

# MDS

Managed Desktop Services

p2  
4/16/10

Long Term SLA (1 year contract)

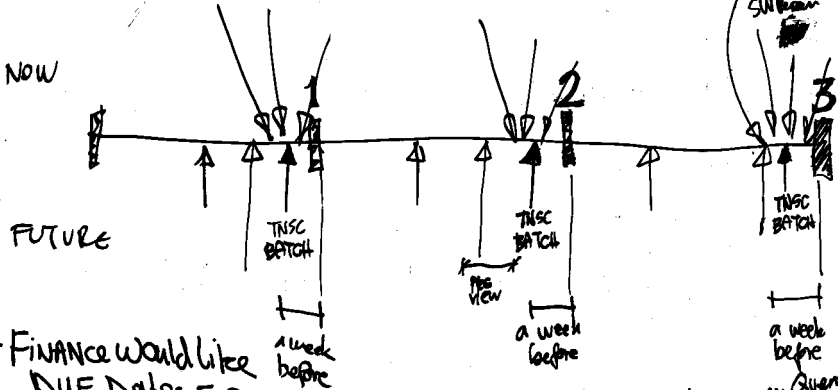
- Quarterly (end of month)  
JV to Finance

Short term SLA

- Monthly Bill  
- Invoice in word  
- JV once a month

TNSC?

- Do customers want an invoice?  
- What type of reporting



Only DED MDS

## ACTION ON CALENDAR PIECE

- Please, schedule a task or send an email w/ the "this month transactions in" and the quarterly/annual closing.
- make a list of when each team plans to finish it's "this month" calendar

- Finance would like DUE Dates for business cards

- a financial schedule communication - Quarterly

Last Quarterly Fiscal year

... Quentin wants the time  
ACTION ON TNSC...  
set a 4/23 mtg w/ Anne