

FMS APPLICATIONS OPERATIONS - SEPTEMBER MONTHLY REPORT
Deliverable 133.1.1f
Executive Summary

Period Ending 9/30/03

Service Level	Description	Current Month		Average Processing Time
		Target	Actual	
	Help Desk Metrics - Response Times			
1.0	Response Time - Calls Closed Within 1 Day	90%	90.1%	
	Change Request Metrics (By Request Type)			
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%	100.0%	
	File Processing Metrics			
1.4	DLS Servicing Data Processing Response Time (Interface Data Processed within 1 Day)	90%	97.1%	10 Hrs 35 Mins
1.5	COD to FMS/GAPS Processing Response Time (COD to FMS/GAPS Data Processed within 10 Hours)	90%	71.5%	35.71 Hrs
1.6	FMS/GAPS to COD Processing Response Time (FMS/GAPS to COD Data Processed within 10 Hours)	90%	100.0%	0.67 Hrs
1.7	(CB to FMS/GAPS Data Processed within 10 Hours)	90%	99.7%	2.23 Hrs
1.8	(LO to FMS/GAPS Data Processed within 10 Hours)	90%	100.0%	.5 Hrs
1.9	(LC to FMS/GAPS Data Processed within 10 Hours)	90%	100.0%	.52 Hrs
	FMS to FMSS Metrics			
2.0	Files Transmitted to FMSS	10	30	
2.1	Business Days to Close the Period	<=3	6	
	Other Service Metrics			
2.2	Service Reporting Delivery	7	7	
	Help Desk Metric - (Info. Only)			
2.3	Request Volume (Total Number of Help Desk Calls and Emails)	<100	152	

Monthly Highlights

- 1) Logged all FMS Help Desk calls from 9/01/03 through 9/30/03
- 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 26 Hours, 29 minutes and 6 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 1 hour 40 minutes and 28 seconds. The average processing time of the IF020 file was 11 seconds and the average processing time for the GREC file was 12 seconds.
- 7) Metric 2.1 was estimated because the September period was not closed at the time the metrics were due. This metric will be adjusted in October if the data changes.

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