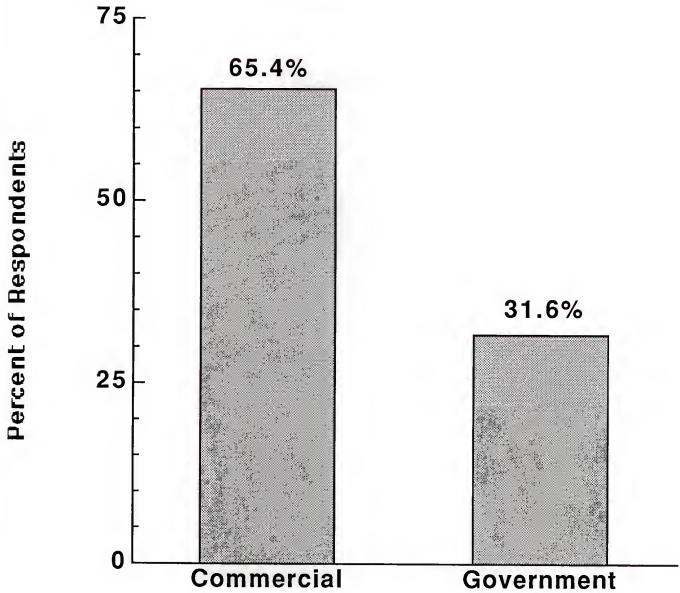


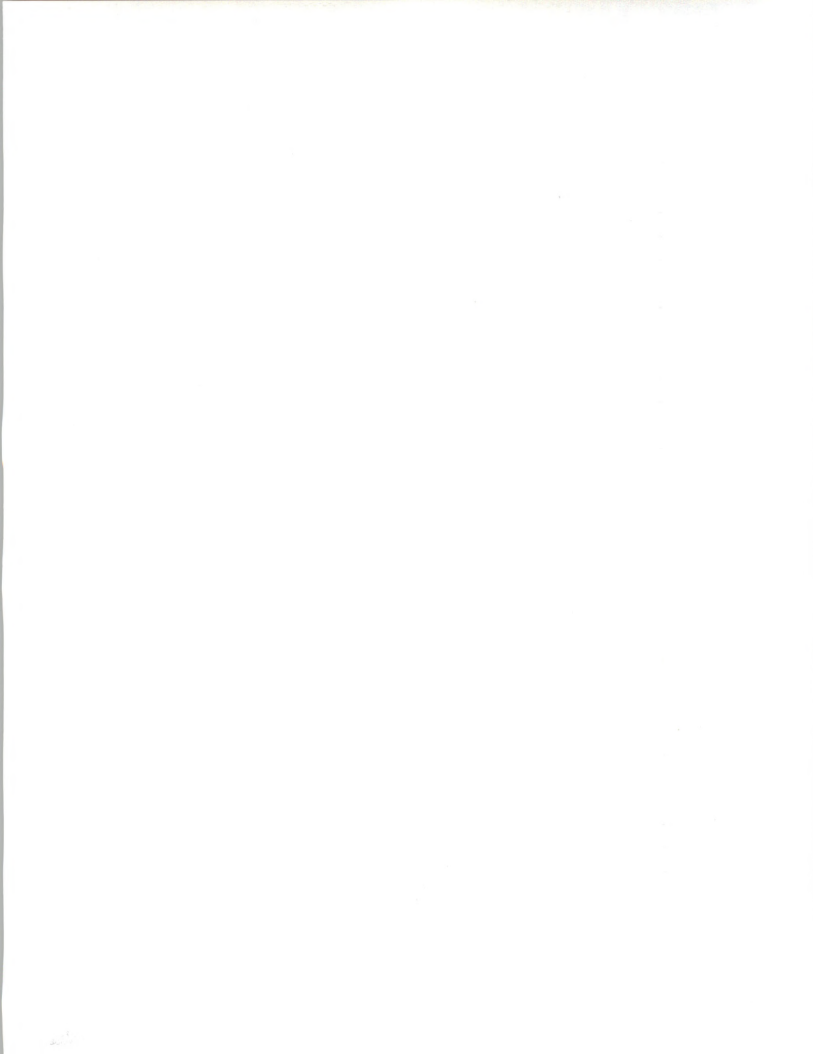
**Presentation to  
Cray**

**July 1986**

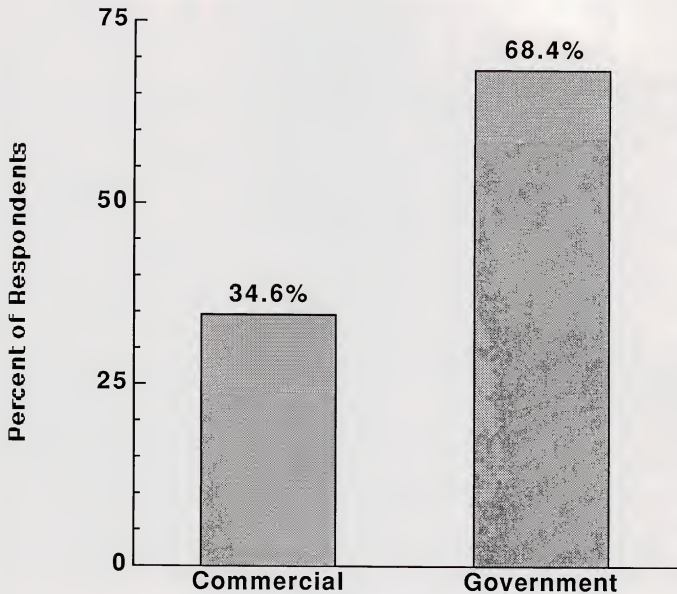


## PRODUCTION (Q1F1)



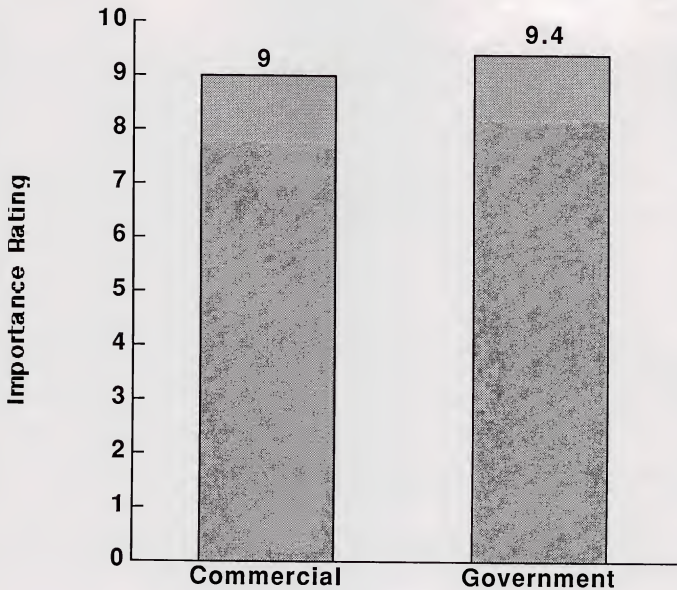


## RESEARCH (Q1F1)





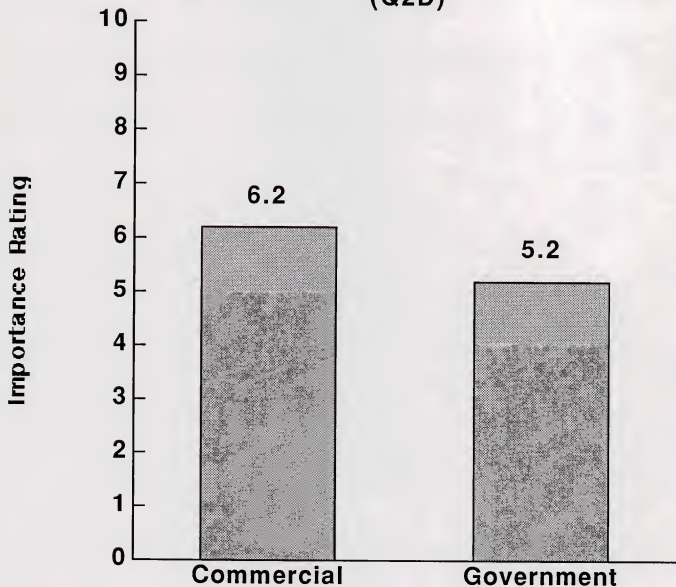
## SYSTEM PERFORMANCE (Q2A)





