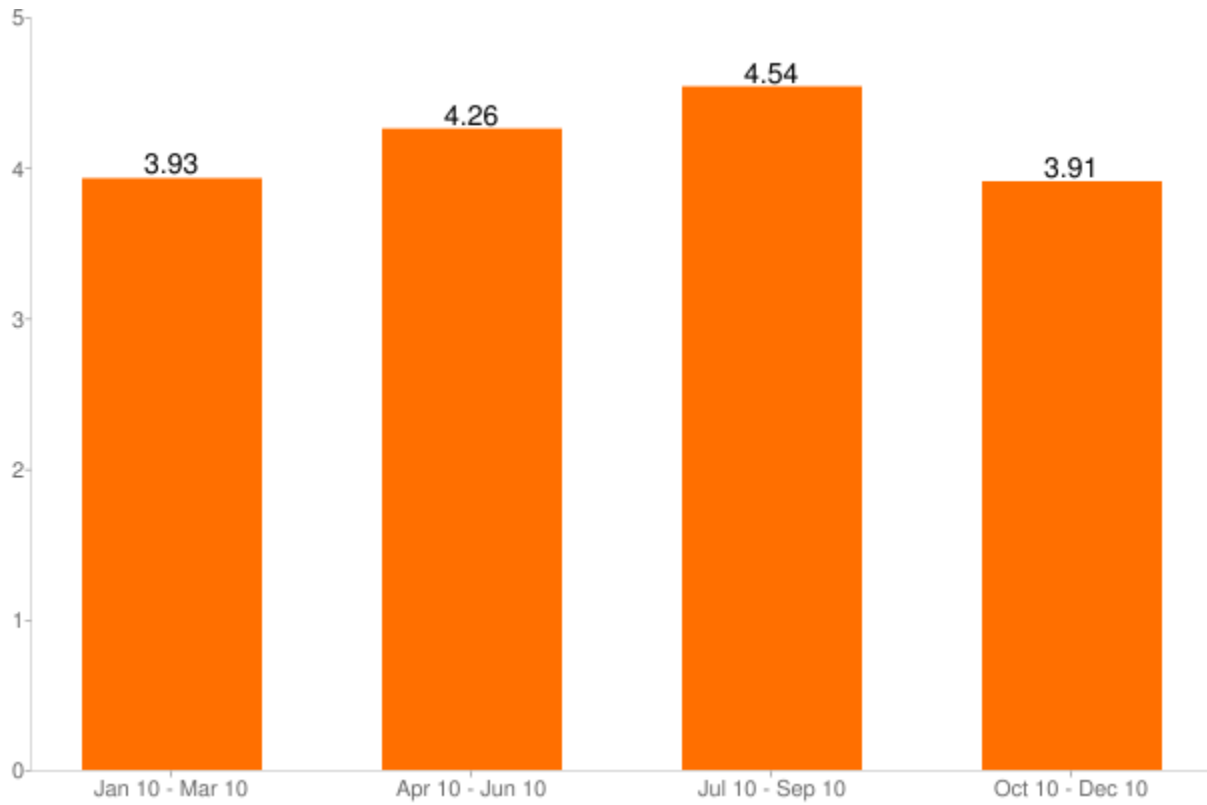
Quantity of Production Support Requests for Research Websites



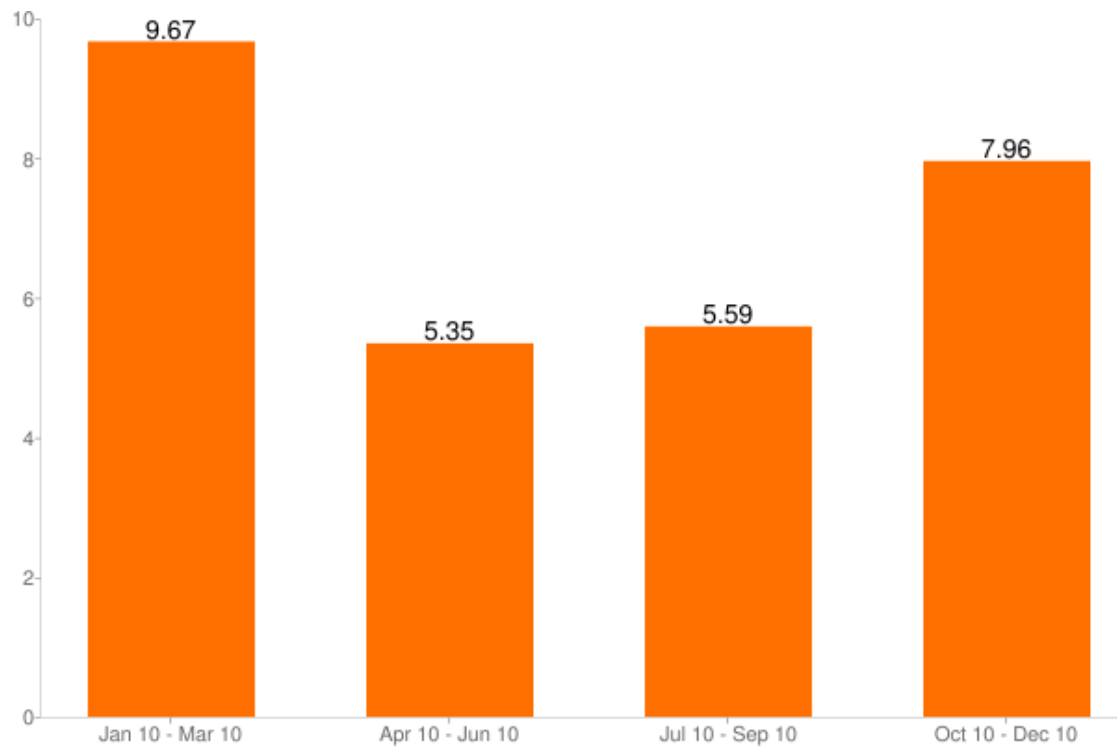
ORIS Turn-Around for Internal Tech Support