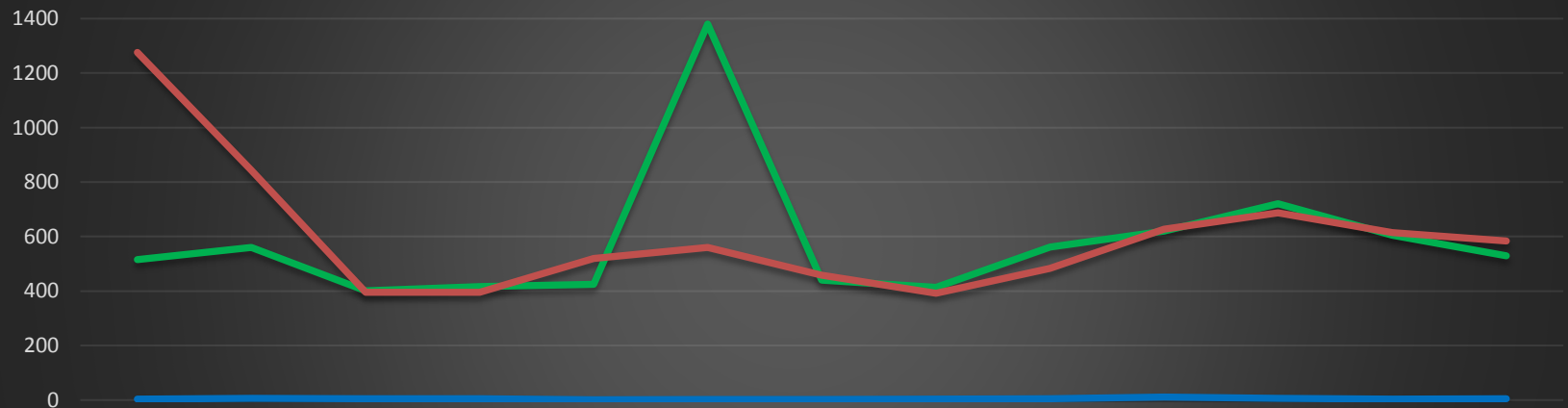


Monthly Request Management System (RMS) Metrics Dashboard

Trailing 12 Month Trends

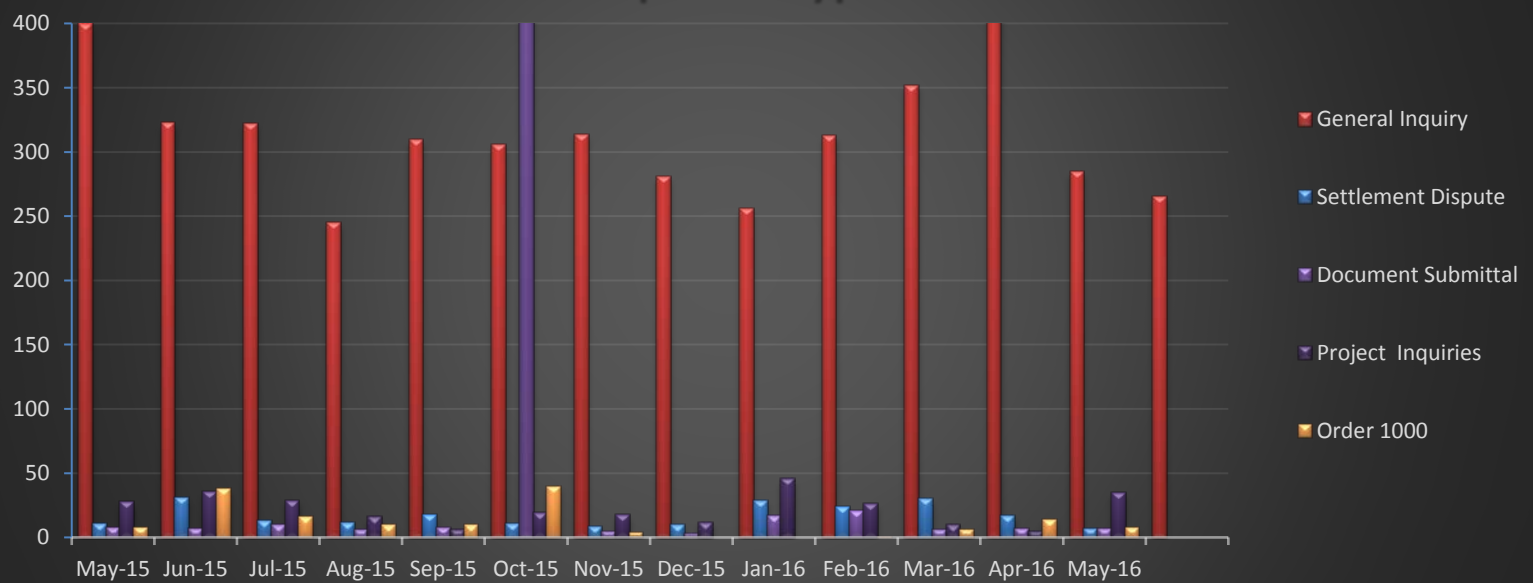
Reporting May 2016

Requests Opened and Closed

