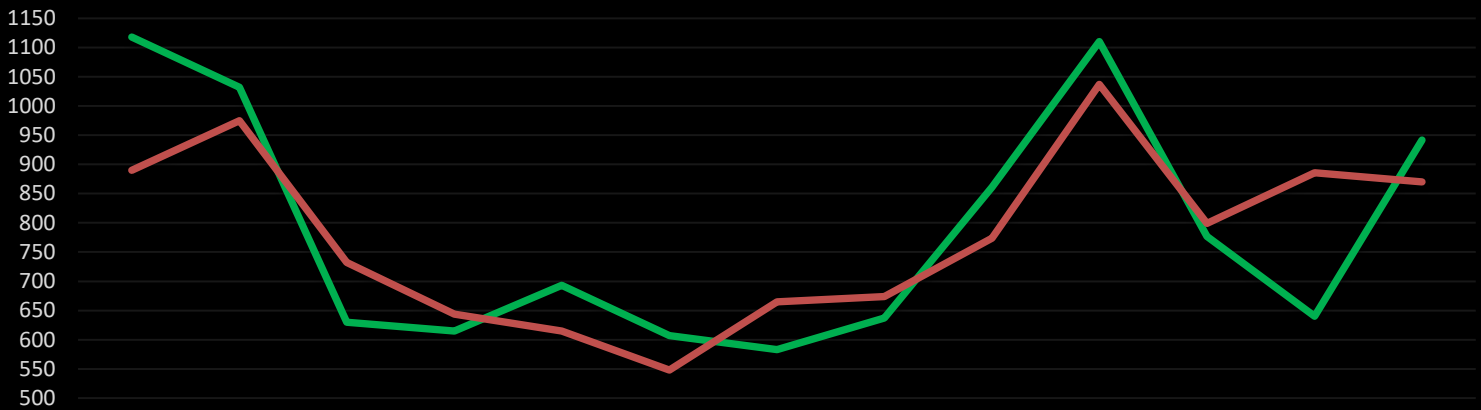


Monthly Request Management System (RMS) Metrics Dashboard

Trailing 12 Month Trends

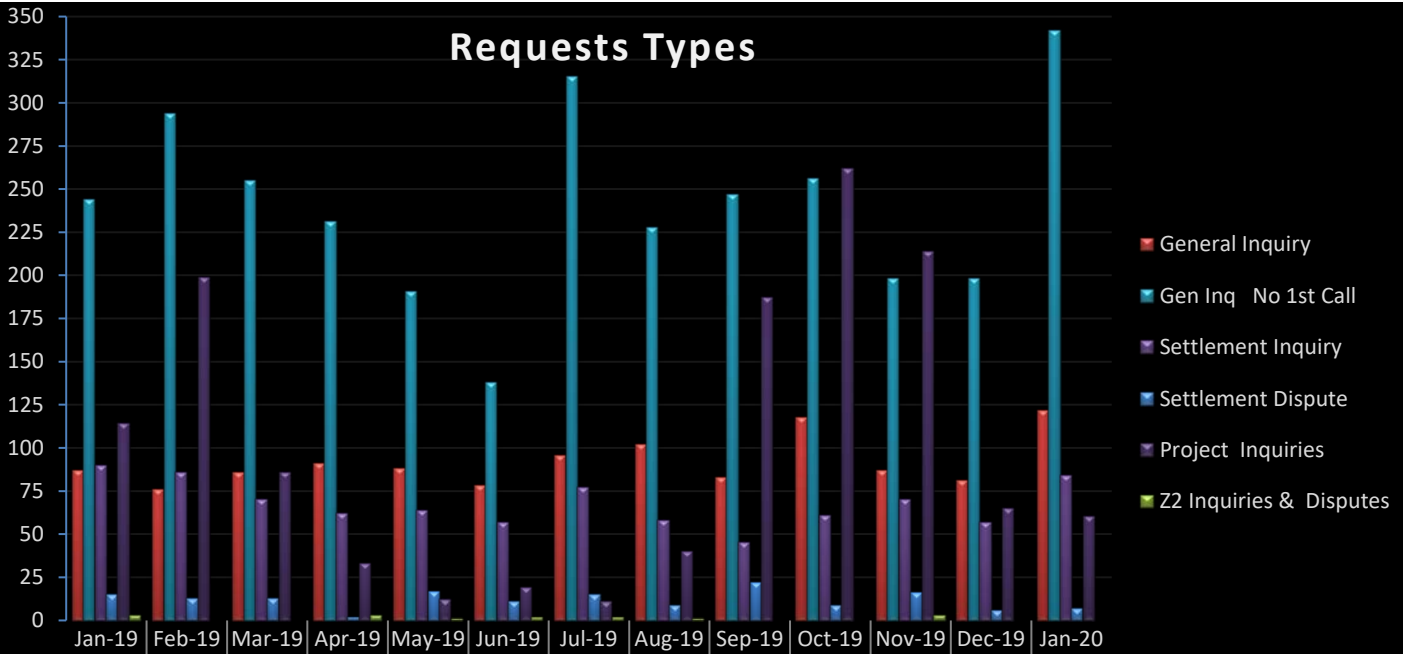
Reporting January 2020

Requests Opened and Closed



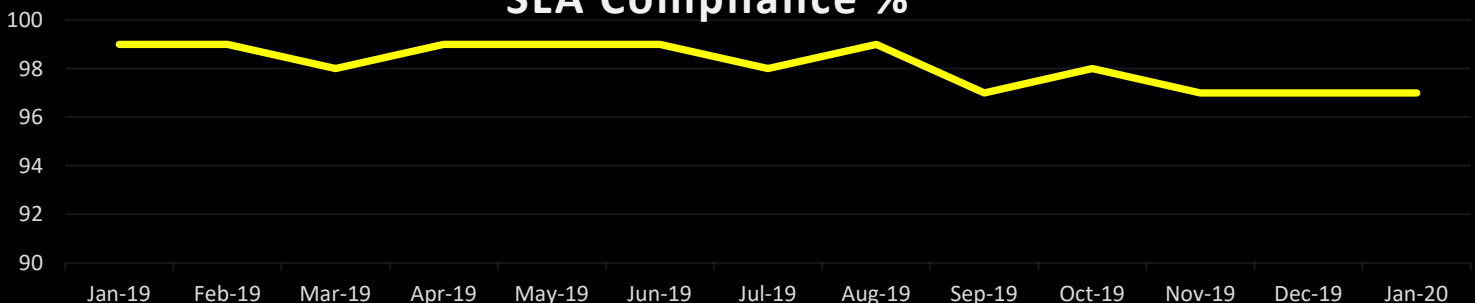
| | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 | Jan-20 |
|-----------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| Opened | 1118 | 1032 | 630 | 615 | 693 | 607 | 583 | 637 | 861 | 1110 | 777 | 640 | 942 |
| Closed | 890 | 975 | 732 | 644 | 615 | 548 | 665 | 674 | 774 | 1037 | 799 | 886 | 870 |
| Re-Opened | 11 | 10 | 13 | 5 | 13 | 7 | 4 | 8 | 12 | 16 | 13 | 15 | 10 |

