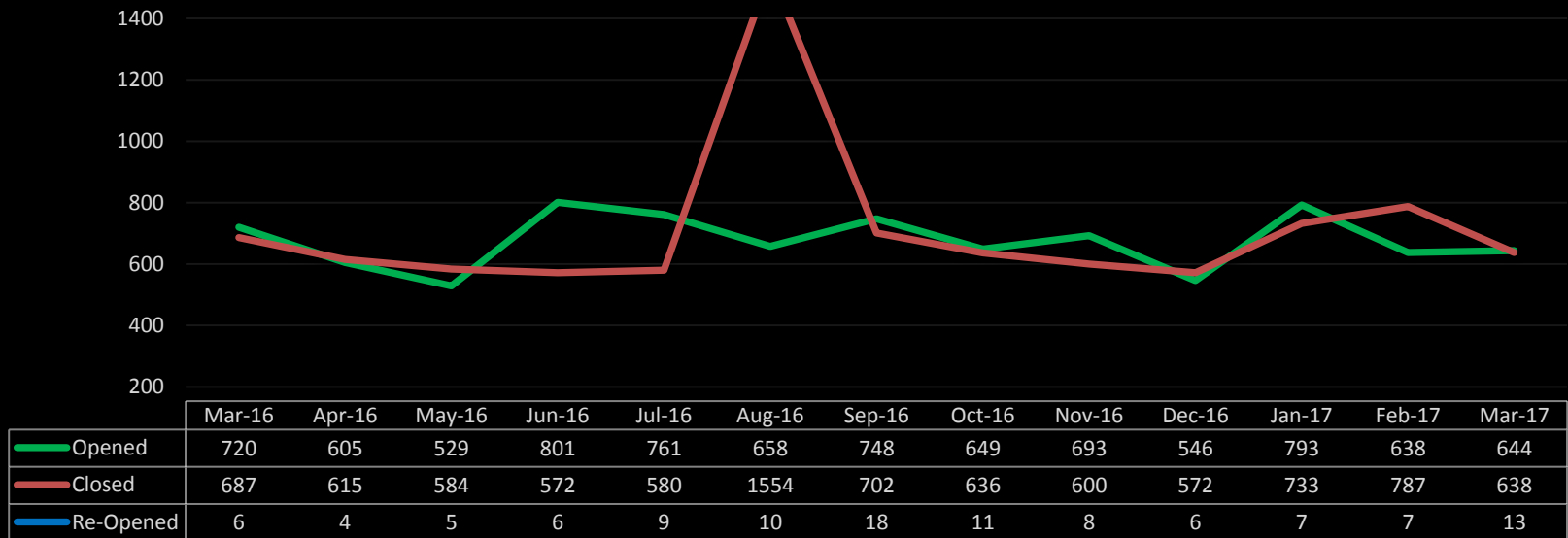


Monthly Request Management System (RMS) Metrics