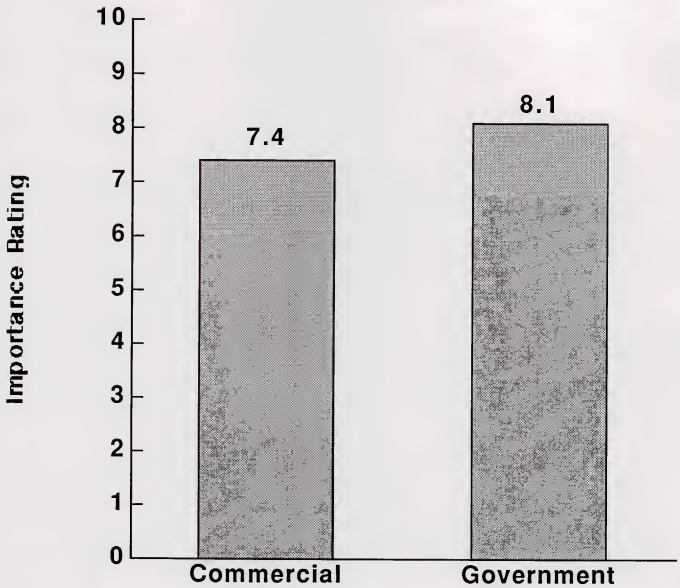


# AVAILABILITY OF APPLICATION SOFTWARE (Q2D)



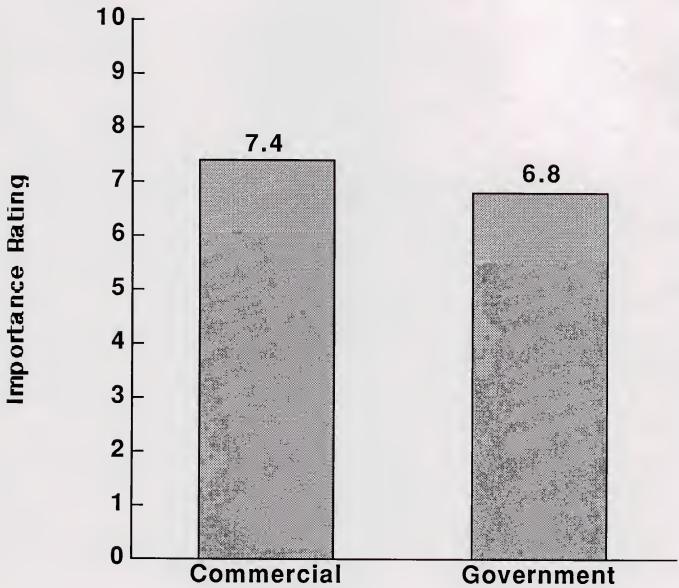


## VENDOR MAINTENANCE REPAIR (Q2E)



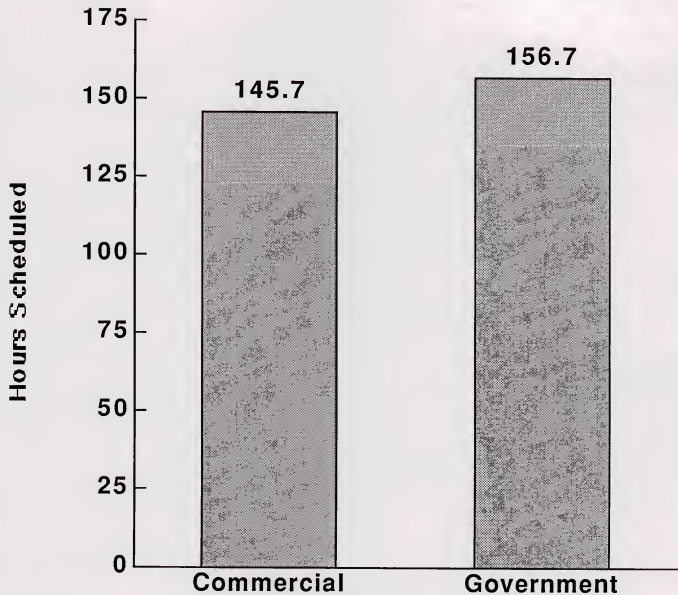


## OVERALL SYSTEM PRICE (Q2F)





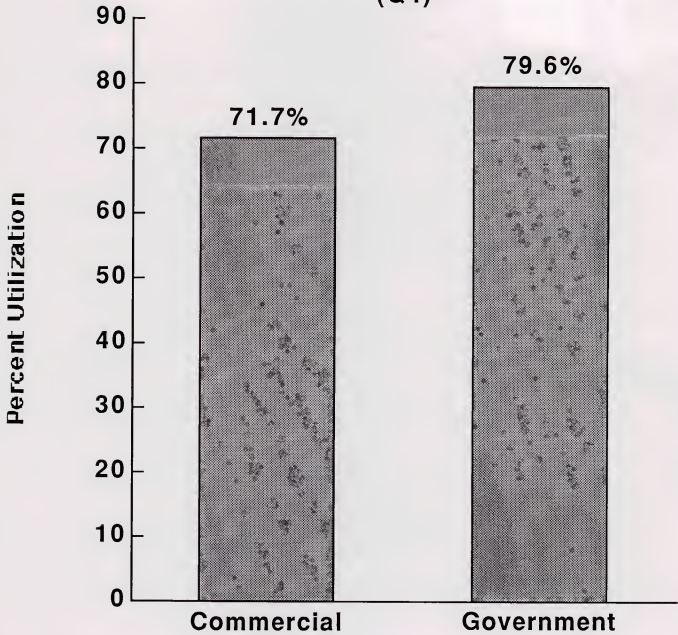
### HOURS/WEEK SCHEDULED (Q3)





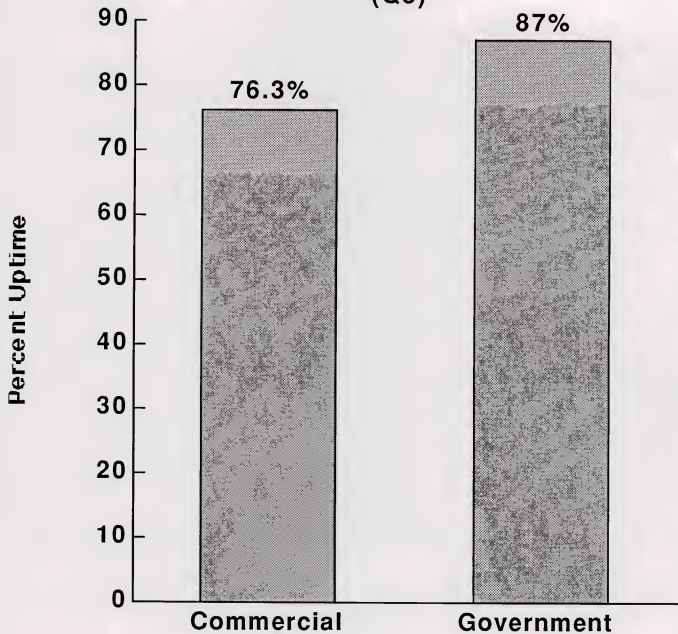


**PERCENT UTILIZATION (PAST MO.)  
(Q4)**



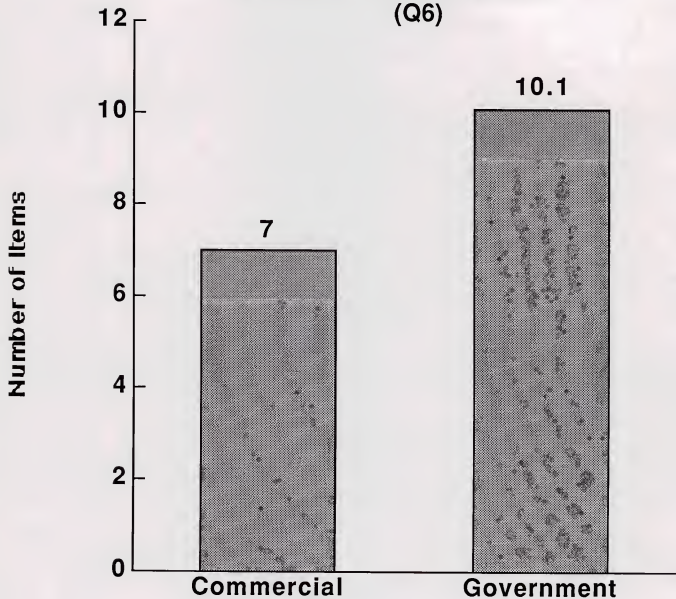


**PERCENT UPTIME (6 MO.)  
(Q5)**



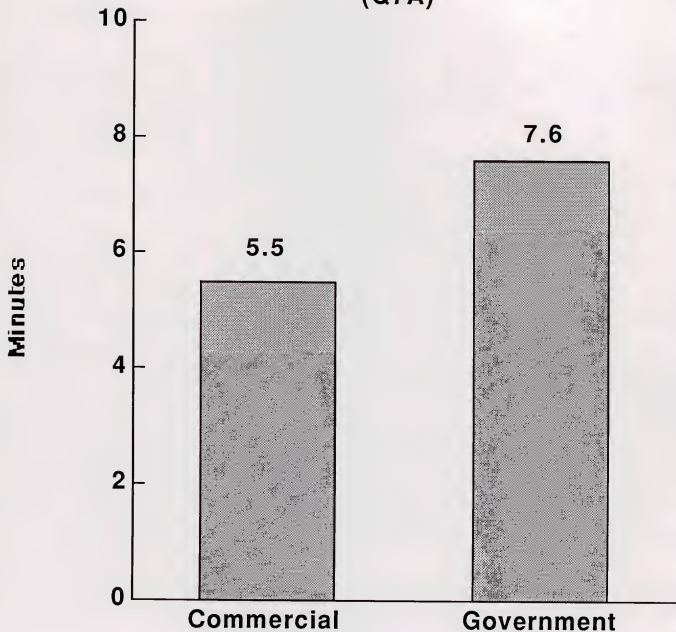


NUMBER OF HARDWARE OR SOFTWARE  
INTERRUPTIONS/MONTH  
(Q6)





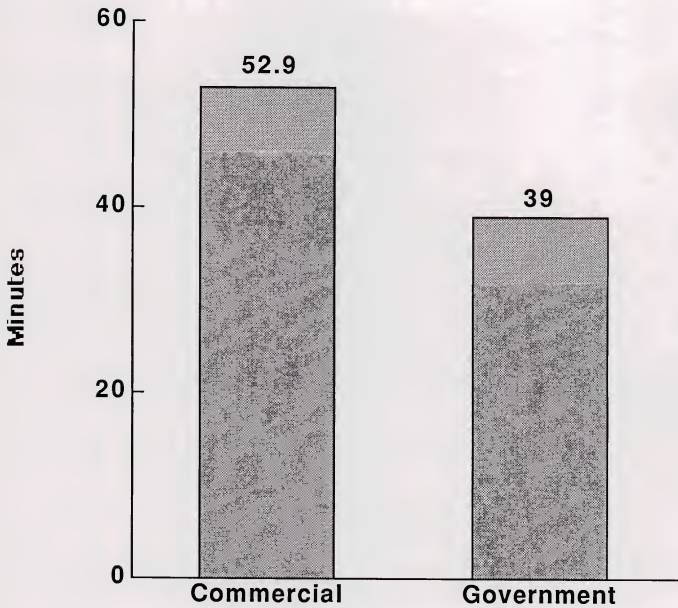
**RESPONSE TIME FOR REGULAR SHIFT  
(Q7A)**







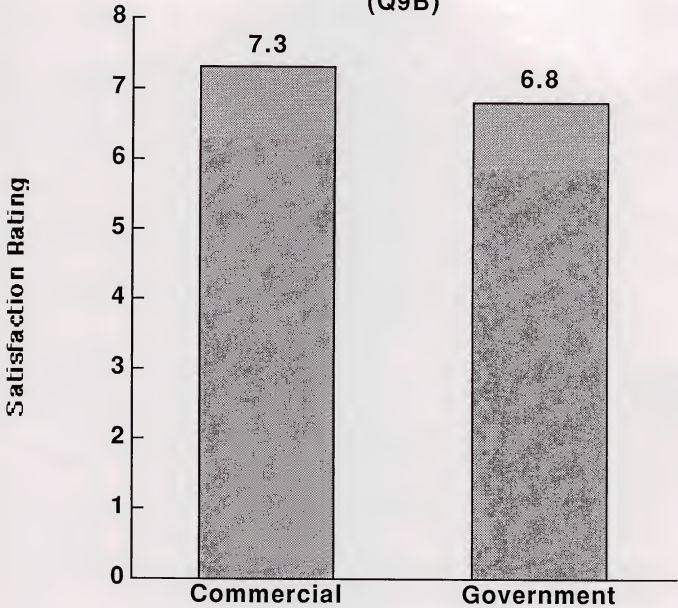
## RESPONSE TIME FOR OFF SHIFT (Q7B)





