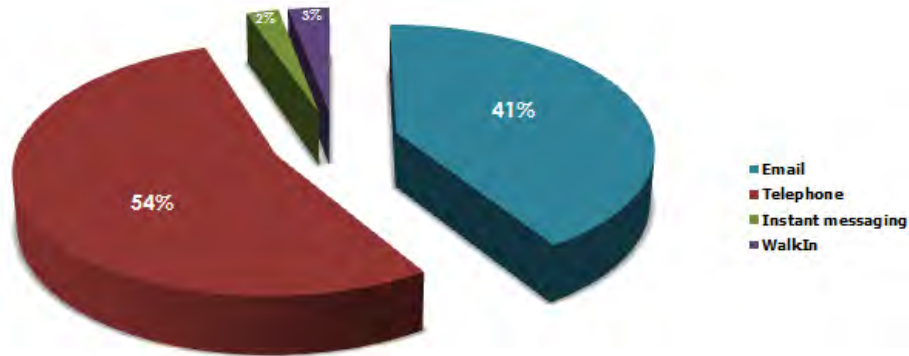


Service Request by Submission Method



Service Availability For Key Services

Service	2011/2012
UAEU campus connectivity	99.98 %
Internet Availability	99.97 %
Research Network	99.99 %
eServices	99.96 %
Blackboard	99.97 %
Administrative Services	99.96 %
Email Service	99.99 %

Service Request by Category