Requests Types

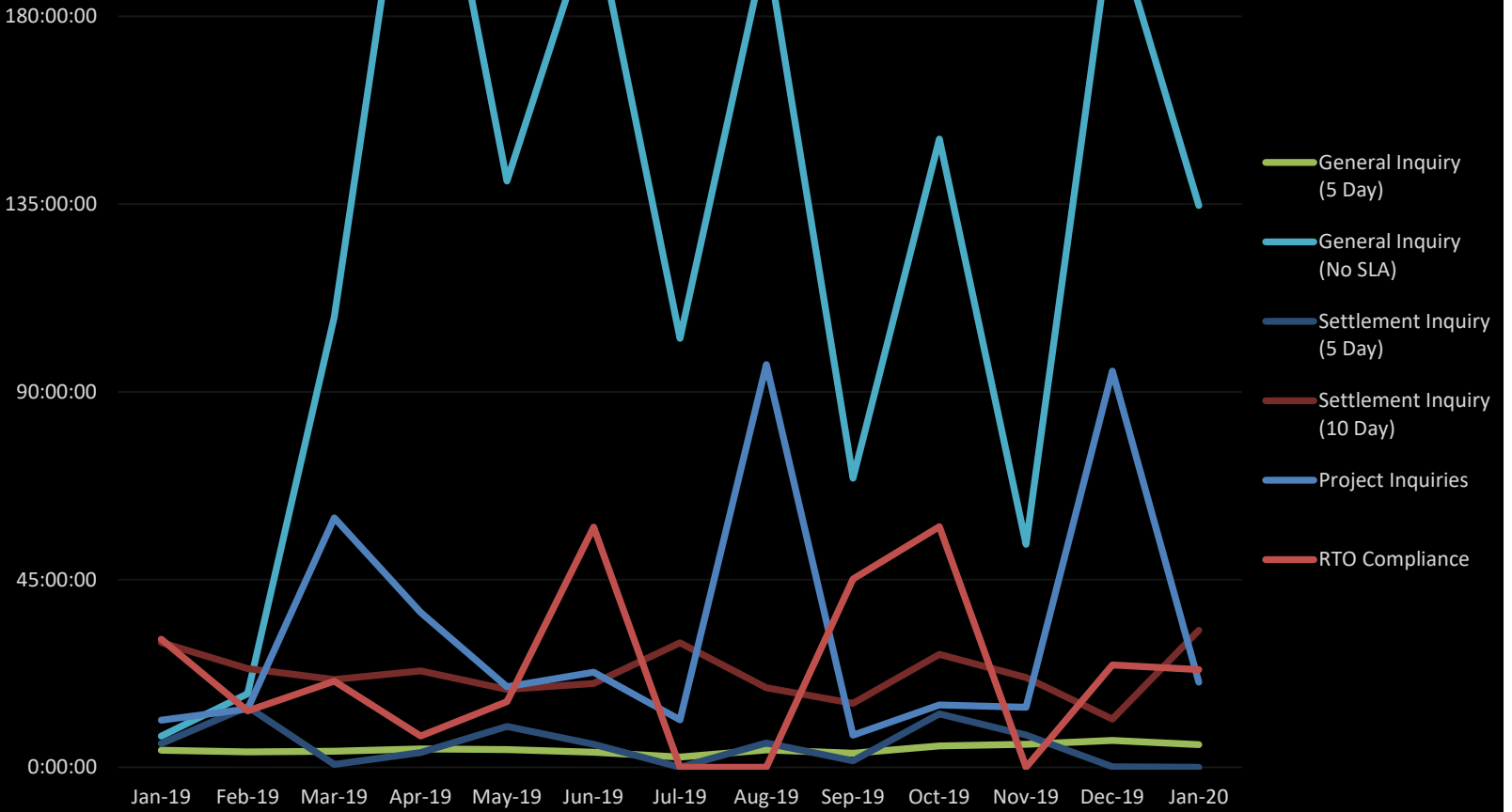


| | Jan-19 | Feb-19 | Mar-19 | Apr-19 | May-19 | Jun-19 | Jul-19 | Aug-19 | Sep-19 | Oct-19 | Nov-19 | Dec-19 | Jan-20 |
|-------------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| General Inquiry | 87 | 76 | 86 | 91 | 88 | 78 | 96 | 102 | 83 | 118 | 87 | 81 | 122 |
| Gen Inq No 1st Call | 244 | 294 | 255 | 231 | 191 | 138 | 315 | 228 | 247 | 256 | 198 | 198 | 342 |
| Settlement Inquiry | 90 | 86 | 70 | 62 | 64 | 57 | 77 | 58 | 45 | 61 | 70 | 57 | 84 |
| Settlement Dispute | 15 | 13 | 13 | 2 | 17 | 11 | 15 | 9 | 22 | 9 | 16 | 6 | 7 |
| Project Inquiries | 114 | 199 | 86 | 33 | 12 | 19 | 11 | 40 | 187 | 262 | 214 | 65 | 60 |
| Z2 Inquiries & Disputes | 3 | 0 | 0 | 3 | 1 | 2 | 2 | 1 | 0 | 0 | 3 | 0 | 0 |

