

# FMS APPLICATIONS OPERATIONS-MONTHLY REPORT

Deliverable 88.1.2c

## Executive Summary

Period Ending 02/28/02

Service Level	Description	Current Month		Quantity
		Target	Actual	
	<b>Response Times</b>			
2.0	Response Time - High	90%	100%	133
2.1	Response Time - Medium	90%	100%	104
2.2	Response Time - Low	90%	100%	0
	<b>Resolution Times</b>			
2.3	Resolution Time - High (Complex)	90%	100%	133
2.4	Resolution Time -Medium (Complex)	90%	100%	104
2.5	Resolution Time - High (Simple)	90%	100%	
2.6	Resolution Time -Medium (Simple)	90%	100%	
	<b>Other Service Metrics</b>			
2.7	Resolution Quality	95%	100%	237
2.8	Work Estimate Accuracy	90%	100%	
2.9	Service Reporting Delivery	7	7	1
	<b>Help Desk Metric</b>			
3.0	Request Volume	100	237	237

### Monthly Highlights

- 1) Logged all FMS Help Desk calls from 02/01/01 through 02/28/01
- 2) Assisted SFA DLS contractors with multiple processing issues.
- 3) Reviewed FMS Enhancements SIRS for review by FMS Operations.
- 4) Added and updated 4% volume of user to FMS.
- 5) Most of the activity of the help desk activity related to the following: file processing for all programs, new change requests submitted and functional user issues.
- 6) Reviewed Change Request Log with FMS Operations, and closed completed items. Total of 63 high priority CR's.

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