

VDC Customer Satisfaction Dashboard						
4-day Status from 09/05/02 to 09/09/02						
	Delivery Against Contract	Recent Customer Satisfaction	VDC Confidence Level & Trend		CSC Issues & Status	Initiatives / Milestones (next 30-days)
Wkd. Perf. (Sep 06 - 08)	Green	Green	N/A		See below	
Channel	Delivery Against Contract	Recent Customer Satisfaction	VDC Confidence Level & Trend		CSC Issues & Status	Initiatives / Milestones (next 30-days)
Students	Green	Green	Yellow	↑	<p>On 9/6 between 10:25 AM and 10:45 AM, CPS users in Iowa City were unable to connect to CICS/TSO. This was determined to be a problem on the NCS network.</p> <p>On 9/9 between 11:33 AM and 11:50 AM, FAFSA.ED.GOV was unavailable due to problems with the e-Network Dispatcher. Cause is under investigation to determine RCA.</p>	* Portals release 2 is planned for September 30th.
Schools	Green	Green	Yellow	↑	No Issues	None
Financial Partners	Green	Green	Red	↑	On 9/9 between 10:35 AM and 11:24 AM, the FFEL Help Desk reported that users are clocking in CICS/PA when in the A screen. The MDC notified Newark of the problem and suggested that they contact CICS and IDMS support.	* Portals release 2 is planned for September 30th.
CFO	Green	Green	Yellow	↔	No Issues	None
COO	Green	Green	green	↔	No Issues	* Ombudsman Internet Redesign - tentative go live date is September 30, 2002.
CIO	Green	Green	Yellow	↔	No Issues	None