SRweb RELATED CONTACTS

As of 9 Oct 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.
SRweb RELATED CONTACTS
WEEK OF 3 - 9 Oct 03

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

Recommendations for system improvements
SRweb ISSUES
Average Resolution Time
3 - 9 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 9 Oct 03

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