As of 5 Jun 03

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

Recommendations for system improvements
SRweb ISSUES

Average Resolution Time
30 May - 5 Jun 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 5 Jun 03