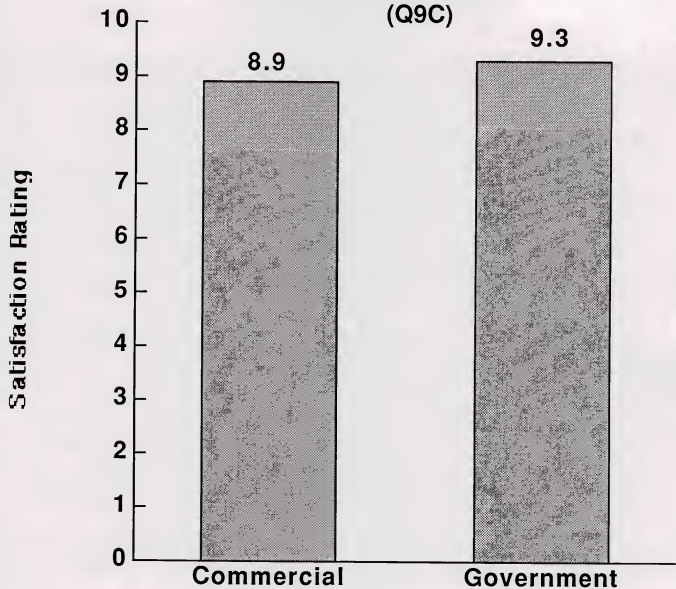
# PERIPHERAL AVAILABILITY/RELIABILITY

(Q9B)



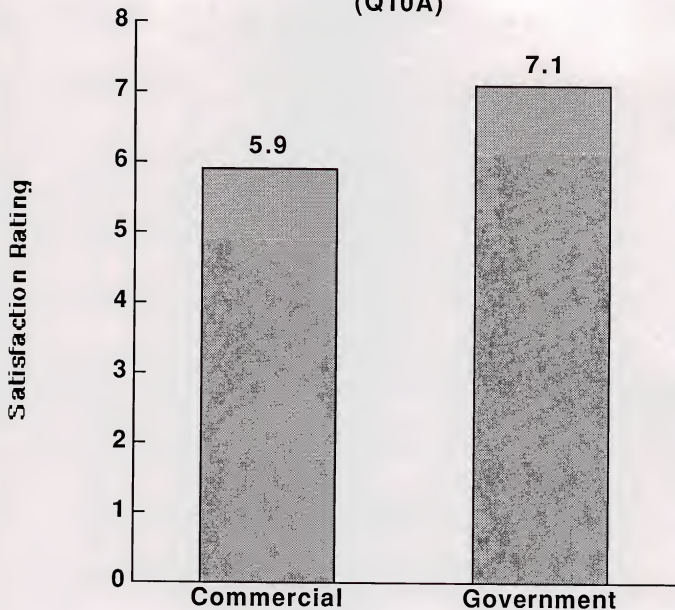


# HARDWARE MAINTENANCE RESPONSE TIME (Q9C)





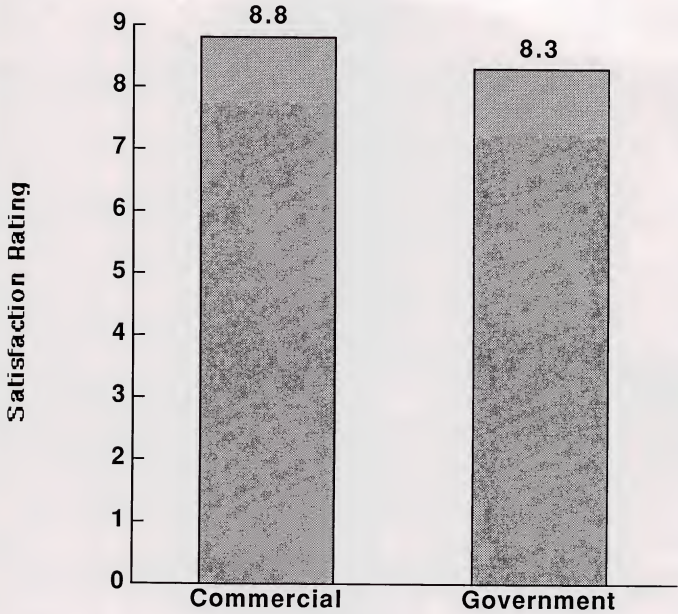
## QUALITY OF DIAGNOSTIC PROCEDURES (Q10A)





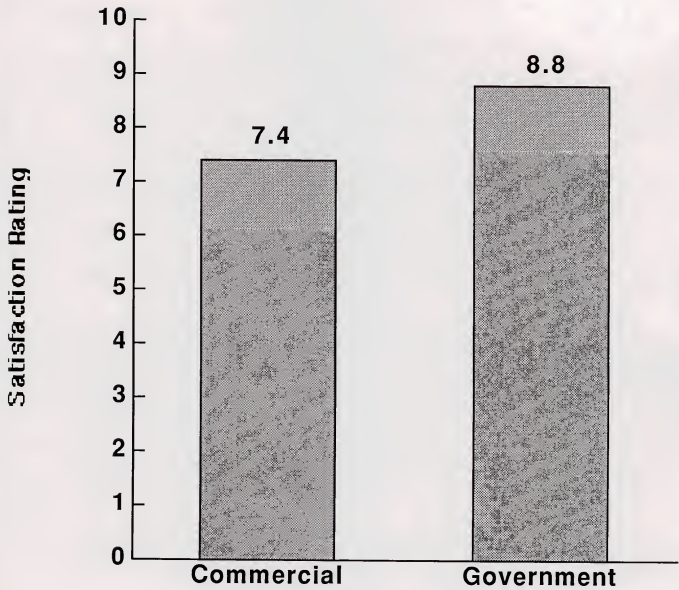


## HARDWARE DOCUMENTATION (Q11B2)



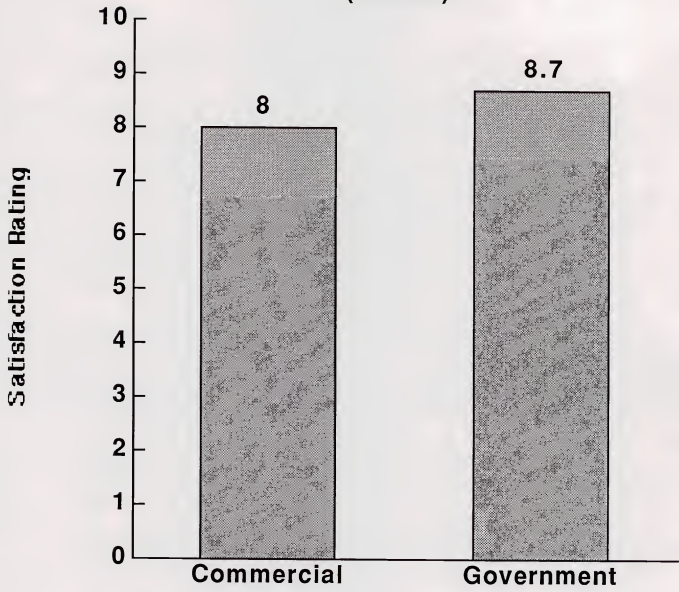


## ESCALATION PROCEDURES (Q11D2)



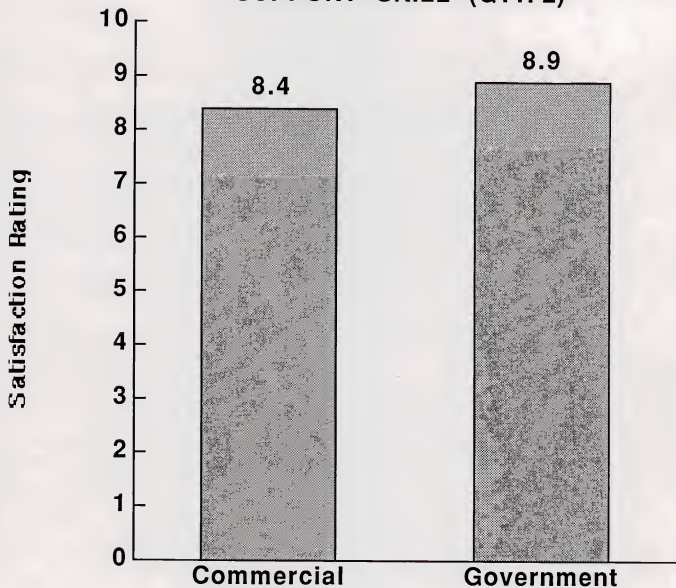


**ON-SITE CUSTOMER ENGINEER SKILL  
(Q11E2)**





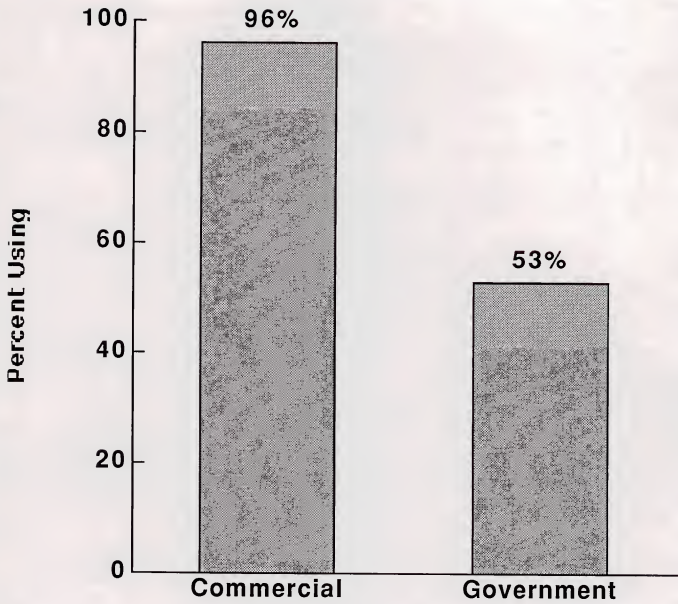
### FIELD HARDWARE TECHNICAL SUPPORT SKILL (Q11F2)





