

FMS APPLICATIONS OPERATIONS-MONTHLY REPORT

Deliverable 35.1.5h

Executive Summary

Period Ending 05/31/01

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%	6
2.2	Response Time - Low	90%	100%	13
	Resolution Times			
2.3	Resolution Time - High (Complex)	90%	100%	14
2.4	Resolution Time -Medium (Complex)	90%	100%	19
2.5	Resolution Time - High (Simple)	90%	0%	
2.6	Resolution Time -Medium (Simple)	90%	0%	
	Other Service Metrics			
2.7	Resolution Quality	95%	100%	33
2.8	Work Estimate Accuracy	90%	0%	
2.9	Service Reporting Delivery	7	7	1
	Help Desk Metric			
3.0	Request Volume	100	33	33

Monthly Highlights

- 1) LEAP/SLEAP Application users submission deadline occurred with a total of 32 forms submitted into the system.
- 2) Migration of Guaranteed Agencies to the Forms 2000 using internet access instead of VPN software 3/4 finished.
- 3) Most of the activity of the Tier II Help Desk issues were related to GA migration and LEAP submission.
- 4) Completed and implemented access database for Change Request Log for FMS Operations.
- 5) Total number of Guarantee Agencies migrated to direct internet access is 21.
- 6) Completed FMS internal security form for user responsibility tracking by FMS Team.
- 7) Designated a SFA FMS contact to review monthly metric from this date forward. (Contact - Shirley Singleton)
- 8) Total weekly FFEL / Financial Partners meetings with FMS Operations held during month is 4.
- 9) Accounting books closed for October 2000 (System live date) up to May 2001.
- 10) Forms 2000 Change Request # 15 and LEAP / SLEAP release # 2 implemented in production.

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