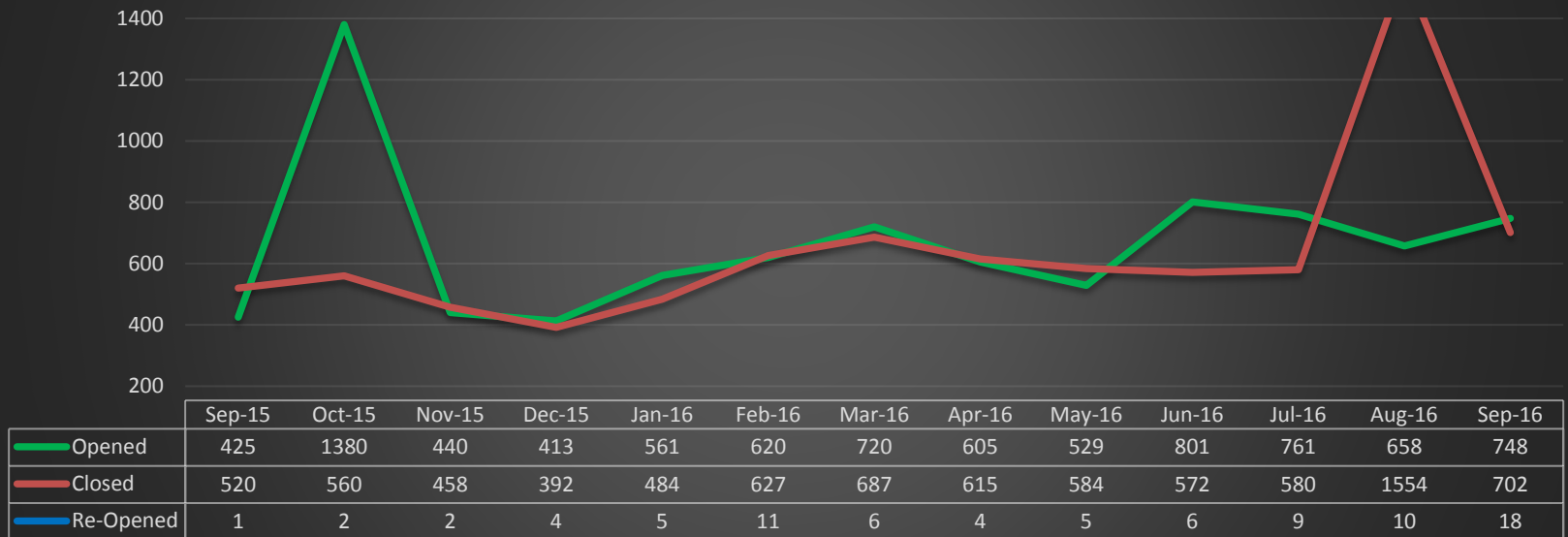


Monthly Request Management System (RMS) Metrics Dashboard

