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

Reporting March 2017

Requests Opened and Closed

Opened
Closed
Re-Opened

Mar-16  Apr-16  May-16  Jun-16  Jul-16  Aug-16  Sep-16  Oct-16  Nov-16  Dec-16  Jan-17  Feb-17  Mar-17
Opened  720  605  529  801  761  658  748  749  693  546  793  638  616
Closed   687  615  584  572  580  1554 702  636  600  572  733  787  638
Re-Opened 6  4  5  6  9  10  18  11  8  6  7  7  13

Requests Type

SLA Compliance %

Mar-16  Apr-16  May-16  Jun-16  Jul-16  Aug-16  Sep-16  Oct-16  Nov-16  Dec-16  Jan-17  Feb-17  Mar-17
SLA Compliance %

RMS Dashboard_2017 Data
Last Updated: 4/13/2017
Quarterly Request Management System Metrics

RMS Quarterly Satisfaction Survey Results
Q1 2016 - Q1 2017

Satisfaction with RMS

Number of Respondents

Request Resolved?

Understanding Needs

RMS Dashboard_2017 Data

Last Updated: 4/13/2017