Requests, High Priority (in days)



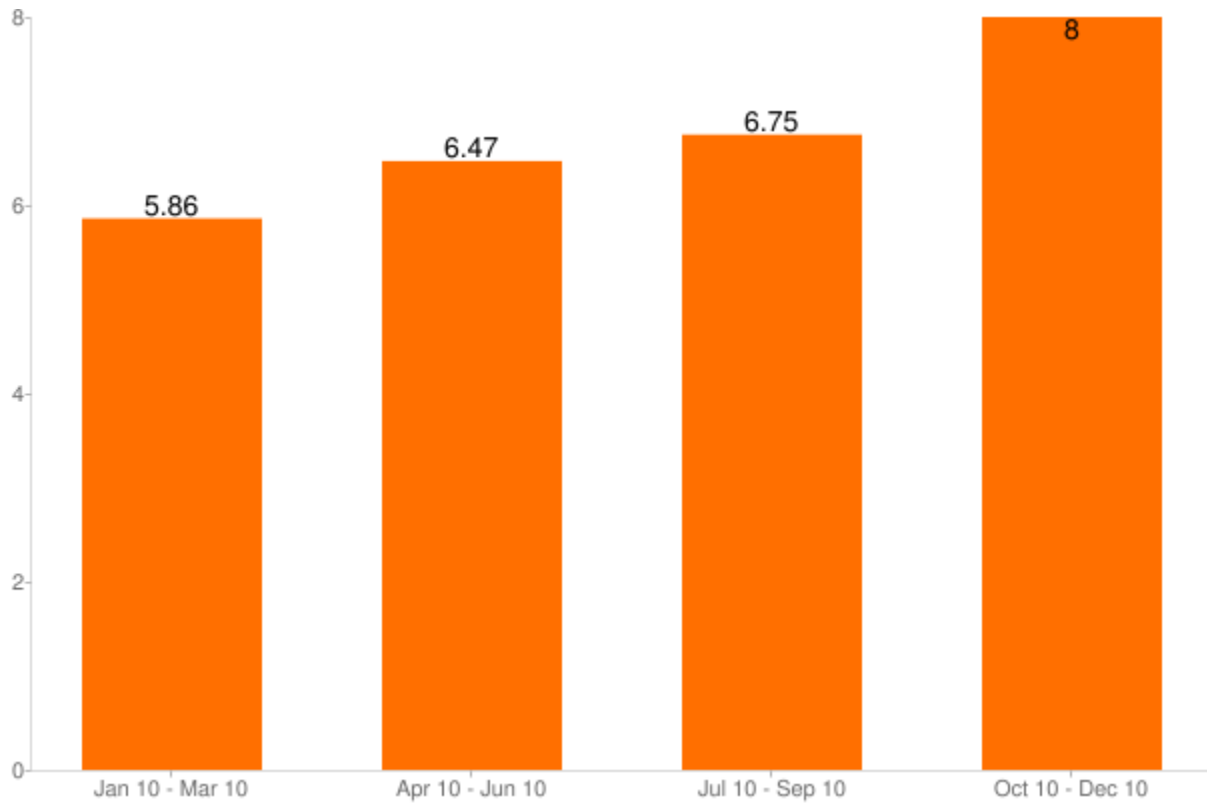
ORIS Turn-Around for Internal Tech Support Requests, Medium Priority (in days)



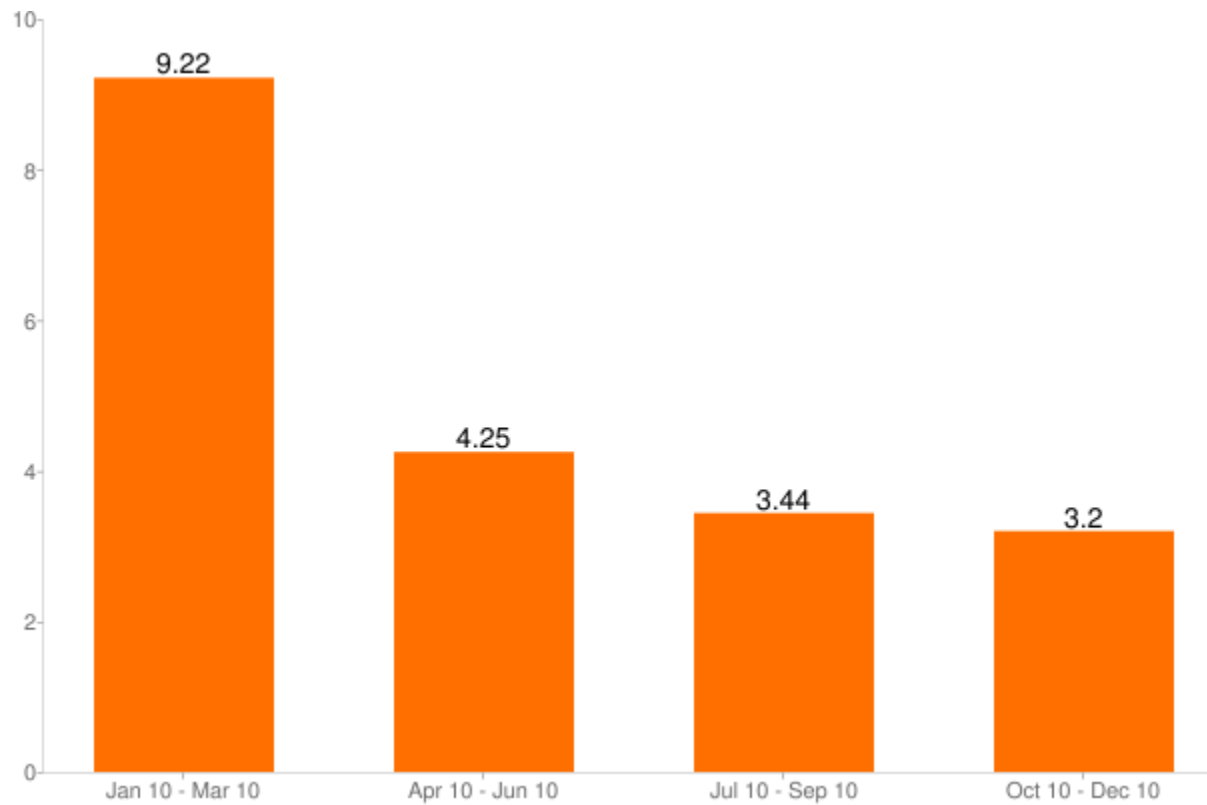
