

EXPLANATION	KEY FIGURES
Total contract price for the IT system	DKK 4,000,000
Annual maintenance fee	DKK 320,000
Annual time consumption for maintenance	120 hours
of which, time spent on preventive maintenance	80 hours
of which, time spent on training maintenance personnel	12 hours
Time consumption for training maintenance personnel as a percentage of total maintenance time	10 %
Time consumption for preventive maintenance as a percentage of total time spent on maintenance	67 %

FIGURE 4.108
Key figures for the maintenance of the banks's it system.