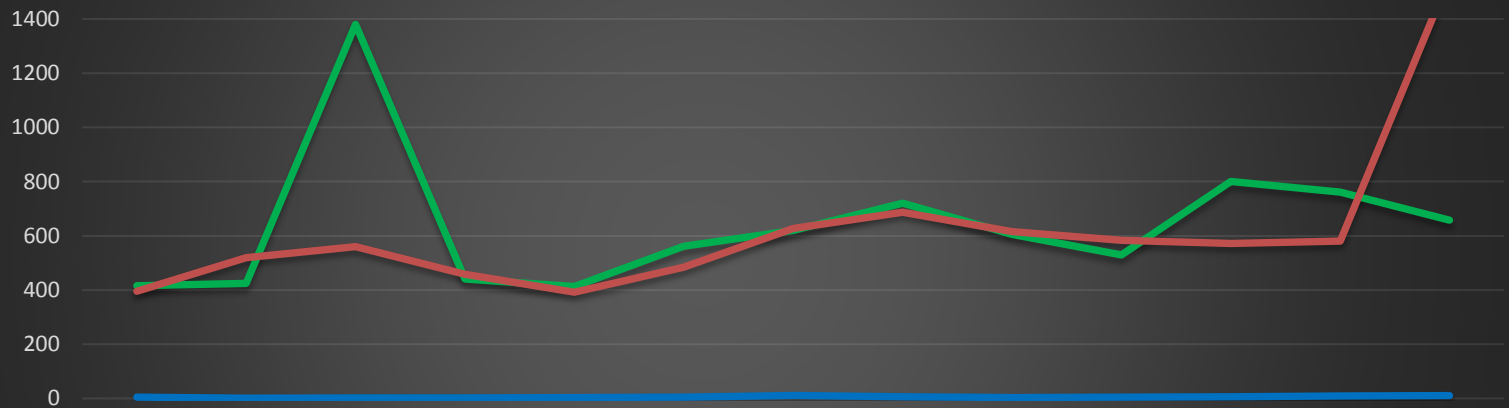


Monthly Request Management System (RMS) Metrics Dashboard

Trailing 12 Month Trends

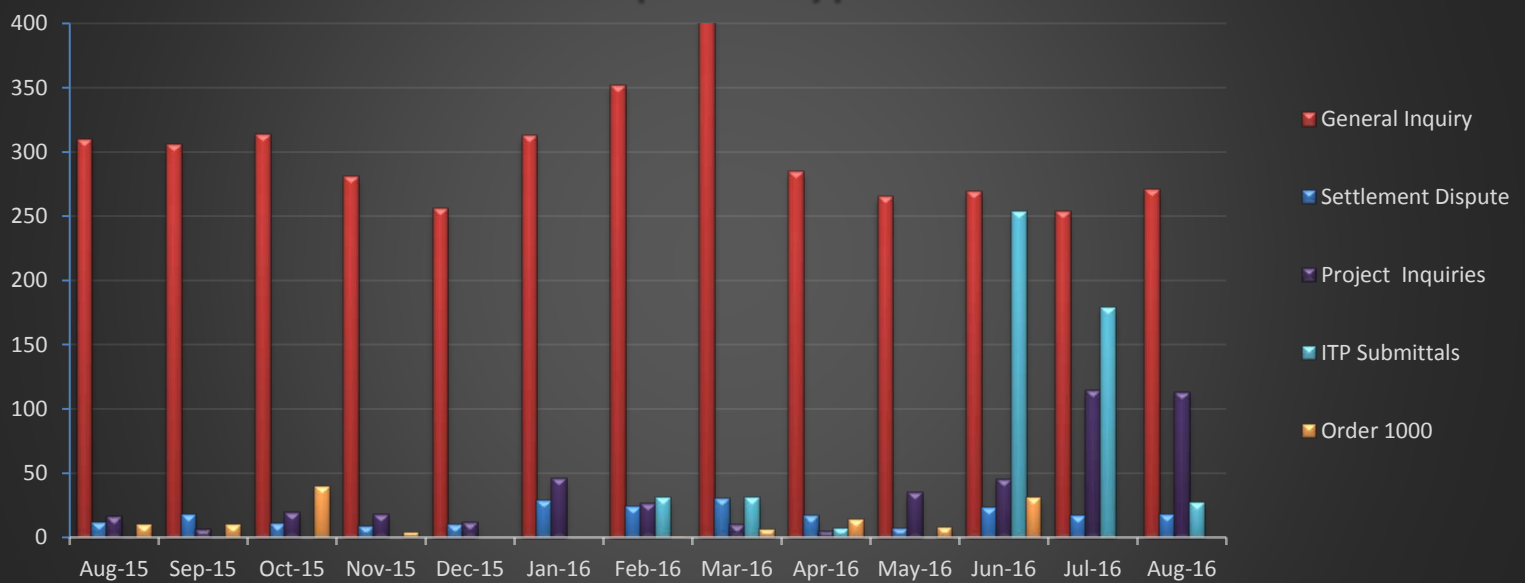
Reporting August 2016

Requests Opened and Closed