ORIS Turn-Around for Internal Tech Support Requests, Low Priority (in days)



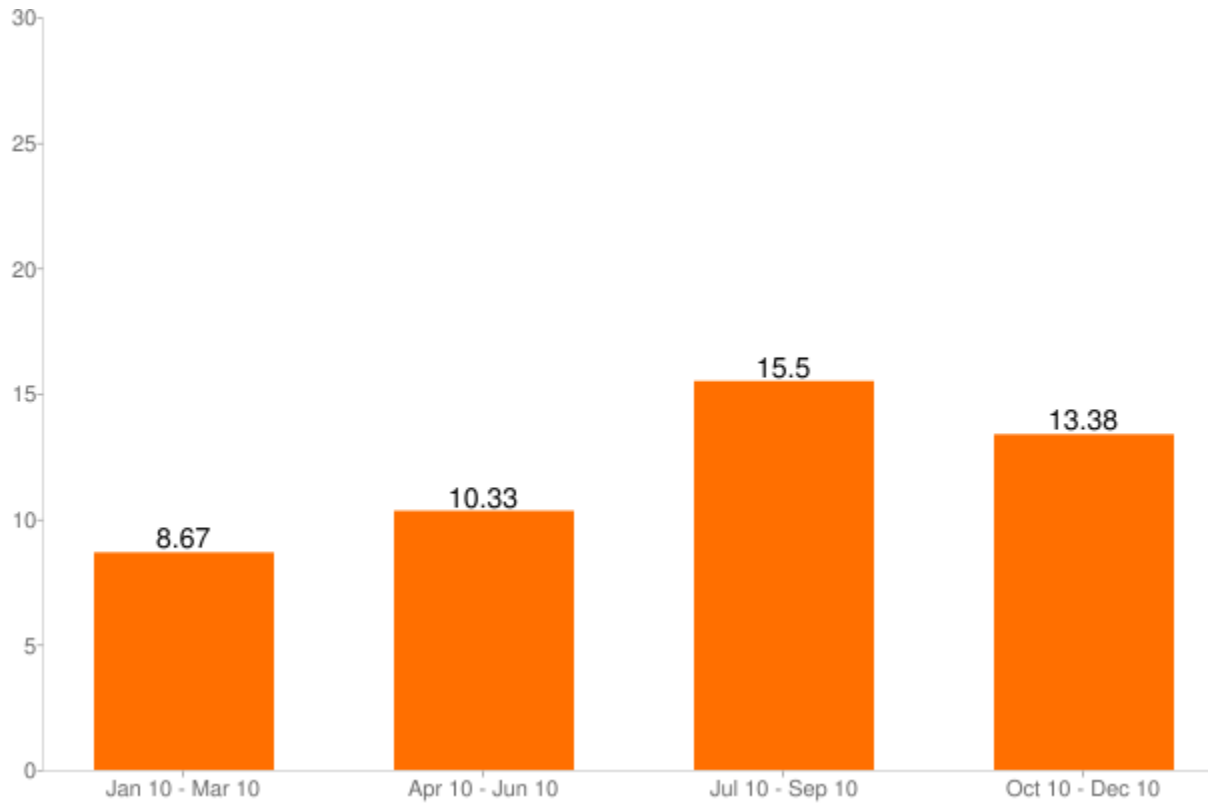
ORIS Turn-Around for Internal Tech Support