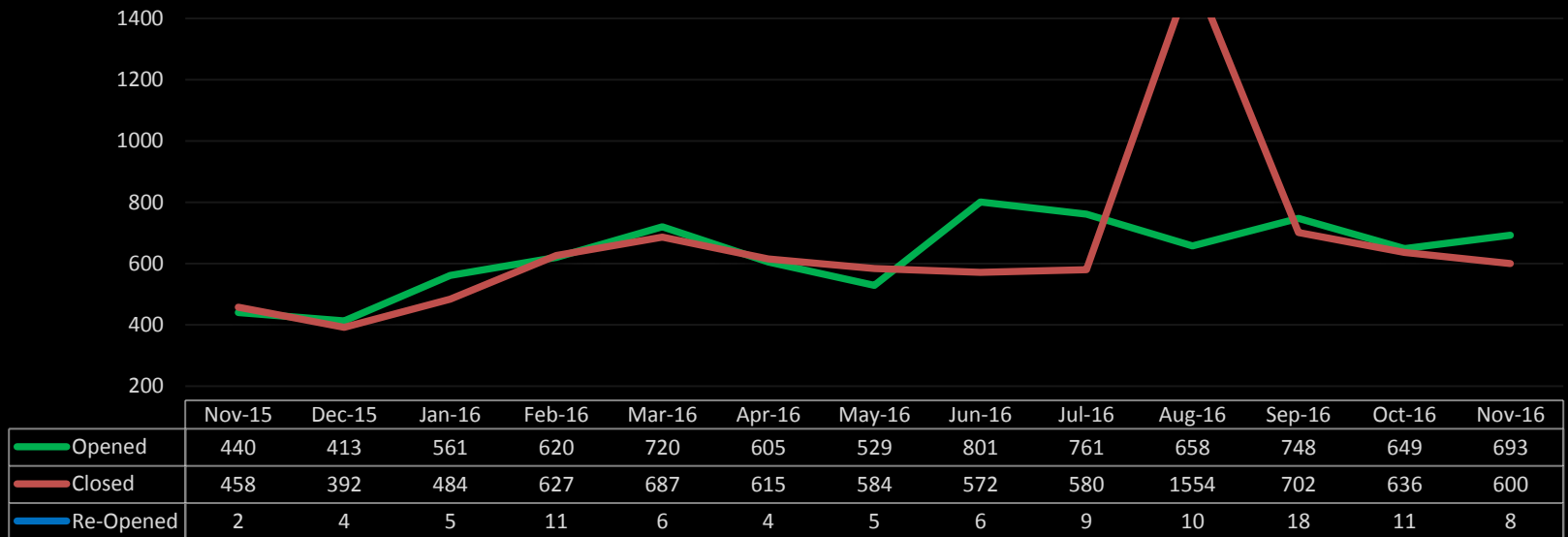


Monthly Request Management System (RMS) Metrics Dashboard

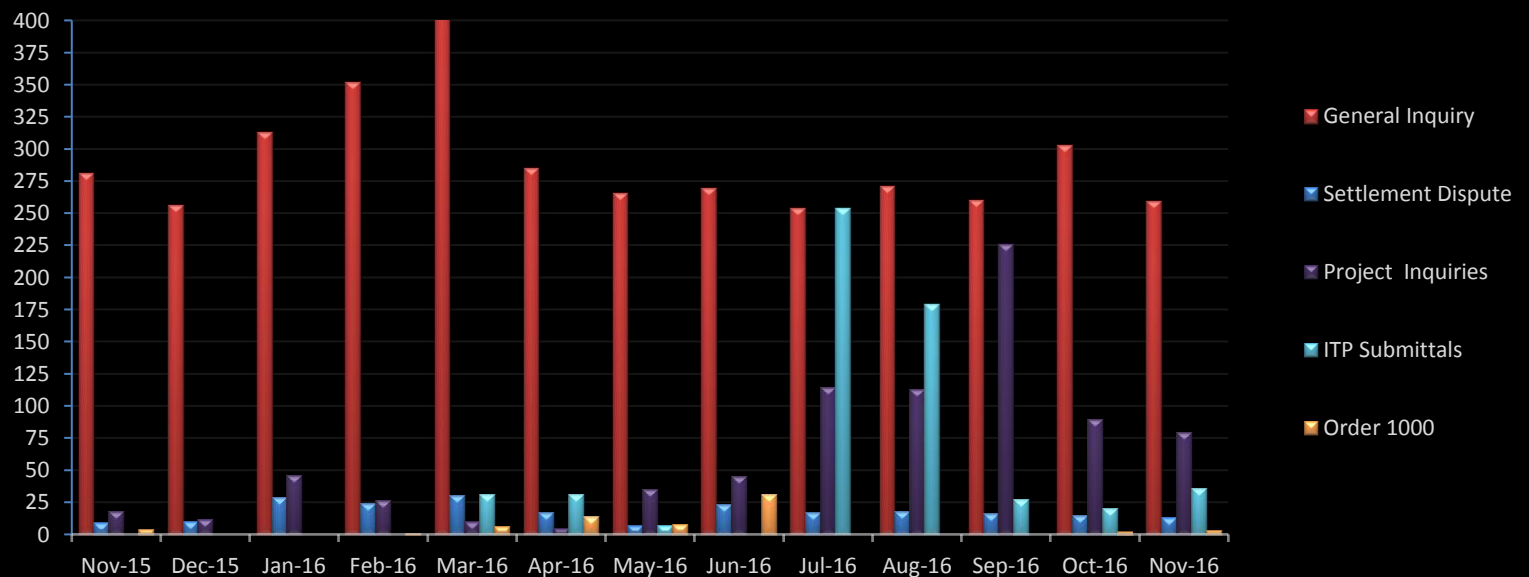
Trailing 12 Month Trends

