



October 22, 2007

LIM is pleased to have placed your account under our “Change Control Management Program”. Under basic circumstances LIM can provide a 100% automated management solution unless a higher level of service is required and the client has staff ‘champions’ available to participate in this process. This document contains a number of attachments that are necessary to educate the client and provide a straight forward mechanism for operational stability and participation in the roll out process of periodic “Maintenance” and upgrades.

1. [LIM Technical Support Policy](#) – Defines the technical support services that LIM provides to a customer when a LIM software product or contract for an Enhanced Support Plan is purchased.
2. [LIM Business Continuity Brief](#) – An overview of the LIM corporate systems management infrastructure.
3. [LIM Operating Procedures Brief](#) – An explanation of the difference between Standard Operating Procedures performed by LIM and Maintenance Procedures requiring client systems administrators participation. An automated procedure for quick verification of the same will be provided.
4. [LIM General System Verification](#) – A manual method for client systems administrators to verify high visibility data and applications in synchronization with LIM’s automated methods. This procedure is a required element for a client sign off after maintenance procedures have been performed.

LIM seeks to provide the highest level of service in a customized environment to meet the needs of our clients regarding all changes to the LIM products and services in the normal course of operations.