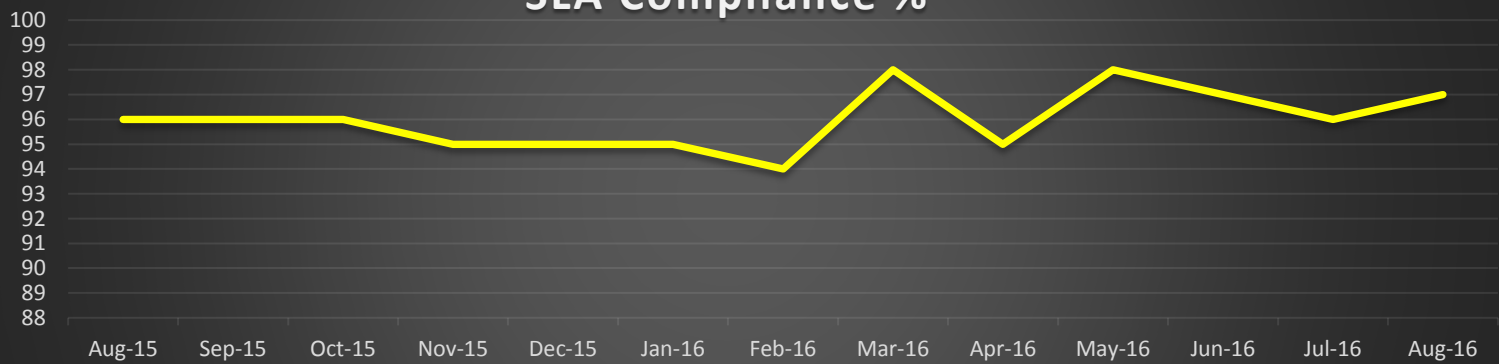


	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16
Opened	416	425	1380	440	413	561	620	720	605	529	801	761	658
Closed	396	520	560	458	392	484	627	687	615	584	572	580	1554
Re-Opened	5	1	2	2	4	5	11	6	4	5	6	9	10