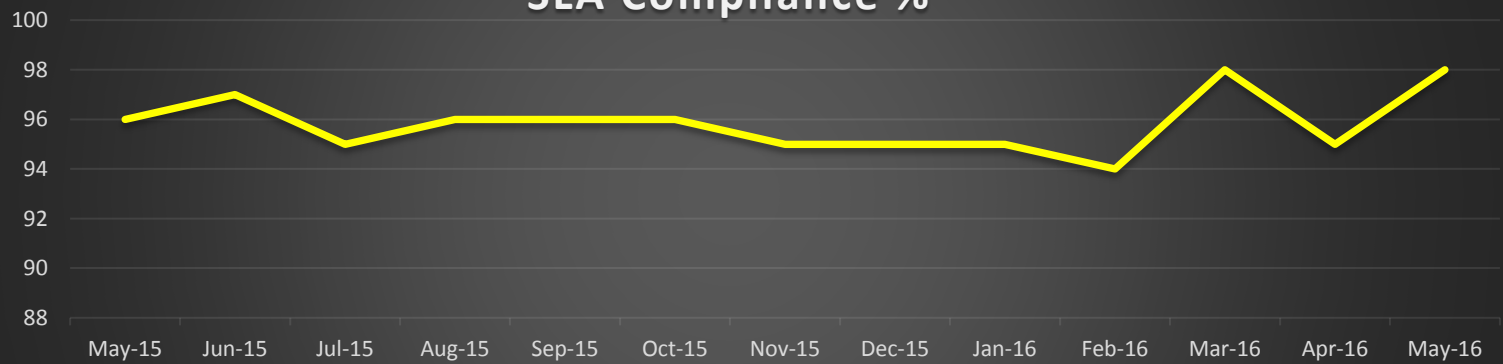


	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16
Opened	515	560	401	416	425	1380	440	413	561	620	720	605	529
Closed	1276	843	396	396	520	560	458	392	484	627	687	615	584
Re-Opened	4	6	5	5	1	2	2	4	5	11	6	4	5

