SRweb RELATED CONTACTS
As of 27 MAR 03

- **Total**: Total contacts
- **General Info**: BSM supplier questions of a general nature which do not identify a specific problem.
- **Technical**: Questions such as system access, password/user ID, and system problems.
- **System Enhancements**: Recommendations for system improvements.

The chart shows monthly contacts from August to March, with a breakdown of General Info, Technical, and System Enhancements.
SRweb RELATED CONTACTS
WEEK OF 21-27 MAR 03

- Total: 60
- General Info: 30
- Technical: 29
- System Enhancements: 1

BSM supplier questions of a general nature which do not identify a specific problem.

Questions such as system access, password/user ID, and system problems.

Recommendations for system improvements.
SRweb ISSUES
Average Resolution Time
WEEK OF 21-26 MAR 03

GOAL: LESS THAN 48 HOURS

OPEN TIME IN HOU

<table>
<thead>
<tr>
<th>Category</th>
<th>Time in Hours</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total</td>
<td>25</td>
</tr>
<tr>
<td>General Info</td>
<td>32</td>
</tr>
<tr>
<td>Technical</td>
<td>42</td>
</tr>
<tr>
<td>System Enhancements</td>
<td>0</td>
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</tbody>
</table>

BSM supplier questions of a general nature which do not identify a specific problem.
Questions such as system access, password/user ID, and system problems
Recommendations for system improvements
SRweb ISSUES

Average Resolution Time (Trend)

GOAL: LESS THAN 48 HOURS