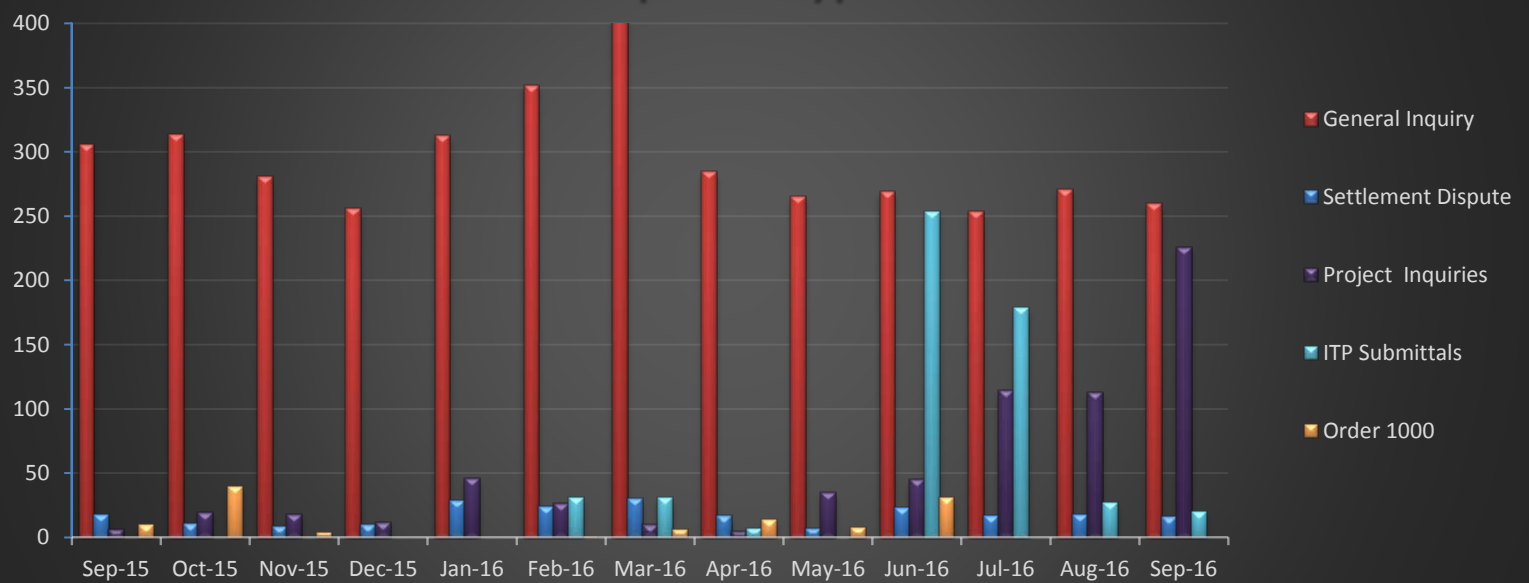
Trailing 12 Month Trends

Reporting September 2016

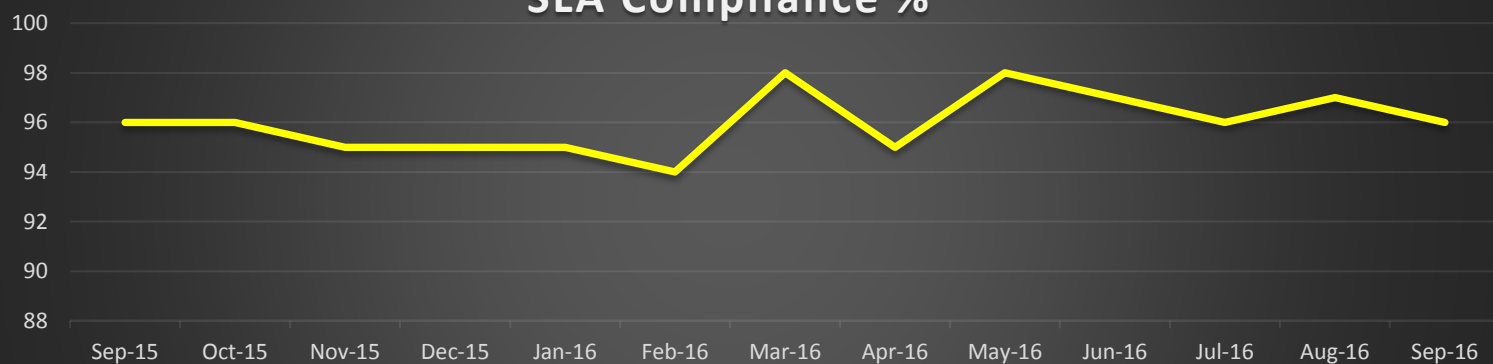