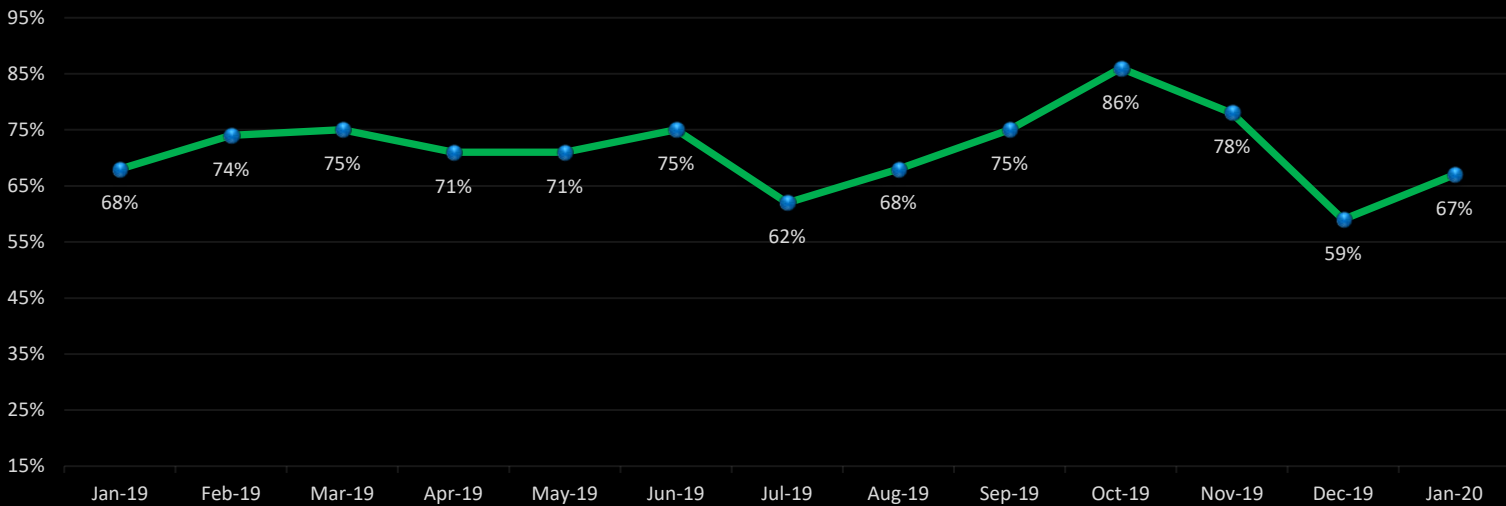
SLA Compliance %



Average Time to Resolution - By Request Type (Closed)



