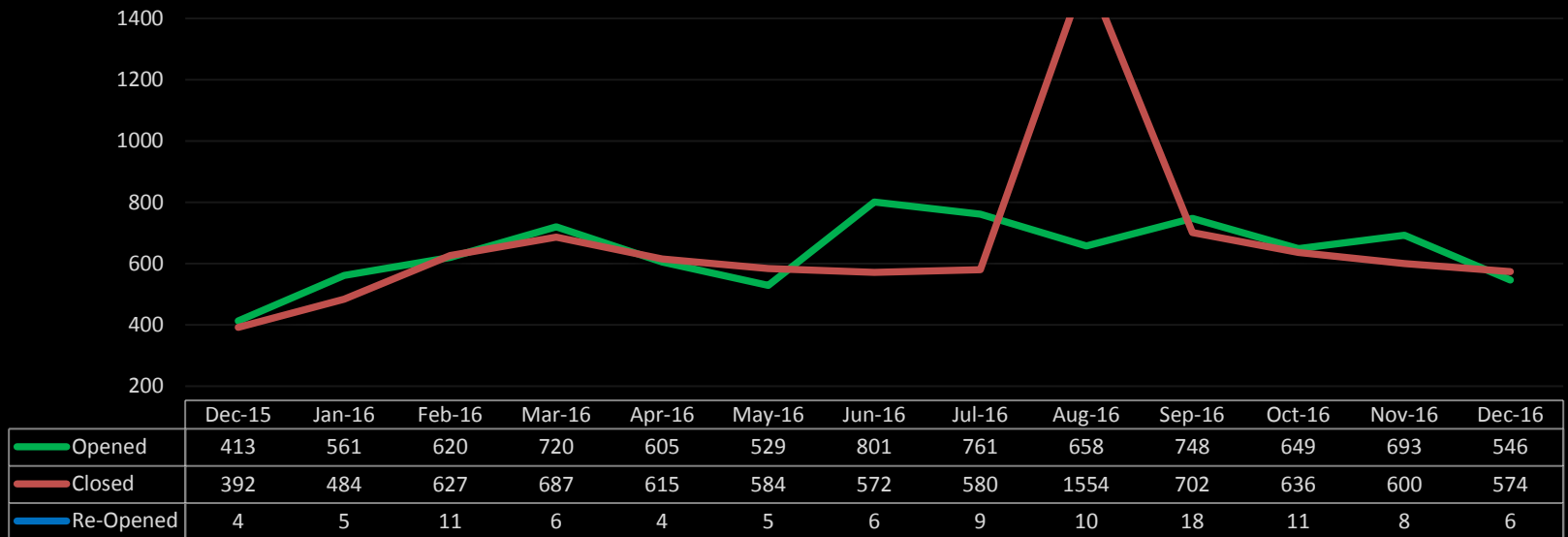


# Monthly Request Management System (RMS) Metrics Dashboard

