SRweb RELATED CONTACTS
As of 31 Jul 03

DEFENSE LOGISTICS INFORMATION SERVICE

BSM supplier questions of a general nature which do not identify a specific problem.
Questions such as system access, password/user ID, and system problems
Recommendations for system improvements
BSM supplier questions of a general nature which do not identify a specific problem.

Recommendations for system improvements
SRweb ISSUES

Average Resolution Time
25 - 31 Jul 03

GOAL: LESS THAN 48 HOURS

BSM supplier questions of a general nature which do not identify a specific problem.

Questions such as system access, password/user ID, and system problems

Recommendations for system improvements
SRweb ISSUES
Average Resolution Time (Trend)

Goal: Less than 48 hours
AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR SUSPENSE
AS OF 31 Jul 03

- OVER 91 DAYS
- 61-90 DAYS
- 31-60 DAYS
- 2-30 DAYS

Bar chart showing the number of issues unresolved within different timeframes as of 31 Jul 03.

- 0 issues over 91 days
- 0 issues 61-90 days
- 2 issues 31-60 days
- 1 issue 2-30 days