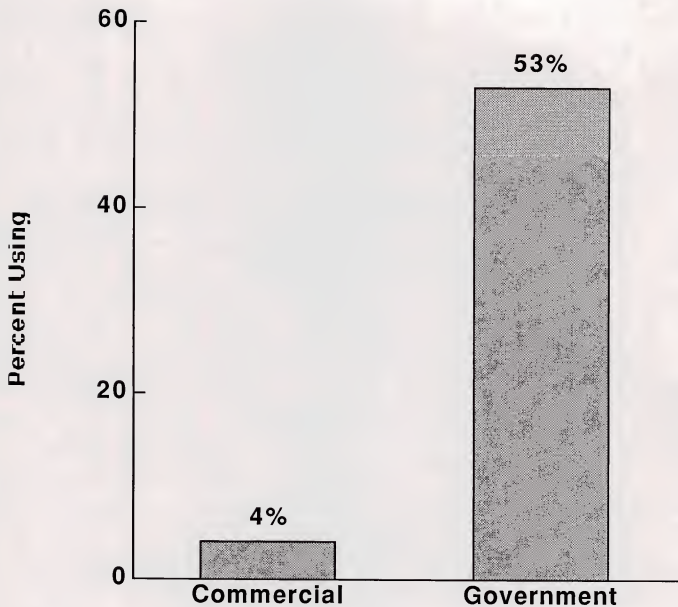


### COS (Q12A)



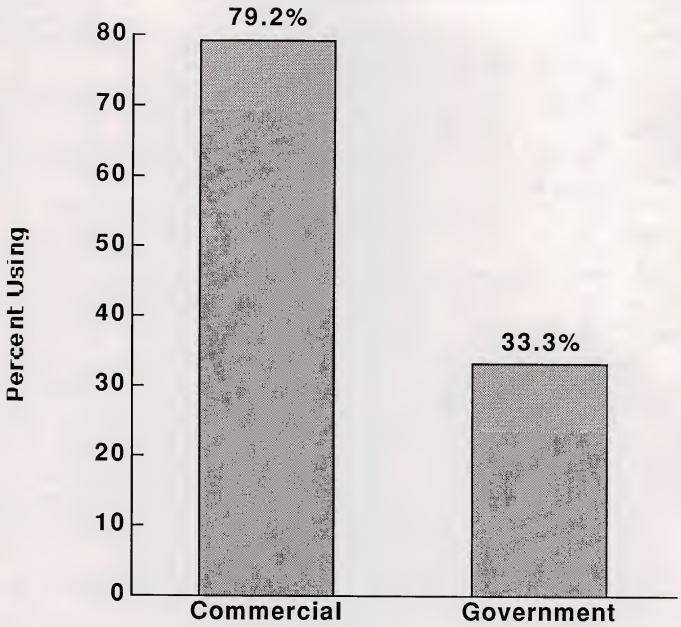


# CTSS (Q12B)



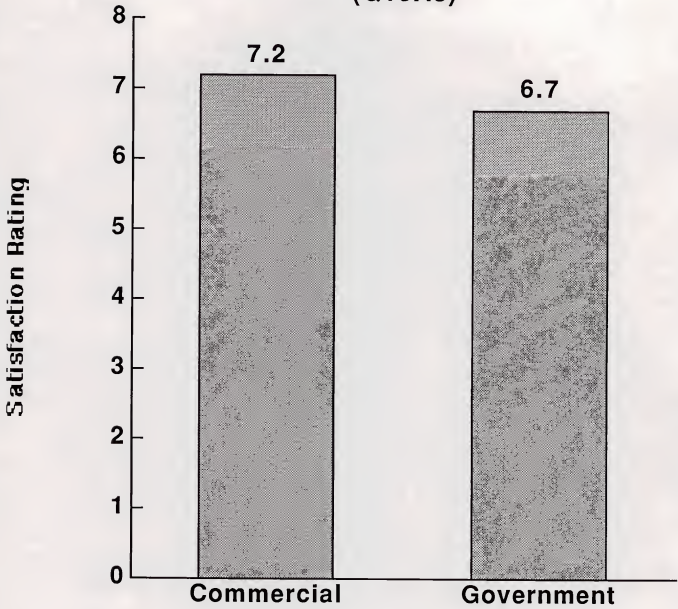


### STATION (Q12E)





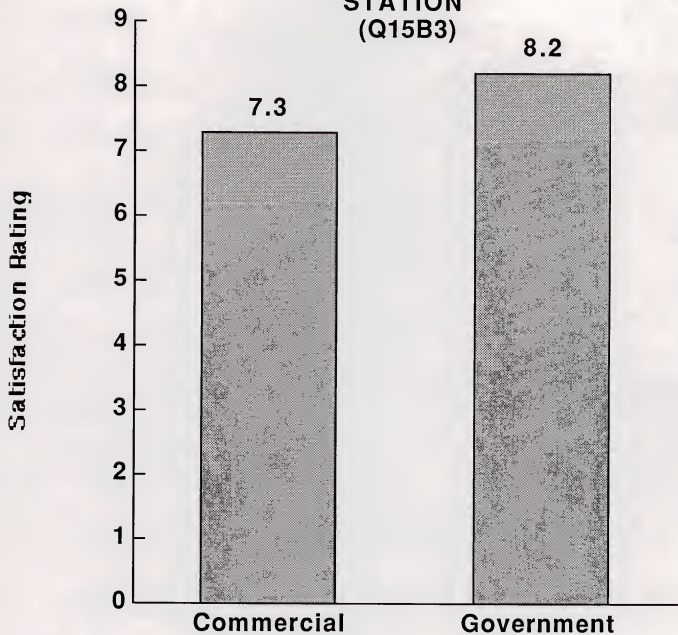
**STATION AVAILABILITY/RELIABILITY  
(Q15A3)**





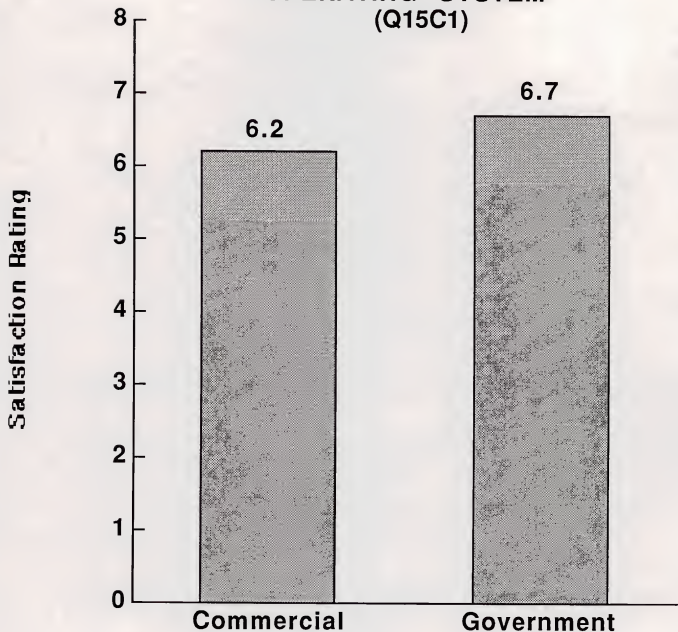


**SOFTWARE MAINTENANCE RESPONSE  
TIME:  
STATION  
(Q15B3)**



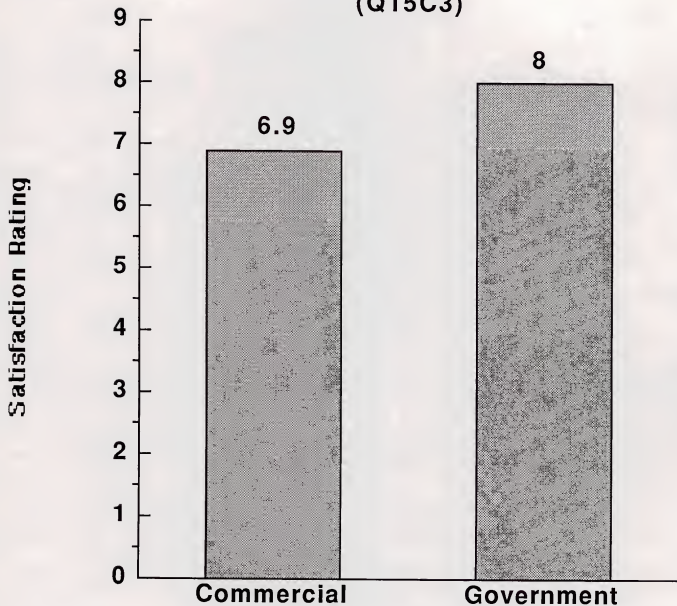


**SOFTWARE MAINTENANCE REPAIR TIME:  
OPERATING SYSTEM  
(Q15C1)**



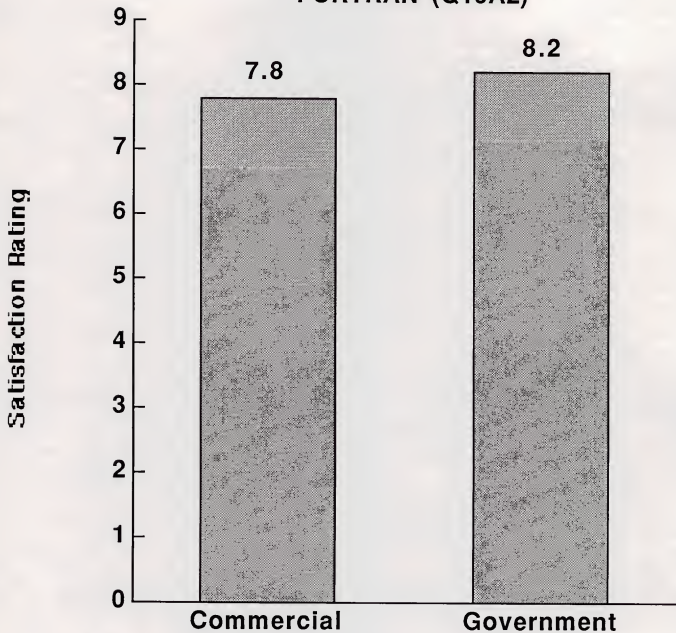


**SOFTWARE MAINTENANCE REPAIR:  
STATION  
(Q15C3)**





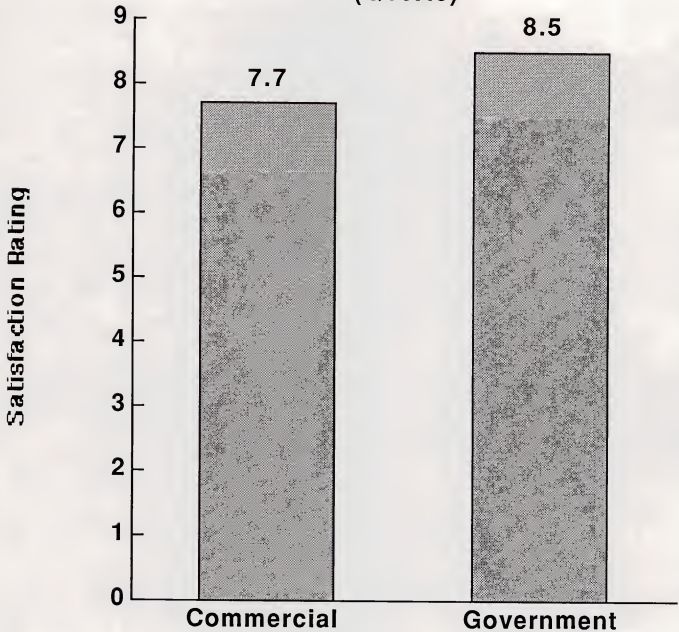
**ON-SITE SOFTWARE ANALYST:  
FORTRAN (Q16A2)**