Requests, Very Low Priority (in days)



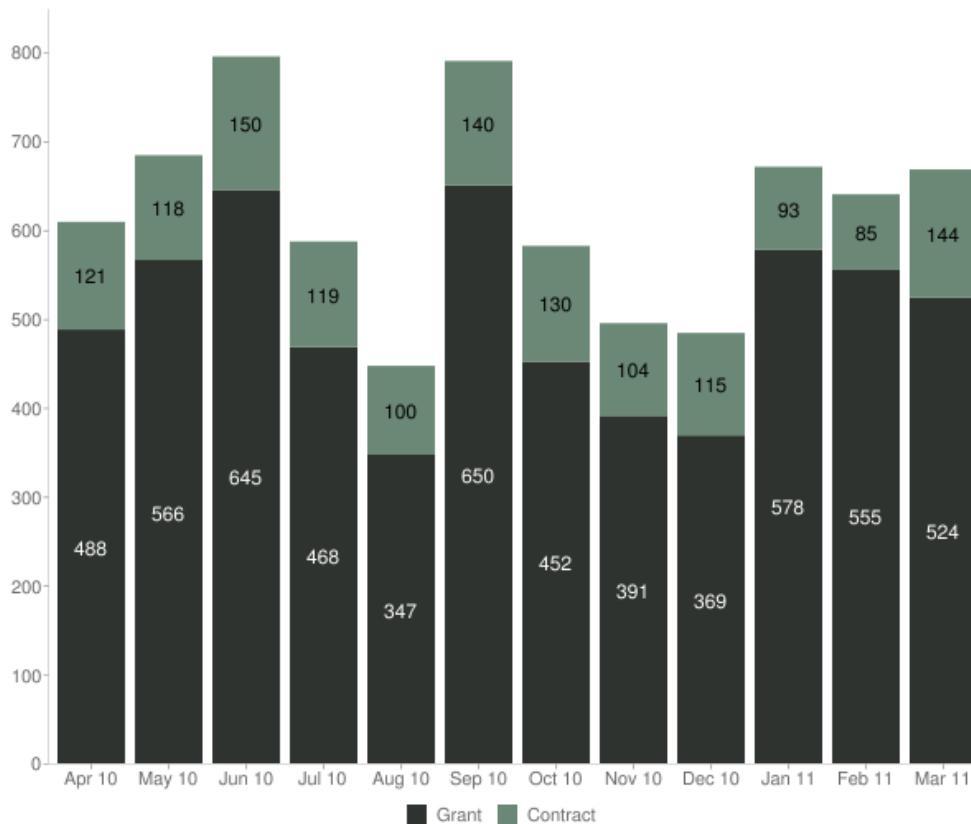
ORIS Turn-Around for Internal Access Requests (in days)



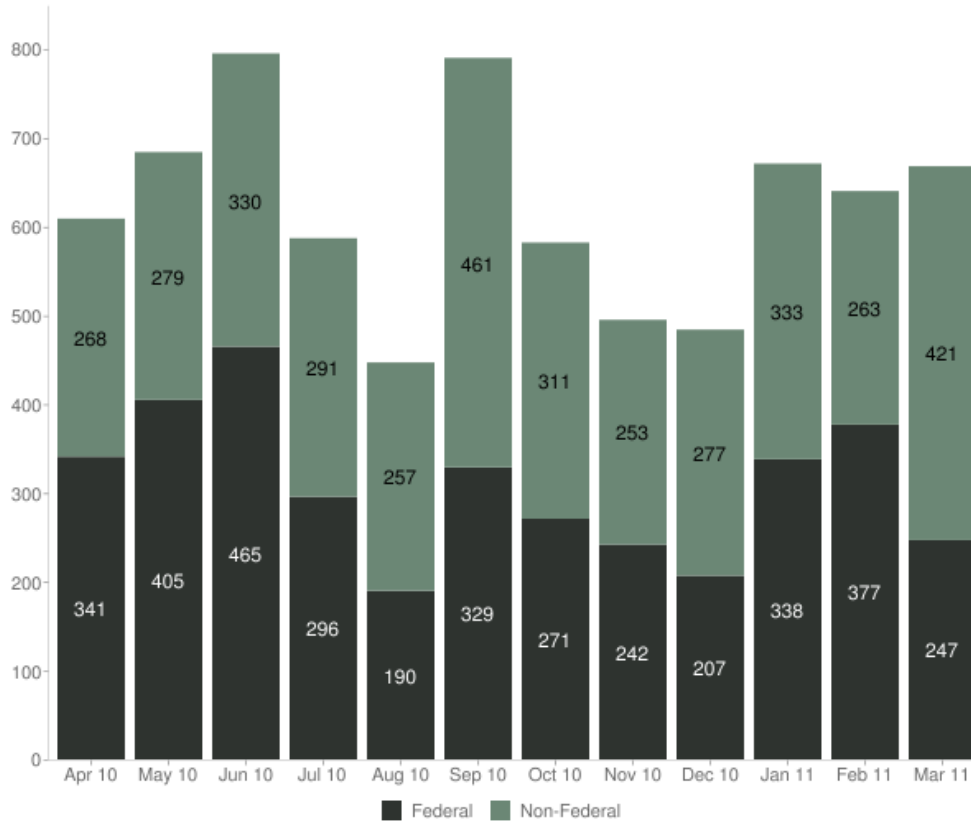