Requests Opened and Closed



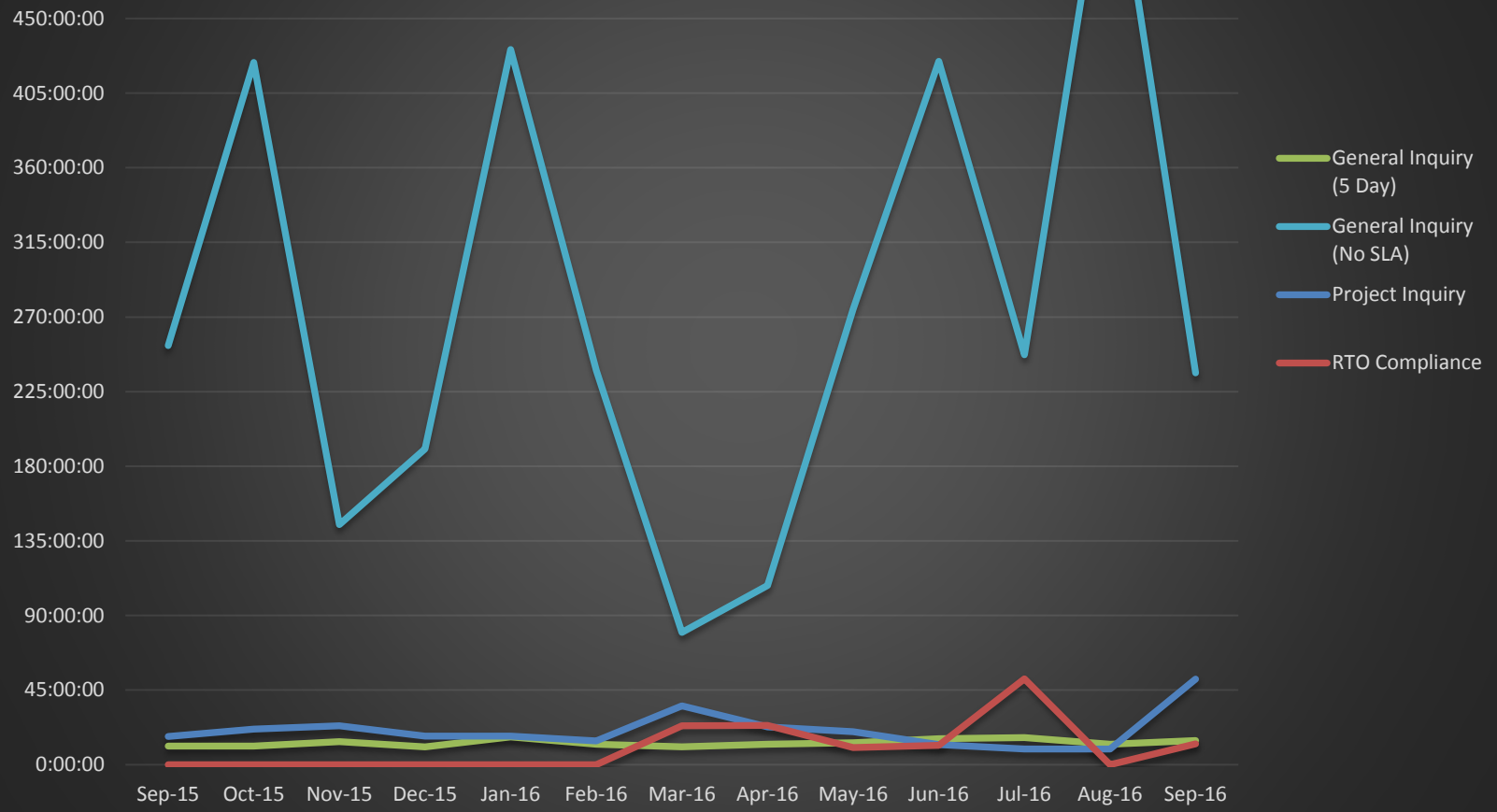
Requests Type