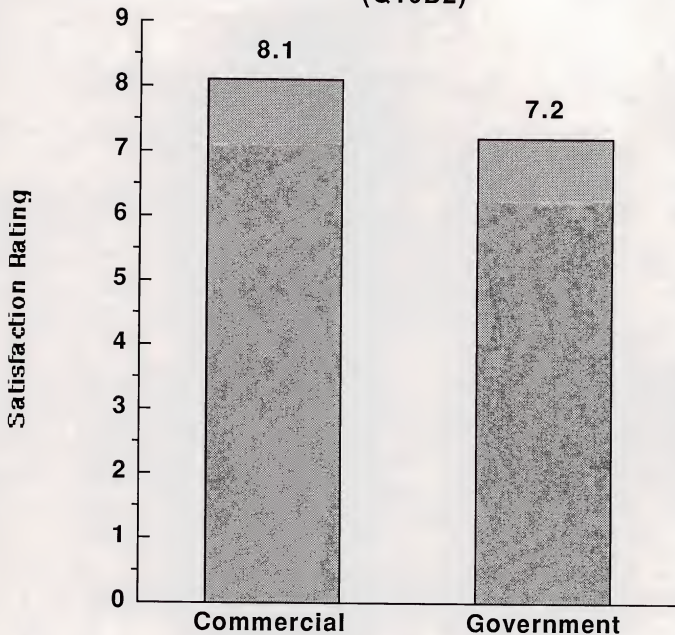


**ON-SITE SOFTWARE ANALYST: STATION  
(Q16A3)**





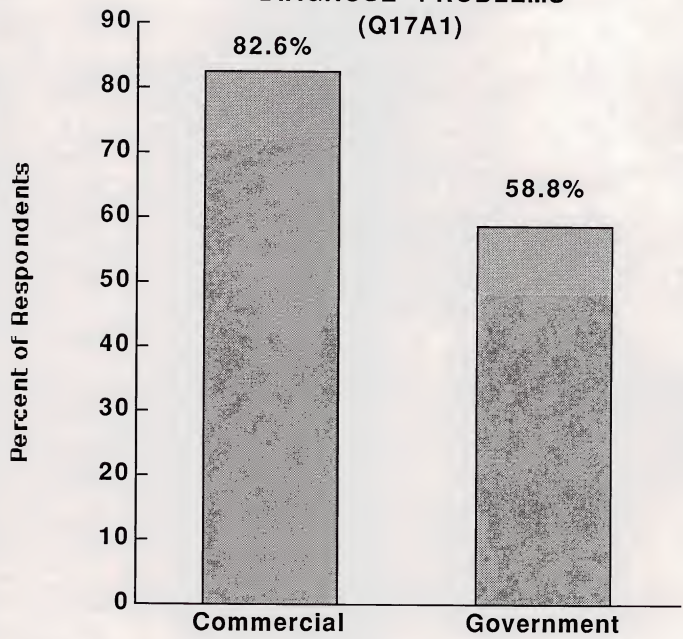
**FIELD SOFTWARE ANALYST: FORTRAN  
(Q16B2)**





**NOW WORK WITH CRI TO  
DIAGNOSE PROBLEMS**

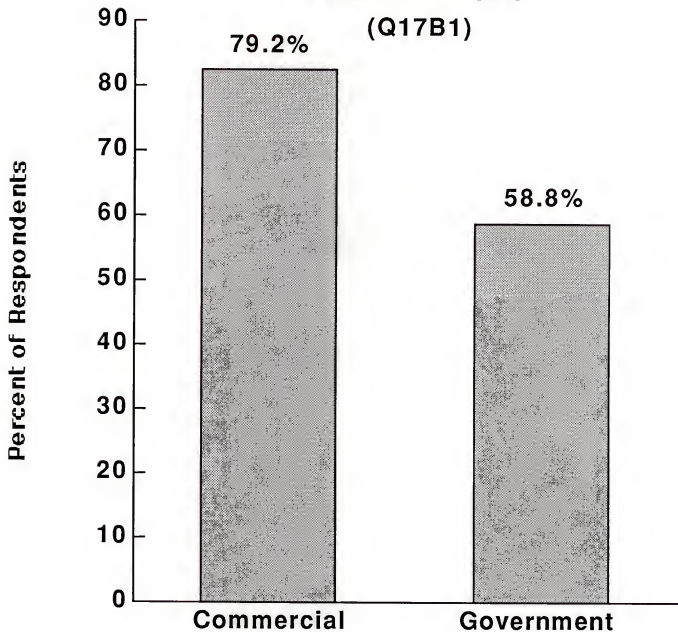
**(Q17A1)**

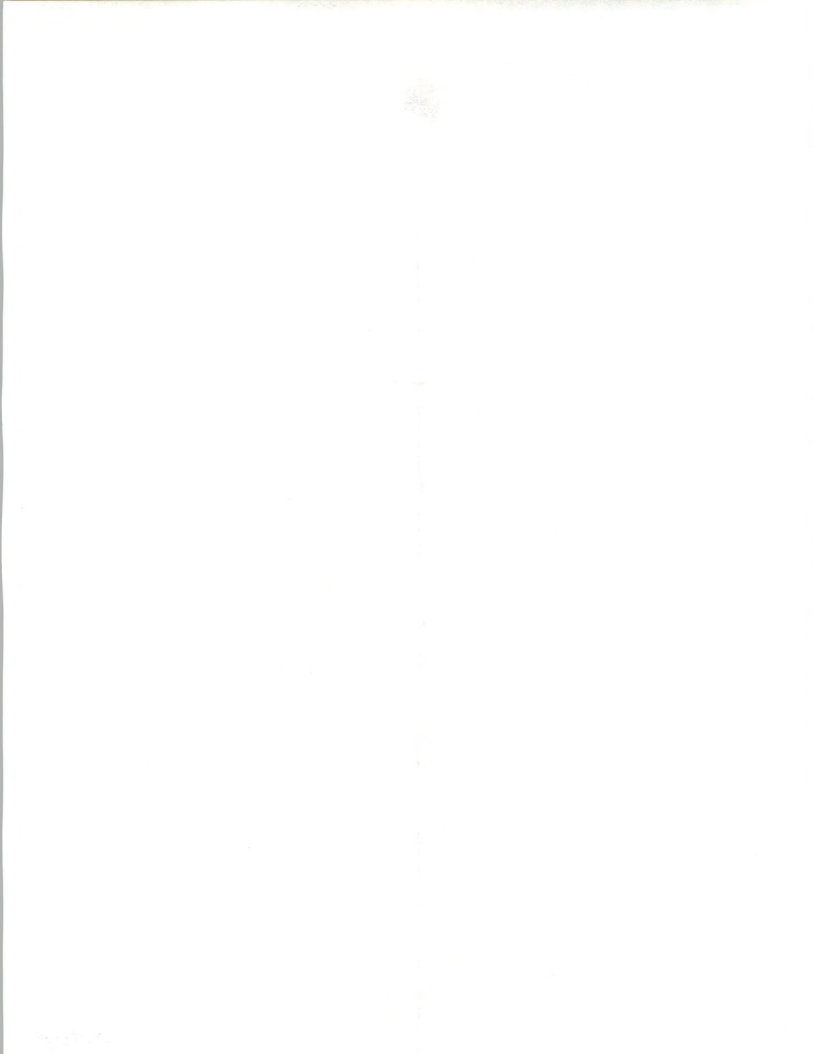




# NOW HELP INSTALL PATCHES OR MODIFICATIONS

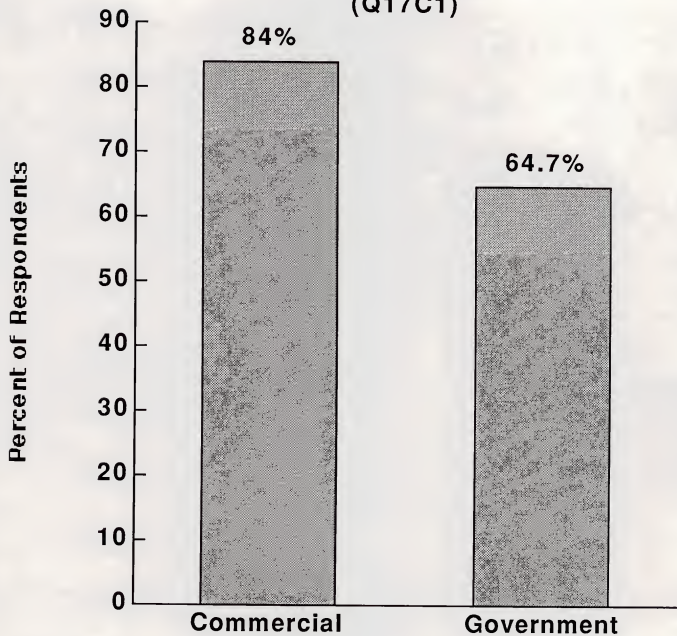
(Q17B1)





