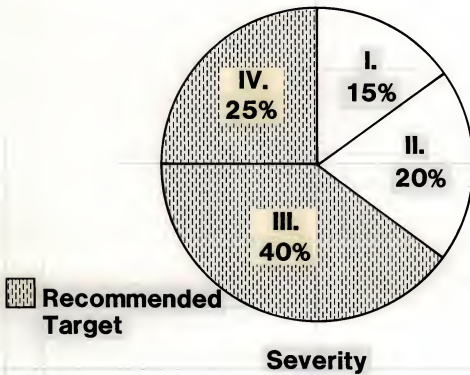


RECOMMEND SERVICES

- **Documentation Support**
 - **Telephone "Hotlines"**
 - **Access to Problems Data Base**
 - **Training**
 - **Systems Integration**
-



SOFTWARE FAILURES



I. System unusable, no bypass.

II. Major function is usable, but there is a bypass available system may or not be useable until fix can be found.

III. Failure of a minor function, or a major function where an effective work around exists.

IV. Enhancement request or documentation error.

the 1990s, the number of people in the world who are illiterate has increased from 500 million to 600 million. The number of illiterate people in the world is expected to reach 700 million by the year 2015 (UNESCO, 2003).

It is important to note that the illiterate population is not evenly distributed across the world. The highest illiteracy rates are found in sub-Saharan Africa, where the illiteracy rate is 55%. In Latin America, the illiteracy rate is 20%, and in Asia, it is 15%. In the United States, the illiteracy rate is 1% (UNESCO, 2003).

The illiteracy rate in the United States is 1%, which is significantly lower than the illiteracy rate in other parts of the world. This is due to the high literacy rate in the United States, which is 99%. The literacy rate in the United States is the result of a long history of compulsory education and a high level of investment in education.

The literacy rate in the United States is the result of a long history of compulsory education and a high level of investment in education. The literacy rate in the United States is the result of a long history of compulsory education and a high level of investment in education. The literacy rate in the United States is the result of a long history of compulsory education and a high level of investment in education.

The literacy rate in the United States is the result of a long history of compulsory education and a high level of investment in education. The literacy rate in the United States is the result of a long history of compulsory education and a high level of investment in education. The literacy rate in the United States is the result of a long history of compulsory education and a high level of investment in education.

The literacy rate in the United States is the result of a long history of compulsory education and a high level of investment in education. The literacy rate in the United States is the result of a long history of compulsory education and a high level of investment in education. The literacy rate in the United States is the result of a long history of compulsory education and a high level of investment in education.

The literacy rate in the United States is the result of a long history of compulsory education and a high level of investment in education. The literacy rate in the United States is the result of a long history of compulsory education and a high level of investment in education. The literacy rate in the United States is the result of a long history of compulsory education and a high level of investment in education.

The literacy rate in the United States is the result of a long history of compulsory education and a high level of investment in education. The literacy rate in the United States is the result of a long history of compulsory education and a high level of investment in education. The literacy rate in the United States is the result of a long history of compulsory education and a high level of investment in education.