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

Reporting December 2017

Requests Opened and Closed

Opened
Closed
Re-Opened

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

546 793 638 644 582 694 745 711 867 871 837 871 727 656
572 733 787 638 654 1147 805 637 902 670 799 687 605
6 7 7 13 10 13 17 9 14 7 11 7 8

Requests Types

General Inquiry
Gen Inq No 1st Call
Settlement Inquiry
Settlement Dispute
Project Inquiries
Z2 Inquiries & Disputes

SLA Compliance %

RMS Dashboard_2017 Data

Last Updated: 1/12/2018
Quarterly Request Management System Metrics

RMS Quarterly Satisfaction Survey Results
Q4 2016 - Q4 2017

Satisfaction with RMS

Number of Respondents

Request Resolved?

Understanding Needs

NOTE: 2017-Q2 total percentage > 100% due to rounding of 0.01 to 1.

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**Quality of Solution**

- **2016 - Q4:**
  - Excellent: 11%
  - Good: 1%
  - Fair: 0%
  - Poor: 1%

- **2017 - Q4:**
  - Excellent: 83%
  - Good: 4%
  - Fair: 12%
  - Poor: 4%

- **2017 - Q3:**
  - Excellent: 83%
  - Good: 14%
  - Fair: 2%
  - Poor: 1%

- **2017 - Q2:**
  - Excellent: 88%
  - Good: 12%
  - Fair: 0%
  - Poor: 1%

- **2017 - Q1:**
  - Excellent: 85%
  - Good: 12%
  - Fair: 1%
  - Poor: 1%

- **2016 - Q4:**
  - Excellent: 83%
  - Good: 11%
  - Fair: 2%
  - Poor: 4%

**Resolution of Issue**

- **2016 - Q4:**
  - Excellent: 13%
  - Good: 3%
  - Fair: 3%
  - Poor: 4%

- **2017 - Q4:**
  - Excellent: 83%
  - Good: 13%
  - Fair: 3%
  - Poor: 1%

- **2017 - Q3:**
  - Excellent: 86%
  - Good: 10%
  - Fair: 3%
  - Poor: 1%

- **2017 - Q2:**
  - Excellent: 90%
  - Good: 8%
  - Fair: 3%
  - Poor: 1%

- **2017 - Q1:**
  - Excellent: 85%
  - Good: 10%
  - Fair: 3%
  - Poor: 1%

- **2016 - Q4:**
  - Excellent: 85%
  - Good: 11%
  - Fair: 4%
  - Poor: 0%

**Note:**
- 2017-Q2 total percentage > 100% due to rounding of 0.01 to 1%.