Monthly Request Management System (RMS) Metrics Dashboard
Trailing 12 Month Trends
Reporting February 2017

Requests Opened and Closed

Requests Type

SLA Compliance %

RMS Dashboard_2017 Data
Last Updated: 3/9/2017
Quarterly Request Management System Metrics

RMS Quarterly Satisfaction Survey Results
Q4 2015 - Q4 2016

Satisfaction with RMS

- Very Dissatisfied: 0% (Q4 2016-Q1), 1% (Q4 2016-Q2), 0% (Q4 2016-Q3), 2% (Q4 2016-Q4)
- Somewhat Dissatisfied: 6% (Q4 2016-Q1), 1% (Q4 2016-Q2), 1% (Q4 2016-Q3), 4% (Q4 2016-Q4)
- Somewhat Satisfied: 2% (Q4 2016-Q1), 8% (Q4 2016-Q2), 11% (Q4 2016-Q3), 9% (Q4 2016-Q4)
- Very Satisfied: 92% (Q4 2016-Q1), 90% (Q4 2016-Q2), 88% (Q4 2016-Q3), 85% (Q4 2016-Q4)

Number of Respondents

- 2016-Q1: 87 respondents
- 2016-Q2: 86 respondents
- 2016-Q3: 84 respondents
- 2016-Q4: 46 respondents

Request Resolved?

- 2016-Q1: 95% resolved
- 2016-Q2: 97% resolved
- 2016-Q3: 99% resolved
- 2016-Q4: 96% resolved

Understanding Needs

- 2016-Q4: 80% Excellent, 17% Good, 17% Fair, 2% Poor
- 2016-Q3: 81% Excellent, 17% Good, 1% Fair, 2% Poor
- 2016-Q2: 81% Excellent, 16% Good, 1% Fair, 1% Poor
- 2016-Q1: 85% Excellent, 9% Good, 1% Fair, 5% Poor

RMS Dashboard_2017 Data

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