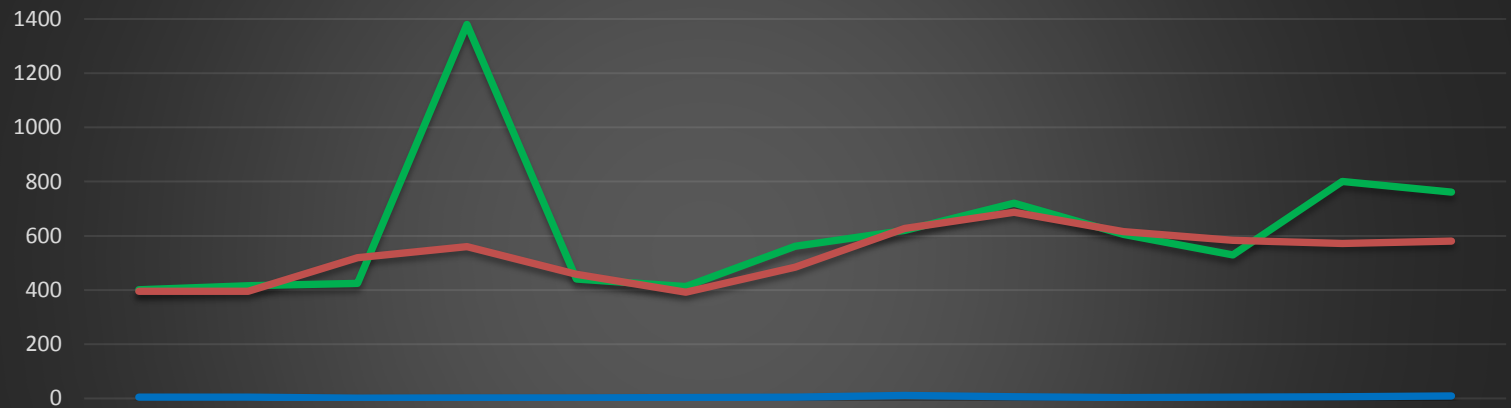


# Monthly Request Management System (RMS) Metrics Dashboard

## Trailing 12 Month Trends

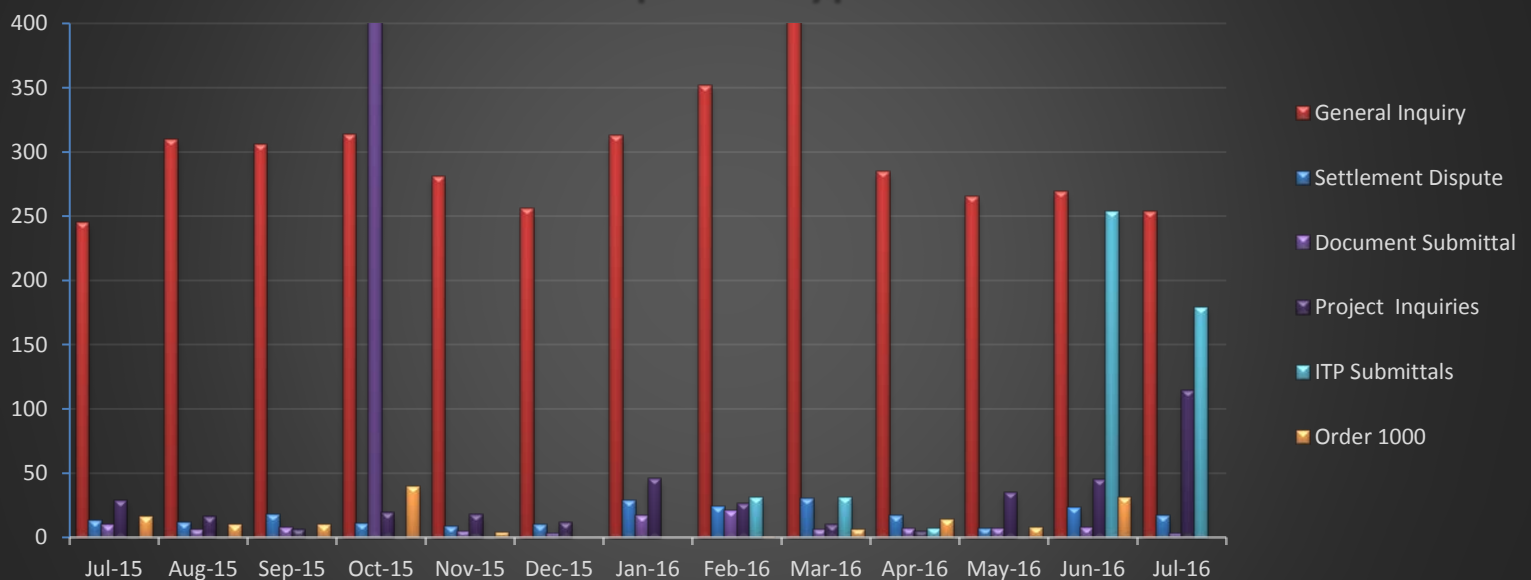
Reporting July 2016

### Requests Opened and Closed

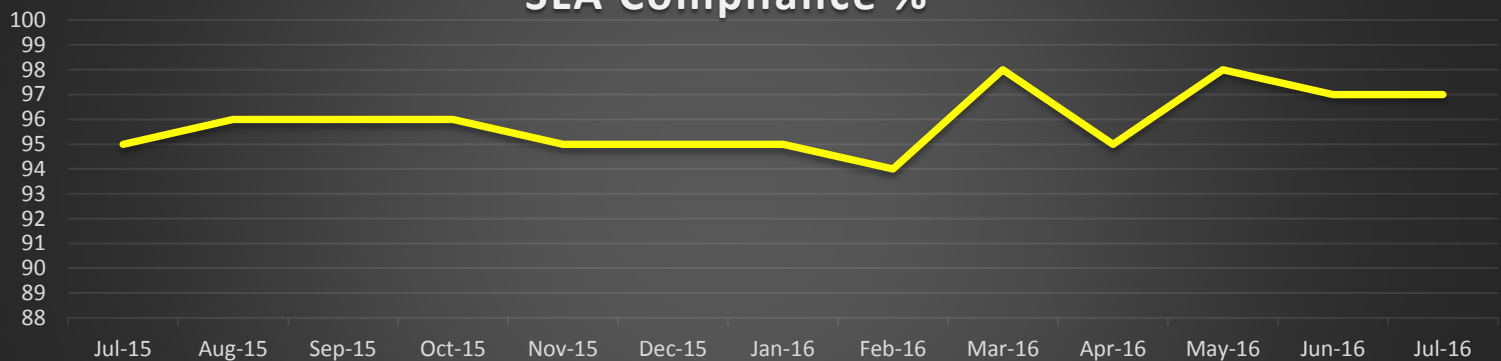


	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16
Opened	401	416	425	1380	440	413	561	620	720	605	529	801	761
Closed	396	396	520	560	458	392	484	627	687	615	584	572	580
Re-Opened	5	5	1	2	2	4	5	11	6	4	5	6	9

