As of 14 Aug 03

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

Recommendations for system improvements.
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Recommendations for system improvements.
SRweb ISSUES

Average Resolution Time
7 - 14 Aug 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 14 Aug 03

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

Number of issues:
- OVER 91 DAYS: 0
- 61-90 DAYS: 0
- 31-60 DAYS: 1
- 2-30 DAYS: 4