Reporting November 2016

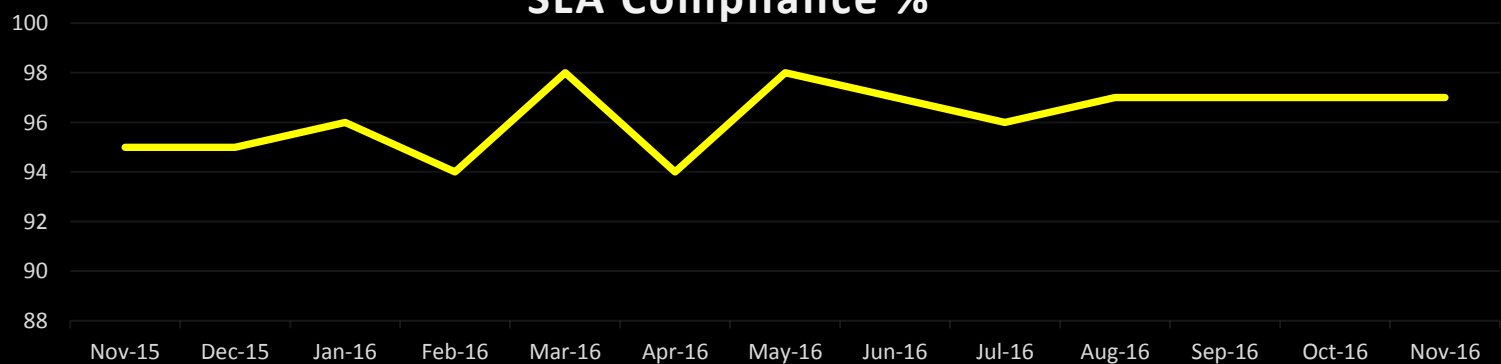
Requests Opened and Closed

