As of 14 Nov 03

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

Recommendations for system improvements

Total

General Info

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

Recommendations for system improvements

- Total
- General Info: 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
7 - 13 Nov 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 enhancements
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 13 Nov 03

- OVER 91 DAYS: 3
- 61-90 DAYS: 3
- 31-60 DAYS: 1
- 2-30 DAYS: 1