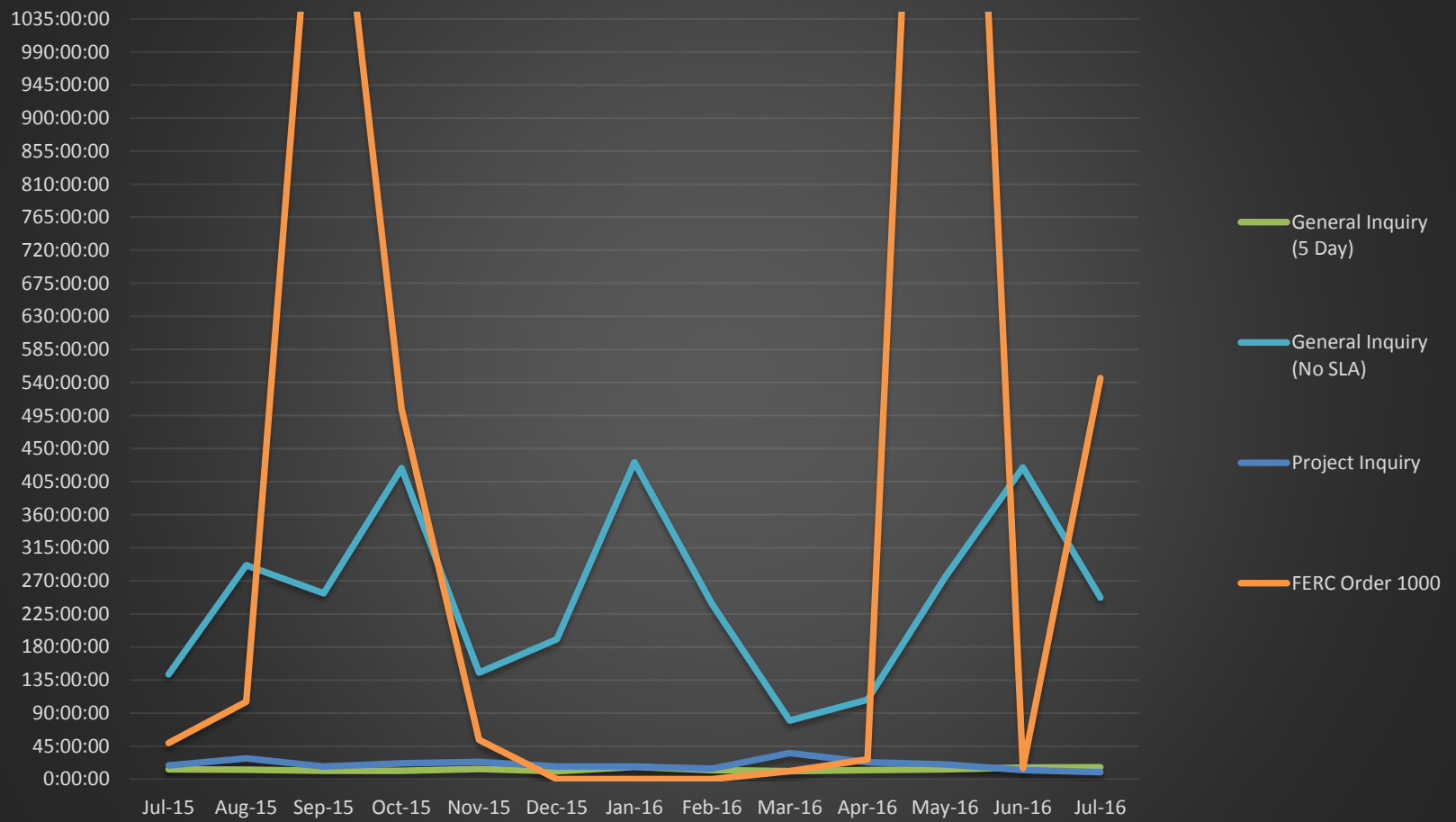
### Requests Type