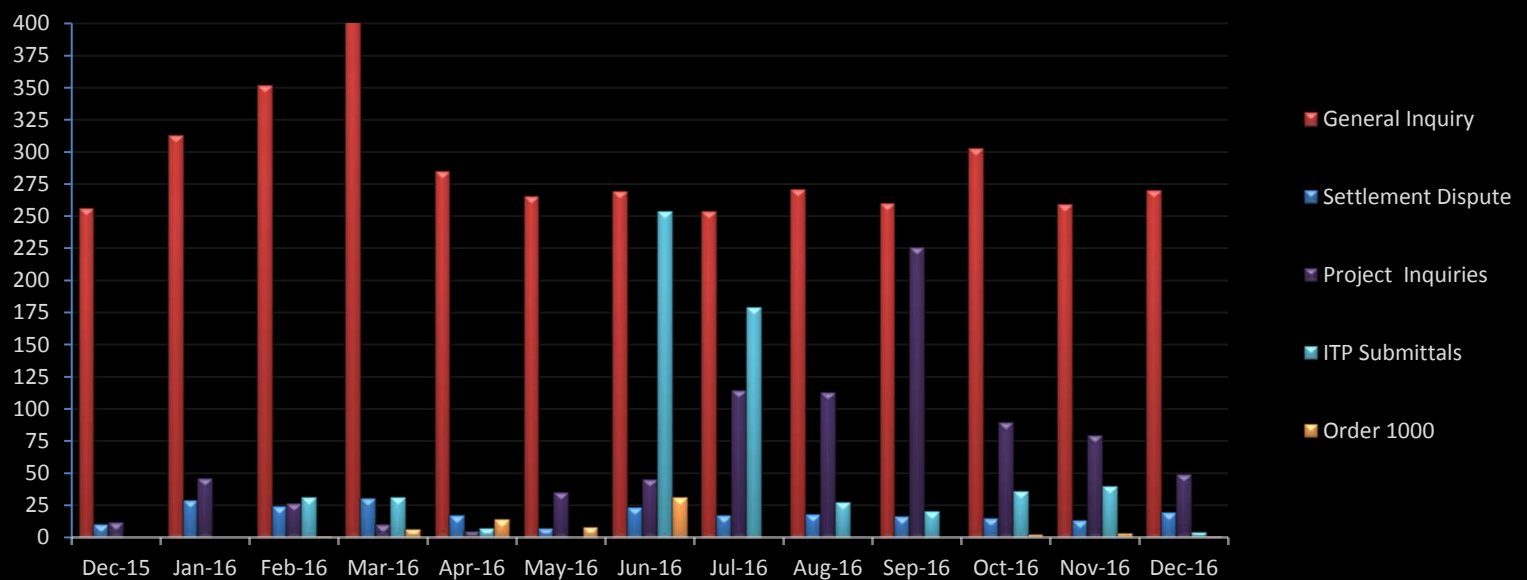
Trailing 12 Month Trends

Reporting December 2016

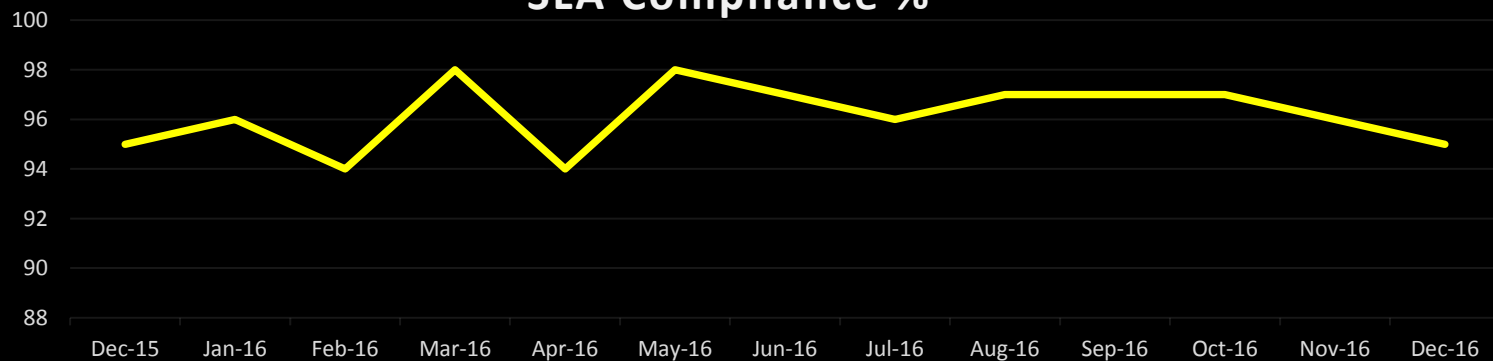