Dashboard

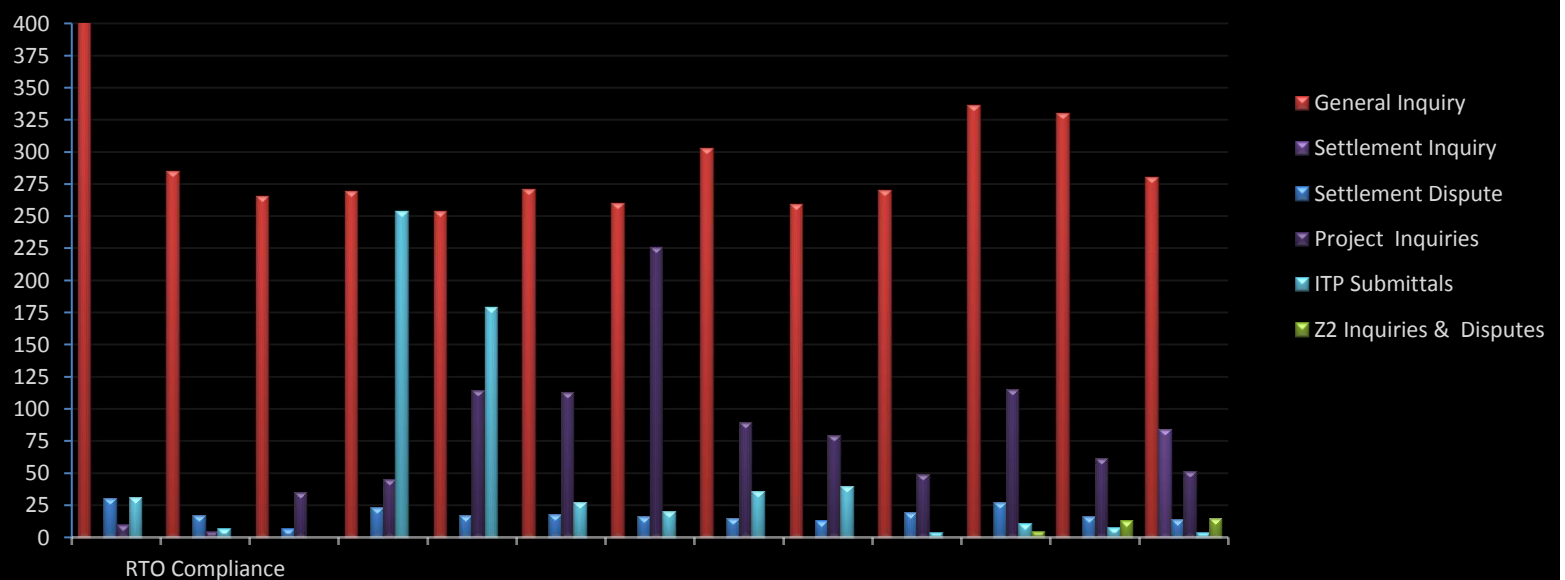
Trailing 12 Month Trends