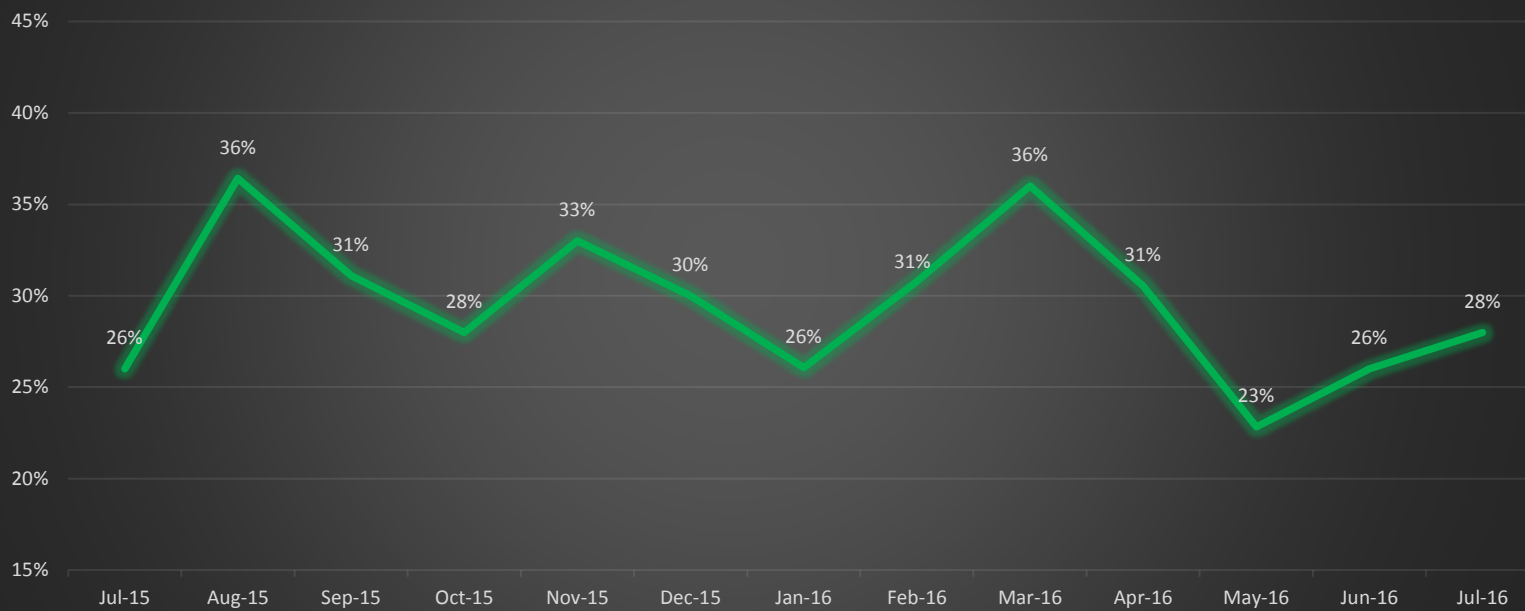
### SLA Compliance %



### Average