ORIS Turn-Around for Internal Equipment Requests (in days)



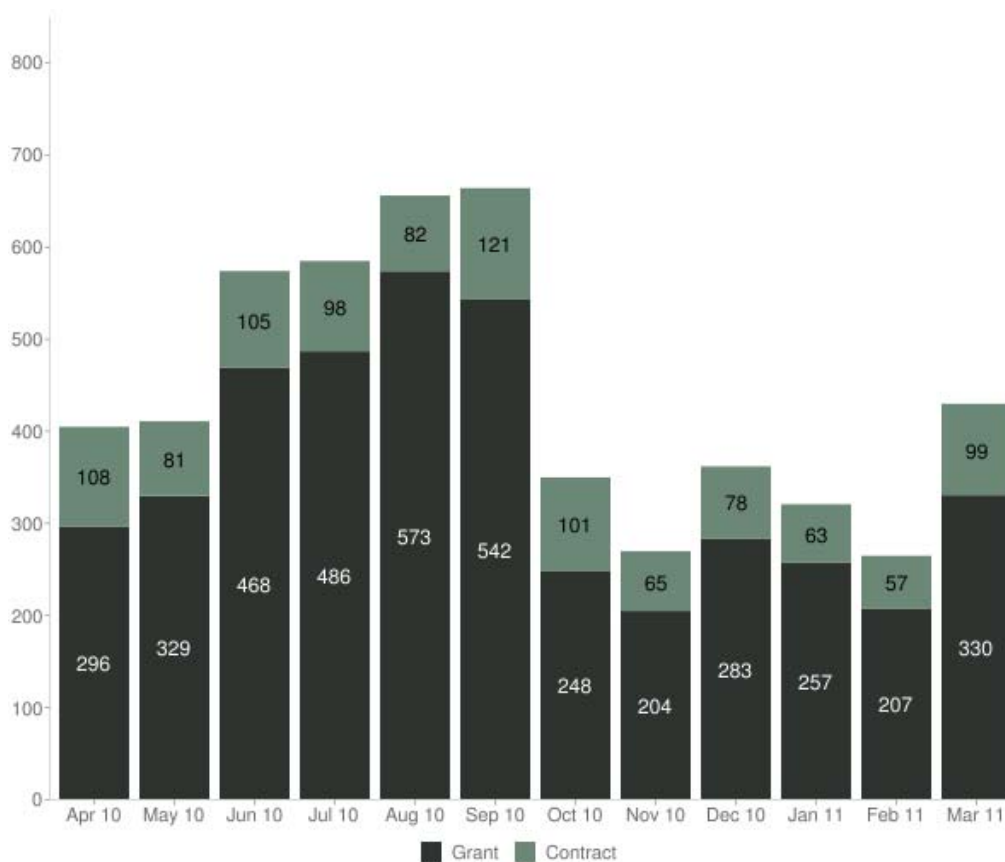
Quantity of Proposals Submitted to OSP by Funding Type



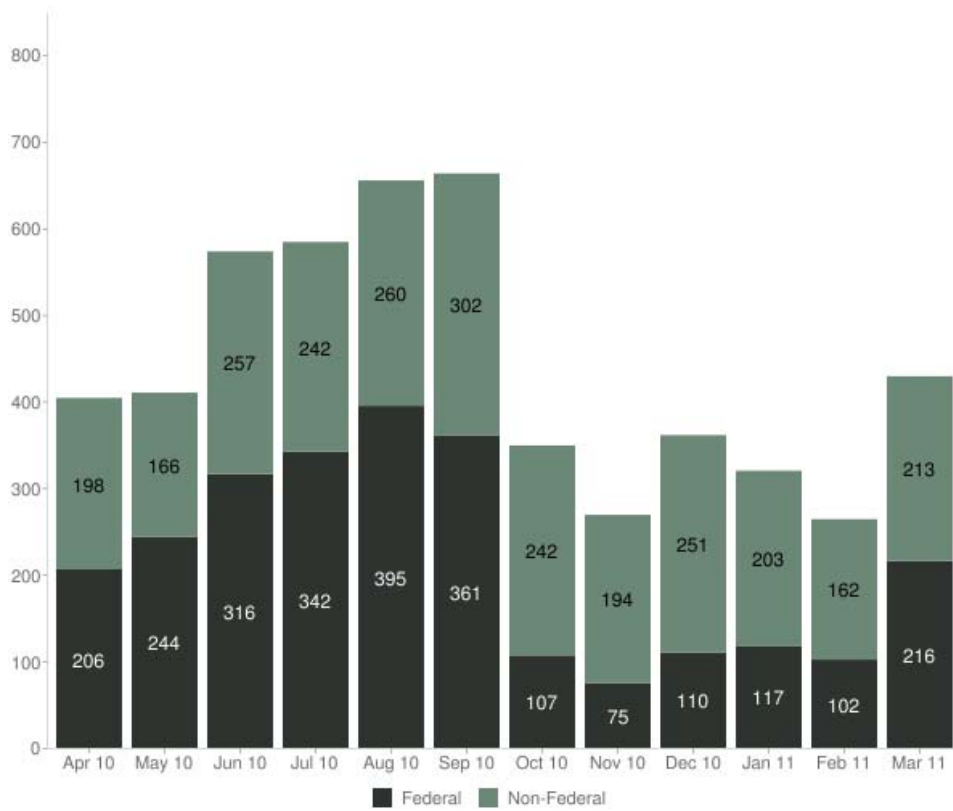
