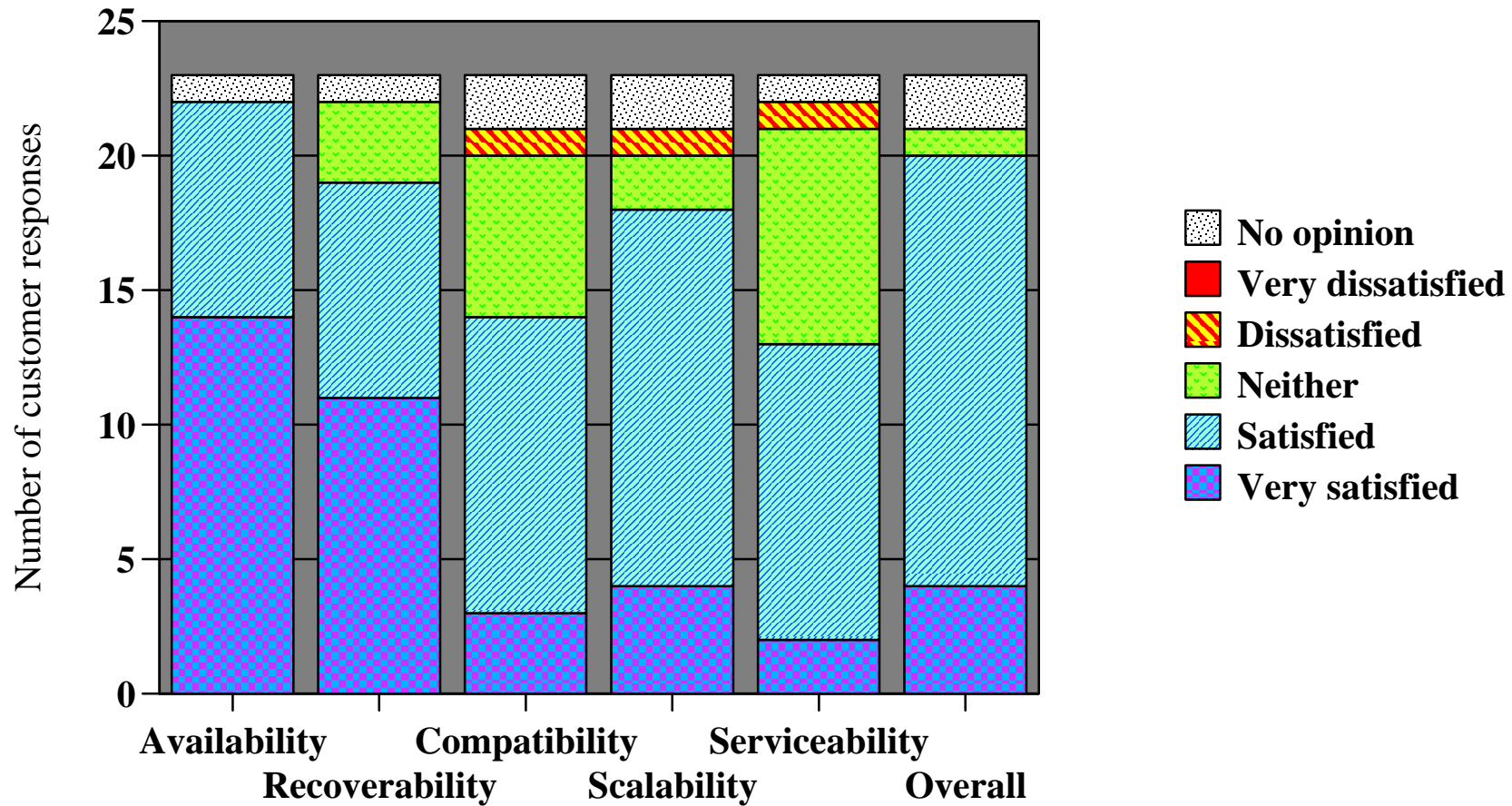


ALCS Software Product Survey

March 2002



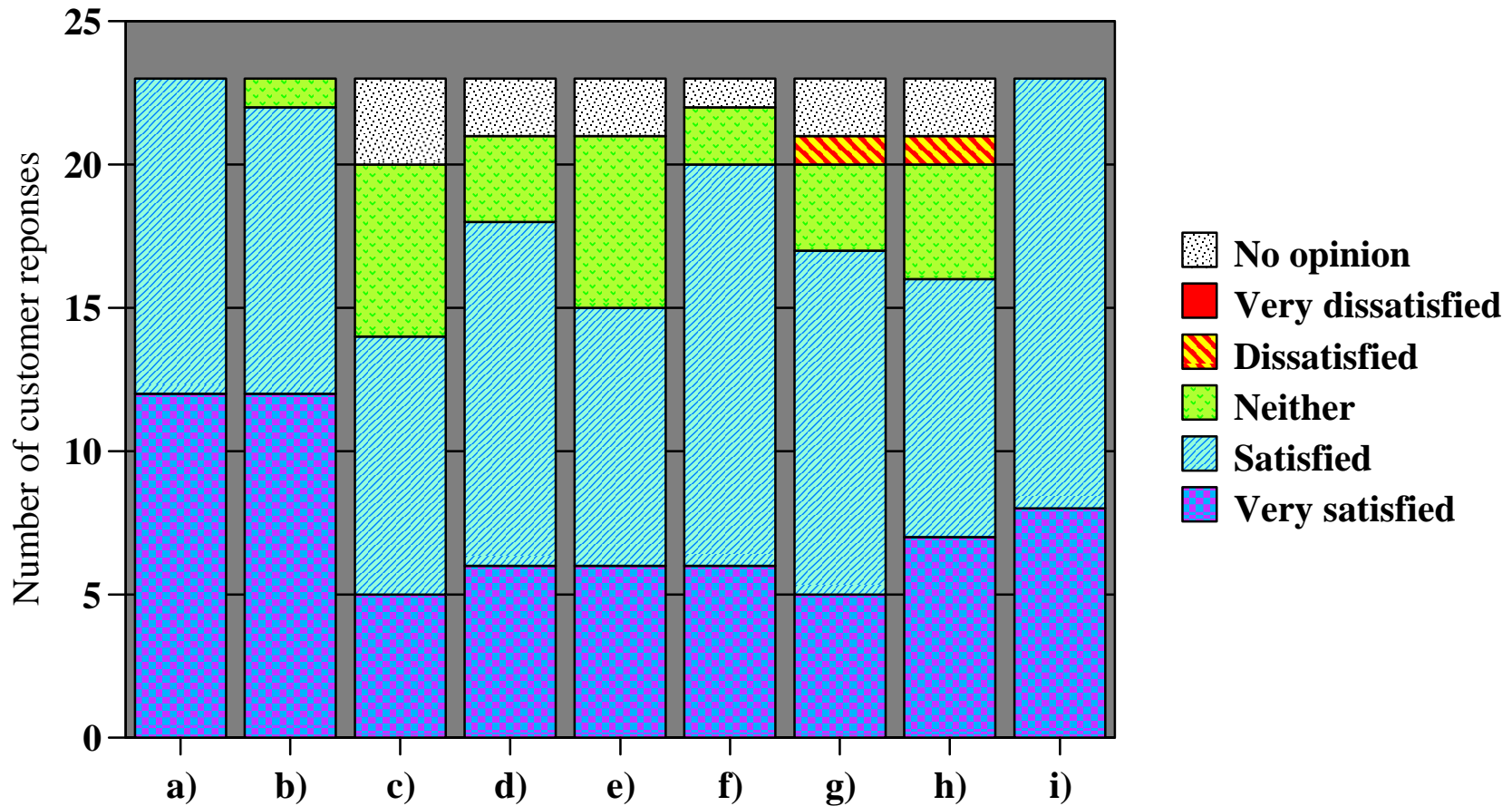
Please rate your satisfaction with your 'entire' ALCS system with respect to the following attributes:-



Please tell us which of the following features of ALCS you use.