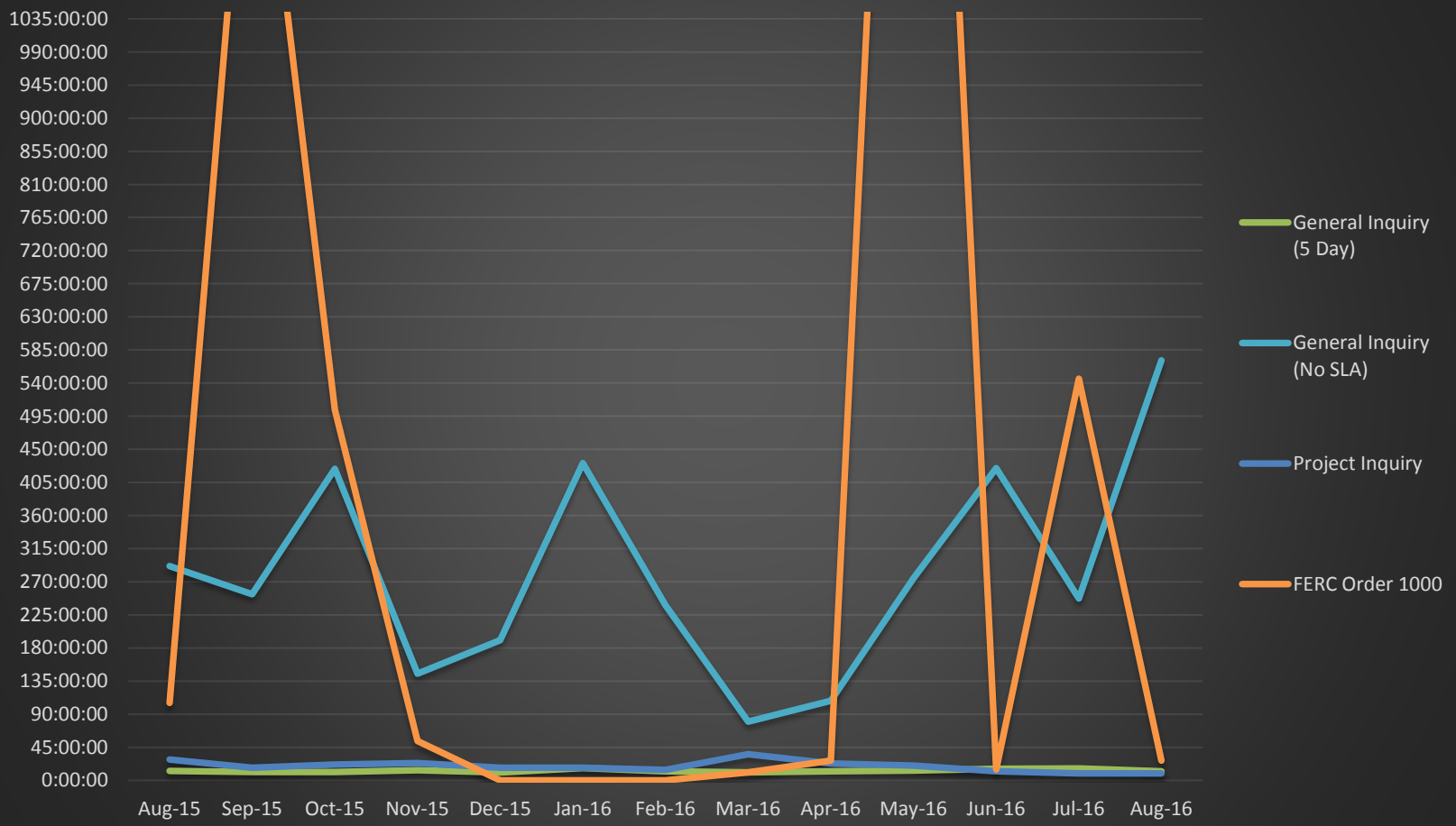
Requests Type



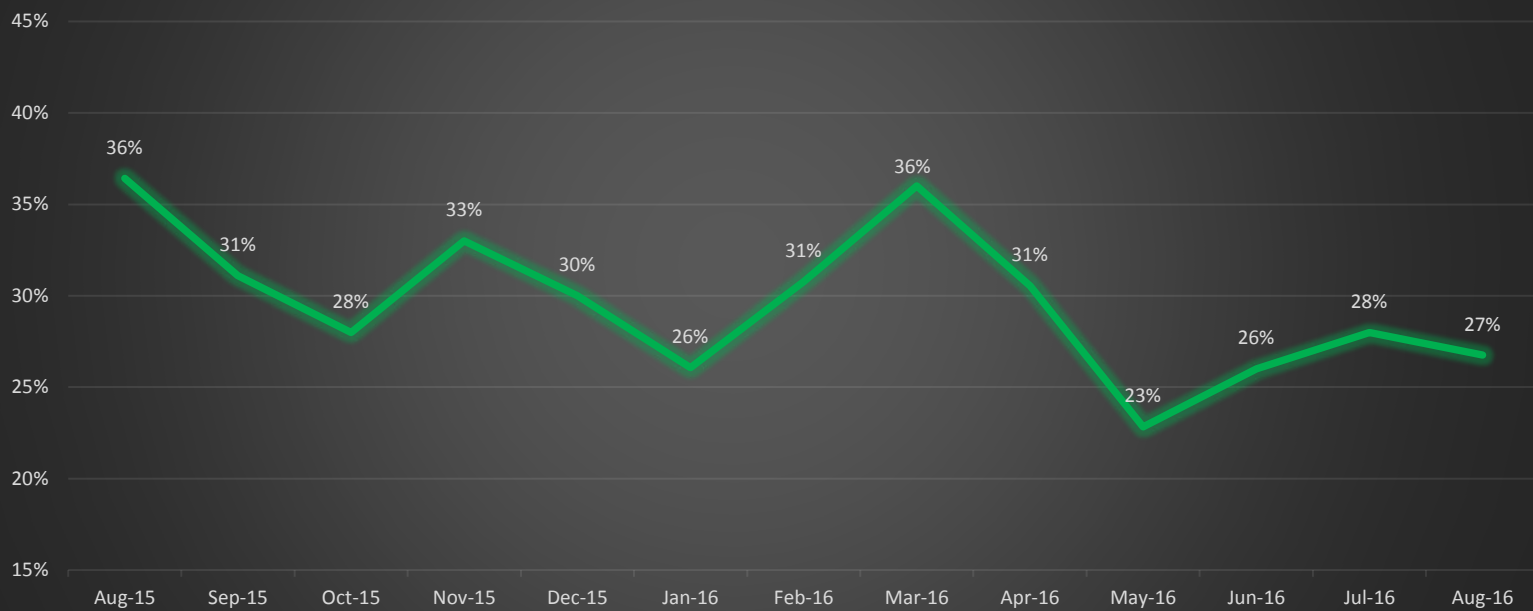
SLA Compliance %



Average Time to Resolution - By Request Type (Closed)