Time to Resolution - By Request Type (Closed)

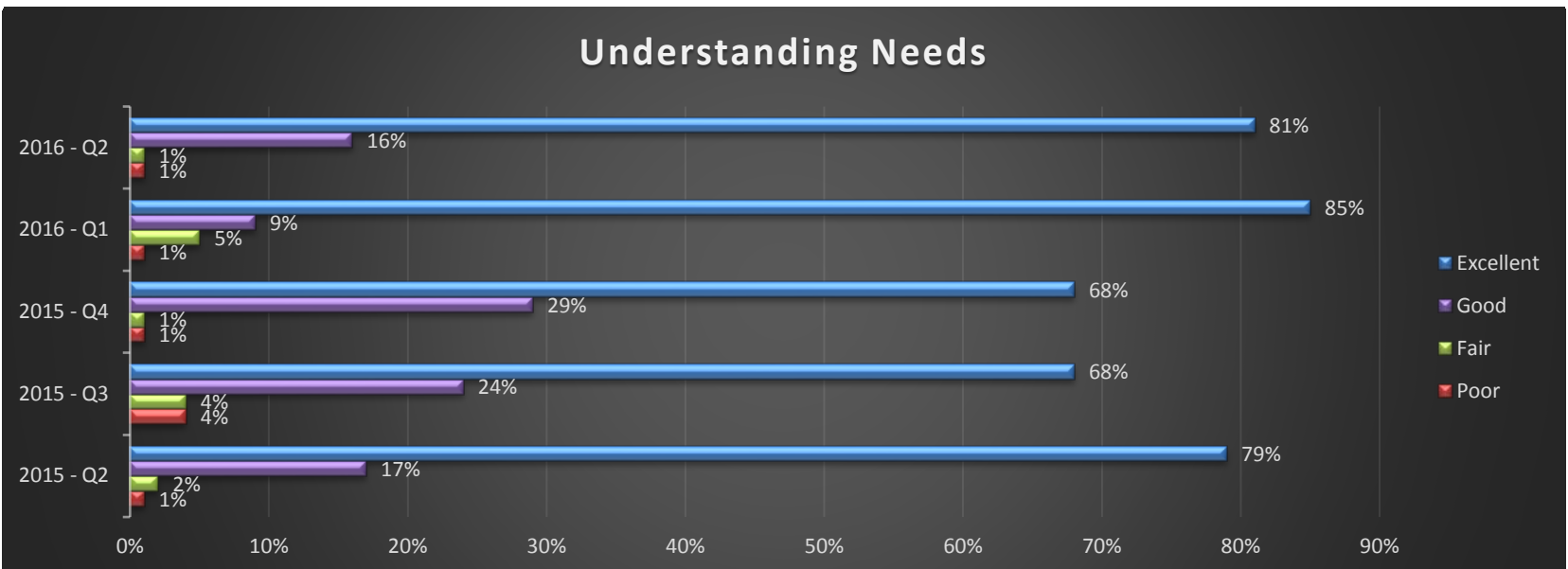
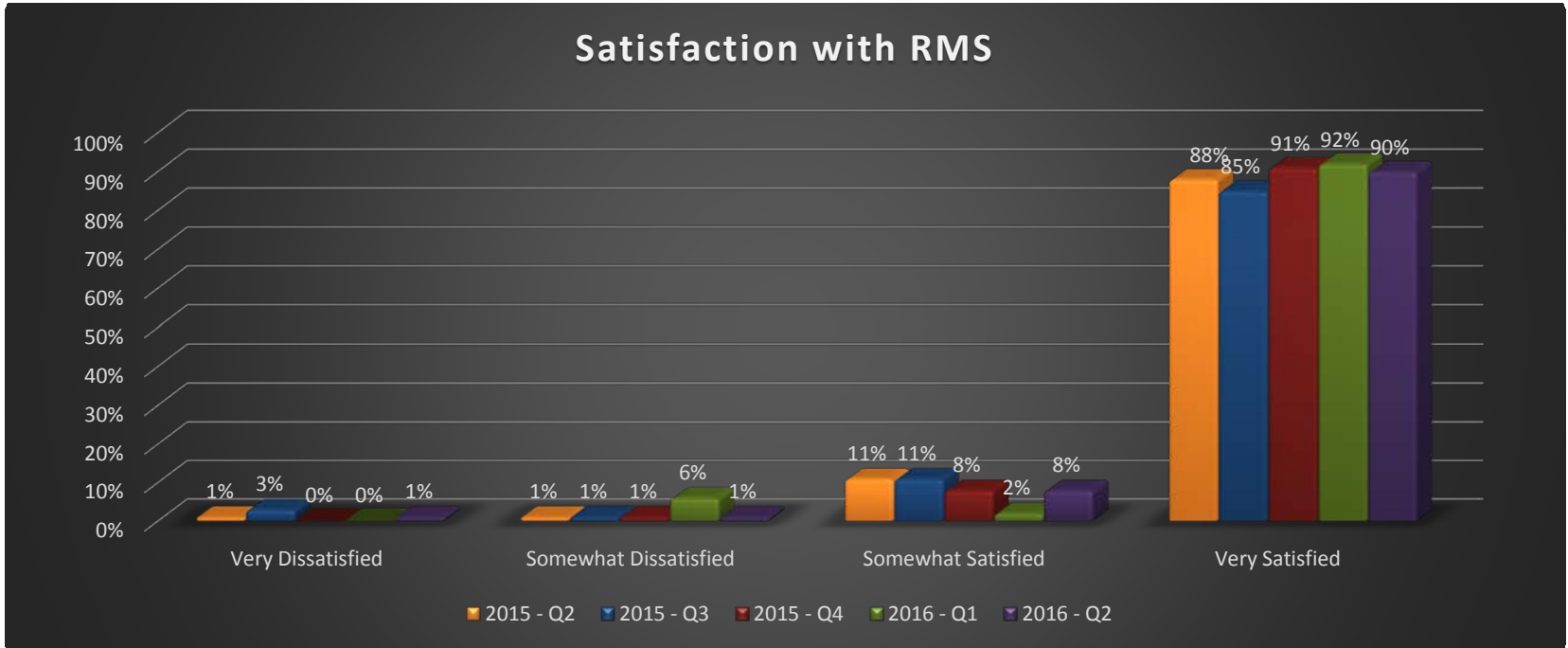