## Requests Opened and Closed



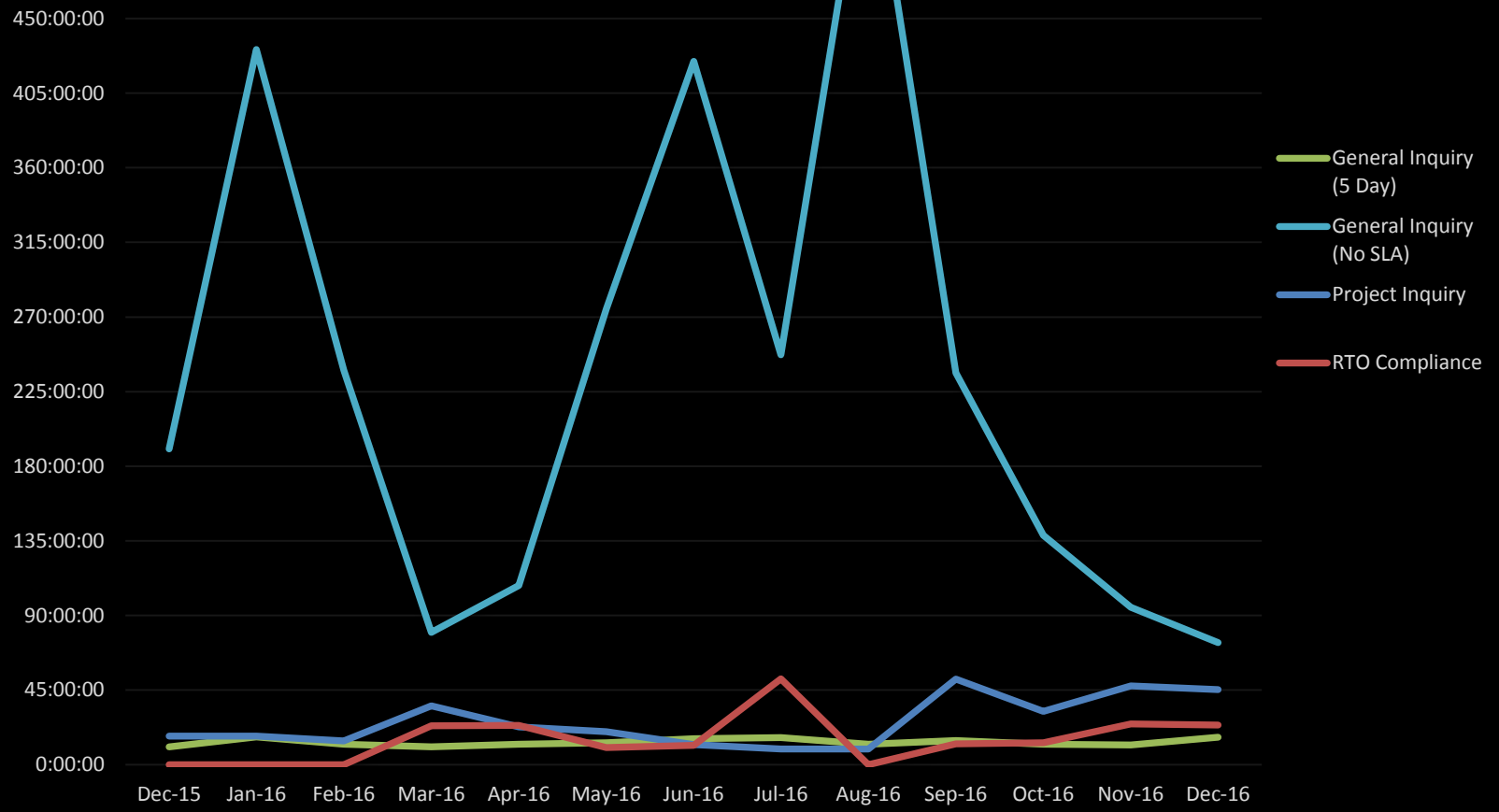
## Requests Type



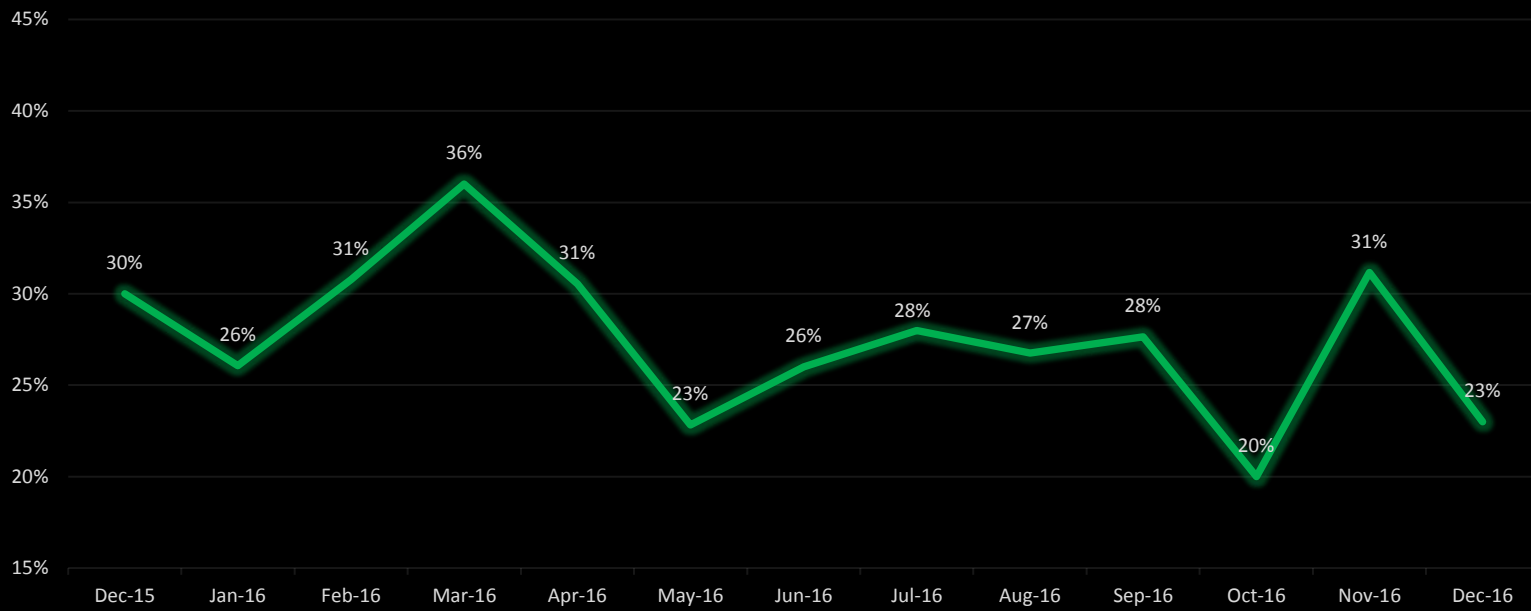