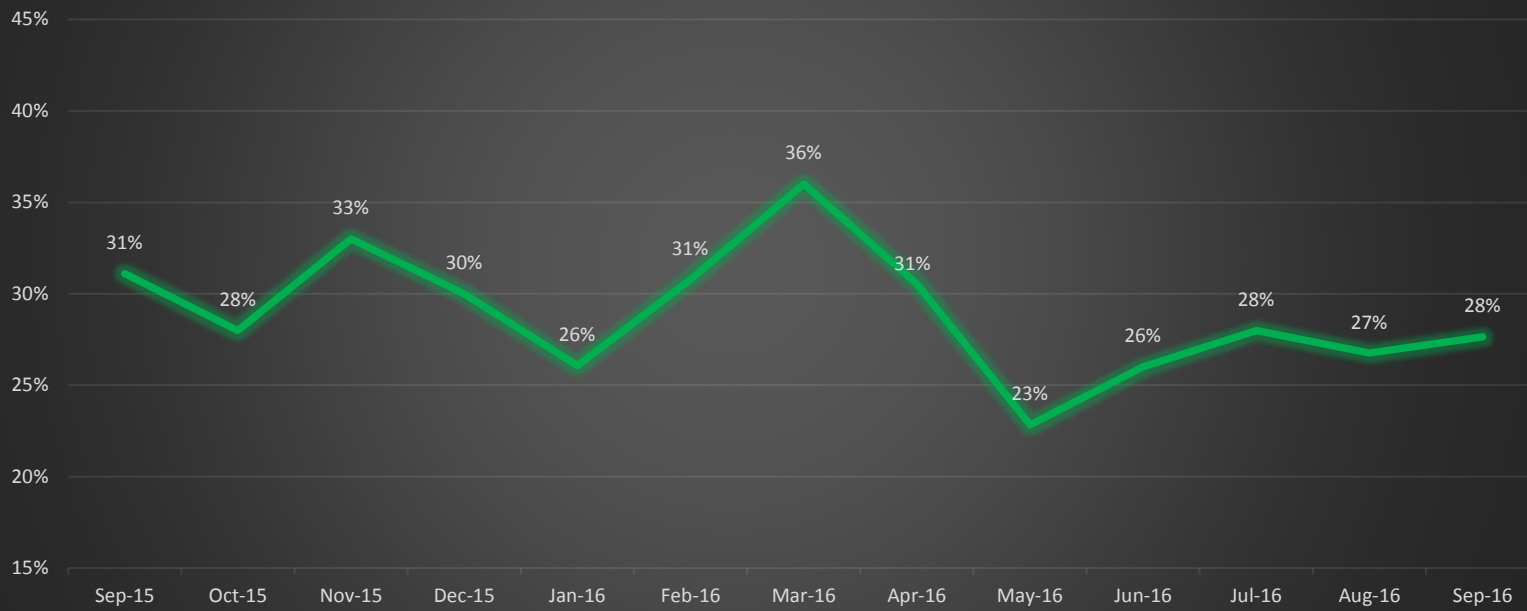
SLA Compliance %



Average Time to Resolution - By Request Type (Closed)