Reporting March 2017

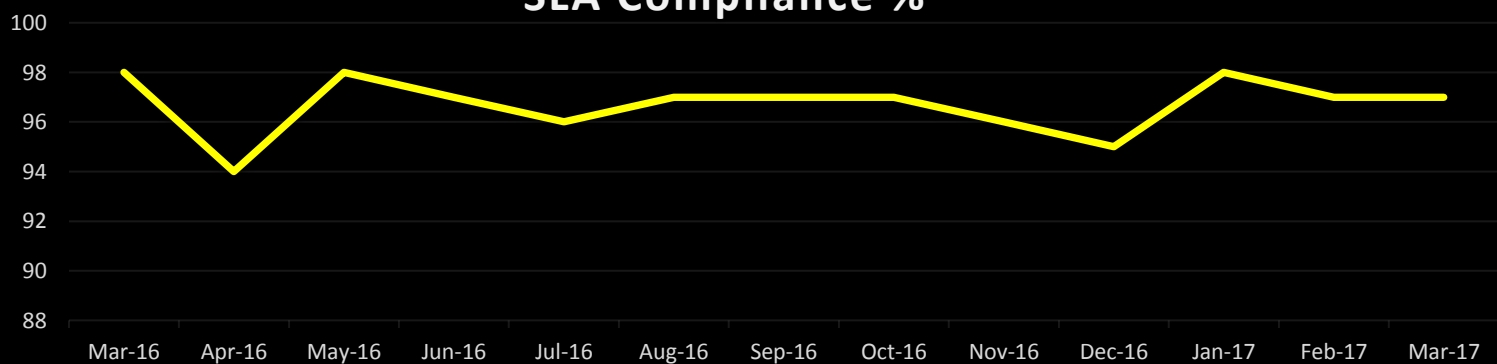
Requests Opened and Closed