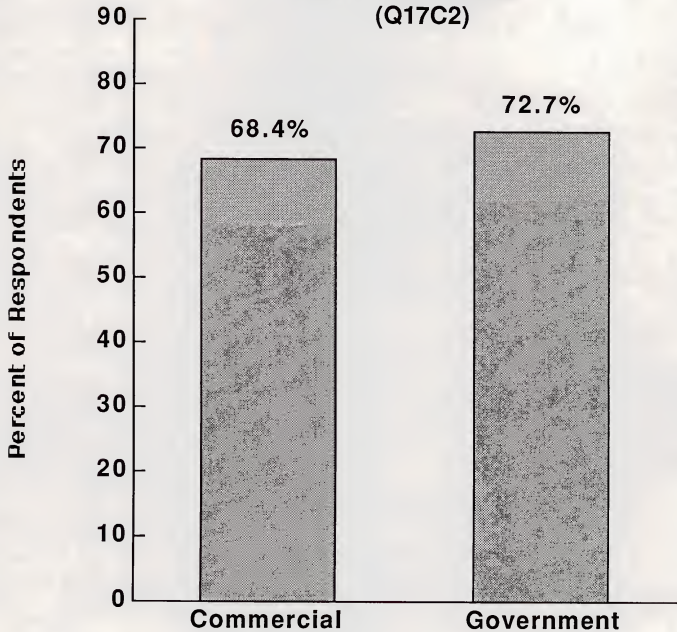


**CURRENTLY HELP INSTALL NEW  
RELEASES  
(Q17C1)**



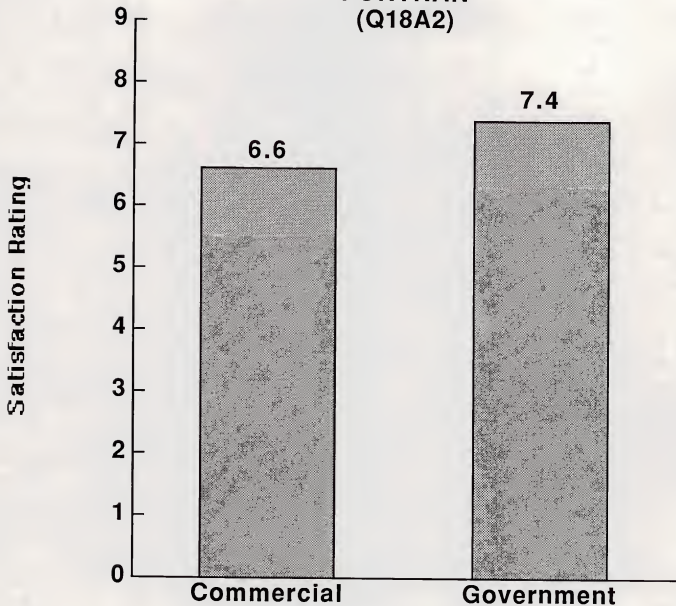


**WOULD CONSIDER INSTALLING  
NEW RELEASES  
(Q17C2)**



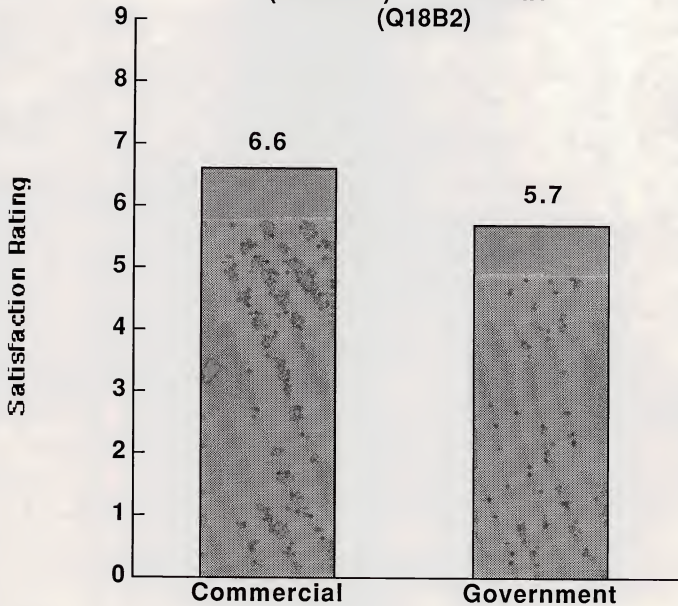


**SYSTEM SOFTWARE DOCUMENTATION:  
FORTRAN  
(Q18A2)**





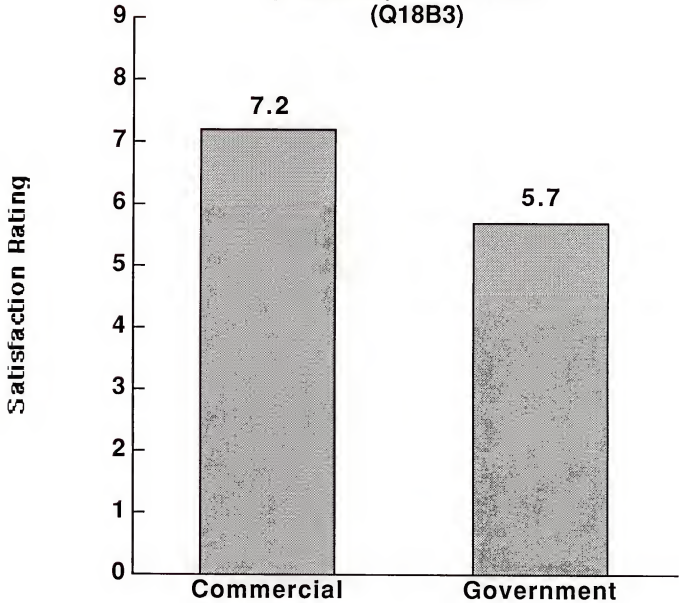
**SYSTEM SOFTWARE TRAINING  
(ON-SITE): FORTRAN  
(Q18B2)**







**SYSTEM SOFTWARE TRAINING  
(ON-SITE): STATION  
(Q18B3)**

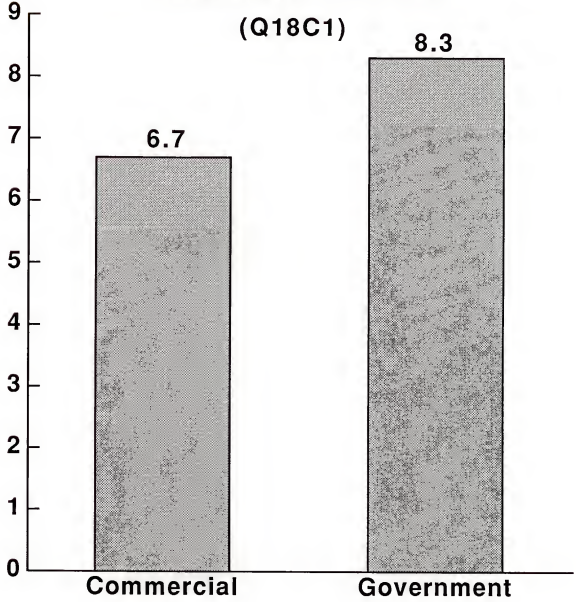




**SYSTEM SOFTWARE TRAINING (CRI HQ):  
OPERATING SYSTEMS**

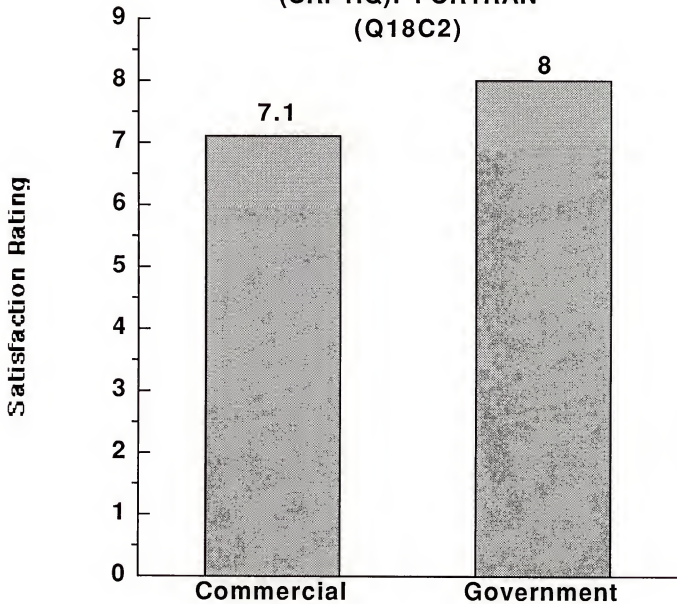
**(Q18C1)**

**Satisfaction Rating**



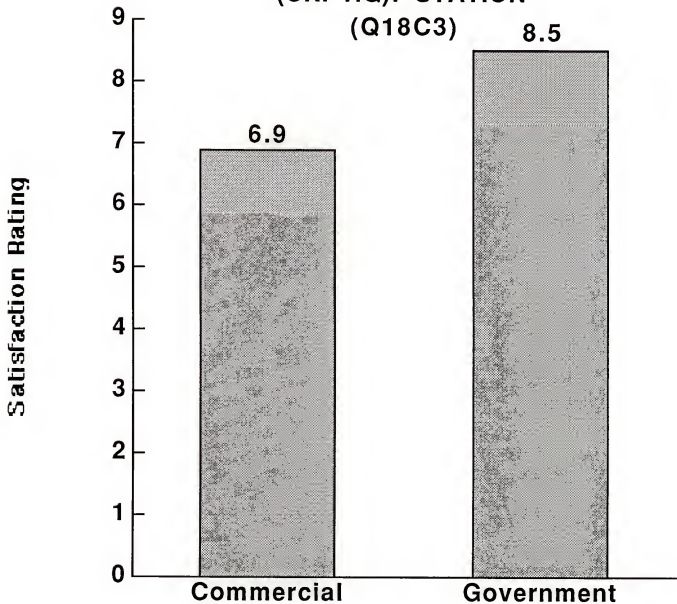


**SYSTEM SOFTWARE TRAINING  
(CRI HQ): FORTRAN  
(Q18C2)**





**SYSTEM SOFTWARE TRAINING  
(CRI HQ): STATION  
(Q18C3)**

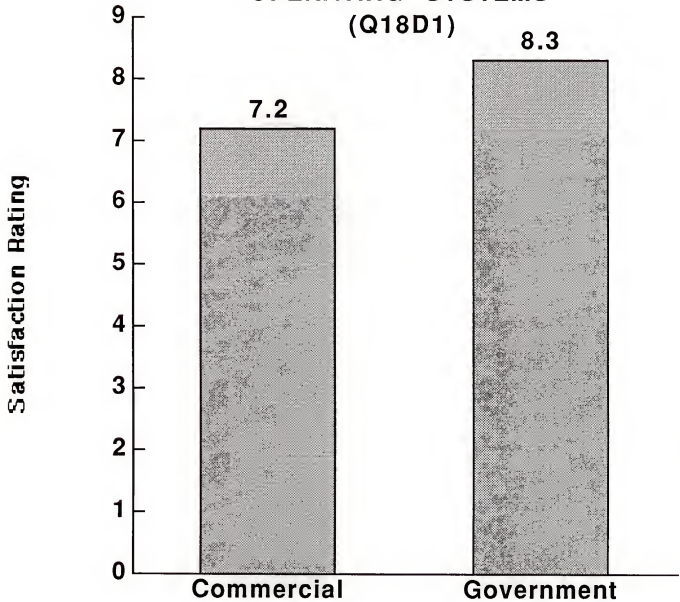






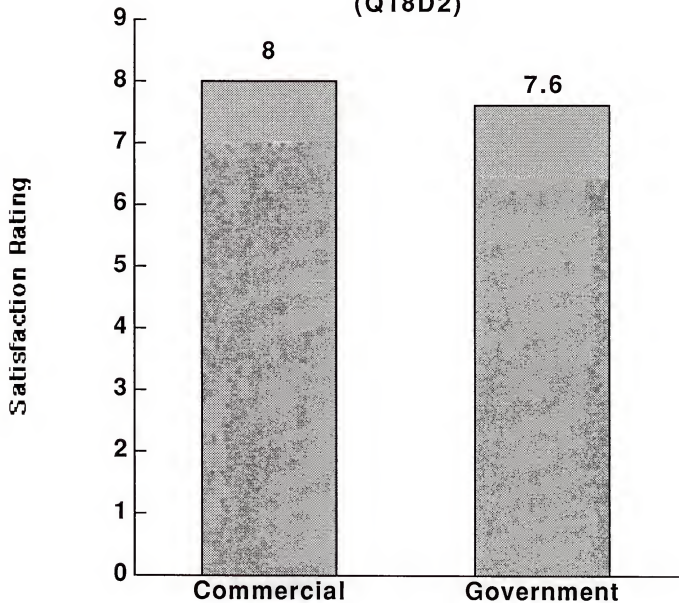
**SYSTEM SOFTWARE CONSULTING:  
OPERATING SYSTEMS**

**(Q18D1)**





**SYSTEM SOFTWARE CONSULTING:  
FORTRAN  
(Q18D2)**



1. The first part of the report deals with the general situation of the country and the progress of the work during the year. It is divided into two main sections, the first of which deals with the general situation and the second with the progress of the work.