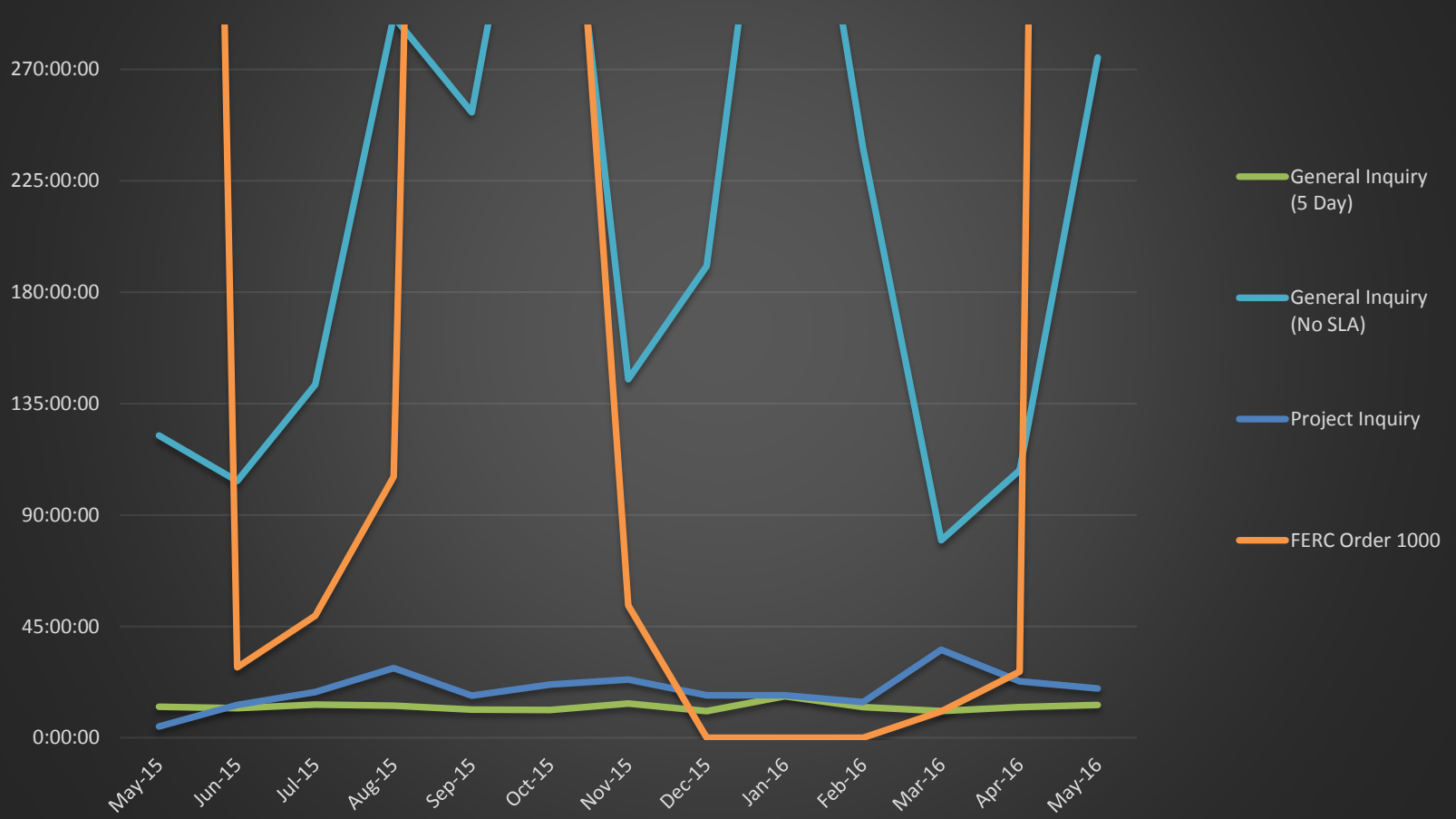
Requests Type



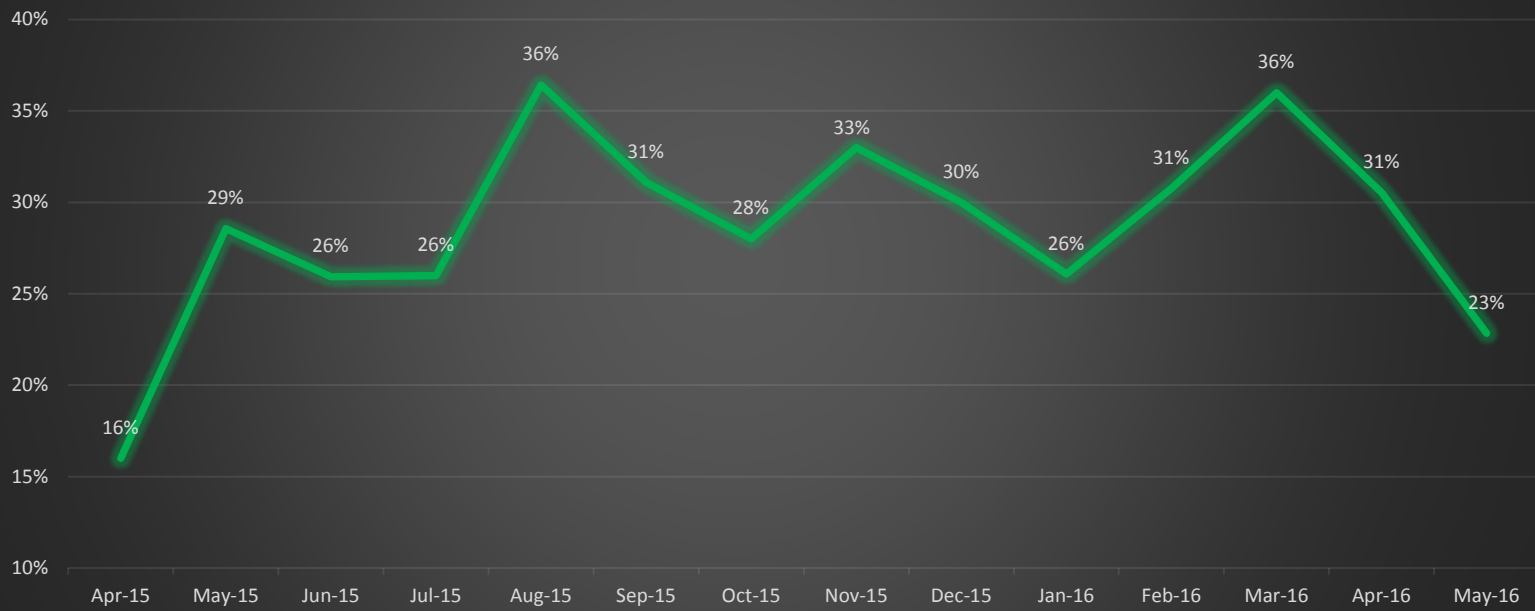
SLA Compliance %



Average Time to Resolution - By Request Type (Closed)

