SRweb RELATED CONTACTS
As of 22 Jan 04

DEFENSE LOGISTICS INFORMATION SERVICE

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

Recommendations for system improvements.
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
16 - 22 Jan 04

GOAL: LESS THAN 48 HOURS

OPEN TIME IN HOURS

Total
General Info
Technical
System Enhancements

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

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

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

Open Time in Hours

Goal: Less than 48 hours
AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR SUSPENSE
AS OF 22 Jan 04

OPEN CALLS

<table>
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<tr>
<th>OVER 91 DAYS</th>
<th>61-90 DAYS</th>
<th>31-60 DAYS</th>
<th>2-30 DAYS</th>
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OVER 91 DAYS
61-90 DAYS
31-60 DAYS
2-30 DAYS