2. The general situation of the country is described in the first section. It is found that the country is generally prosperous and that the progress of the work is satisfactory. The second section deals with the progress of the work during the year. It is found that the work has been carried out in accordance with the plan and that the results are satisfactory.

3. The progress of the work during the year is described in the second section. It is found that the work has been carried out in accordance with the plan and that the results are satisfactory. The third section deals with the results of the work during the year. It is found that the results are satisfactory and that the work has been carried out in accordance with the plan.

4. The results of the work during the year are described in the third section. It is found that the results are satisfactory and that the work has been carried out in accordance with the plan. The fourth section deals with the conclusions of the report. It is found that the work has been carried out in accordance with the plan and that the results are satisfactory.

5. The conclusions of the report are described in the fourth section. It is found that the work has been carried out in accordance with the plan and that the results are satisfactory. The fifth section deals with the recommendations of the report. It is found that the work has been carried out in accordance with the plan and that the results are satisfactory.

6. The recommendations of the report are described in the fifth section. It is found that the work has been carried out in accordance with the plan and that the results are satisfactory. The sixth section deals with the summary of the report. It is found that the work has been carried out in accordance with the plan and that the results are satisfactory.

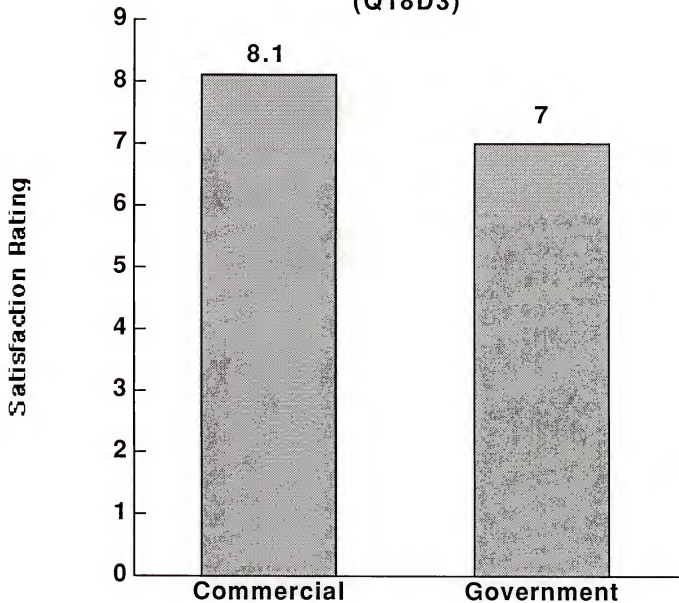
7. The summary of the report is described in the sixth section. It is found that the work has been carried out in accordance with the plan and that the results are satisfactory. The seventh section deals with the appendix. It is found that the work has been carried out in accordance with the plan and that the results are satisfactory.

8. The appendix is described in the seventh section. It is found that the work has been carried out in accordance with the plan and that the results are satisfactory. The eighth section deals with the index. It is found that the work has been carried out in accordance with the plan and that the results are satisfactory.

9. The index is described in the eighth section. It is found that the work has been carried out in accordance with the plan and that the results are satisfactory. The ninth section deals with the bibliography. It is found that the work has been carried out in accordance with the plan and that the results are satisfactory.

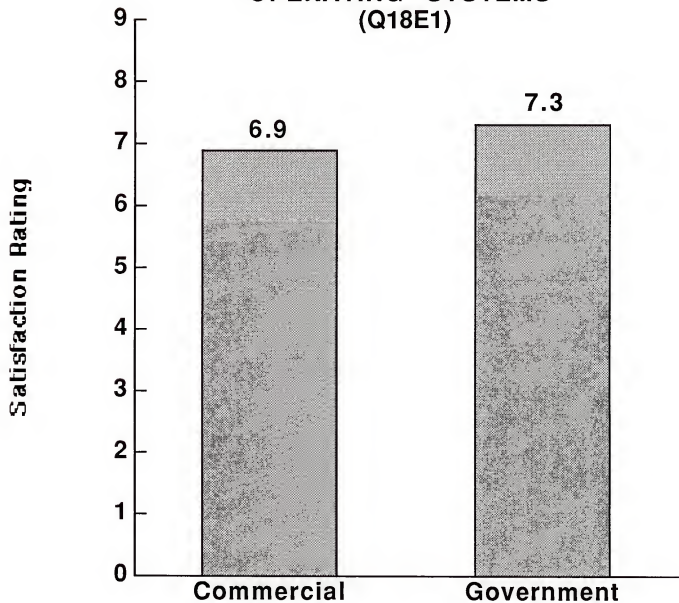
10. The bibliography is described in the ninth section. It is found that the work has been carried out in accordance with the plan and that the results are satisfactory. The tenth section deals with the conclusion. It is found that the work has been carried out in accordance with the plan and that the results are satisfactory.

**SYSTEM SOFTWARE CONSULTING:  
STATION  
(Q18D3)**





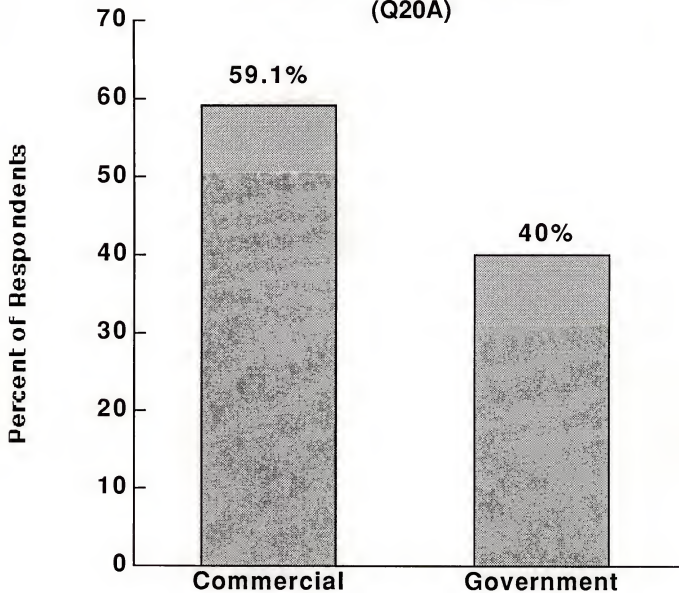
**SYSTEM SOFTWARE ESCALATION:  
OPERATING SYSTEMS  
(Q18E1)**





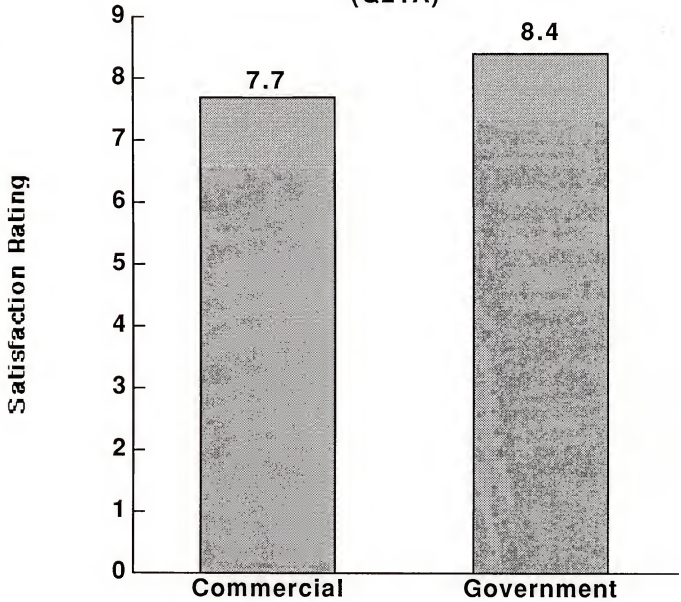


**LIKE TO SEE CRI USE  
REMOTE DIAGNOSTICS  
(Q20A)**





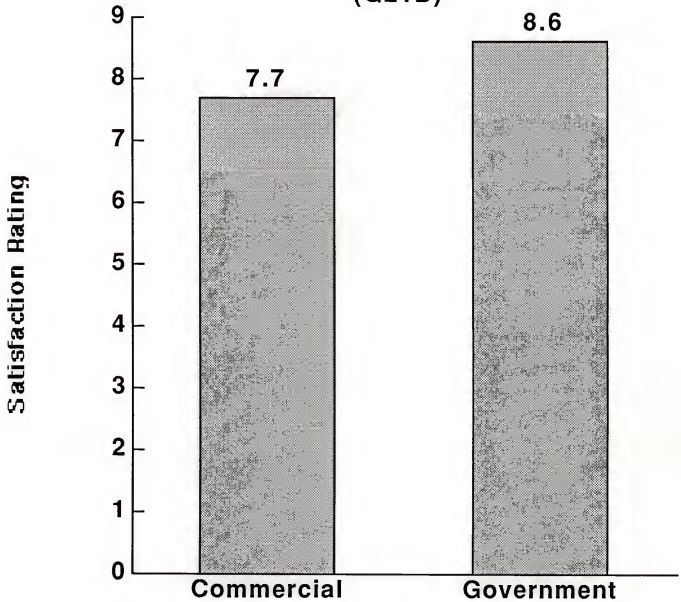
**CRI RESPONSIVE TO OVERALL NEEDS  
(Q21A)**



REPORT

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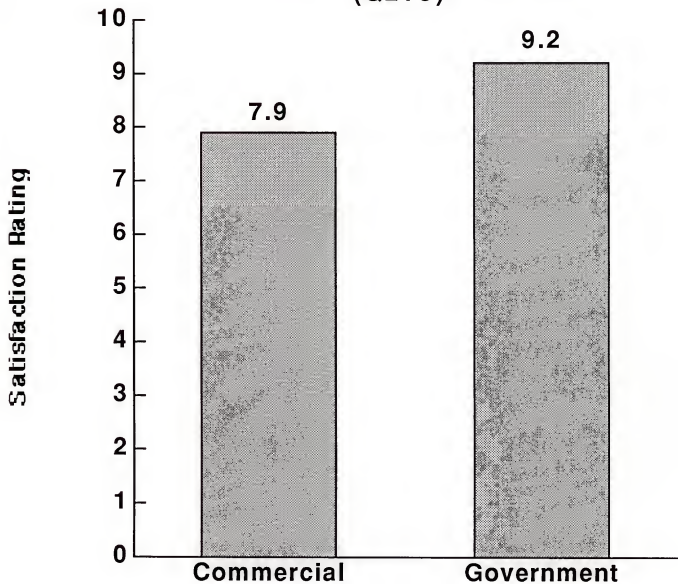
**RESPONSES TO FINANCIAL QUESTIONS  
(Q21B)**



