DEFENSE LOGISTICS INFORMATION SERVICE

SRweb RELATED CONTACTS

As of 4 Mar 04

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

Recommendations for system improvements.

- Total
- General Info
  - 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.
- System Enhancements
  - Recommendations for system improvements.
SRweb RELATED CONTACTS
WEEK OF 27 Feb - 4 Mar 04

BSM supplier questions of a general nature which do not identify a specific problem.
Recommendations for system improvements.
SRweb ISSUES
Average Resolution Time
27 Feb - 4 Mar 04

GOAL: LESS THAN 48 HOURS

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
AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR SUSPENSE
AS OF 13 - 19 Feb 04

- OVER 91 DAYS
- 61-90 DAYS
- 31-60 DAYS
- 2-30 DAYS