

FTE Onshore Calendar Year View	Year-1	Year-2	Year-3	Year-4
	Jan-2013 to Dec-2013	Jan-2014 to Dec-2014	Jan-2015 to Dec-2015	Jan-2016 to Dec-2016
Level 1 Support	0.0	0.0	0.0	0.0
Level 2 Support	0.0	0.0	0.0	0.0
Level 3 Support	0.0	0.0	0.0	0.0
Level 3 Enhancement	6.0	5.0	5.0	4.0
Testing Support	2.0	1.0	1.0	1.0
Technical Environment	3.0	2.0	2.0	2.0
Service Request Capacity	6.0	5.0	4.0	4.0
Project Governance & PMO	0.0	0.0	0.0	0.0
Others	4.0	2.0	2.0	2.0
Total : Onshore FTE	21.0	15.0	14.0	13.0

FTE OnShore Contract Year View	Year-1	Year-2	Year-3	Year-4
	Jan-2013 to Dec-2013	Jan-2014 to Dec-2014	Jan-2015 to Dec-2015	Jan-2016 to Dec-2016
Level 1 Support	0.0	0.0	0.0	0.0
Level 2 Support	0.0	0.0	0.0	0.0
Level 3 Support	0.0	0.0	0.0	0.0
Level 3 Enhancement	6.0	5.0	5.0	4.0
Testing Support	2.0	1.0	1.0	1.0
Technical Environment	3.0	2.0	2.0	2.0
Service Request Capacity	6.0	5.0	4.0	4.0
Project Governance & PMO	0.0	0.0	0.0	0.0
Others	4.0	2.0	2.0	2.0
Total : Onshore FTE	21.0	15.0	14.0	13.0

FTE Offshore Calendar Year View	Year-1	Year-2	Year-3	Year-4
	Jan-2013 to Dec-2013	Jan-2014 to Dec-2014	Jan-2015 to Dec-2015	Jan-2016 to Dec-2016
Level 1 Support	0.0	0.0	0.0	0.0
Level 2 Support	0.0	0.0	0.0	0.0
Level 3 Support	63.0	63.0	60.8	60.8
Level 3 Enhancement	14.7	15.7	15.7	16.7
Testing Support	7.0	7.6	7.1	6.4
Technical Environment	27.4	28.4	28.4	28.4
Service Request Capacity	54.8	53.4	50.4	46.2
Project Governance & PMO	7.5	7.5	7.5	7.5
Others	8.0	10.0	10.0	10.0
Total : Offshore FTE	182.4	185.7	179.9	176.1

FTE Offshore Contract Year View	Year-1	Year-2	Year-3	Year-4
	Jan-2013 to Dec-2013	Jan-2014 to Dec-2014	Jan-2015 to Dec-2015	Jan-2016 to Dec-2016
Level 1 Support	0.0	0.0	0.0	0.0
Level 2 Support	0.0	0.0	0.0	0.0
Level 3 Support	63.0	63.0	60.8	60.8
Level 3 Enhancement	14.7	15.7	15.7	16.7
Testing Support	7.0	7.6	7.1	6.4
Technical Environment	27.4	28.4	28.4	28.4

Service Request Capacity	54.8	53.4	50.4	46.2
Project Governance & PMO	7.5	7.5	7.5	7.5
Others	8.0	10.0	10.0	10.0
Total : Offshore FTE	182.4	185.7	179.9	176.1