

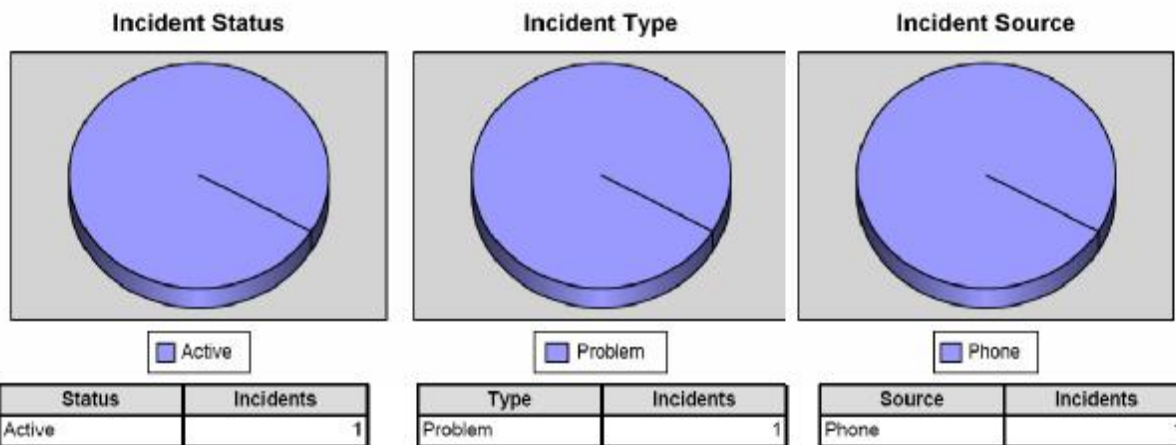
# Remote DBA Summary Report

## Sample Customer

### Active Contract Summary

Item	Service Level	Start Date	End Date
Sample Customer, Remote DBA	Full Time Companion 1 hour	01/01/2009	01/01/2010

### Support Summary For All Active Contracts



### Incident Activity In Last 30 Days

Ticket #	Title	Date Raised	Priority	Status
1234-1234	Database crash	01/03/09	High	Active

### Open Incident Summary

Ticket #	Title	Date Raised	Priority	Status
1234-1234	Database crash	01/03/09	High	Active

### Open Incident Detail

Ticket #	Title	Description	Date Last Modified
1234-1234	Database crash	In this section will be details of the problem discovery and diagnosis, any client contacts and updates.	01/03/09