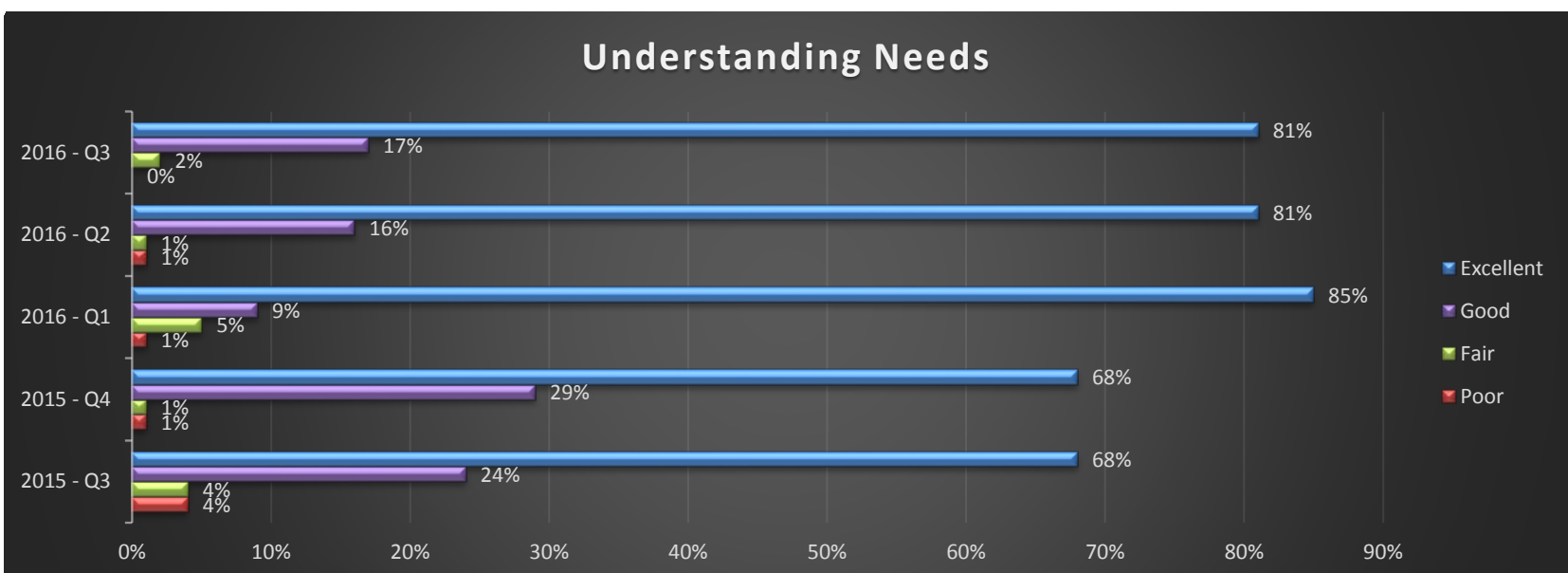
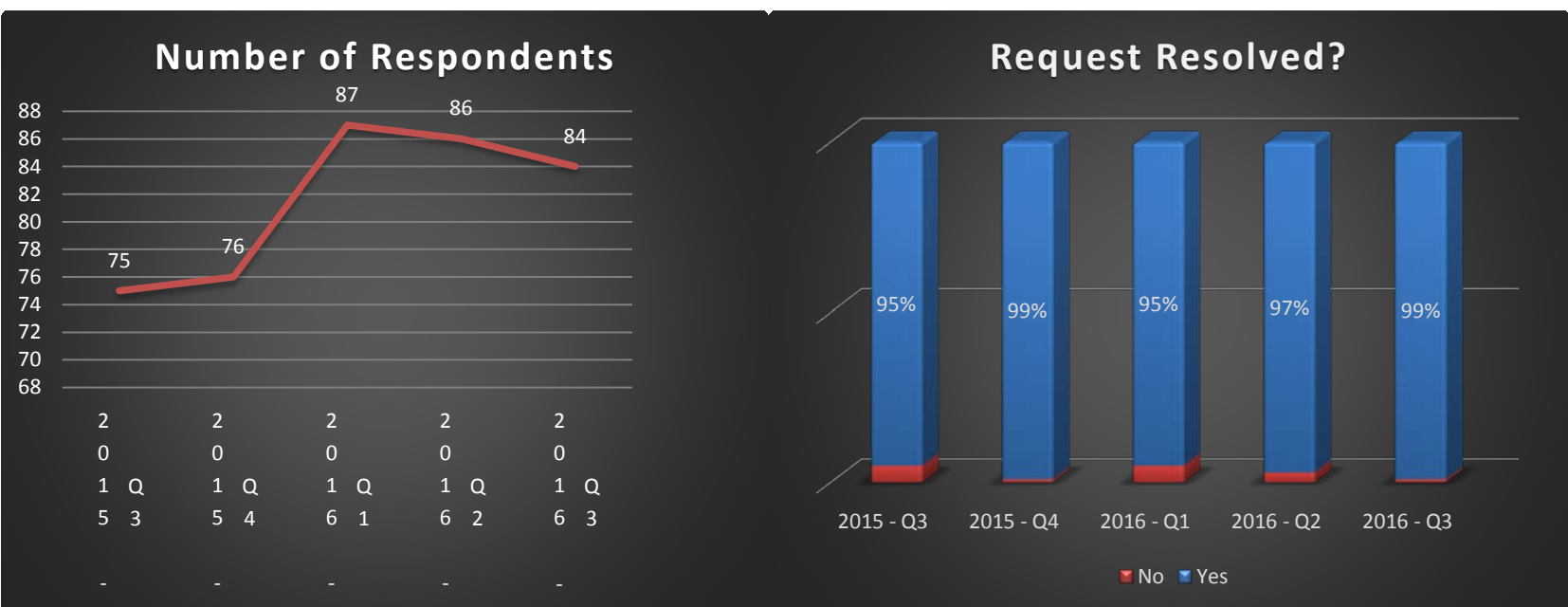
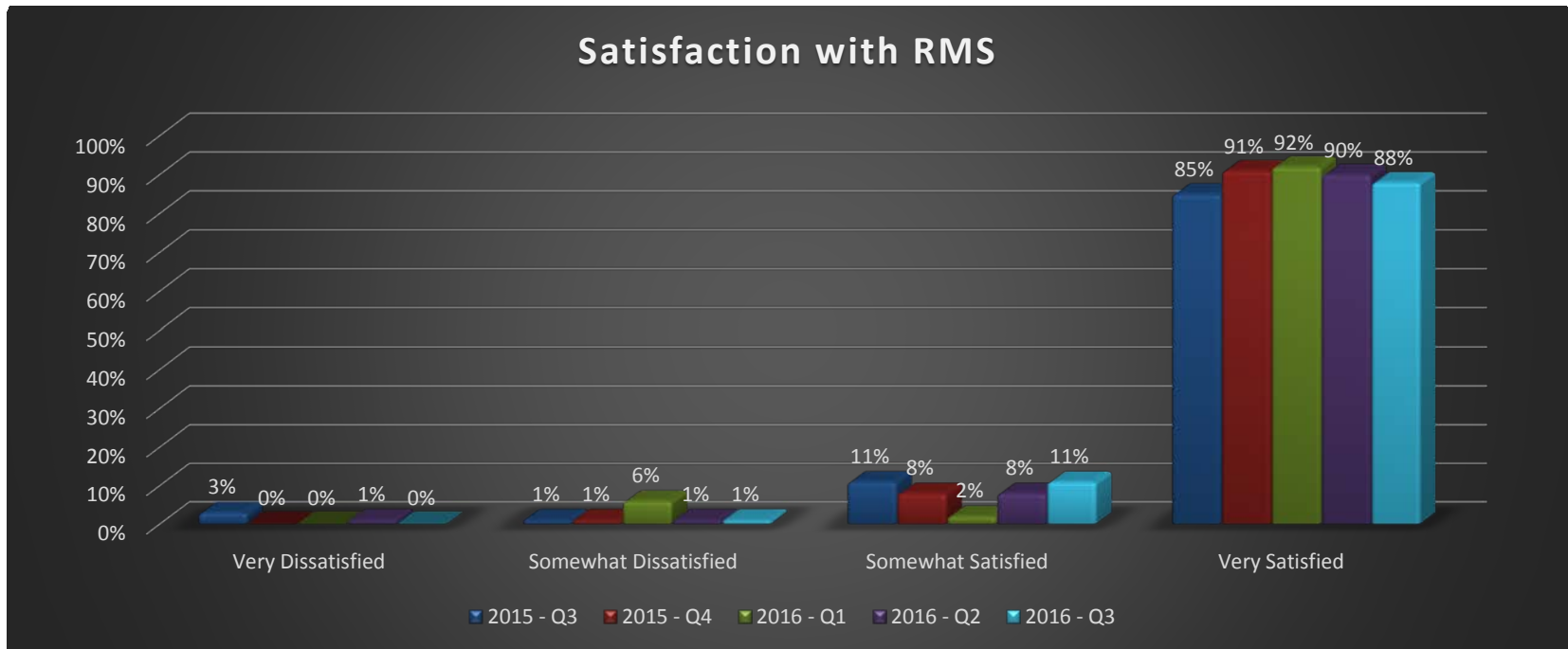