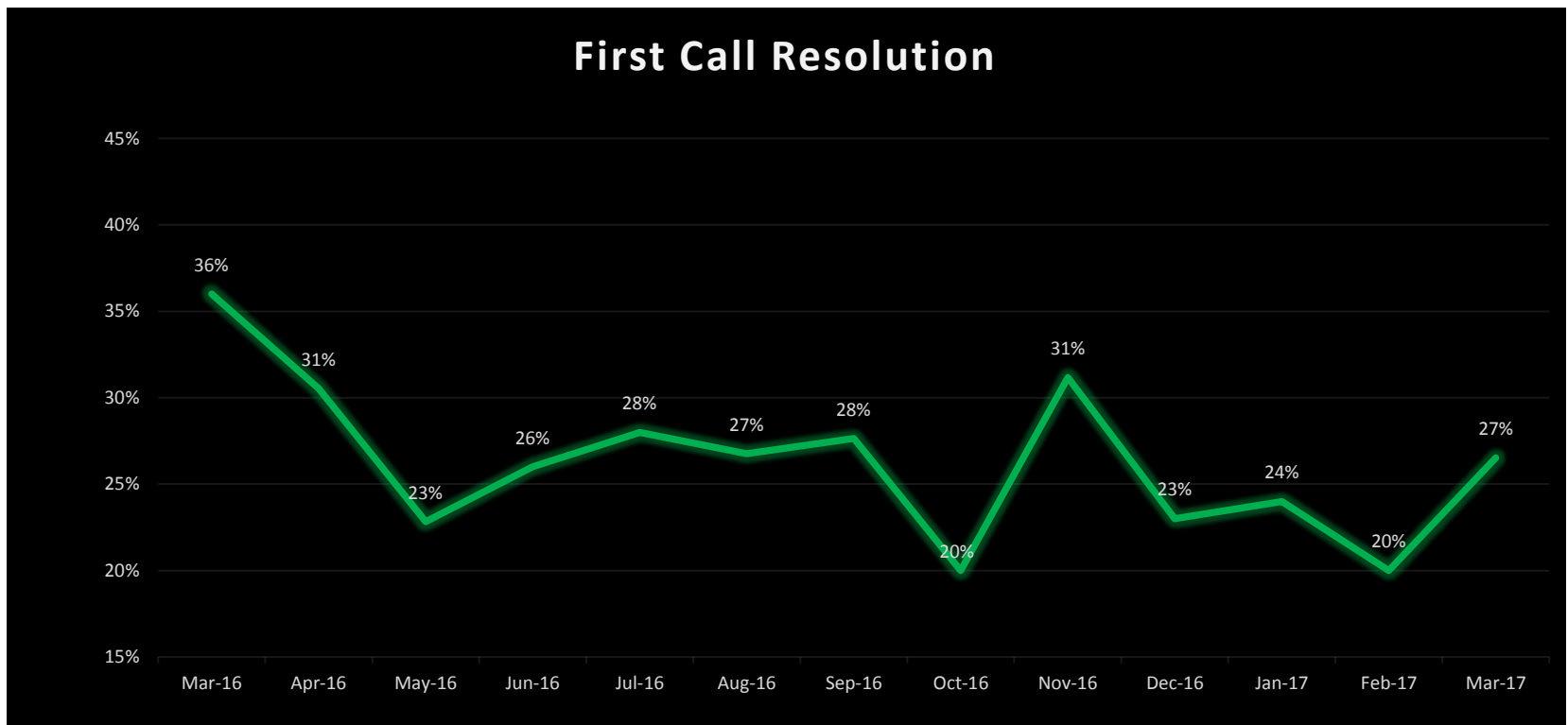
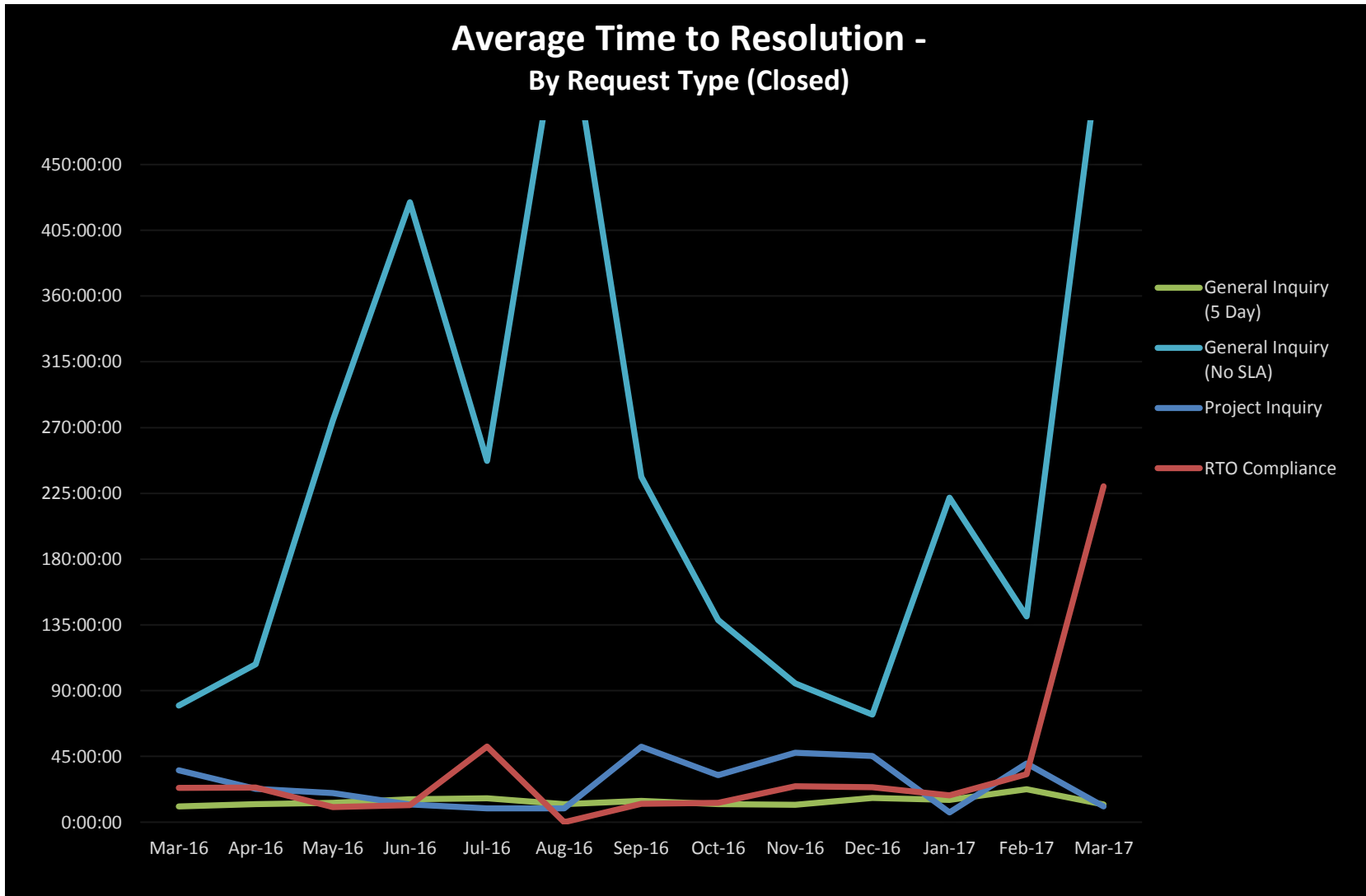


