

# FMS APPLICATIONS OPERATIONS-MONTHLY REPORT

## Deliverable 35.1.5c

### Executive Summary

Period Ending 12/31/00

Service Level	Description	Current Month		Quantity
		Target	Actual	
<b>Response Times</b>				
2.0	Response Time - High		100%	
2.1	Response Time - Medium	90%	100%	31
2.2	Response Time - Low	90%	100%	
<b>Resolution Times</b>				
2.3	Resolution Time - High (Complex)	90%	100%	
2.4	Resolution Time -Medium (Complex)	90%	100%	
2.5	Resolution Time - High (Simple)	90%	100%	
2.6	Resolution Time -Medium (Simple)	90%	100%	31
<b>Other Service Metrics</b>				
2.7	Resolution Quality	95%	100%	
2.8	Work Estimate Accuracy	90%	100%	
2.9	Service Reporting Delivery	7	7	1
<b>Help Desk Metric</b>				
3.0	Request Volume	100	31	31

### Monthly Highlights

- 1) December was the first full month with the new Access tracking tool in place.
- 2) Actual unsolicited calls averaged about .5 calls per day.
- 3) Most of the activity of the Tier II Help Desk was related to password issues and access level.
- 4) The Tier II Help Desk continued to pro actively support the remaining GAs in getting connected to the system.
- 5) This month was involved in getting the tracking tool working and reviewing the enhancements that were requested..

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