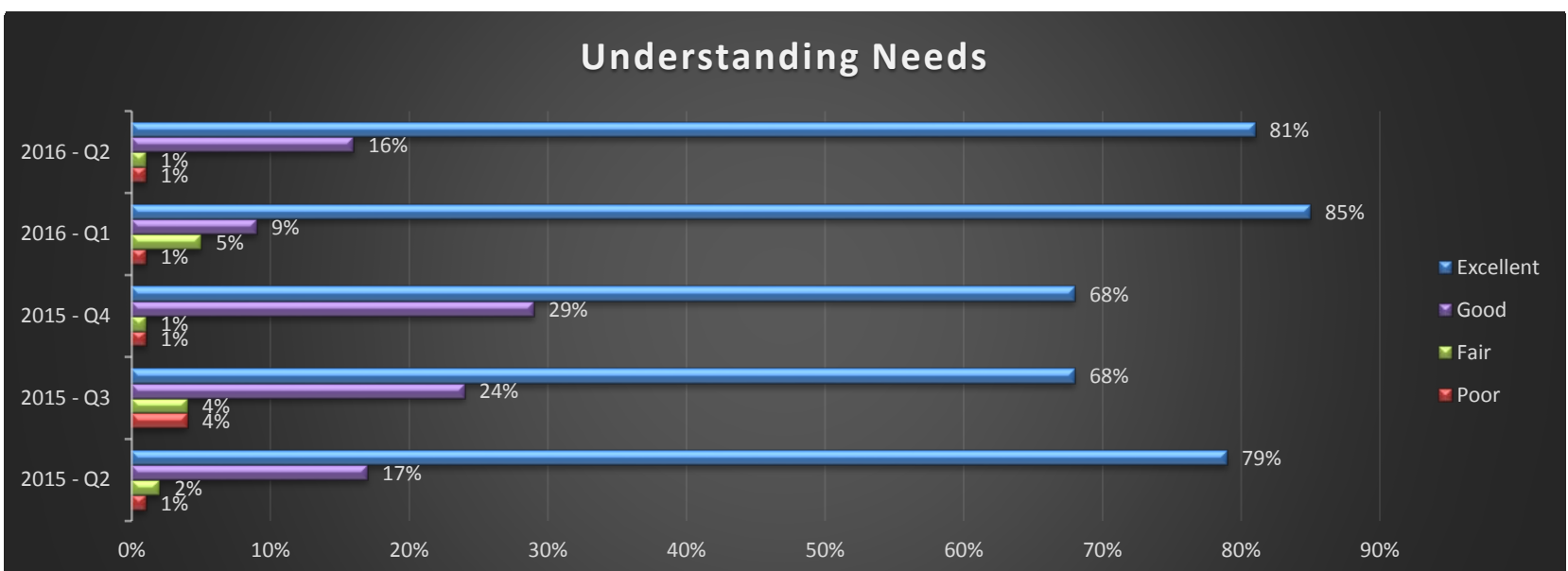