### First Call Resolution

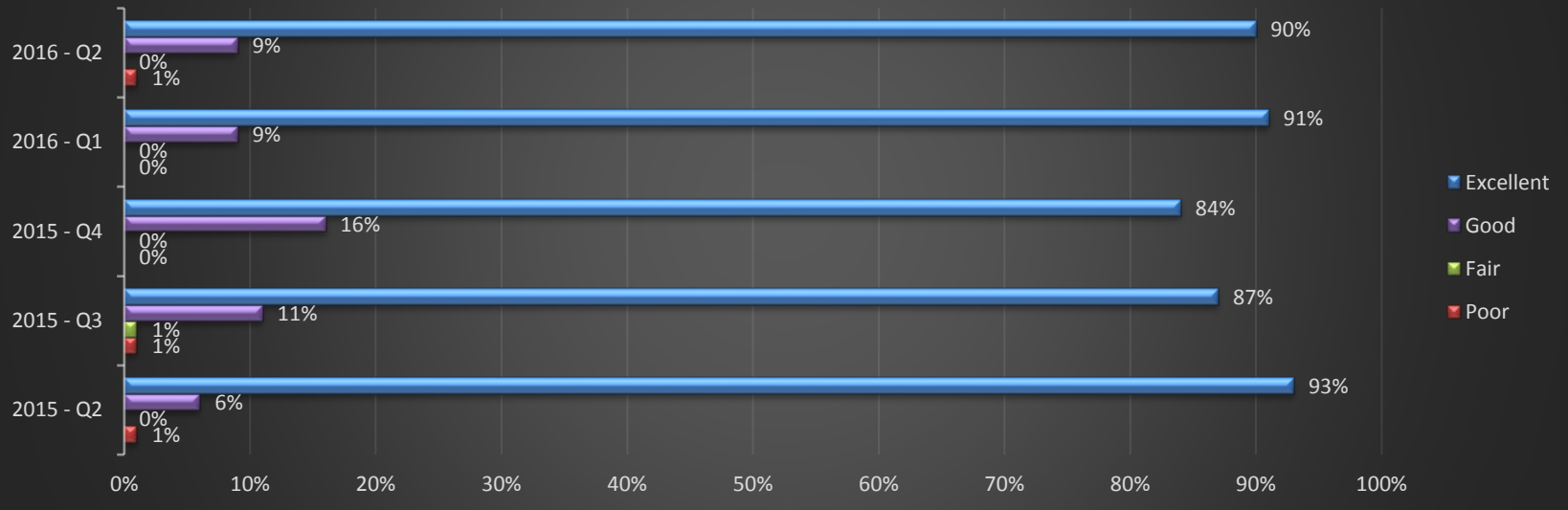


# Quarterly Request Management System Metrics

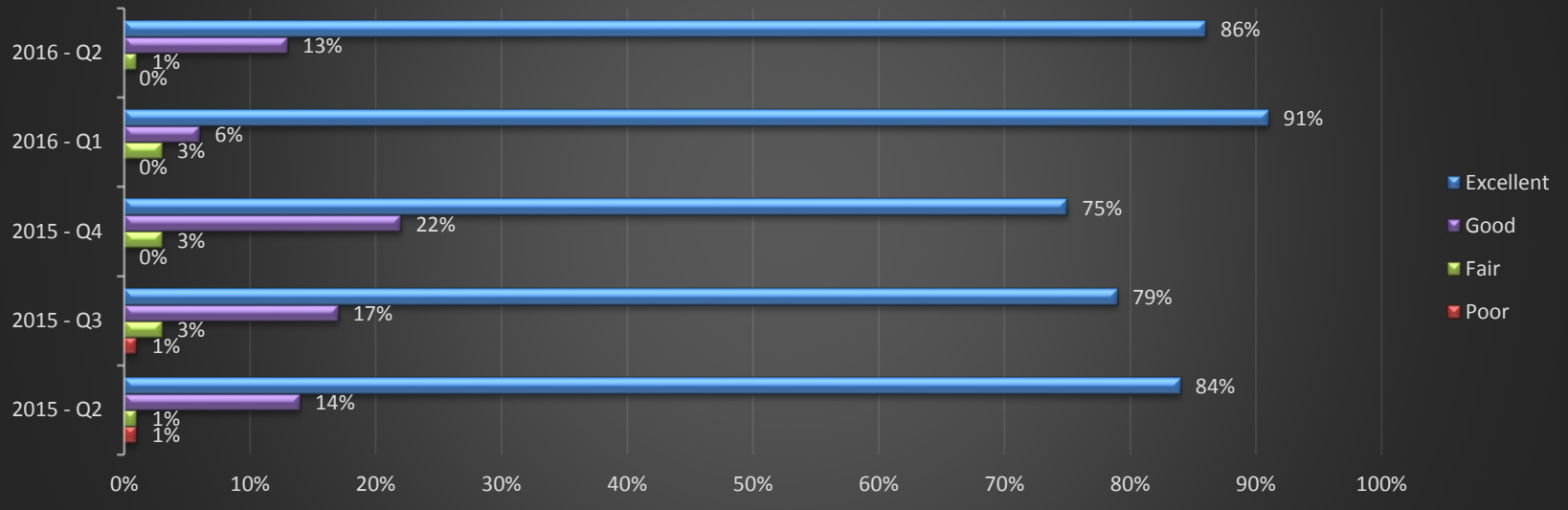
## RMS Quarterly Satisfaction Survey Results Q2 2015 - Q2 2016