## SLA Compliance %



### Average Time to Resolution - By Request Type (Closed)

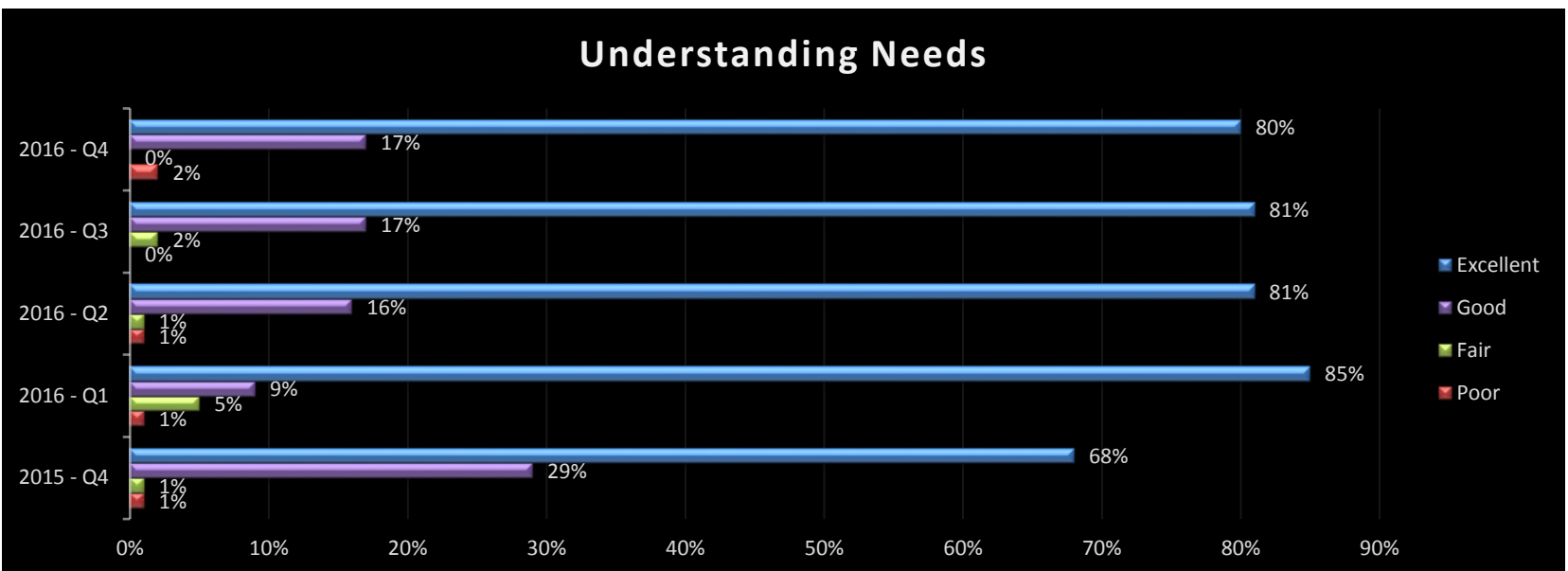