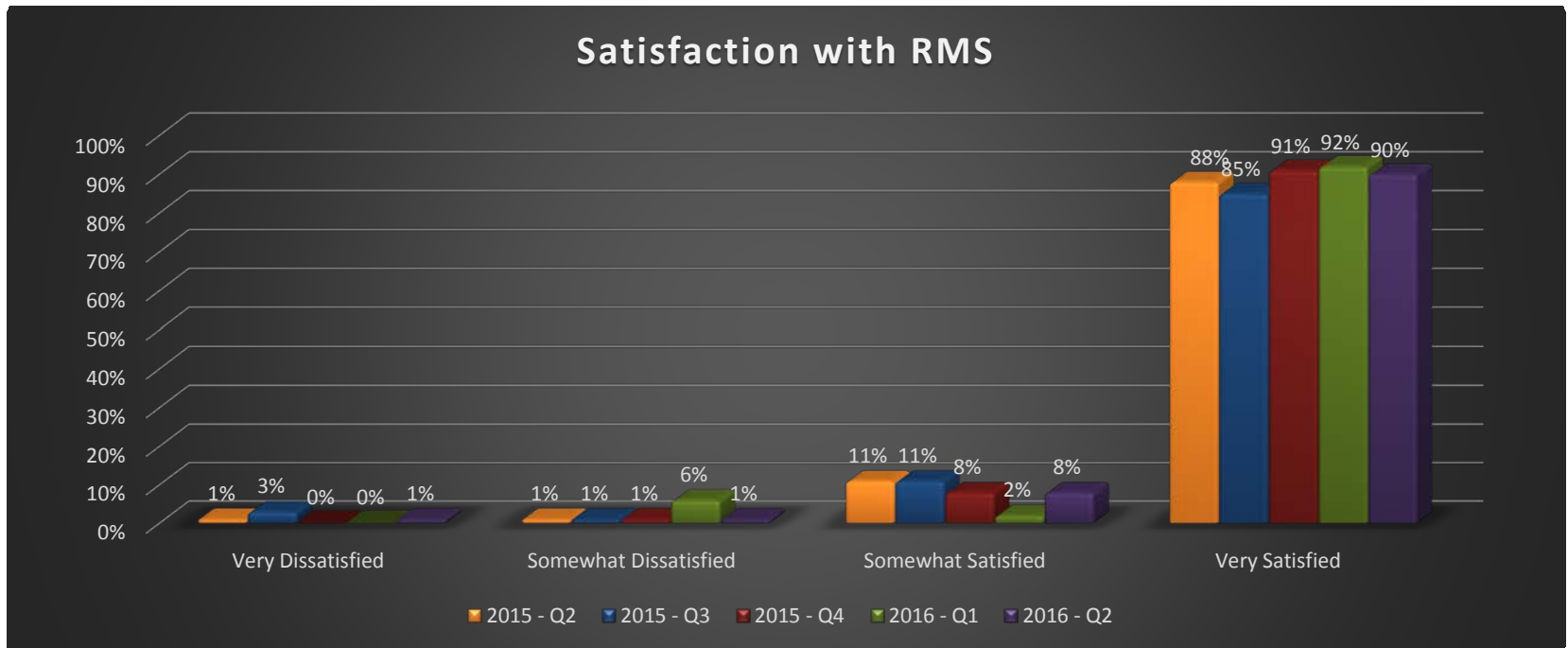