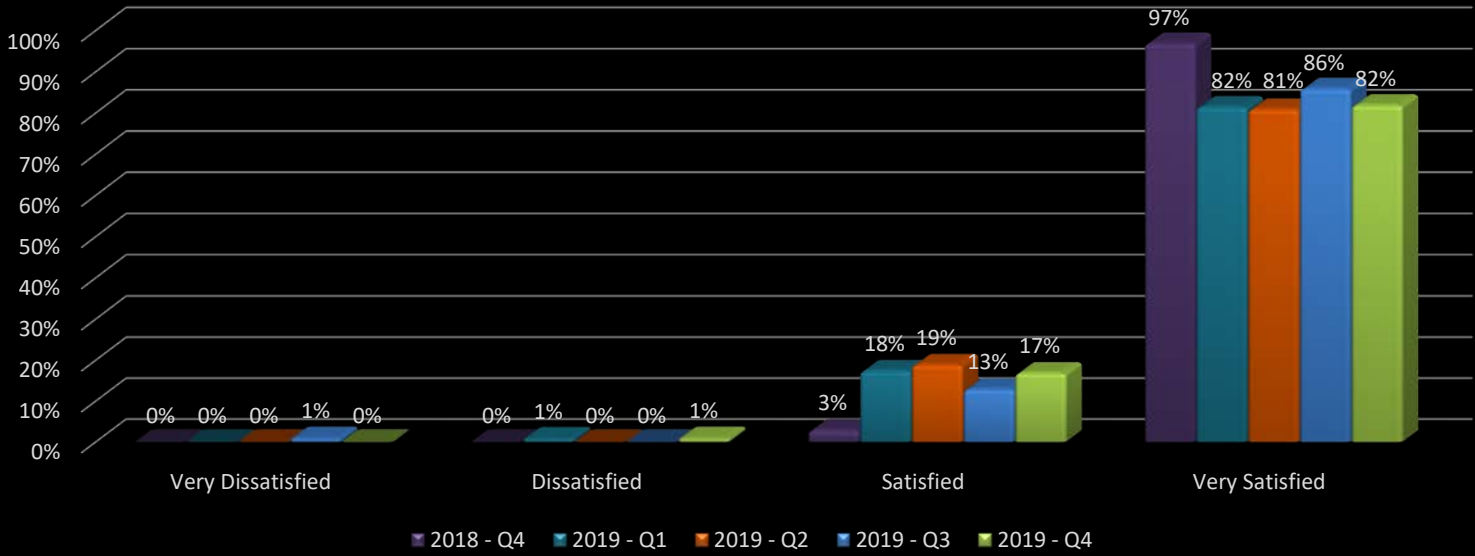
First Call Resolution



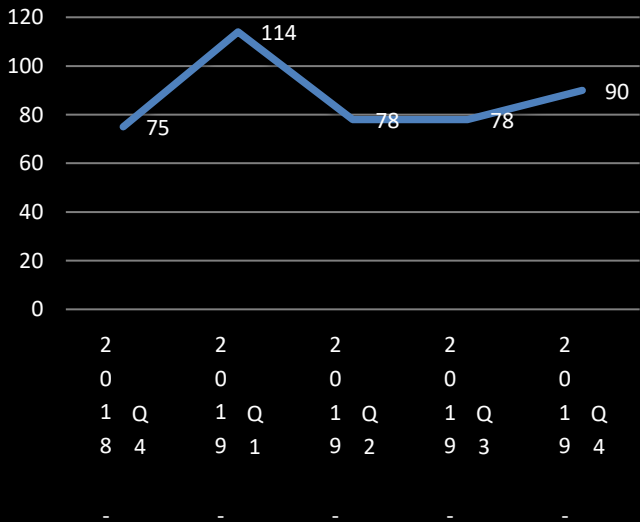
Quarterly Request Management System Metrics

