SRweb RELATED CONTACTS
As of 22 May 03

- **Total**
  - 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.

- **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.
DEFENSE LOGISTICS INFORMATION SERVICE

SRweb RELATED CONTACTS
WEEK OF 16-22 MAY 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 ISSUES
Average Resolution Time
16-22 MAY 03

GOAL: LESS THAN 48 HOURS

- **Total**: 41
- **General Info**: 36
- **Technical**: 46
- **System Enhancements**: 0

**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 ISSUES
Average Resolution Time (Trend)

GOAL: LESS THAN 48 HOURS