

**January, 2010**  
**DoIT Website Frequent Search Terms (from Google Search Appliance)**

**Total Searches:** 1,544

<u>Top 25 Queries</u>	<u># Occurrences</u>	<u>Top 25 Queries Not Found</u>	<u># Occurrences</u>
rfp call center services	28	R00B9200092	6
call center	25	certel	4
certified Project Manager	21	hscrc	4
department human resources	20	Mike Balders email	4
BPO	18	Maryland Division of Parol in Elkton, MC	4
CALL AND CONTACT CENTER SERVICES	16	meeq	4
Project Management regulations policies standards			
guidelines	16	060SO265632	4
services rfp	14	register certel	4
porfp	13	sbe-2005-2	4
flash drives	13	mdvoter contracts	4
death records	12	Licence for Non-Profit	4
where do i find the master contractor feedback			
form?	12	crisp	4
asm security form	12	robert london	3
pelican mobile	12	ccpl.org	3
project assessment schedule	11	Clerk of the Court	3
Sharepoint conversion 2008	10	lionbridge RFP attachment e	3
rfp	10	Waht is cics?	3
off-line form	9	sabel systems	3
SWGJ Routing	8	telcommunication coordinators	3
nva	8	lionbridge RFP attach e	3
when COTS introduced	8	qaqc standards	3
BPO List	8	saber mdvoter contract	3
SWGJ Routing	8	INMATE LOCATION	3
computers laptops	7	507800023	3
functional ID	7	license site:www.mbp.state.md.us/forms	3