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Date: 12/1/2004 9:55:44 AM

Subject: Web Portal SLA

Attachments: sla for dmV version 11-30-04 final.doc

Marcia,

At the request of Marisa Crawford, we are forwarding the Service Level Agreement (SLA) between the DMV and SC Interactive (NIC) for the web portal project. The CIO has reviewed the attached and we are comfortable with it. SC Interactive will be in contact with you in the very near future. Please let me know if there's anything we can do. Thanks!

Billy