Quantity of Proposals Submitted to OSP by Sponsor Type



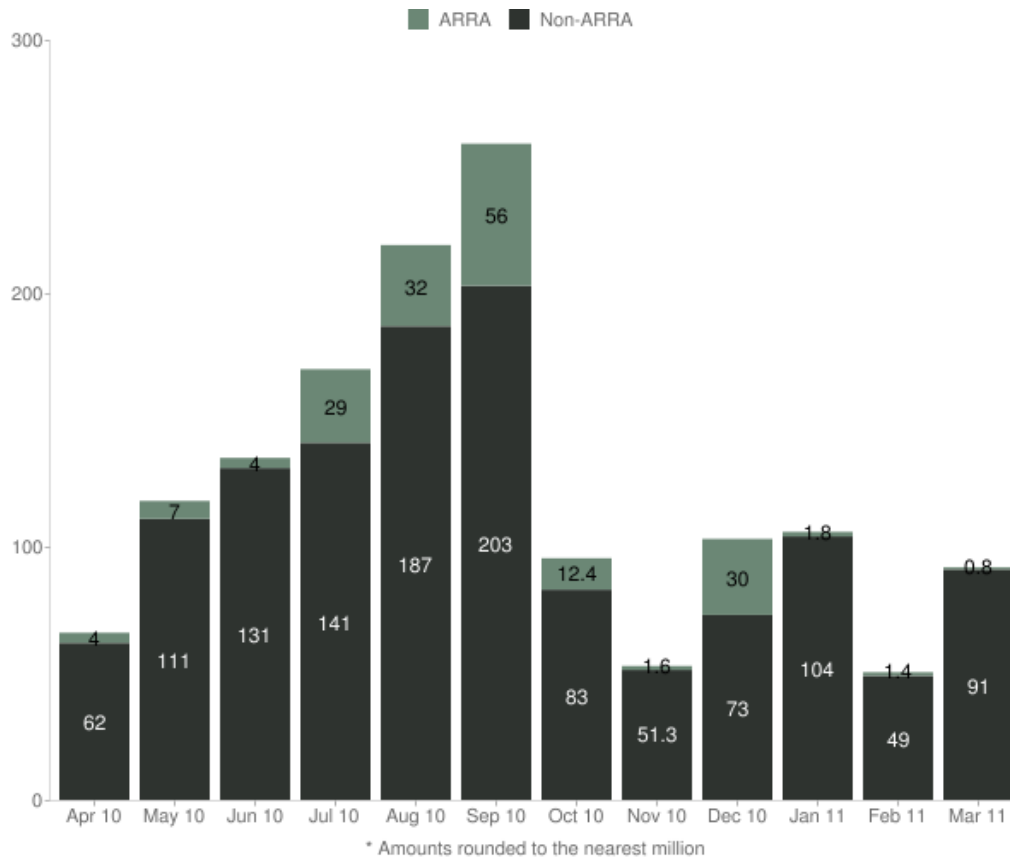
Quantity of Awards Processed by OSP by Funding Type



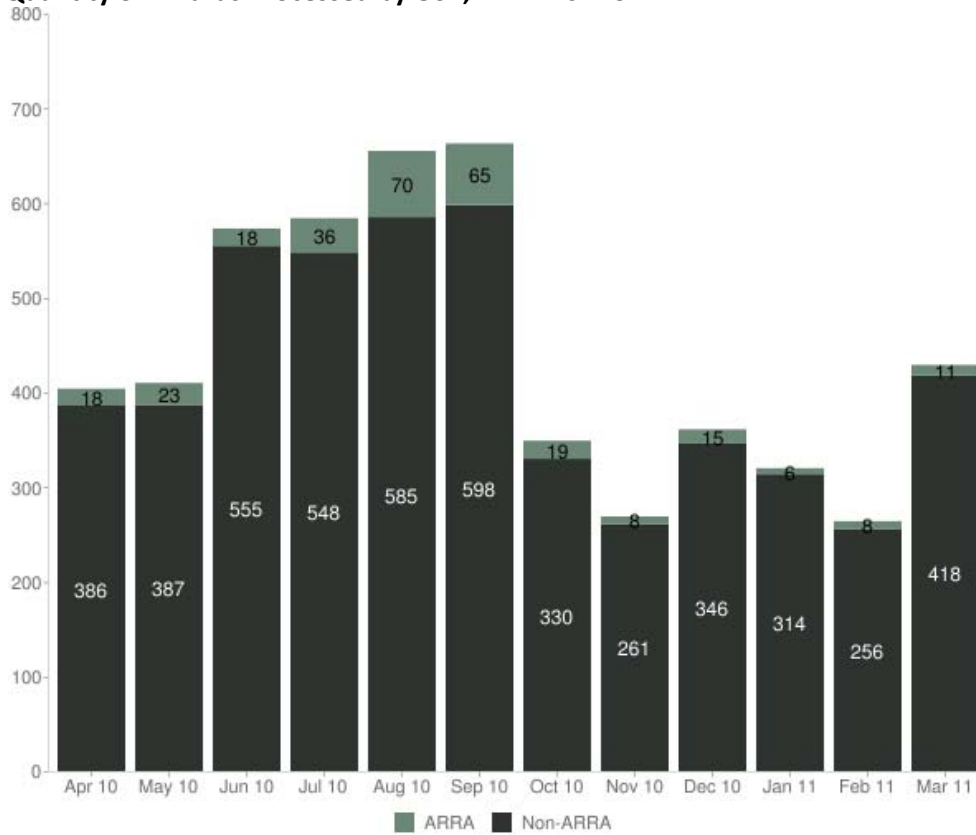
