DEFENSE LOGISTICS INFORMATION SERVICE

SRweb RELATED CONTACTS

As of 24 Jul 03

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

Recommendations for system improvements

MONTHLY CONTACTS

Total
General Info
Technical
System Enhancements

DEP  APR  MAR  APR  MAY  JUN  JUL  AUG  SEP  OCT  NOV  DEC

342 175 235 213 175 155 218 273 152 172 165 7882
142 114 96 1068 89 79 84 121 107 63 84 31
25 25 9 213 7 6 4 0 2 0 5 0

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

Questions such as system access, password/user ID, and system problems
SRweb ISSUES
Average Resolution Time
18 - 24 Jul 03

GOAL: LESS THAN 48 HOURS

- **Total**: 38
- **General Info**: 39
- **Technical**: 37
- **System Enhancements**: 0

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 24 Jul 03

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

OPEN CALLS

0 0 2 1
OVER 91 DAYS 61-90 DAYS 31-60 DAYS 2-30 DAYS