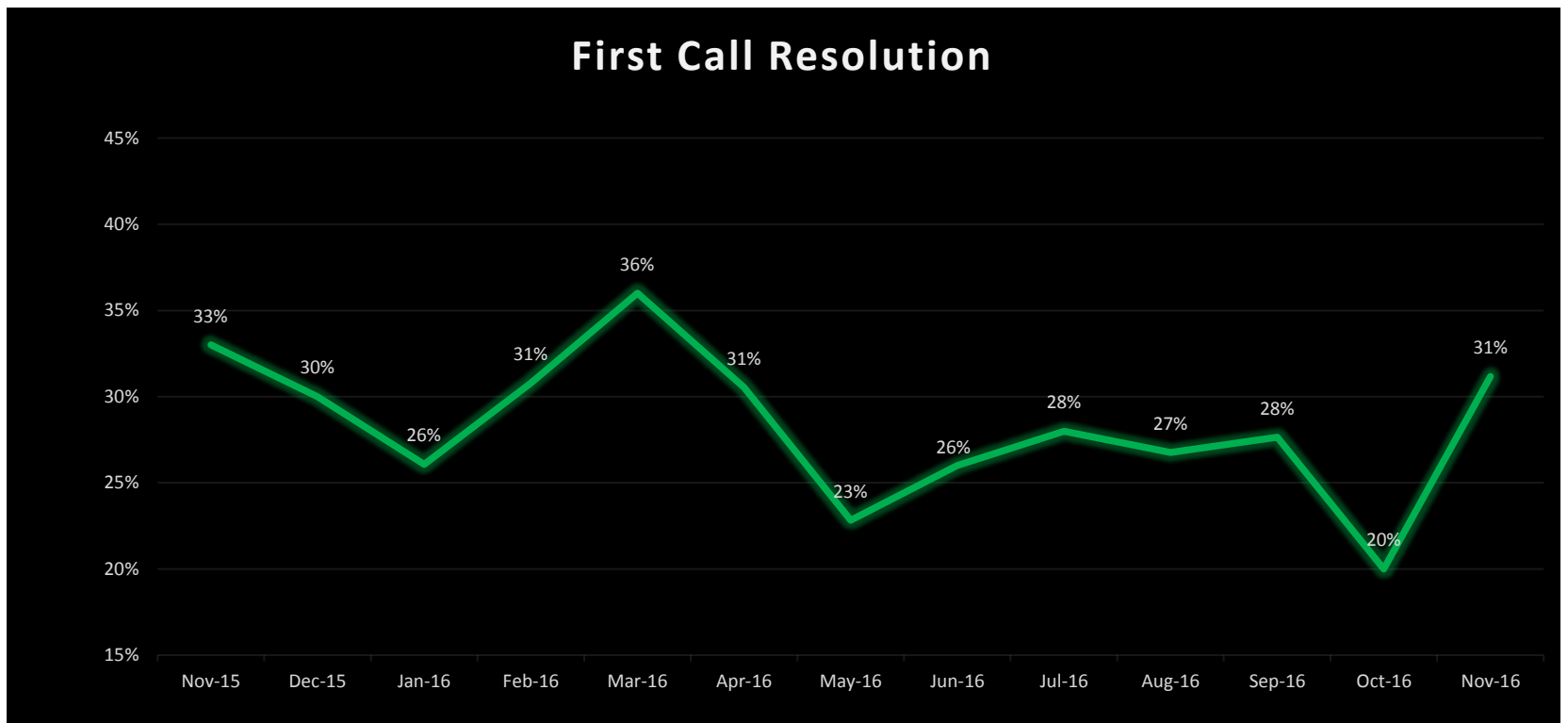
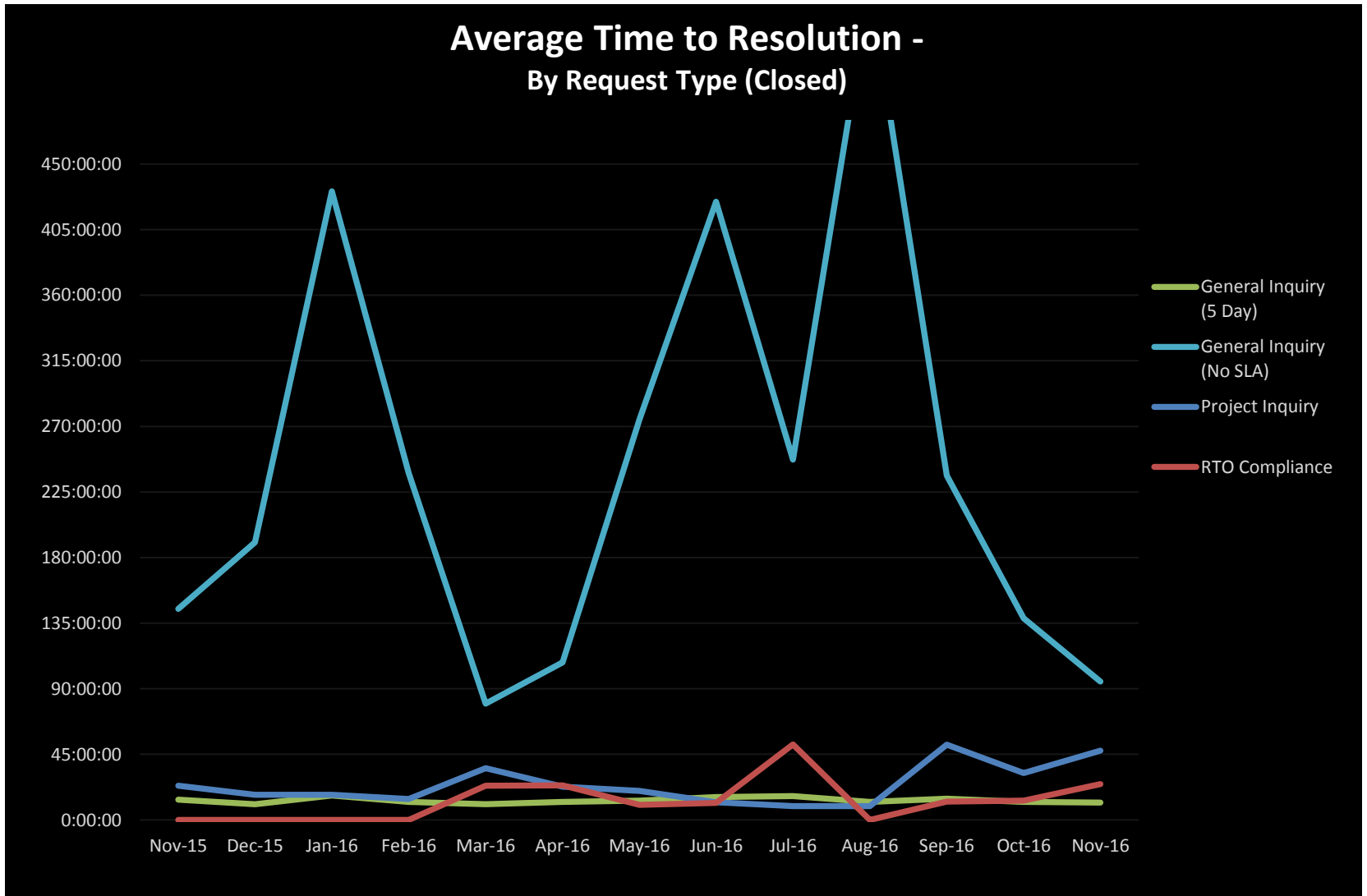


