



Change History Log:

February 6, 2002

In Response Reply to: 02EDU0187

Department of Education
Student Financial Assistance
Carol Seifert
Contracts Office Technical Representative

Subject: Contract # ED-99-DO-0002
Task Order # 76 IFAP/Schools Portal Operations
Deliverable 76.1.1e: IFAP/Schools Portal November 2001 SLA Monthly Metrics

Dear Ms. Seifert:

Enclosed is the IFAP/Schools Portal November 2001 SLA Monthly Metrics Report that is required by the subject task order. Attached are suggested changes from the reviewers. Future revisions are not planned, but the document will be updated as appropriate.

ACCENTURE, LLP

Deliverable 76.1.1e: IFAP/Schools Portal November 2001 SLA Monthly Metrics Report					
Suggested Changes/Comments	Page	Author	Date	Change Made Y/N	Comment
Change Resolution Quality Target to 100%	5	Mark Mandrella	2/6/02	Y	Accenture driven change
Change Resolution Quality to 28 of 30 (93.3%)	5	Mark Mandrella	2/6/02	Y	Change made after reviewing Task Order requirements
Change Work Estimate Accuracy to 0 of 1 (0%)	5	Mark Mandrella	2/6/02	Y	Change made after reviewing Task Order requirements
Change User Support Metric to 7 of 7 (100%)	6	Mark Mandrella	2/6/02	Y	Change made after reviewing Task Order requirements
Change Total to 29 of 29 (100%)	6	Mark Mandrella	2/6/02	Y	Change made after reviewing Task Order requirements
Change the Incentive Met column to Yes for SIRs 374 and 377	8	Mark Mandrella	2/6/02	Y	Change made after reviewing Task Order requirements