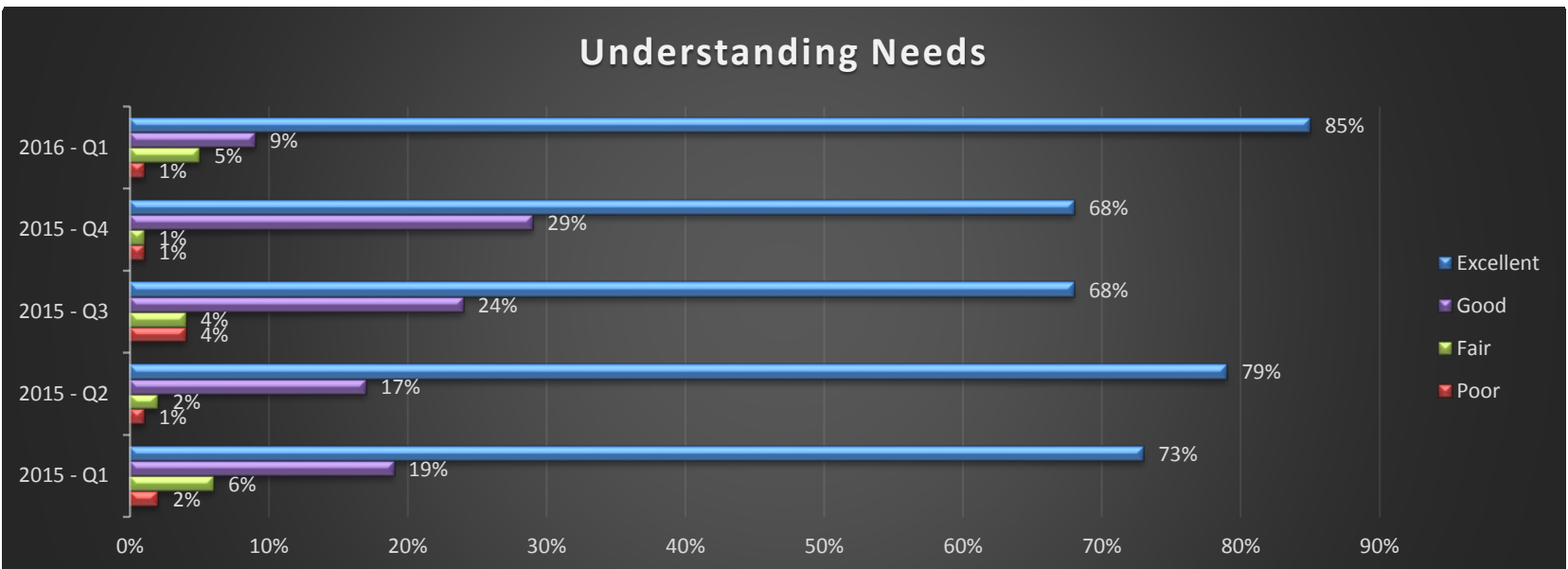
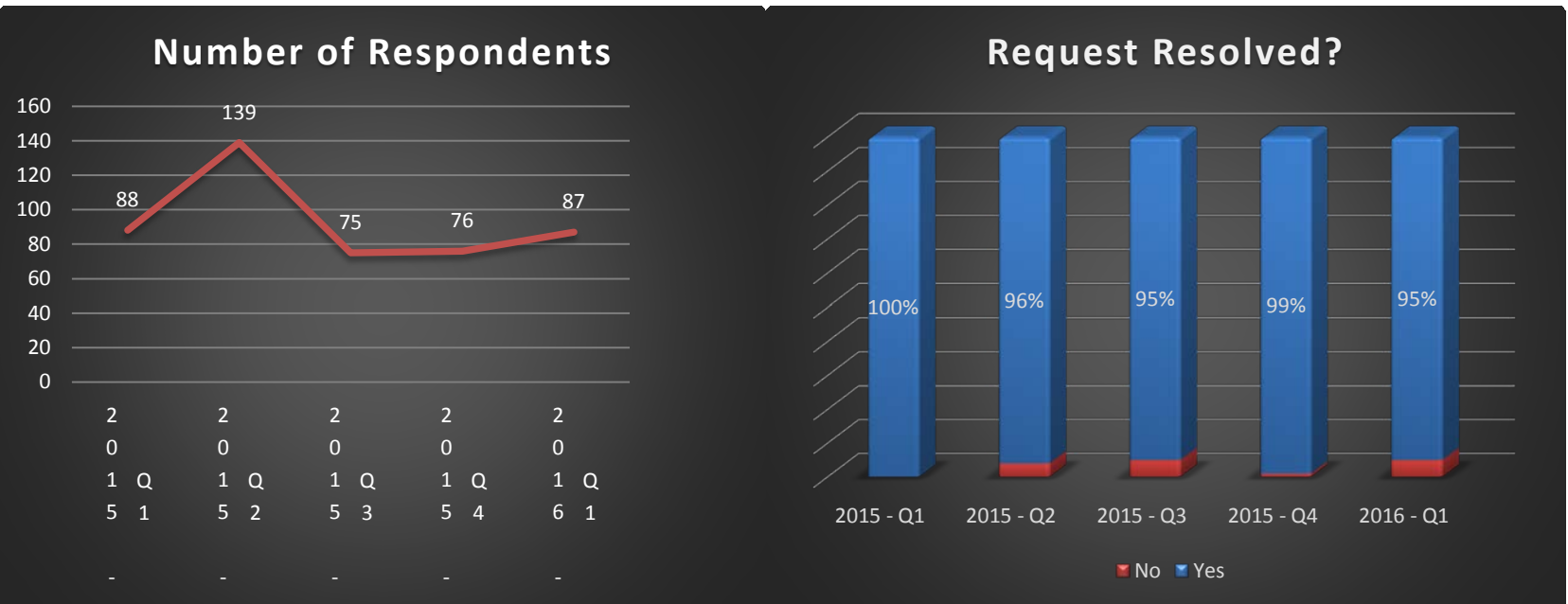