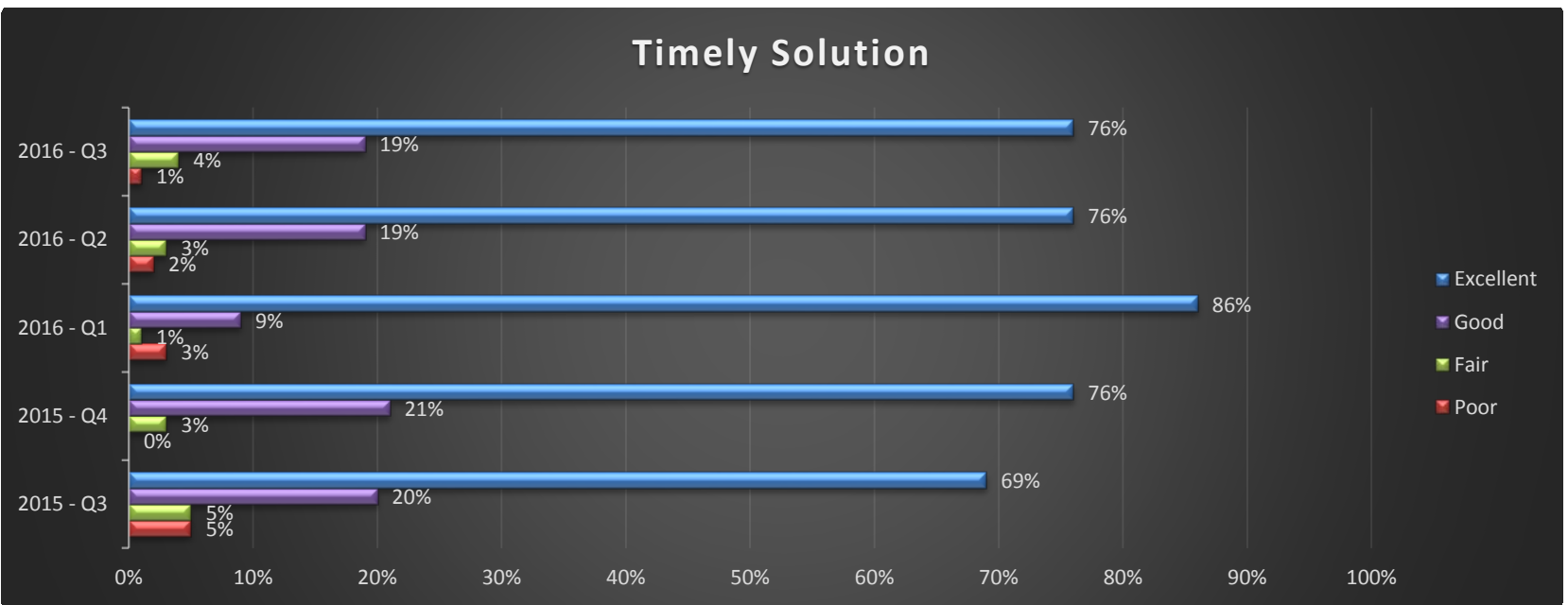
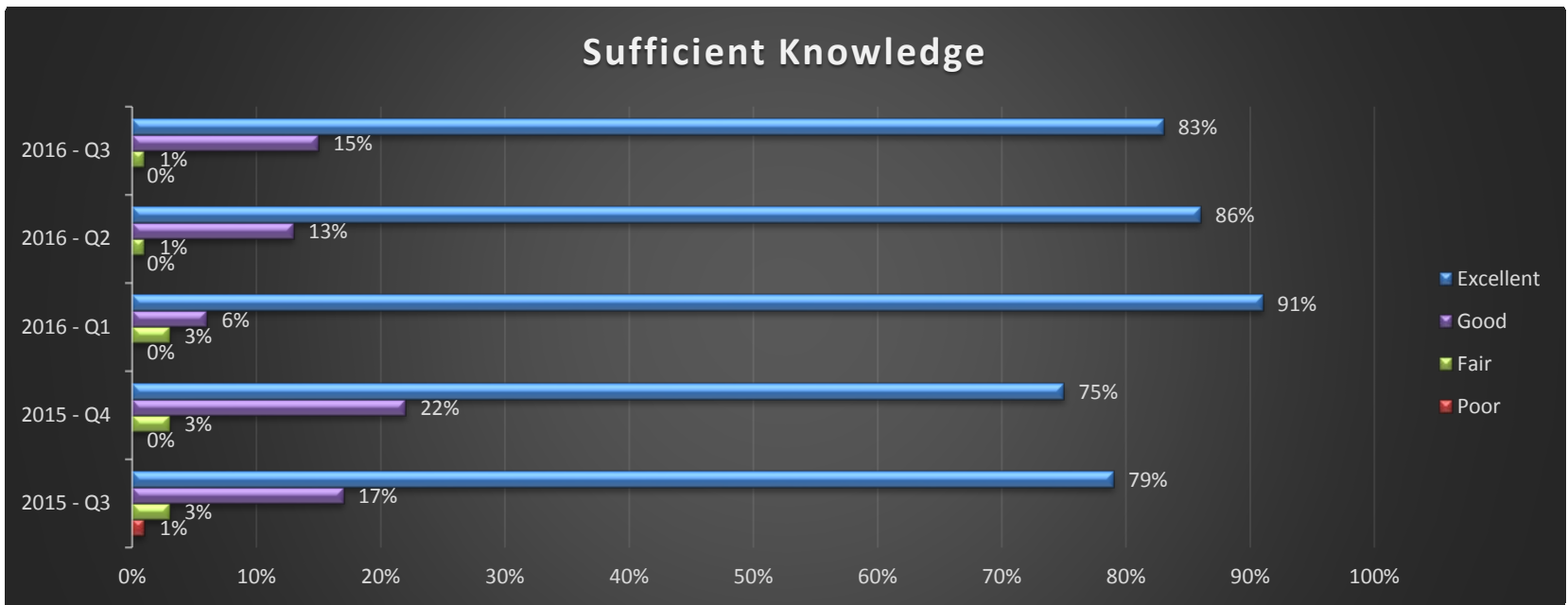
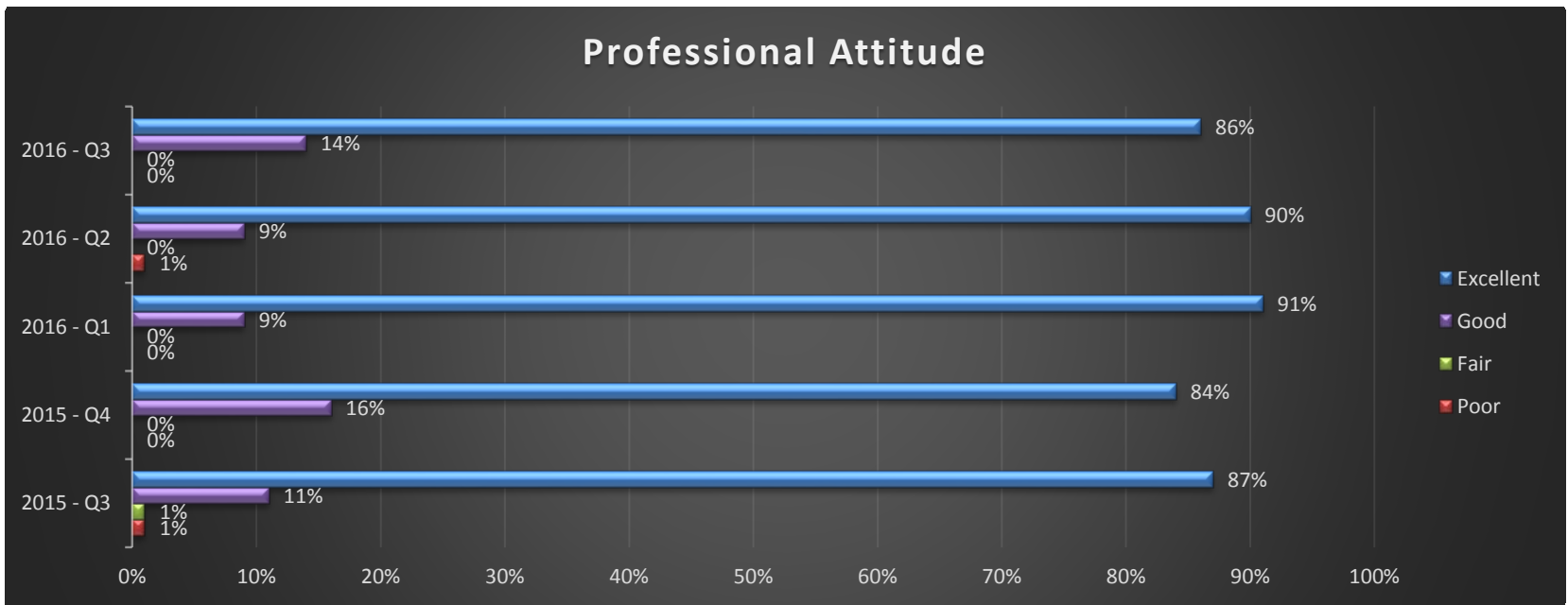