Requests Type



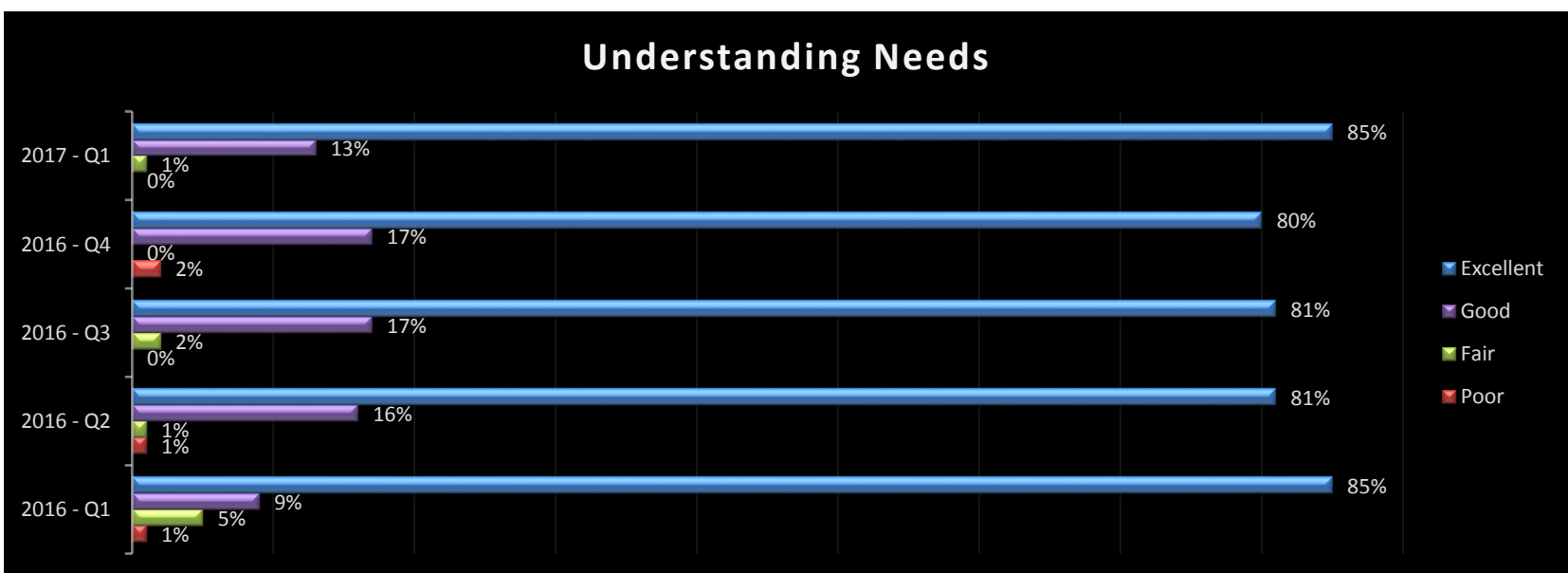
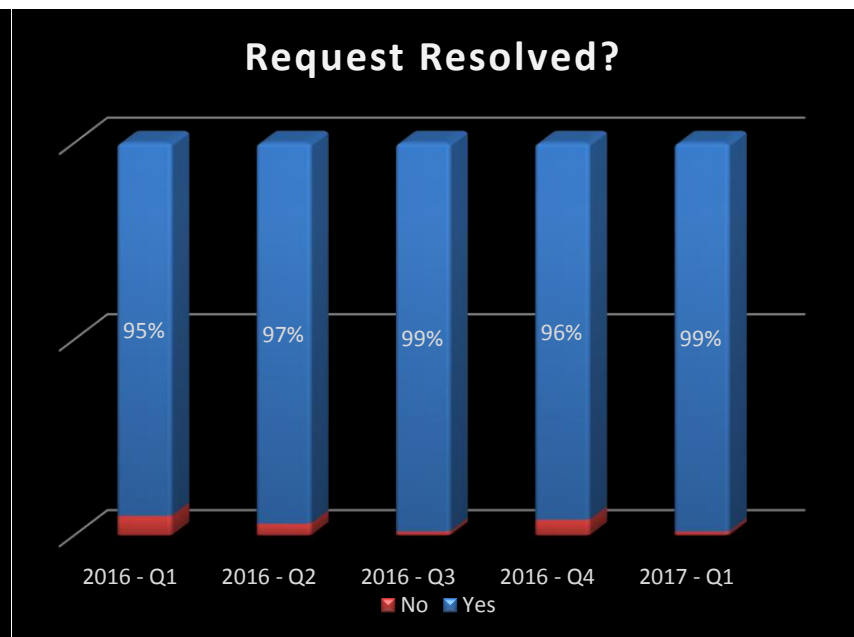