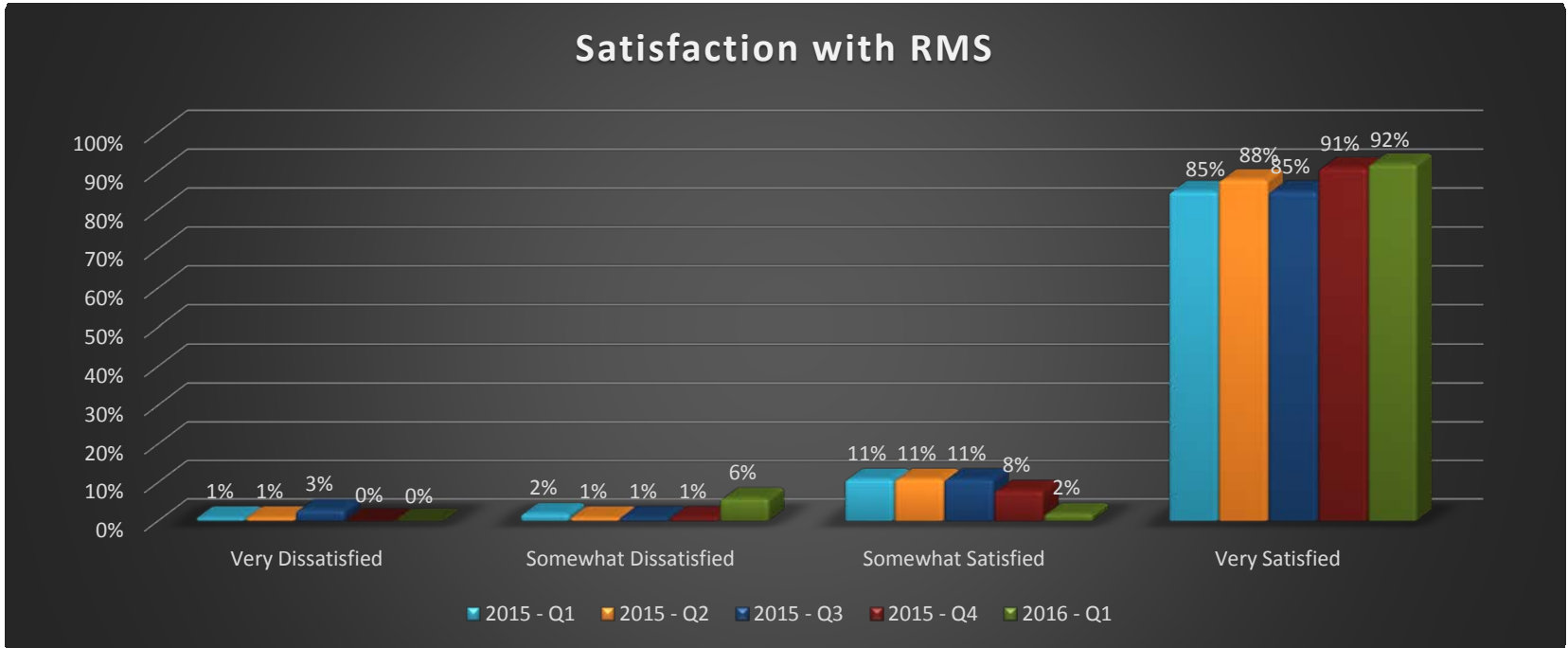