Requests Type



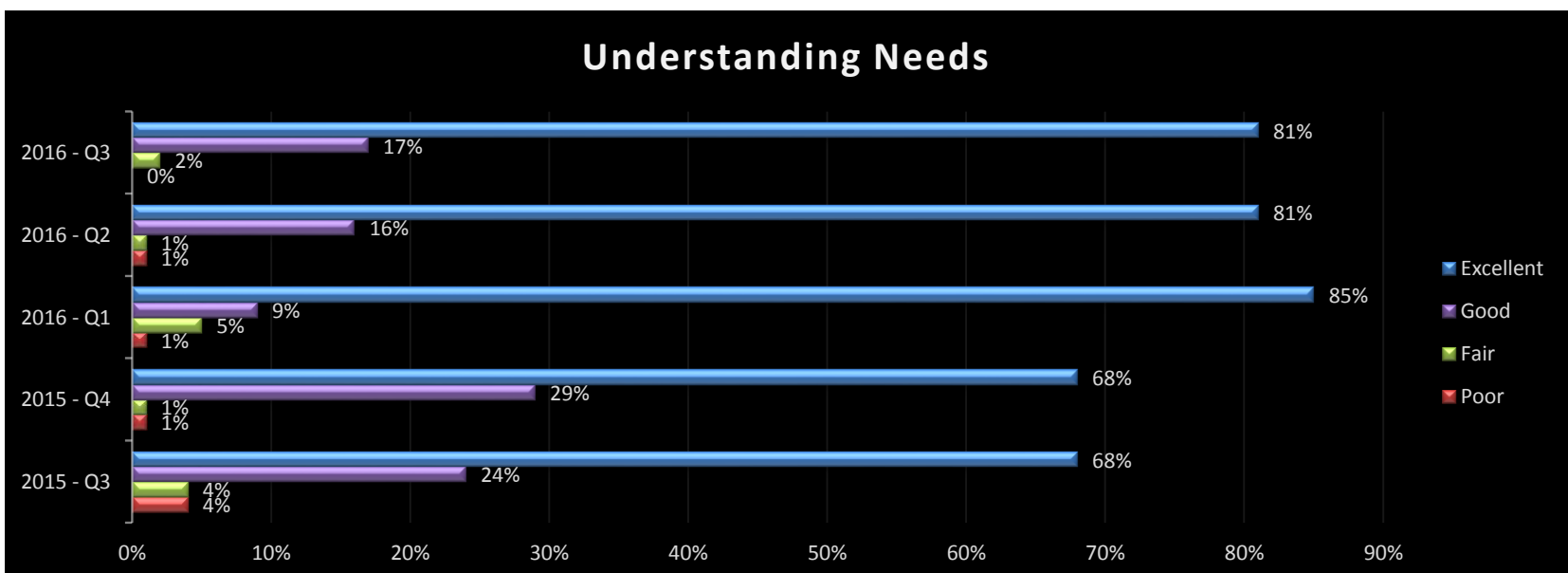