THE HISTORY OF THE



# HELPFULNESS OF MARKETING PERSONNEL (Q21C)

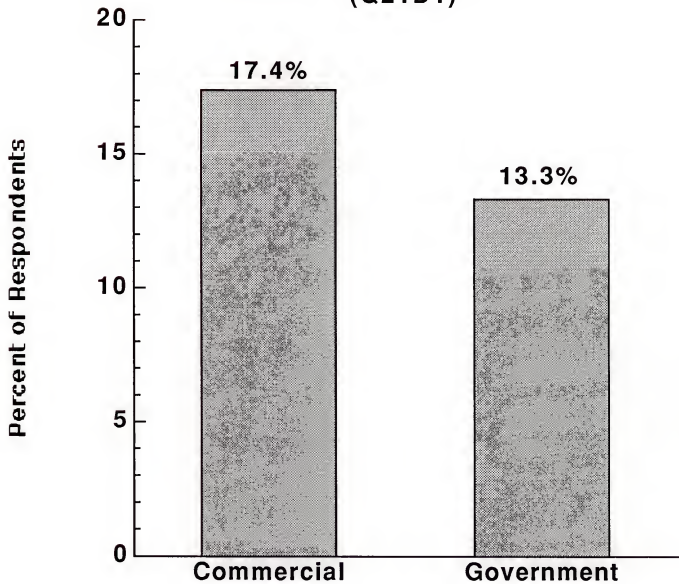


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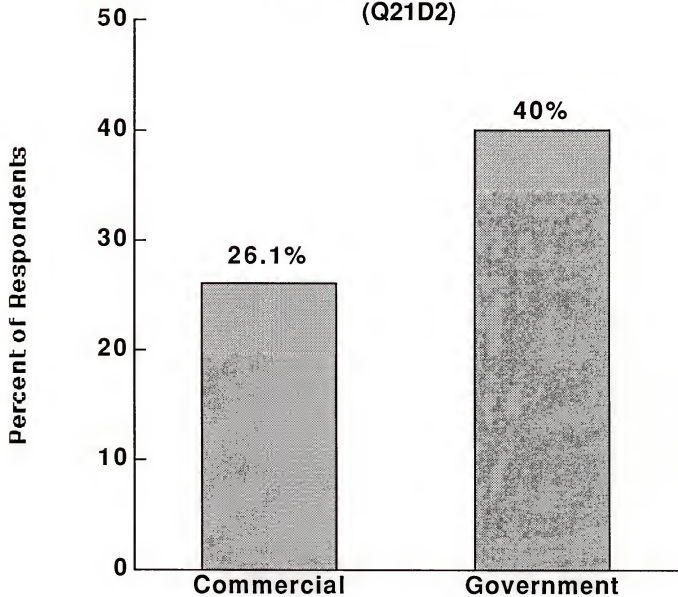


**FREQUENCY OF SALES VISIT:  
ONCE/WEEK  
(Q21D1)**



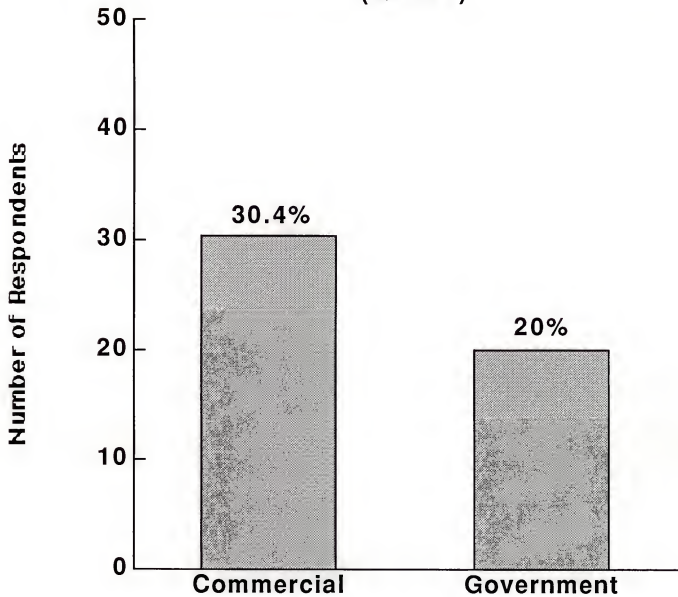


**FREQUENCY OF SALES VISITS:  
2 TO 3 TIMES/WEEK  
(Q21D2)**





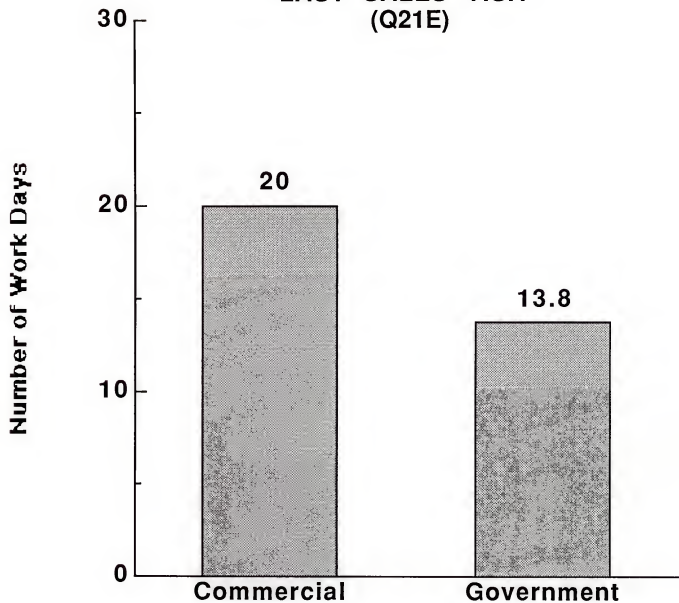
**FREQUENCY OF SALES VISITS: OTHER  
(Q21D4)**



10 1/2



**NUMBER OF WORK DAYS SINCE  
LAST SALES VISIT  
(Q21E)**

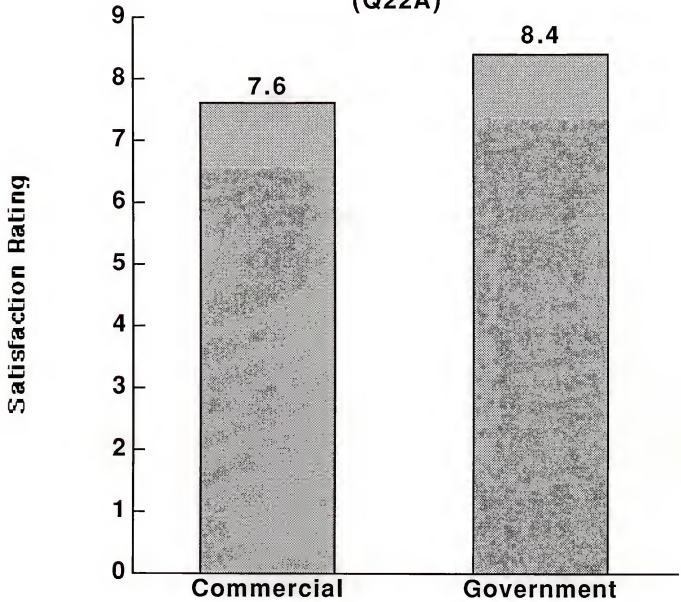






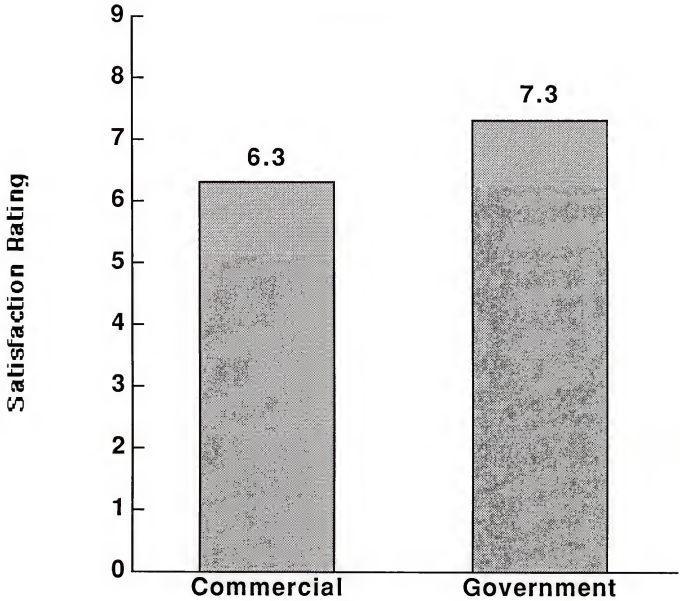
# OVERALL MAINTENANCE SATISFACTION

(Q22A)



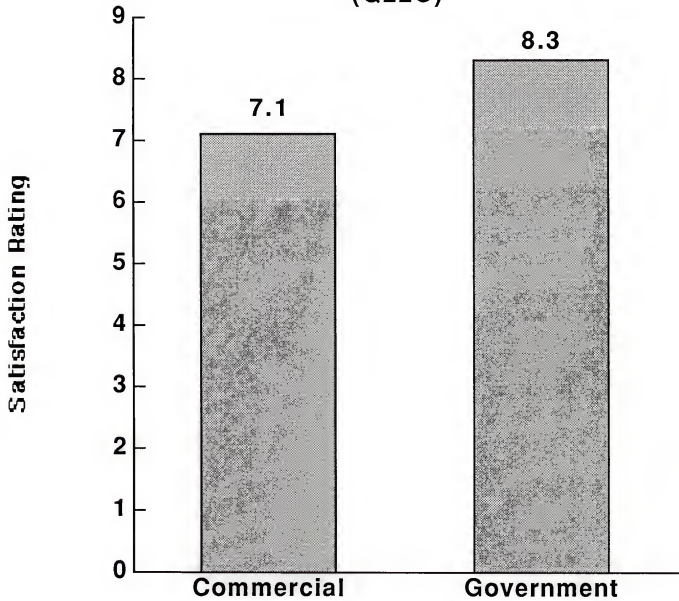
Faint, illegible text, possibly bleed-through from the reverse side of the page. The text is arranged in several paragraphs, but the characters are too light and blurry to be transcribed accurately.

## PRICE OF MAINTENANCE (Q22B)





# SENIOR MANAGEMENT INTERACTION (Q22C)



1870

**LIVING UP TO EXPECTATIONS WHEN  
ACQUIRED  
(Q24A)**