First Call Resolution

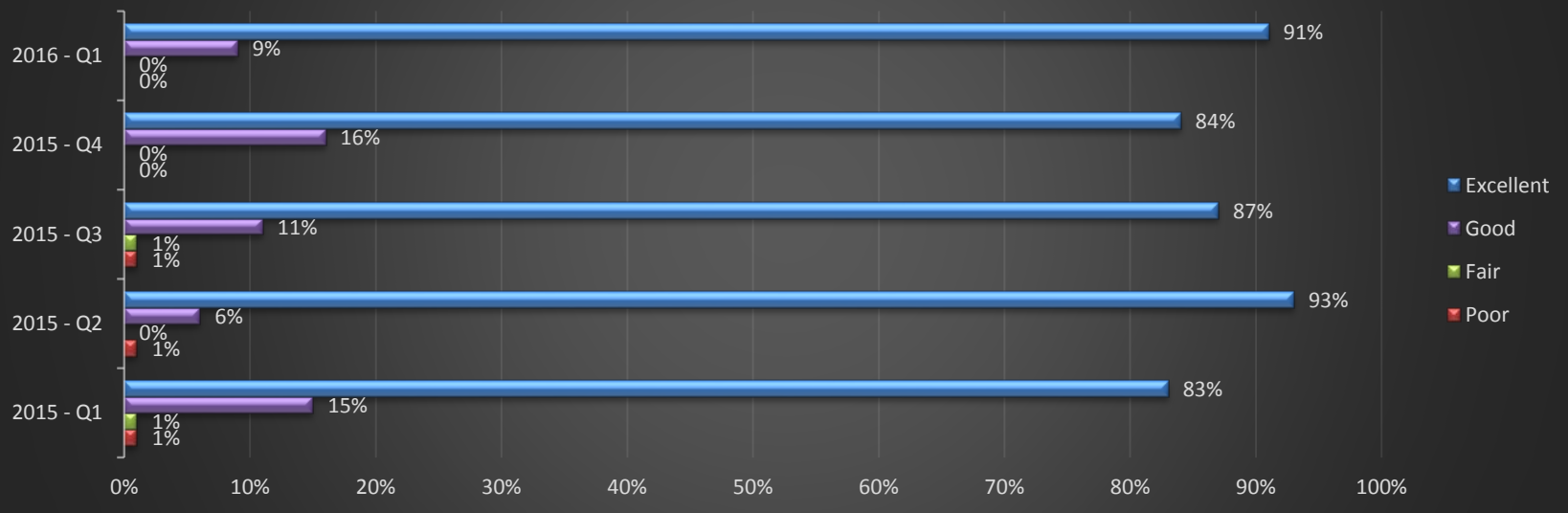


Quarterly Request Management System Metrics

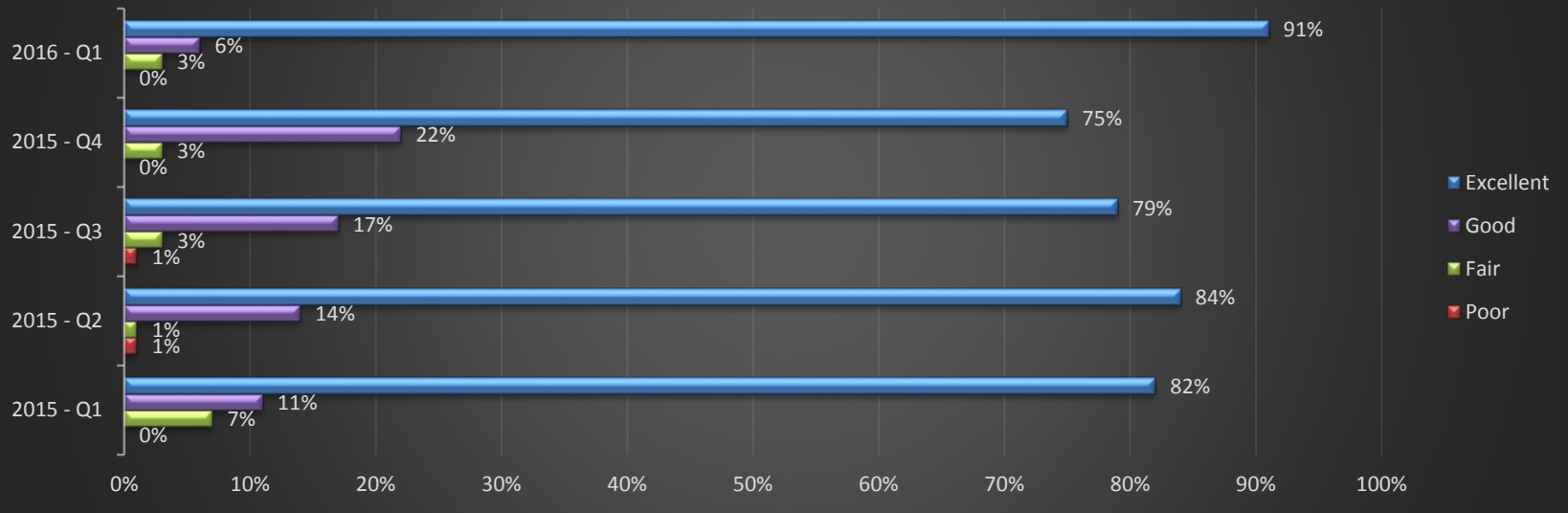
RMS Quarterly Satisfaction Survey Results Q1 2015 - Q1 2016