RMS Quarterly Satisfaction Survey Results Q4 2018 - Q4 2019

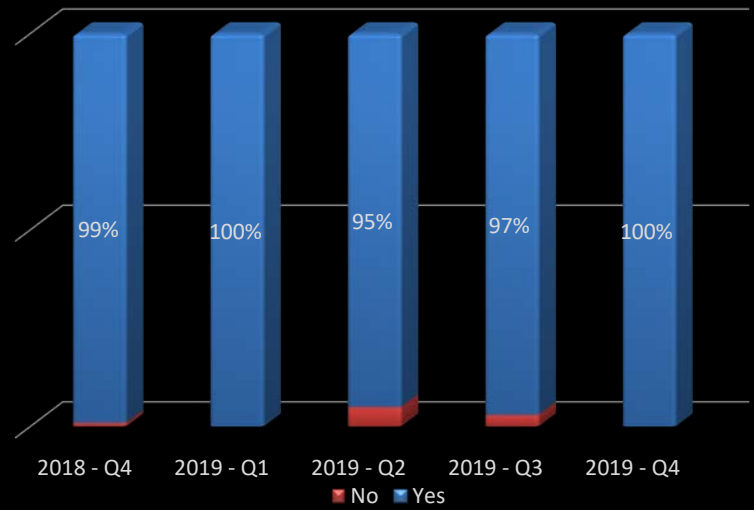
Satisfaction with RMS



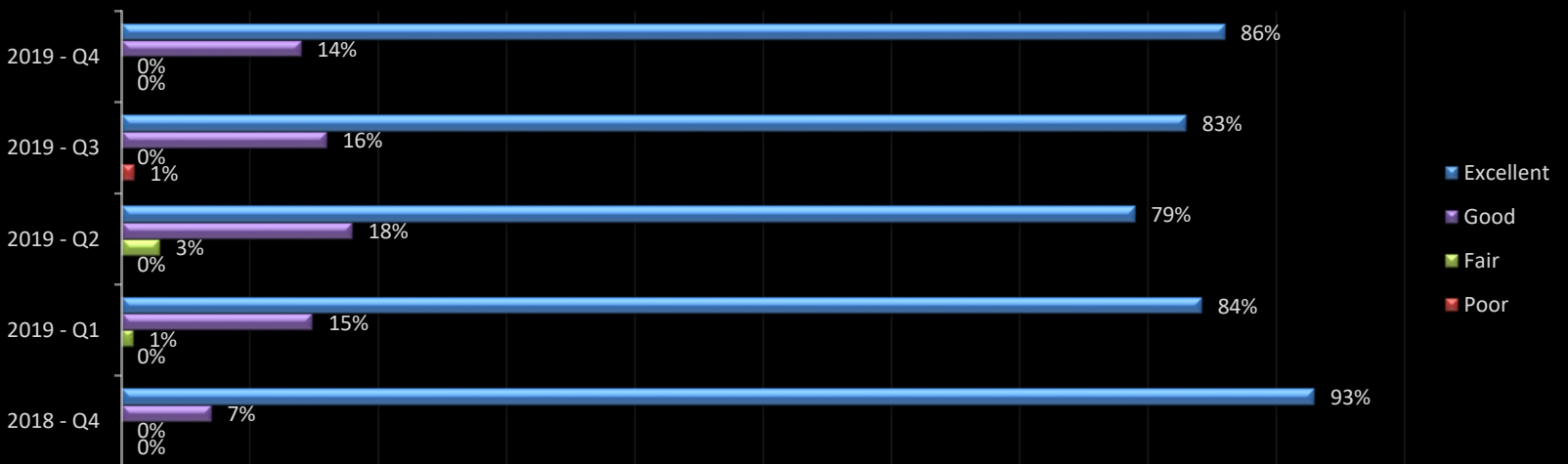
Number of Respondents



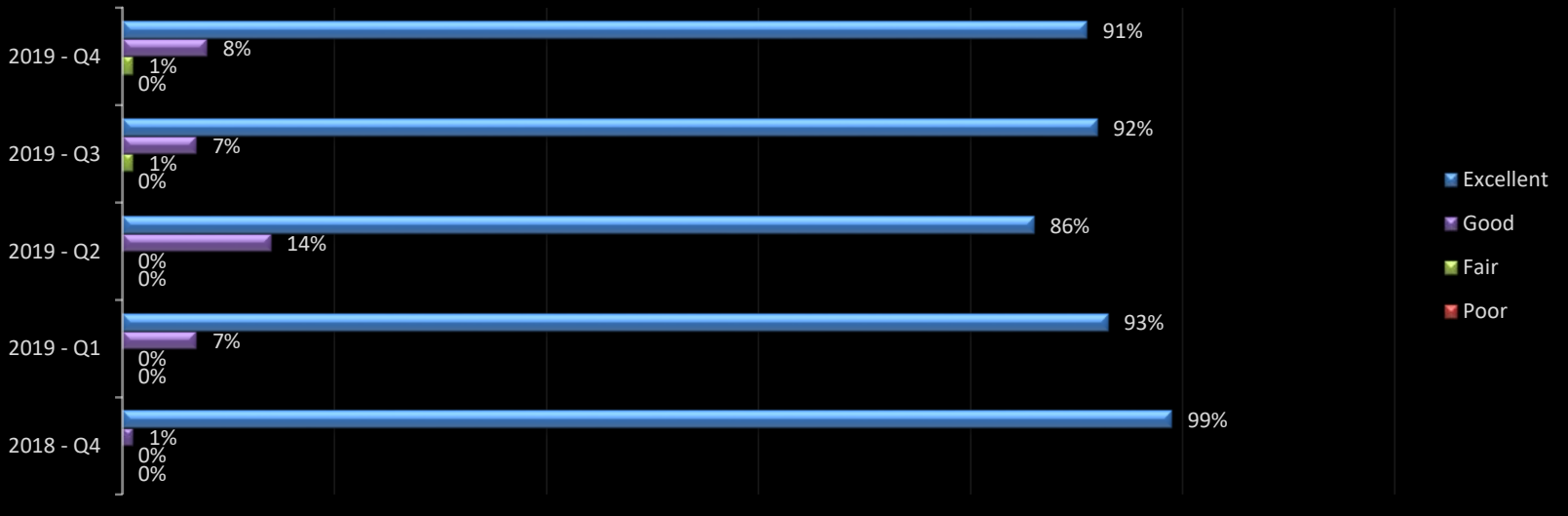
Request Resolved?



