

FMS APPLICATIONS OPERATIONS-MONTHLY REPORT

Deliverable 35.1.5a

Executive Summary

Period Ending 10/31/00

Service Level	Description	Current Month		Quantity
		Target	Actual	
	Response Times			
2.0	Response Time - High	90	100	32
2.1	Response Time - Medium			
2.2	Response Time - Low			
	Resolution Times			
2.3	Resolution Time - High (Complex)			
2.4	Resolution Time -Medium (Complex)			
2.5	Resolution Time - High (Simple)	90	100	32
2.6	Resolution Time -Medium (Simple)			
	Other Service Metrics			
2.7	Resolution Quality			
2.8	Work Estimate Accuracy			
2.9	Service Reporting Delivery	7	7	1
	Help Desk Metric			
3.0	Request Volume	100	32	32

Monthly Highlights

- 1) October was the first month of operation for the FMS Applications Management Tier I Help Desk. Help Desk was in operation for only about 2 weeks.
- 2) Actual unsolicited calls for the month was only 32.
- 3) Most of the activity of the Help Desk was making calls to the GAs to pro actively get them to test their connectivity to the applications and provide assistance as required.
- 4) Most of the issue involved Firewall and Proxy Server constraints.
- 5) It is assumed that the first half of November will be involved with the same type of effort.

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