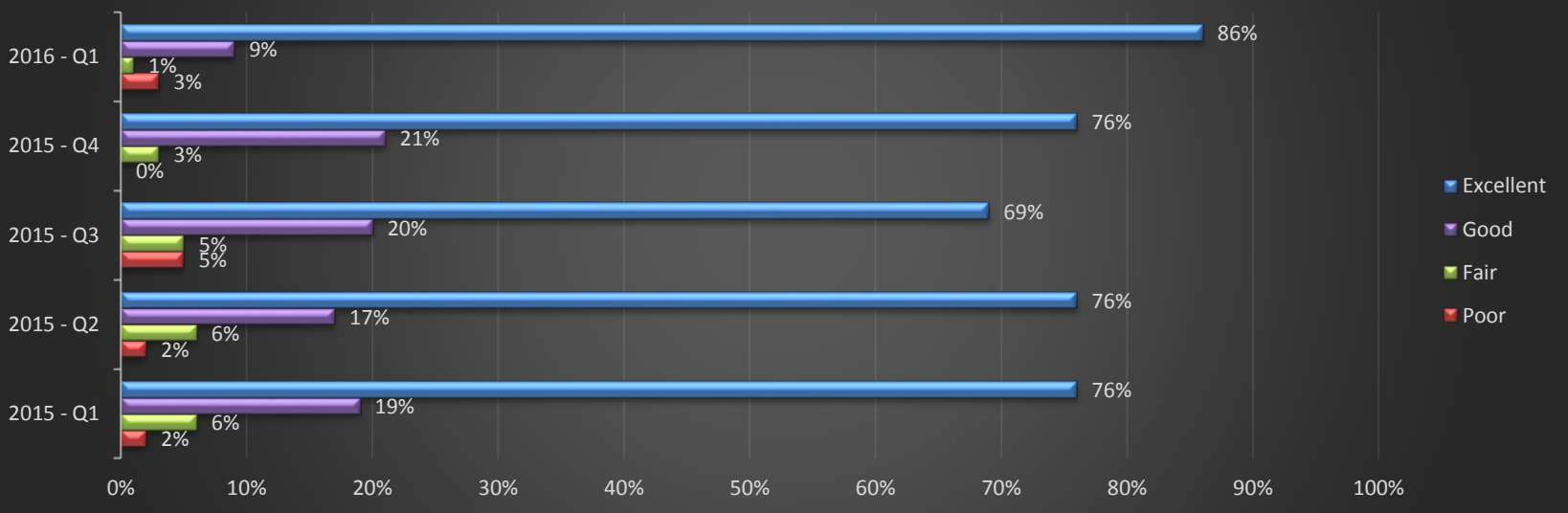
Professional Attitude



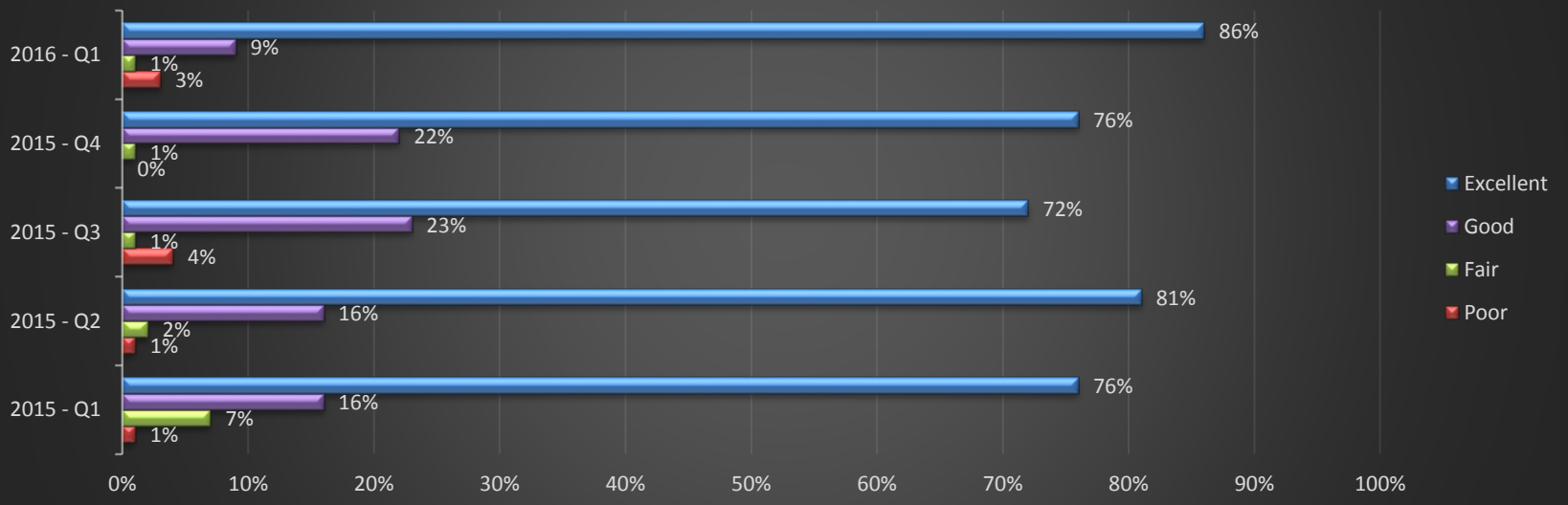
Sufficient Knowledge



Timely Solution



Quality of Solution



Resolution of Issue

