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

Requests Opened and Closed

Opened
Closed
Re-Opened

---|---|---|---|---|---|---|---|---|---|---|---|---
Opened | 790 | 670 | 506 | 1118 | 1032 | 630 | 615 | 693 | 607 | 583 | 637 | 861 | 1110
Closed | 775 | 643 | 639 | 890 | 975 | 732 | 644 | 615 | 548 | 665 | 674 | 774 | 1037
Re-Opened | 8 | 12 | 16 | 11 | 10 | 13 | 5 | 13 | 7 | 4 | 8 | 12 | 16

Requests Types

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

SLA Compliance %

---|---|---|---|---|---|---|---|---|---|---|---|---
SLA Compliance % | 98 | 96 | 98 | 96 | 98 | 96 | 98 | 96 | 98 | 96 | 98 | 96 | 98

RMS Dashboard_2019 Data
Last Updated: 11/19/2019
Average Time to Resolution -
By Request Type (Closed)

First Call Resolution
RMS Quarterly Satisfaction Survey Results
Q3 2018 - Q3 2019

Satisfaction with RMS

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

Number of Respondents

Request Resolved?

Understanding Needs

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

RMS Dashboard_2019 Data
Last Updated: 11/19/2019