Quantity of Awards Processed by OSP by Sponsor Type



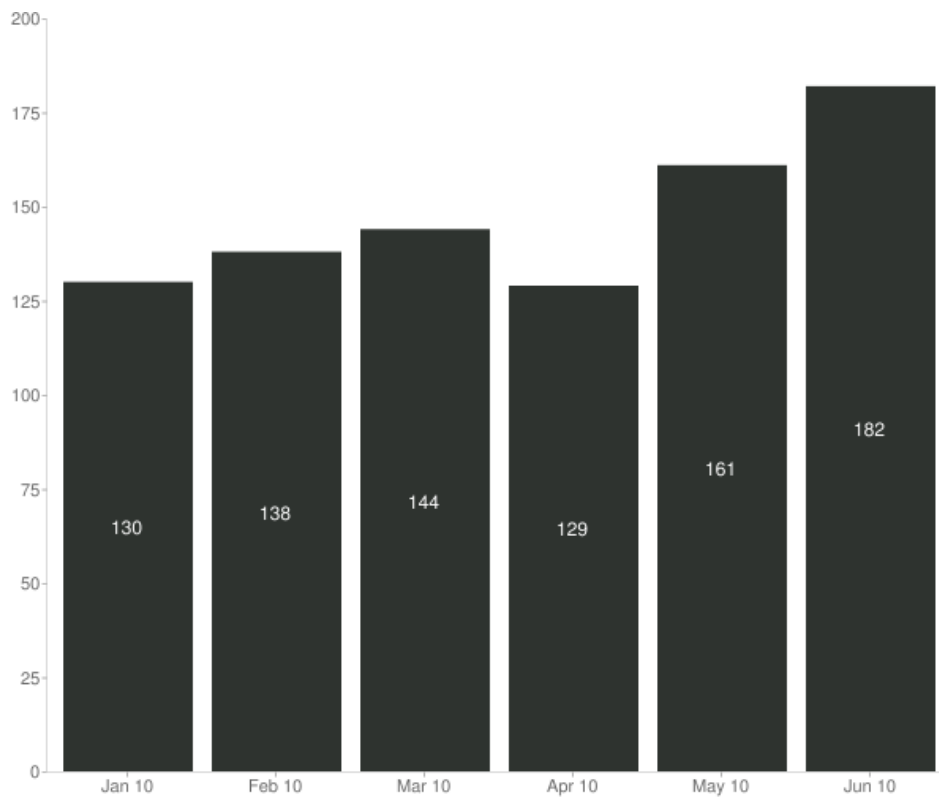
Amount* of Awards Processed by OSP (in millions), ARRA vs. Non-ARRA



Quantity of Awards Processed by OSP, ARRA vs. Non-ARRA



Quantity of New Subcontracts, Renewals and Modifications Processed by OSP



Average OSP Processing Time for Subcontracts, in Days