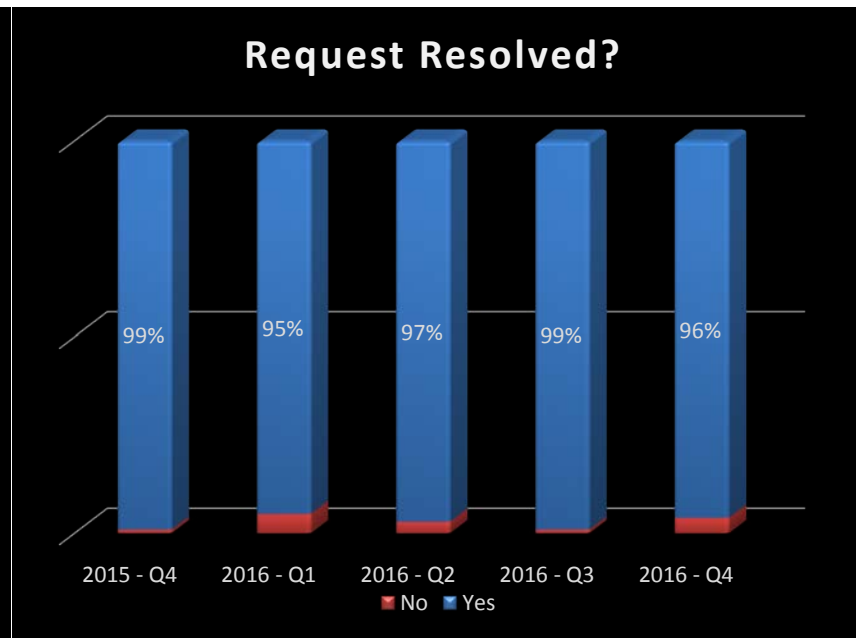
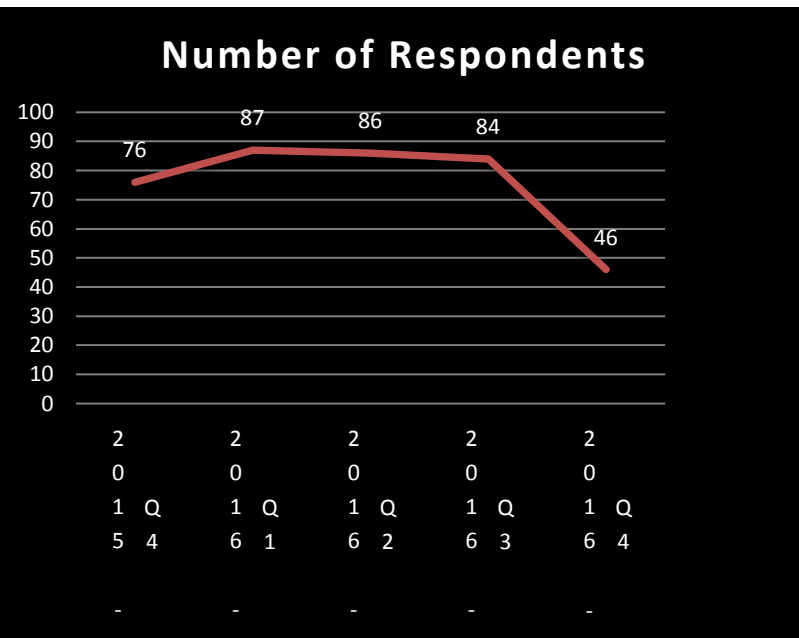
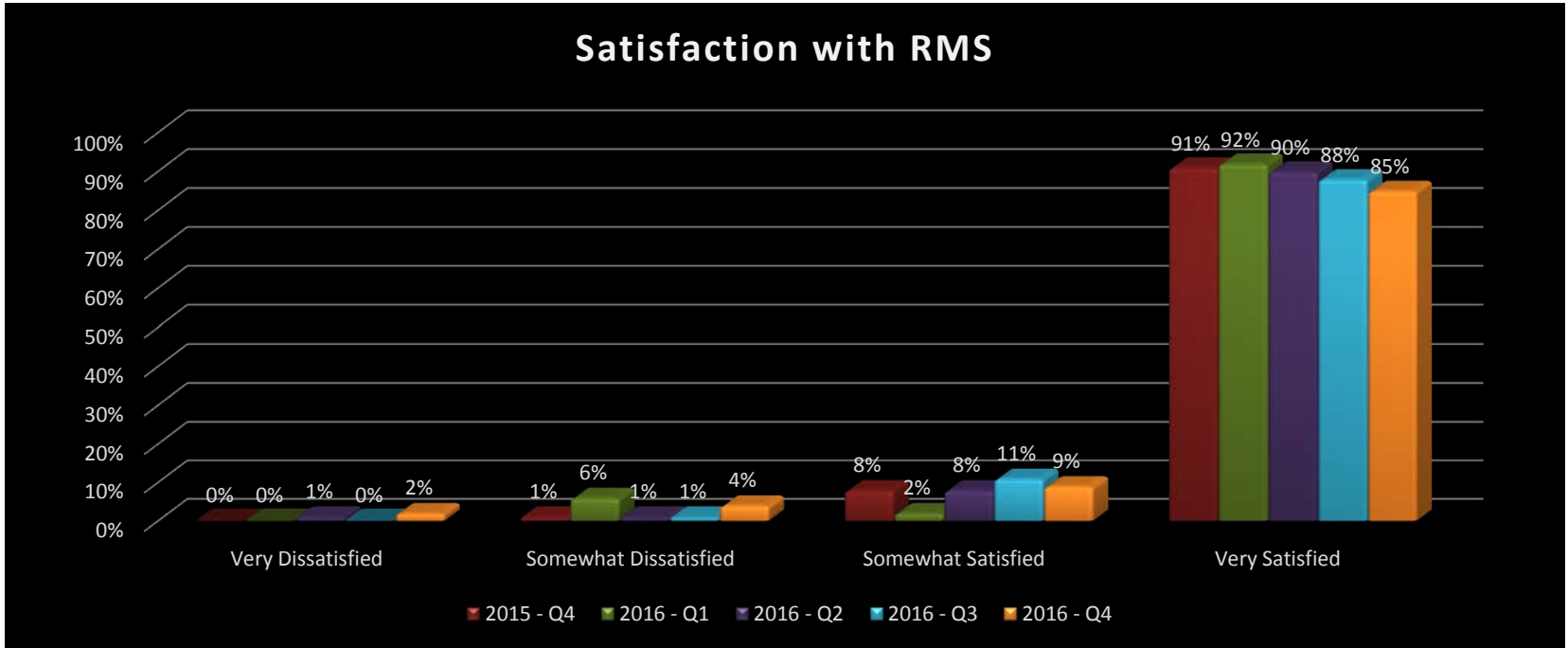