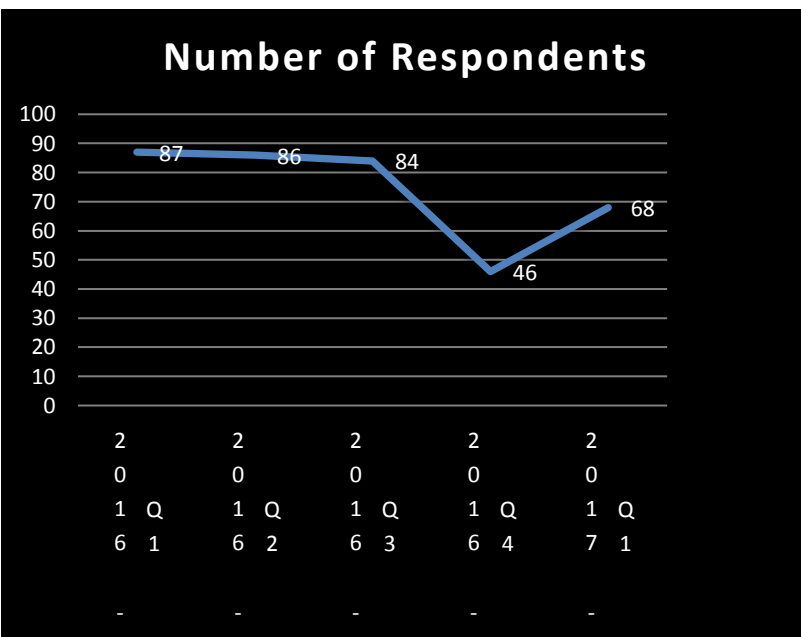
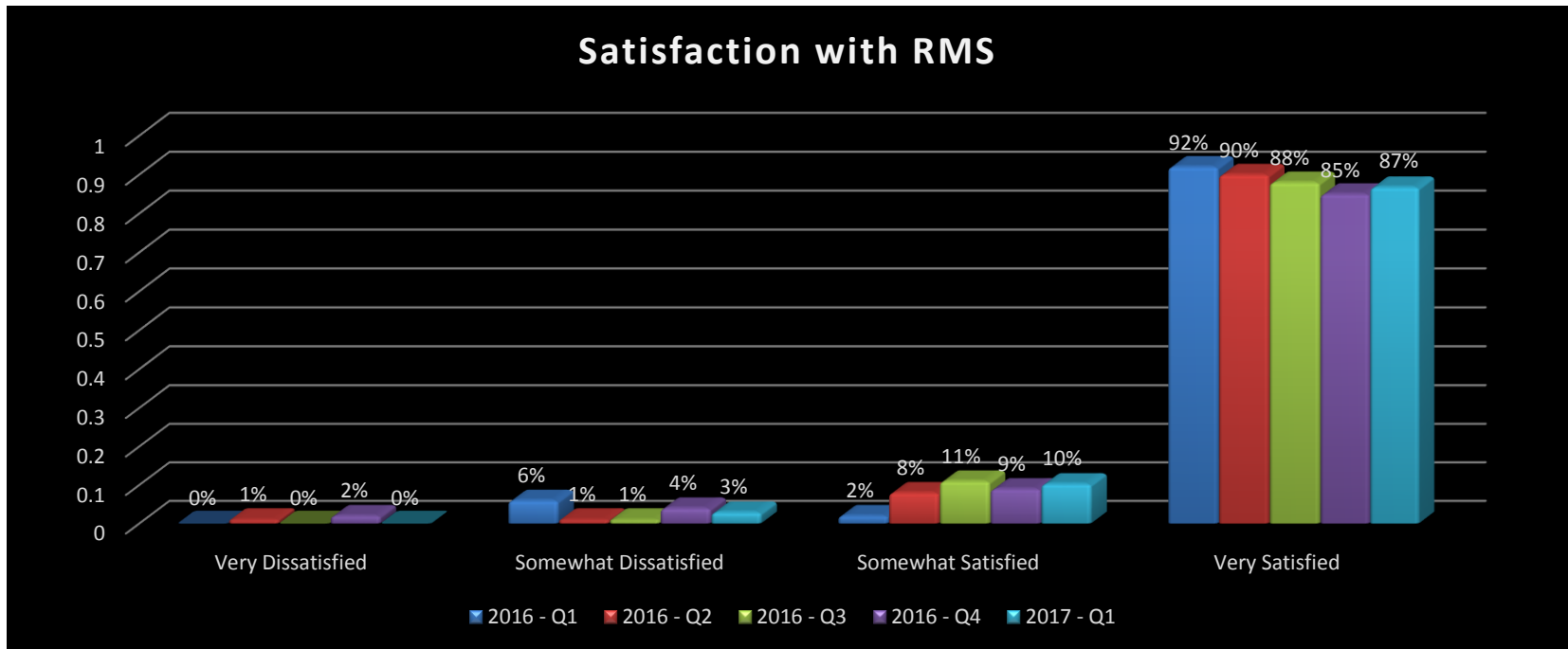
SLA Compliance %