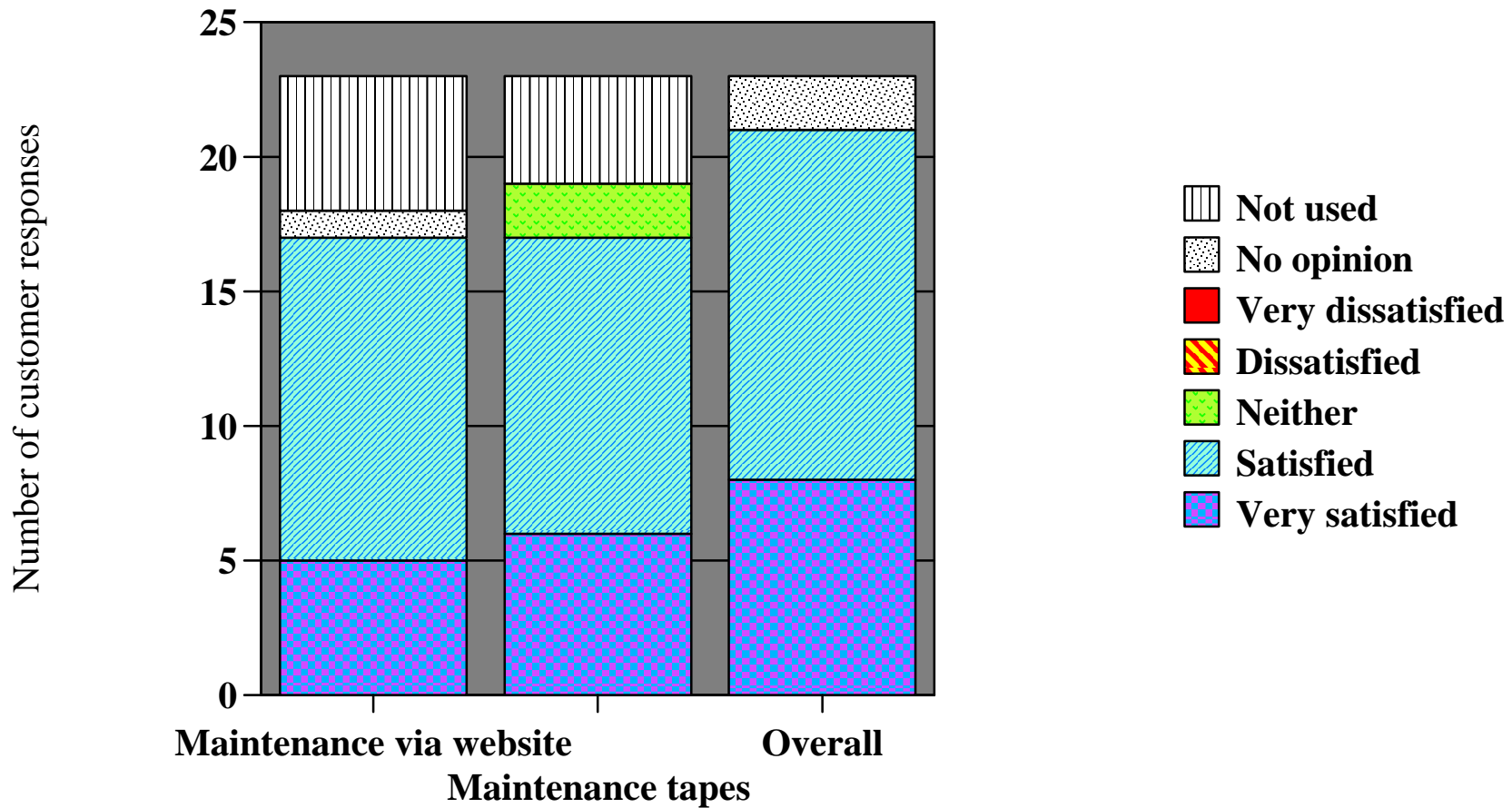
	Used	Planning to Use
HLL	4	1
SQL/DB2	5	2
MQSeries	13	5
MQBridge	1	7
APPC	11	1
TCP/IP	10	10
MATIP	4	12
E-mail	3	10
Web Server	5	5
Access Control	10	4

Please rate your satisfaction with the following ALCS Service and Support items:-



- a) Central Support
- b) Responsiveness of Central Support
- c) ALCS website
- d) Resolution of software problems
- e) Resolution of user/operational problems
- f) APAR/PTF response times
- g) Quality of APAR fixes
- h) Number of ALCS problems encountered
- i) Overall satisfaction with service

Please rate your satisfaction with the ALCS Service Delivery.



Which of the following best describes your ALCS maintenance strategy?

When did you last apply maintenance?

Apply APARs and PTFs	14
Apply only PTFs	9
Last applied maintenance	2000 (1) 2001 (13) 2002 (8)