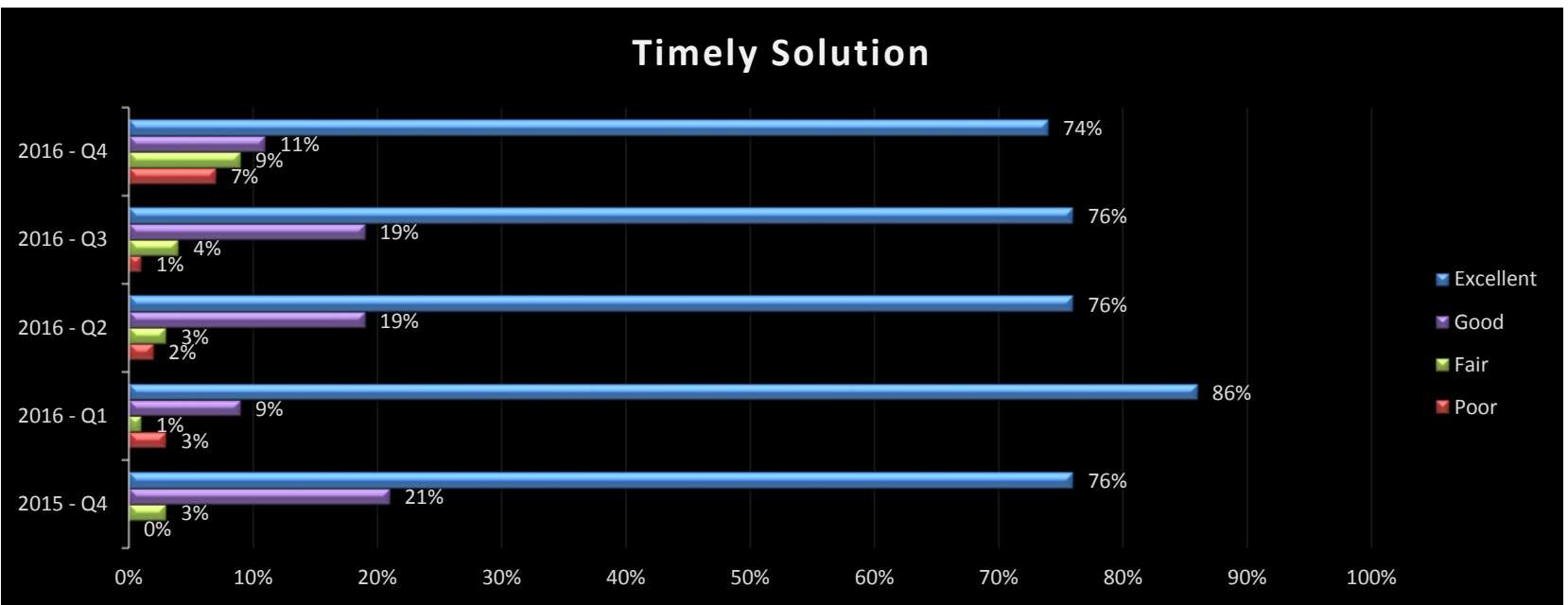
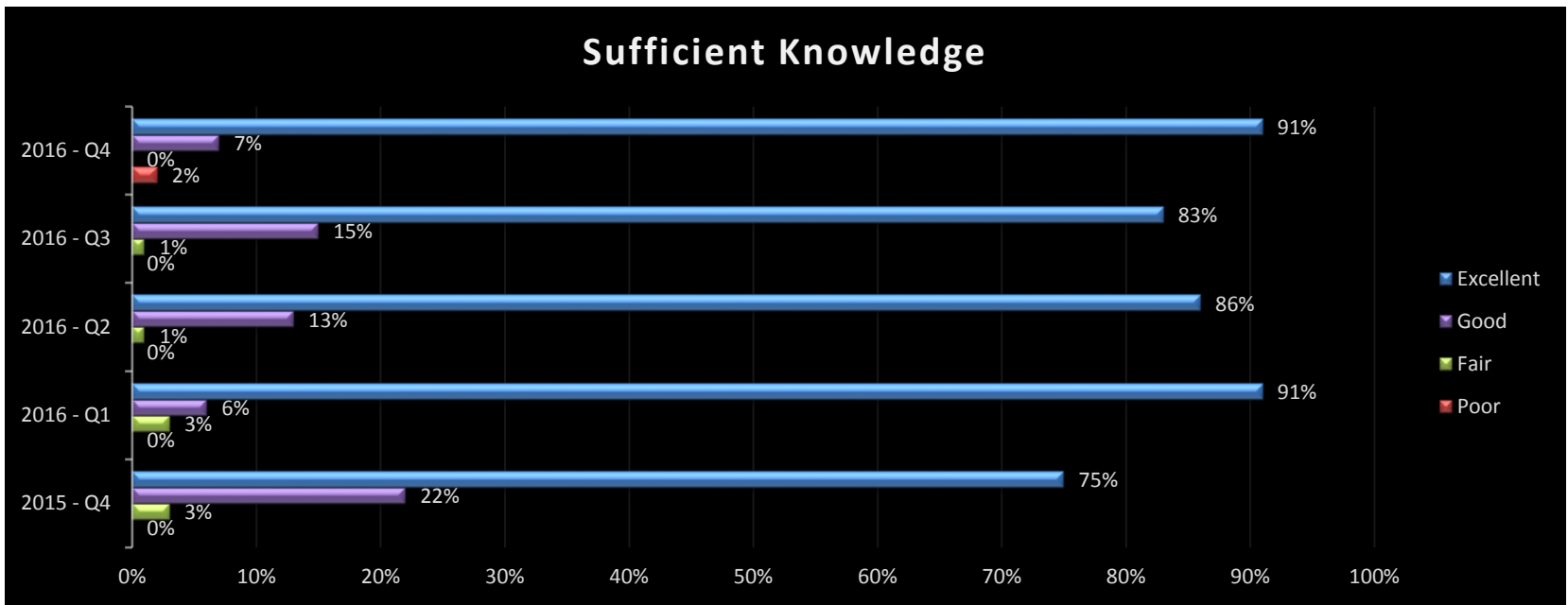
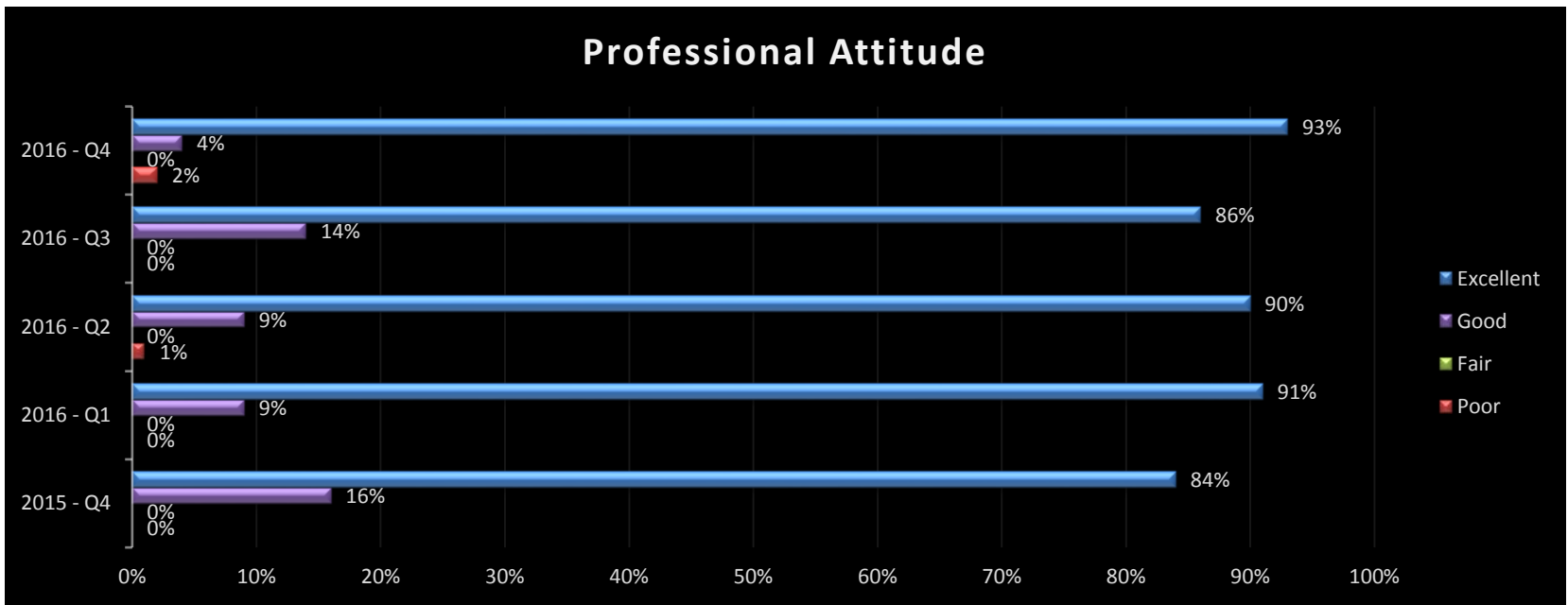
