SRweb RELATED CONTACTS
As of 11 Mar 04

- **BSM supplier questions of a general nature which do not identify a specific problem.**
- **Recommendations for system improvements**

*Graph showing contacts by category*

- **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
SRweb ISSUES
Average Resolution Time
5 - 11 Mar 04

DEFENSE LOGISTICS INFORMATION SERVICE

GOAL: LESS THAN 48 HOURS

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

Recommendations for system improvements

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

GOAL: LESS THAN 48 HOURS
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 5 - 11 Mar 04

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