Monthly Request Management System (RMS) Metrics Dashboard
Trailing 12 Month Trends
Reporting August 2018

Requests Opened and Closed

Requests Types

SLA Compliance %

RMS Dashboard_2018 Data
Last Updated: 9/7/2018
RMS Dashboard_2018 Data

Average Time to Resolution -
By Request Type (Closed)

First Call Resolution

Last Updated: 9/7/2018
Quarterly Request Management System Metrics

RMS Quarterly Satisfaction Survey Results
Q2 2017 - Q2 2018

Satisfaction with RMS

- Very Dissatisfied
- Somewhat Dissatisfied
- Somewhat Satisfied
- Very Satisfied

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

Number of Respondents

Request Resolved?

Understanding Needs

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

- 2018 - Q2: 93%
- 2018 - Q1: 91%
- 2017 - Q4: 91%
- 2017 - Q3: 90%
- 2017 - Q2: 95%

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

Sufficient Knowledge

- 2018 - Q2: 90%
- 2018 - Q1: 85%
- 2017 - Q4: 85%
- 2017 - Q3: 86%
- 2017 - Q2: 90%

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

Timely Solution

- 2018 - Q2: 87%
- 2018 - Q1: 77%
- 2017 - Q4: 79%
- 2017 - Q3: 82%
- 2017 - Q2: 82%

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

Resolution of Issue

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