### First Call Resolution



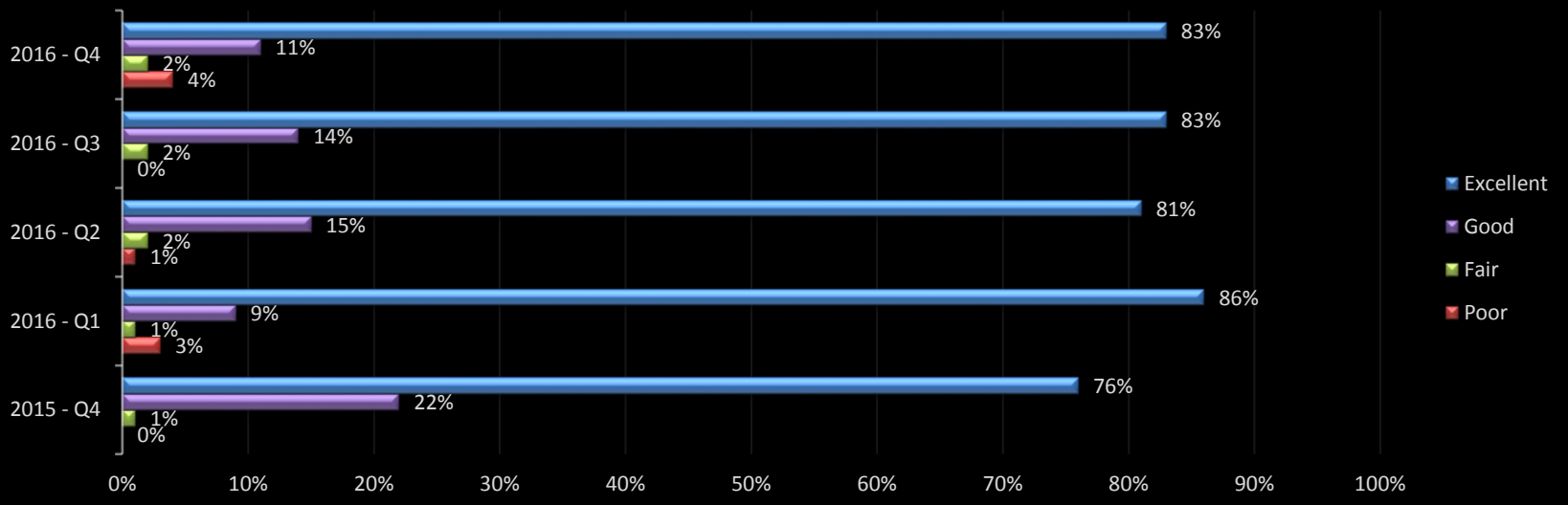
# Quarterly Request Management System Metrics

## RMS Quarterly Satisfaction Survey Results Q4 2015 - Q4 2016





## Quality of Solution



## Resolution of Issue

