SRweb RELATED CONTACTS

As of 30 Oct 03

- 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.

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

Recommendations for system improvements
SRweb ISSUES

Average Resolution Time
24 - 30 Oct 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 30 Oct 03

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

OPEN CALLS