

DATA ITEM DESCRIPTION

Form Approved
OMB No. 0704-0188
Exp. Date: Jun 30, 1986

1. TITLE

CUSTOMER SERVICE REPORT

2. IDENTIFICATION NUMBER

DI-MNTY-80133

3. DESCRIPTION/PURPOSE

3.1 This data provides an audit of system problems and contractor actions and responsiveness to resolve the problems.

4. APPROVAL DATE
(YYMMDD)

860407

5. OFFICE OF PRIMARY RESPONSIBILITY (OPR)

F/AFCC-TSPMO

6a. DTIC REQUIRED

6b. GIDEP REQUIRED

7. APPLICATION/INTERRELATIONSHIP

7.1 This data item description contains the format and content preparation instructions for the data product generated by the specific and discrete task requirement for this data included in the contract.

8. APPROVAL LIMITATION

9a. APPLICABLE FORMS

9b. AMSC NUMBER

F3796

10. PREPARATION INSTRUCTIONS

10.1 Contract. This data item is generated by the contract which contains a specific and discrete work task to develop this data product.

10.2 Contents. The report shall provide the following information, in contractor format:

- a. System location.
- b. Report identification number.
- c. Date and time the problem is reported.
- d. Nature of problem and impact on system operation.
- e. Priority status (routine, priority, immediate action).
- f. A listing of contractor actions taken and their relative impact to resolve the problem.
- g. Potential impact to other system locations, i.e., trend analysis.
- h. Closure date and time.