



Change History Log:

November 2nd, 2000
 Department Of Education
 Student Financial Assistance
 Carol Seifert
 Contracts Office Technical Representative

In Response Reply to: 01EDU0080S

Subject: Contract # ED-99-DO-0002
 Task Order # 34 SFA Intranet Applications Operations (BPM)
 Deliverable 34.1.5 Metrics Based Service Targets

Dear Ms. Seifert:

Enclosed is the Metrics Based Service Targets deliverable that is required by the subject task order. Attached are suggested changes from the reviewers. Future revisions are not planned, but the document will be updated as appropriate.

<i>Deliverable 34.1.5 Metrics Based Service Targets</i>					
Suggested Changes/Comments	Page	Author	Date	Change Made Y/N	Comment
There should be an internal review of combined deliverables that are associated/integrated with each other. There are too many inconsistencies across the deliverables.	All	Cheryl Queen	October 26, 2000	Y	An internal QA review of all documents was performed.
It is not clear what the deliverable numbers are for each deliverable.	All	Cheryl Queen	October 26, 2000	Y	All deliverables were titled with the name exactly as it appears on the task order and headers were inserted that reflect the title.
Define the term 'user' in these deliverables.	2	Cheryl Queen	October 26, 2000	Y	The term "user" was defined and used consistently throughout all deliverables.
The process for identifying a request over 80 hours is not defined.		Cheryl Queen	October 26, 2000	Y	Text was added to clarify process in 34.1.1.
Remove reference to FMS	1	Cheryl Queen	October 26, 2000	Y	
Remove TBD	All	Cheryl Queen	October 26, 2000	Y	
Add fact that 80 hours scope is not covered in this deliverable	1	Cheryl Queen	October 26, 2000	Y	
Define Priority	1	Cheryl Queen	October 26, 2000	Y	



<i>Deliverable 34.1.5 Metrics Based Service Targets</i>					
Suggested Changes/Comments	Page	Author	Date	Change Made Y/N	Comment
Define the agreement process for service targets	N/A	Cheryl Queen	October 26, 2000	Y	Discussed 10/30. It was agreed to set a target in six months based on the accumulated data.
Break table into your 3 service level categories	2-4	Cheryl Queen	October 26, 2000	Y	
Remove "Estimate" service level	5	Cheryl Queen	October 26, 2000	Y	
What is the target service level for Request Volumes	4	Cheryl Queen	October 26, 2000	Y	Discussed 10/30. It was agreed to set a target in six months based on the accumulated data.
Define the difference between roles for Tier I and Tier II help desk		Cheryl Queen	October 26, 2000	Y	
Add Tier II to "Acknowledges" status	2	Cheryl Queen	October 26, 2000	Y	
Define Job Aid or add URL as a reference	1	Cheryl Queen	October 26, 2000	Y	It was clarified that the job aid refers to the Priority definitions Job Aid.