Understanding Needs



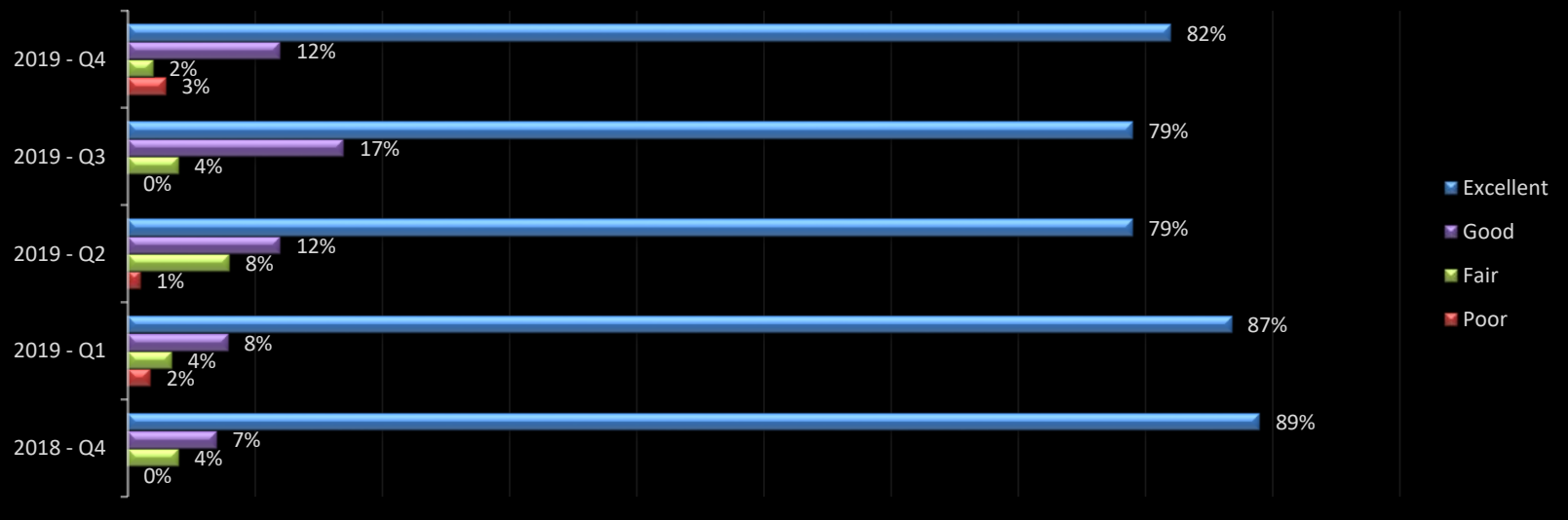
Professional Attitude



Sufficient Knowledge



Timely Solution



Quality of Solution

