Monthly Request Management System (RMS) Metrics Dashboard
Trailing 12 Month Trends
Reporting February 2019

Requests Opened and Closed

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Requests Types

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SLA Compliance %
RMS Quarterly Satisfaction Survey Results
Q4 2017 - Q4 2018

Satisfaction with RMS

- Very Dissatisfied: 0%
- Somewhat Dissatisfied: 2%
- Somewhat Satisfied: 12%
- Very Satisfied: 86%

Number of Respondents

- Total respondents in Q4 2017: 95
- Total respondents in Q1 2018: 78
- Total respondents in Q2 2018: 67
- Total respondents in Q3 2018: 34
- Total respondents in Q4 2018: 75

Request Resolved?

- Request resolved in Q4 2017: 98%
- Request resolved in Q1 2018: 100%
- Request resolved in Q2 2018: 97%
- Request resolved in Q3 2018: 97%
- Request resolved in Q4 2018: 99%

Understanding Needs

- Excellent: 0%
- Good: 93%
- Fair: 0%
- Poor: 0%

Note: During Q3 2018, a system failure prevented the survey from going out for almost 1/2 of the survey period.