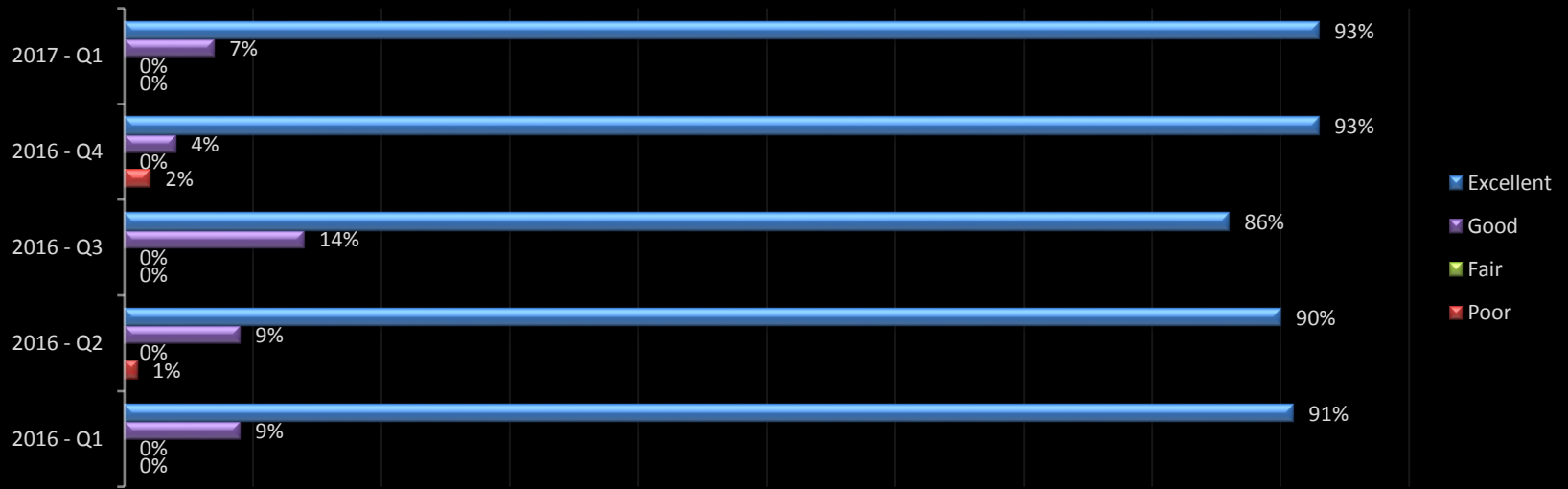


Quarterly Request Management System Metrics

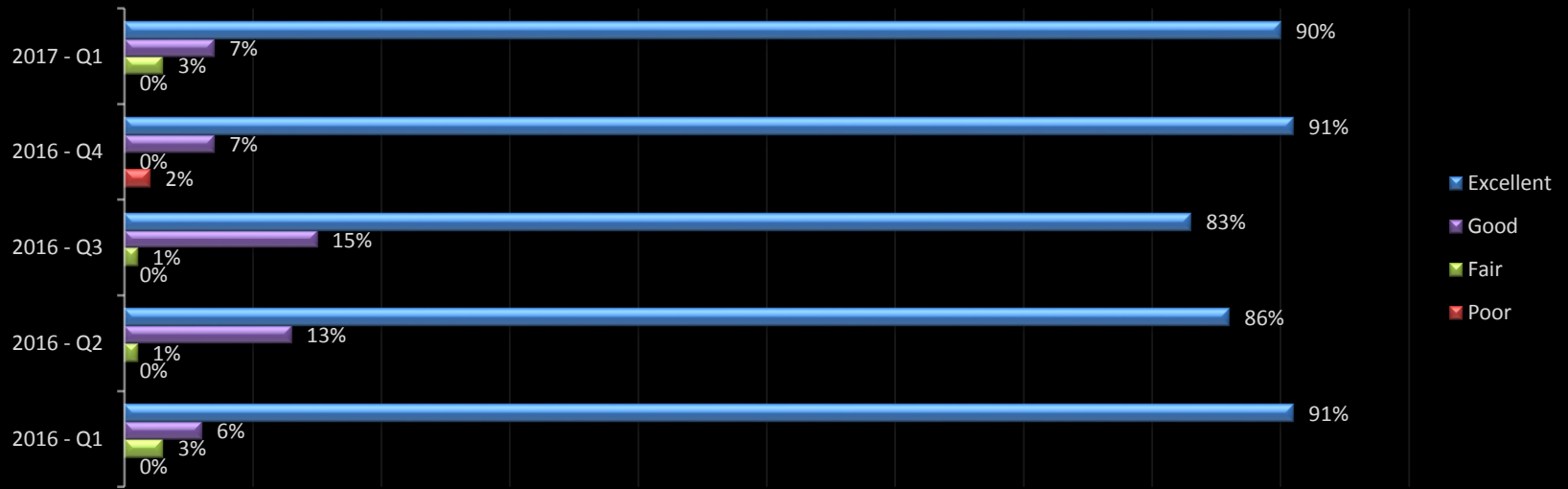
RMS Quarterly Satisfaction Survey Results Q1 2016 - Q1 2017