First Call Resolution

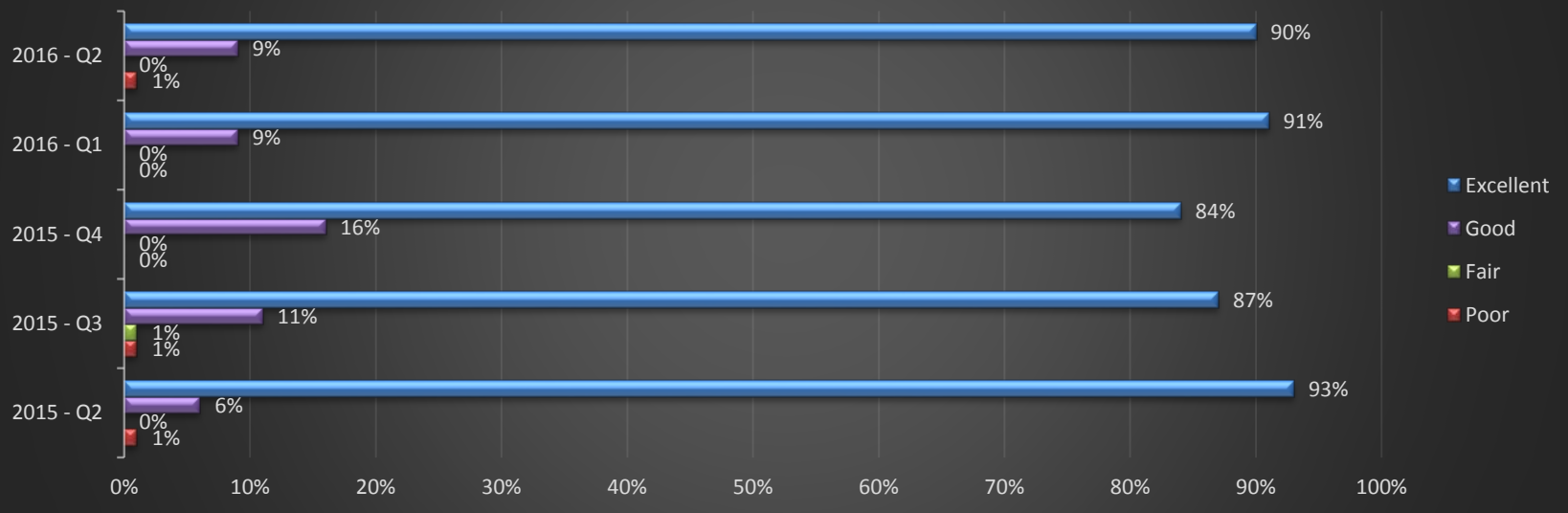


Quarterly Request Management System Metrics

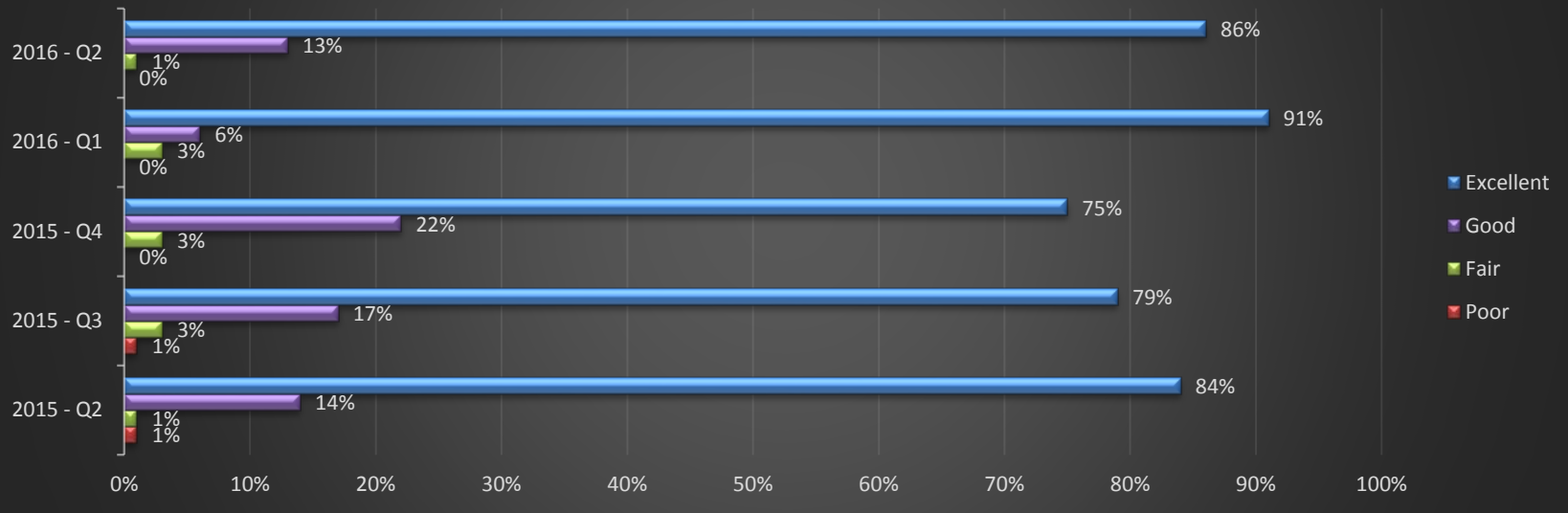
RMS Quarterly Satisfaction Survey Results Q2 2015 - Q2 2016



