

FMS APPLICATIONS OPERATIONS-MONTHLY REPORT

Deliverable 35.1.5g

Executive Summary

Period Ending 04/30/01

Service Level	Description	Current Month		Quantity
		Target	Actual	
	Response Times			
2.0	Response Time - High	90%	100%	21
2.1	Response Time - Medium	90%	100%	5
2.2	Response Time - Low	90%	100%	21
	Resolution Times			
2.3	Resolution Time - High (Complex)	90%	100%	47
2.4	Resolution Time -Medium (Complex)	90%	100%	21
2.5	Resolution Time - High (Simple)	90%	100%	26
2.6	Resolution Time -Medium (Simple)	90%	0%	
	Other Service Metrics			
2.7	Resolution Quality	95%	0%	
2.8	Work Estimate Accuracy	90%	0%	
2.9	Service Reporting Delivery	7	7	1
	Help Desk Metric			
3.0	Request Volume	100	47	47

Monthly Highlights

- 1) Contacted all LEAP/SLEAP Application users, and to date, have had 14 submitted forms into the system.
 - 2) Tested successfully Guaranteed Agencies access to the Forms 2000 using internet access instead of VPN software.
 - 3) Most of the activity of the Tier II Help Desk outside of the connectivity issue were issues related to user setup.
 - 4) Completion of Application Downtime Tracking Tool and Log.
 - 5) Moved three Guaranteed Agencies off the VPN software and connected them to a direct internet link.
 - 6) Developed FMS internal security form to be used for user responsibility tracking within the FMS team.
 - 7) Coordinated with the Virtual Data Center to update user forms for Forms 2000 application.
 - 8) Created a master user list for Forms 2000.
 - 9) Reviewed all Regional Dept. of ED Forms 2000 user to correctly establish user responsibility and monitor access.
 - 10) Implemented a FMS Change Request Database to monitor and facilitate completion of submissions to FMS.
- (See Appendix A for detailed explanations of the Metrics.)