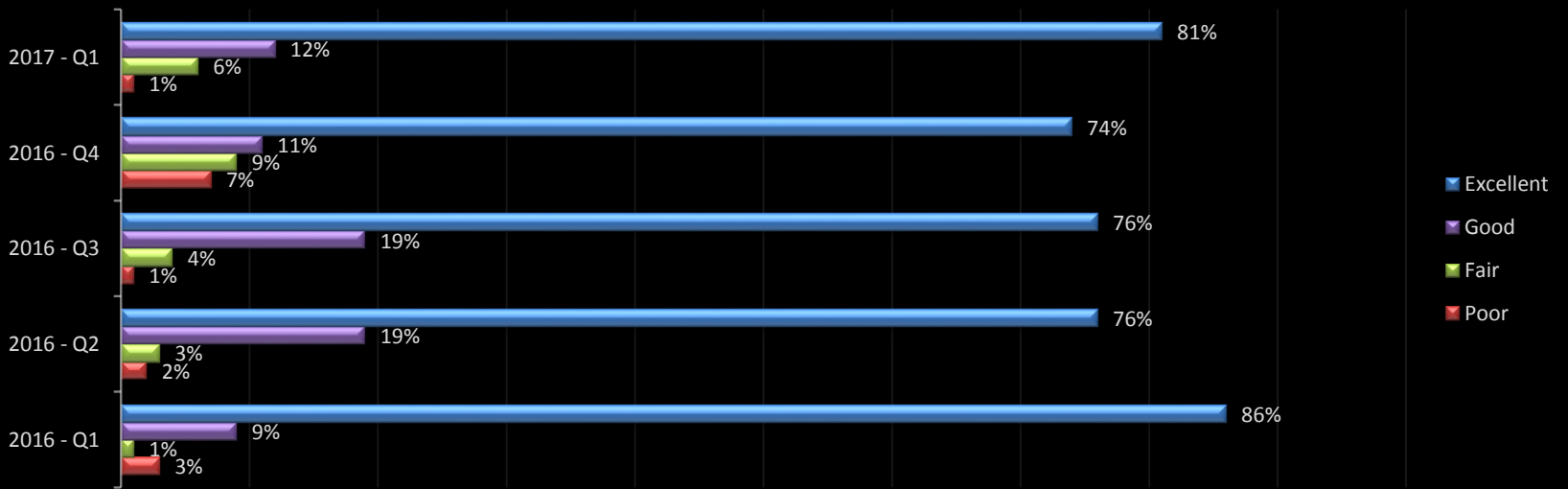
Professional Attitude



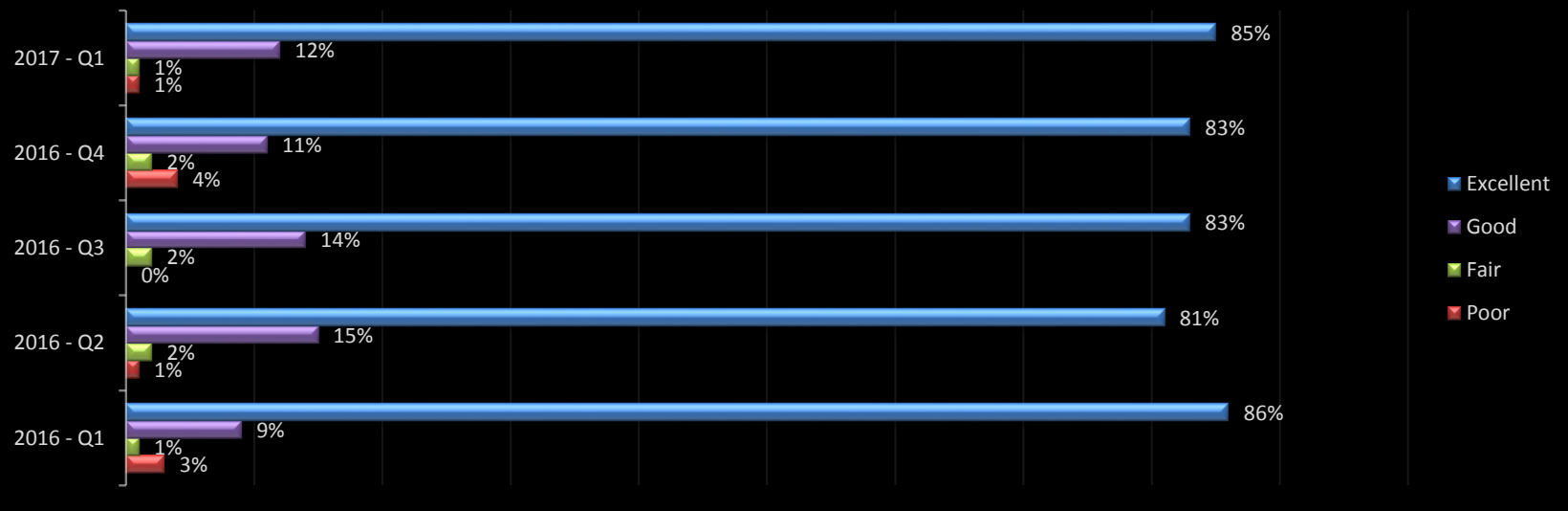
Sufficient Knowledge



Timely Solution



Quality of Solution



Resolution of Issue