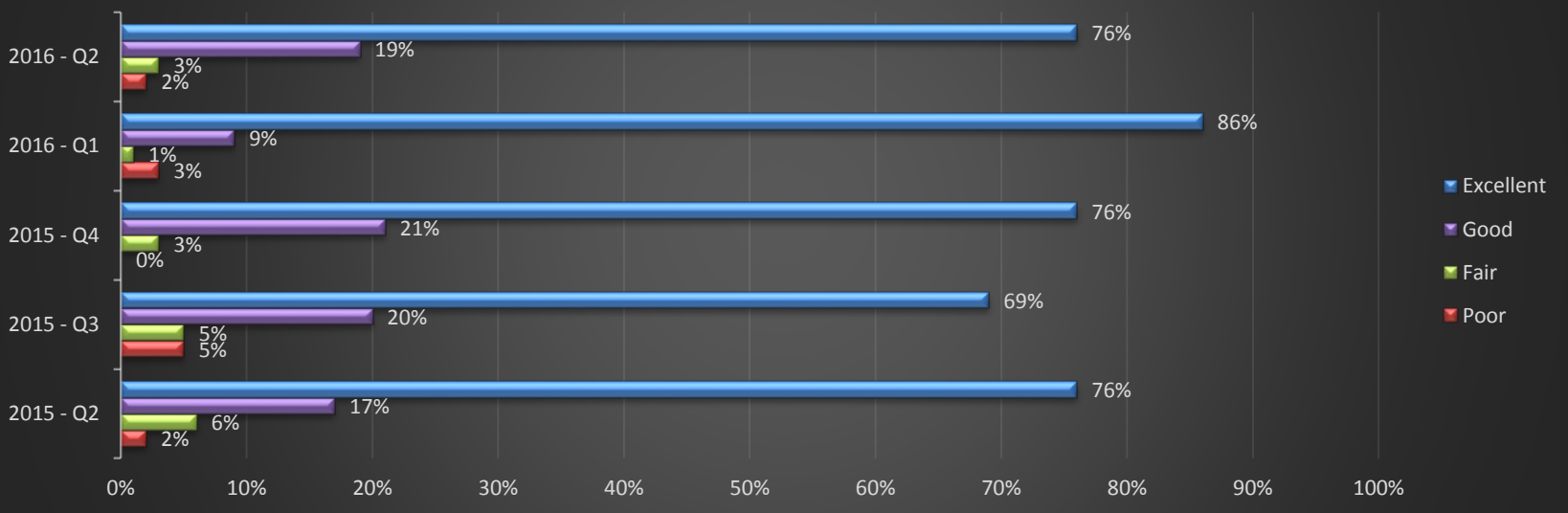
Professional Attitude



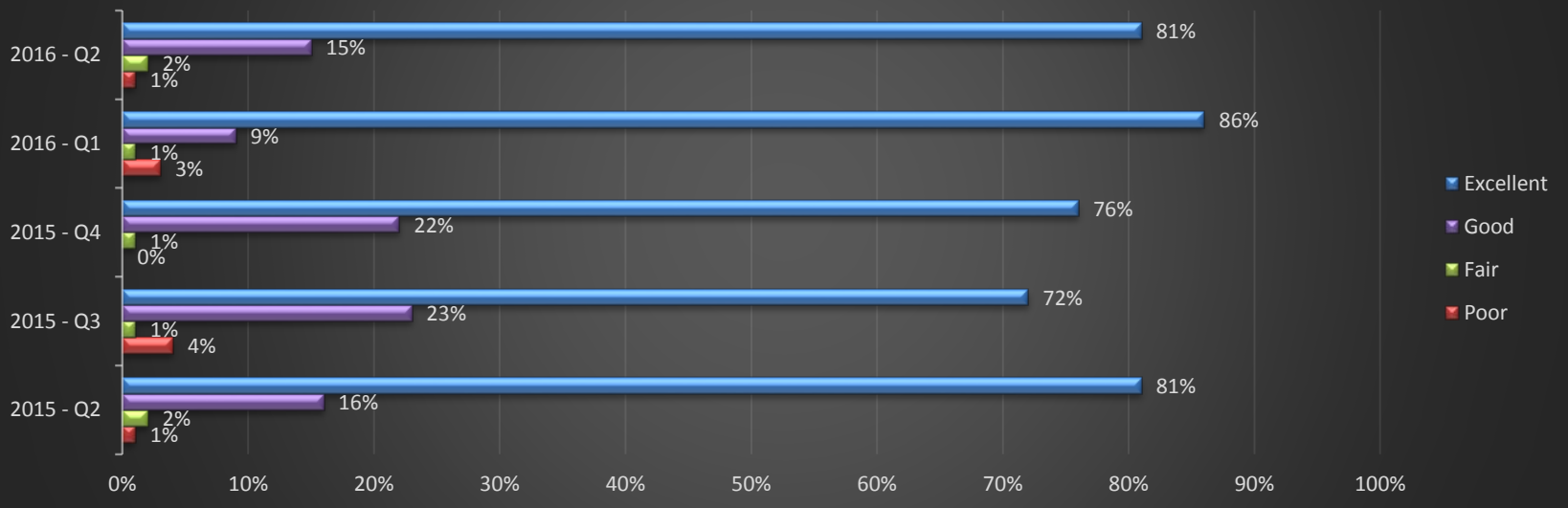
Sufficient Knowledge



Timely Solution



Quality of Solution



Resolution of Issue