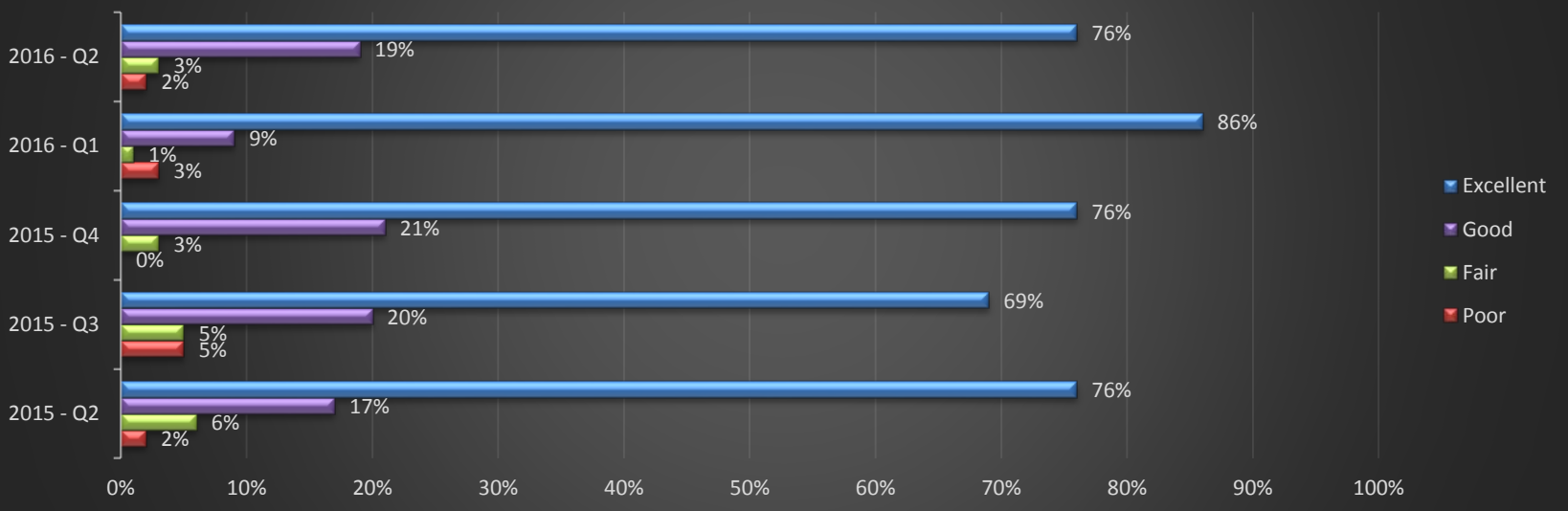
### Professional Attitude



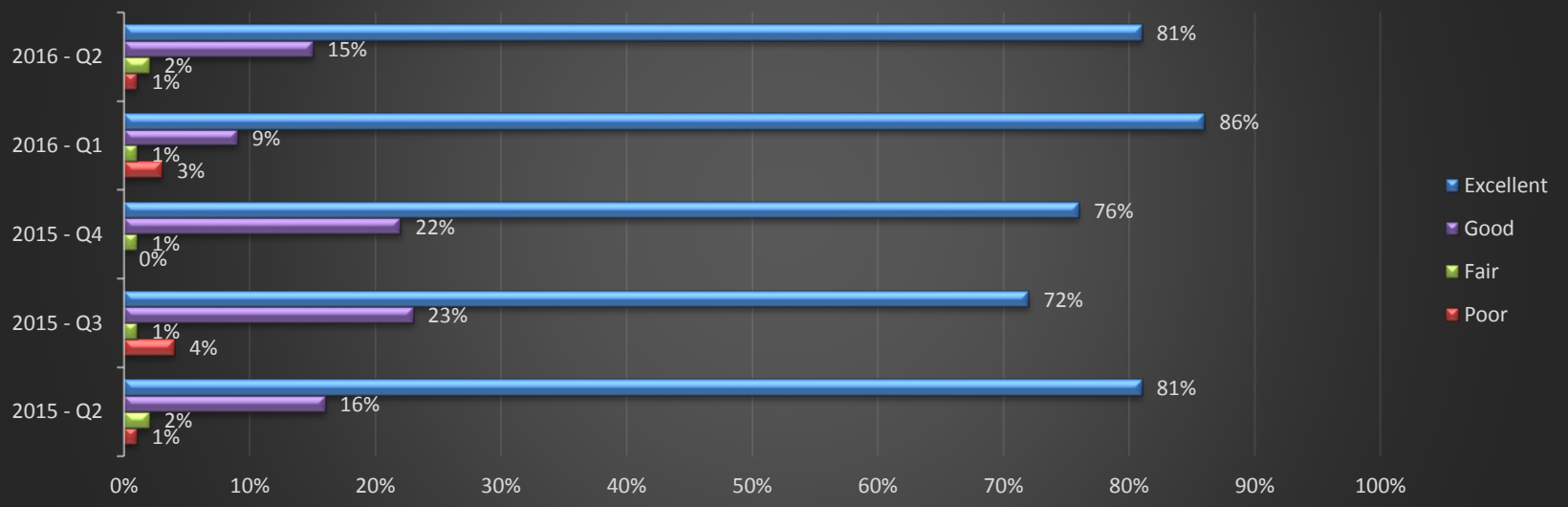
### Sufficient Knowledge



### Timely Solution



## Quality of Solution



## Resolution of Issue