First Call Resolution



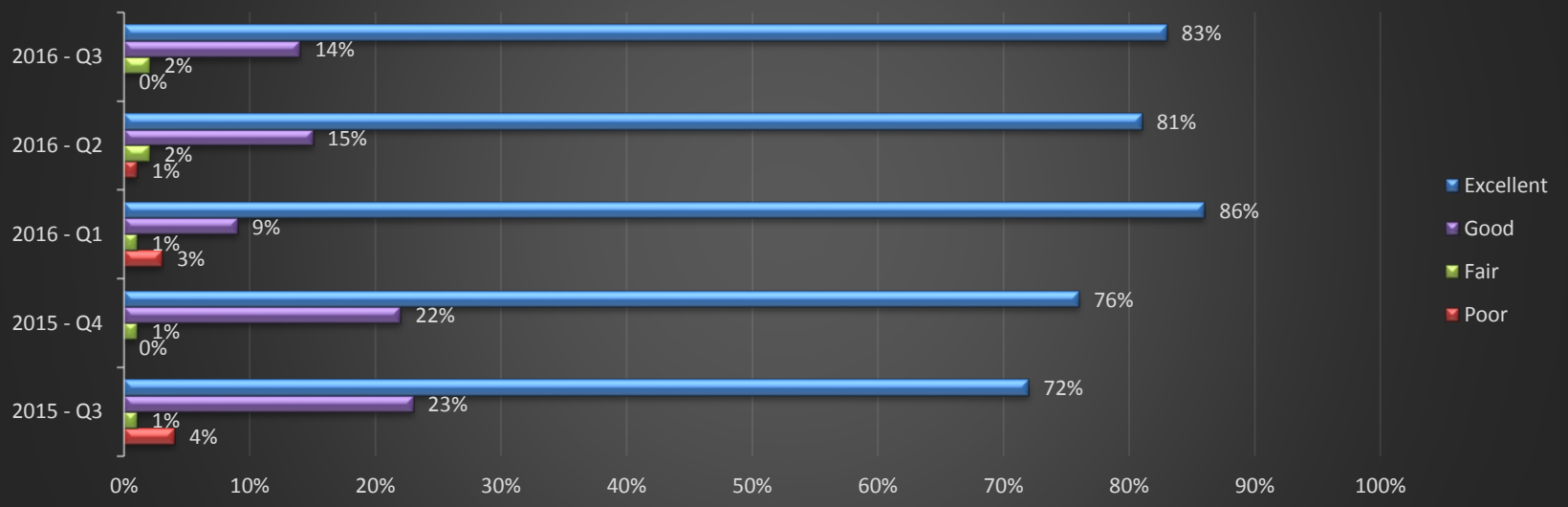
Quarterly Request Management System Metrics

RMS Quarterly Satisfaction Survey Results Q3 2015 - Q3 2016





Quality of Solution



Resolution of Issue

