

FMS APPLICATIONS OPERATIONS-MONTHLY REPORT

Deliverable 35.1.5n

Executive Summary

Period Ending 10/31/01

| Service Level | Description | Current Month | | Quantity |
|---------------|-----------------------------------|---------------|--------|----------|
| | | Target | Actual | |
| | Response Times | | | |
| 2.0 | Response Time - High | 90% | 100% | 14 |
| 2.1 | Response Time - Medium | 90% | 100% | 51 |
| 2.2 | Response Time - Low | 90% | 100% | 4 |
| | Resolution Times | | | |
| 2.3 | Resolution Time - High (Complex) | 90% | 100% | 18 |
| 2.4 | Resolution Time -Medium (Complex) | 90% | 100% | 51 |
| 2.5 | Resolution Time - High (Simple) | 90% | 100% | |
| 2.6 | Resolution Time -Medium (Simple) | 90% | 100% | |
| | Other Service Metrics | | | |
| 2.7 | Resolution Quality | 95% | 100% | 69 |
| 2.8 | Work Estimate Accuracy | 90% | 0% | |
| 2.9 | Service Reporting Delivery | 7 | 7 | 1 |
| | Help Desk Metric | | | |
| 3.0 | Request Volume | 100 | 69 | 69 |

Monthly Highlights

- 1) Started Daily FMS meetings on Operations File Transfer status.
- 2) Added and updated 5% volume of user to FMS.
- 3) Most of the activity of the Tier I & II Help Desk issues were related to file Transfer, LEAP, Direct Loan Servicing, CFO Processes, and Access issue.
- 4) Reviewed Change Request Log with Change Control Board, and closed completed items. Total of 17 High priority items currently.
- 5) Created new Change Request Report. A short "One Glance" version.
- 6) Continued knowledge transfer of FMS Phase III program support to FMS operations.
- 7) Four weekly FMS / FFEL meetings held during this month.
- 8) Logged all FMS Help Desk calls from 11/01/01 through 11/30/01.

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