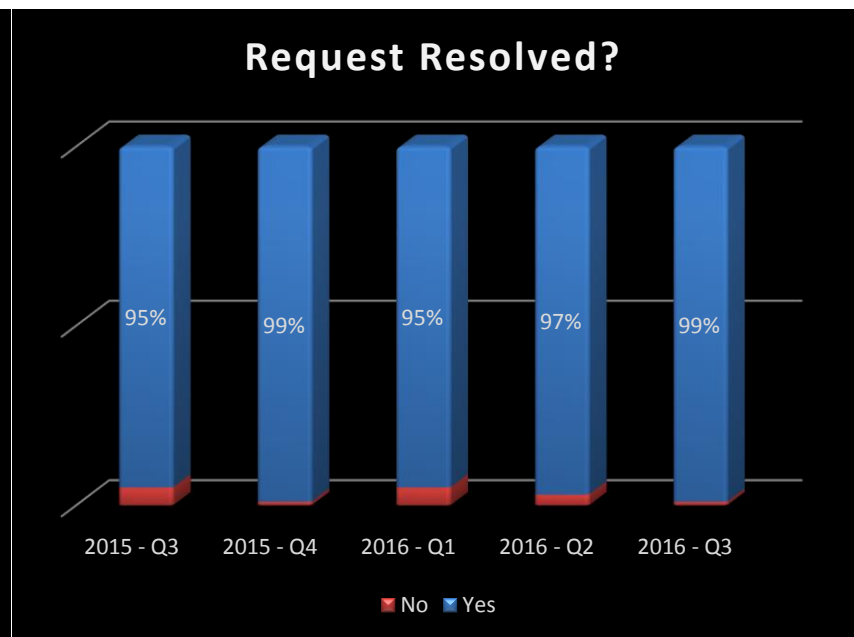
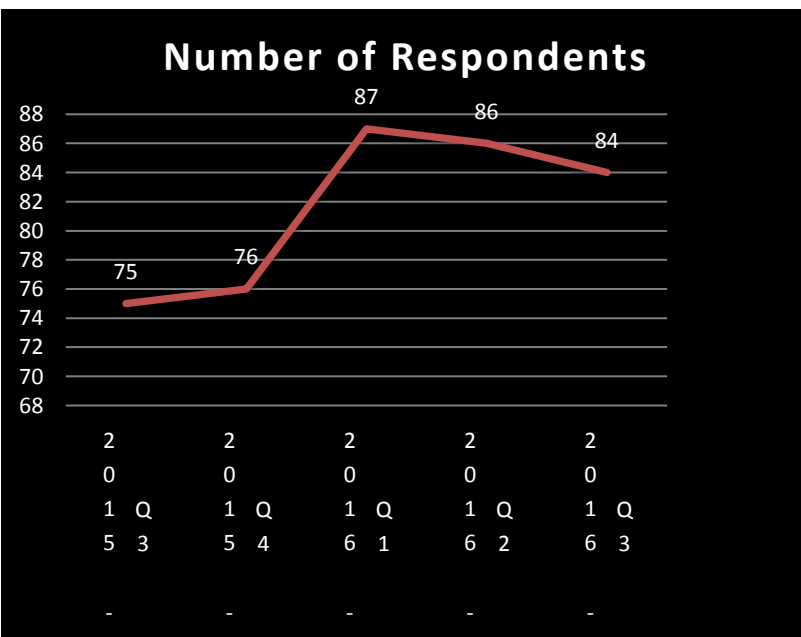
