

FMS APPLICATIONS OPERATIONS-MONTHLY REPORT

Deliverable 35.1.5d

Executive Summary

Period Ending 01/31/01

Service Level	Description	Current Month		Quantity
		Target	Actual	
Response Times				
2.0	Response Time - High	90%	0%	
2.1	Response Time - Medium	90%	100%	38
2.2	Response Time - Low	90%	0%	
Resolution Times				
2.3	Resolution Time - High (Complex)	90%	0%	
2.4	Resolution Time -Medium (Complex)	90%	0%	
2.5	Resolution Time - High (Simple)	90%	0%	
2.6	Resolution Time -Medium (Simple)	90%	100%	38
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	38	38

Monthly Highlights

- 1) Completed & implemented Configuration Change Management procedures for current operations.
 - 2) Actual unsolicited calls averaged about .6 calls per day.
 - 3) Most of the activity of the Tier II Help Desk was related to functional issues.
 - 4) The Tier II Help Desk continued to proactively support the remaining GAs in getting connected.
 - 5) Completed production change requests and coordinated release with the VDC.
 - 6) Refreshed development database with production.
 - 7) Coordinated User Id and password efforts for Phase III release with current operations process.
 - 8) Supported & Resolved Users with Email alert issues.
 - 9) Implemented user broadcast email message as alternative communications route.
- (See Appendix A for detailed explanations of the Metrics.)