

**FMS APPLICATIONS OPERATIONS - OCTOBER MONTHLY REPORT**  
**Deliverable 133.1.1g**  
**Executive Summary**

Period Ending 10/31/03

Service Level	Description	Current Month		Average Processing Time
		Target	Actual	
	<b>Help Desk Metrics - Response Times</b>			
1.0	Response Time - Calls Closed Within 1 Day	90%	94.0%	
	<b>Change Request Metrics (By Request Type)</b>			
1.1	CR Log Response Time - CRs Logged within 1 Business Day of Receipt	90%	100.0%	
1.2	CR Schedule Accuracy - CRs Implemented on Schedule	90%	100.0%	
1.3	CRs Requiring Rework	90%	83.3%	
	<b>File Processing Metrics</b>			
1.4	DLS Servicing Data Processing Response Time (Interface Data Processed within 1 Day)	90%	98.6%	9Hrs 42m
1.5	COD to FMS/GAPS Processing Response Time (COD to FMS/GAPS Data Processed within 10 Hours)	90%	66.0%	21.45 Hrs
1.6	FMS/GAPS to COD Processing Response Time (FMS/GAPS to COD Data Processed within 10 Hours)	90%	100.0%	0.70 Hrs
1.7	CB to FMS/GAPS Processing Response Time (CB to FMS/GAPS Data Processed within 10 Hours)	90%	100.0%	0.64 Hrs
1.8	LO to FMS/GAPS Processing Response Time (LO to FMS/GAPS Data Processed within 10 Hours)	90%	100.0%	0 Hrs (No Files Processed)
1.9	LC to FMS/GAPS Processing Response Time (LC to FMS/GAPS Data Processed within 10 Hours)	90%	100.0%	0.56 Hrs
	<b>FMS to FMSS Metrics</b>			
2.0	Files Transmitted to FMSS	10	20	
2.1	Business Days to Close the Period	<=3	3	
	<b>Other Service Metrics</b>			
2.2	Service Reporting Delivery	7	6	
	<b>Help Desk Metric - (Info. Only)</b>			
2.3	Request Volume (Total Number of Help Desk Calls and Emails)	<100	182	

## **Monthly Highlights**

- 1) Logged all FMS Help Desk calls from 10/01/03 through 10/31/03
- 2) Most of the activity of the help desk activity related to the following: file processing for all programs, new change requests submitted, COD processing, LaRS access issues, LaRS Receivables notification issues, LaRS security form and user id issues, functional user issues, GA Forms 2000 support as well as ADI technical/functional support.
- 3) Help Desk spent significant time assisting users with very limited computer knowledge.
- 4) Held FMS change request meetings.
- 5) Helped install Oracle Discoverer.
- 6) The average IF010 Processing time was 23 Hours, 10 minutes and 20 seconds. This refers to the actual processing time of the file. There was one file from August that was reprocessed in September that caused the average processing time to increase. If this batch is excluded, the average IF010 processing time is 36 minutes and 13 seconds. The average processing time of the IF020 file was 11 seconds and the average processing time for the GREC file was 11 seconds.
- 7) Metric 1.5 was low for the month of October due to Journal Imports failing during the weekend processing. These files are processed on Saturday, but due to the journal import failures the batches were not successfully imported until Monday. The caused thousands of transactions to processed in over 10 hours.

(See Appendix A for detailed explanations of the Metrics.)