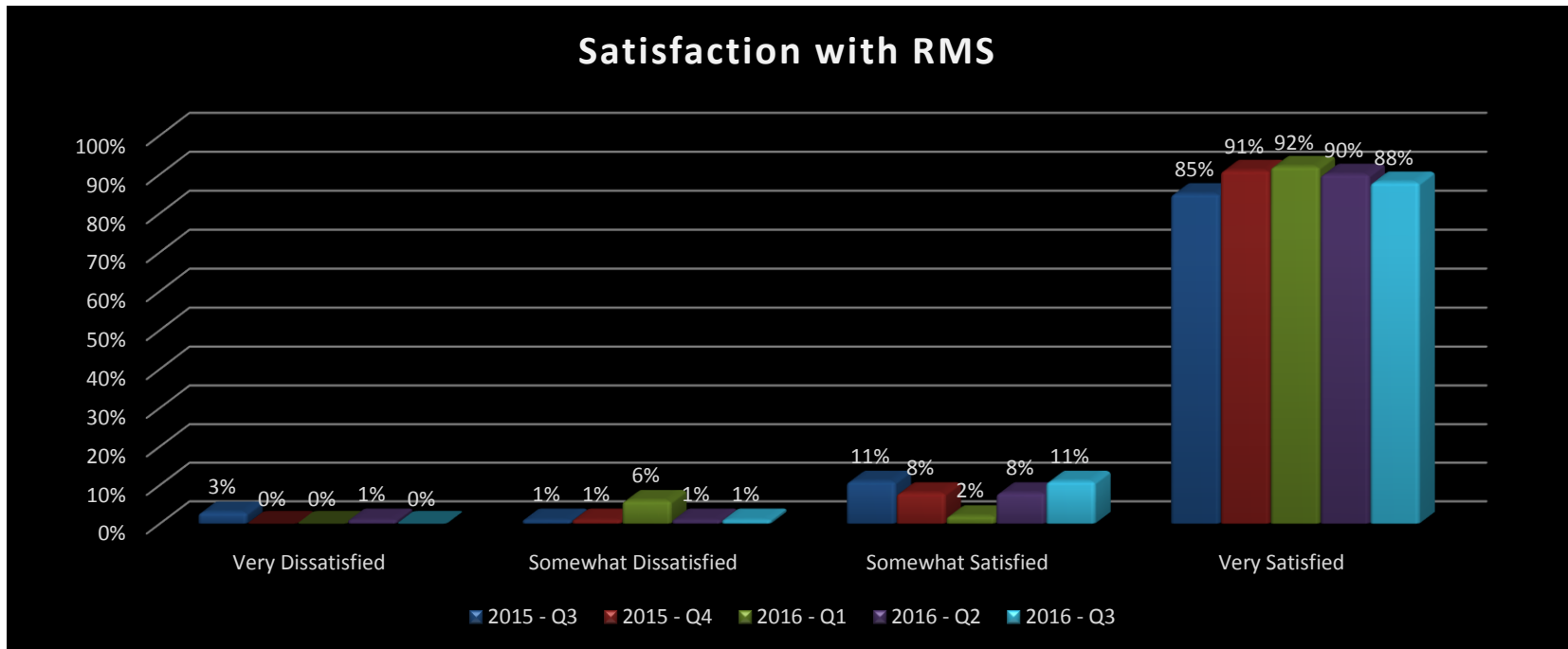
SLA Compliance %

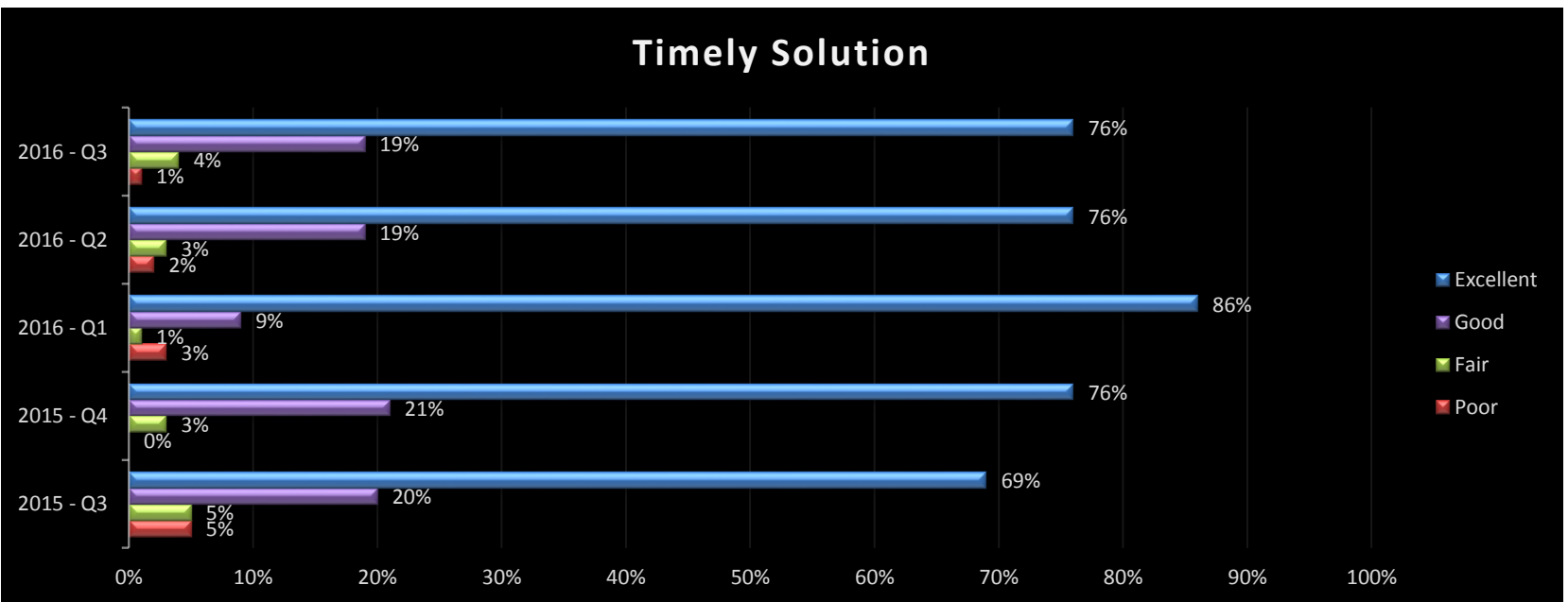
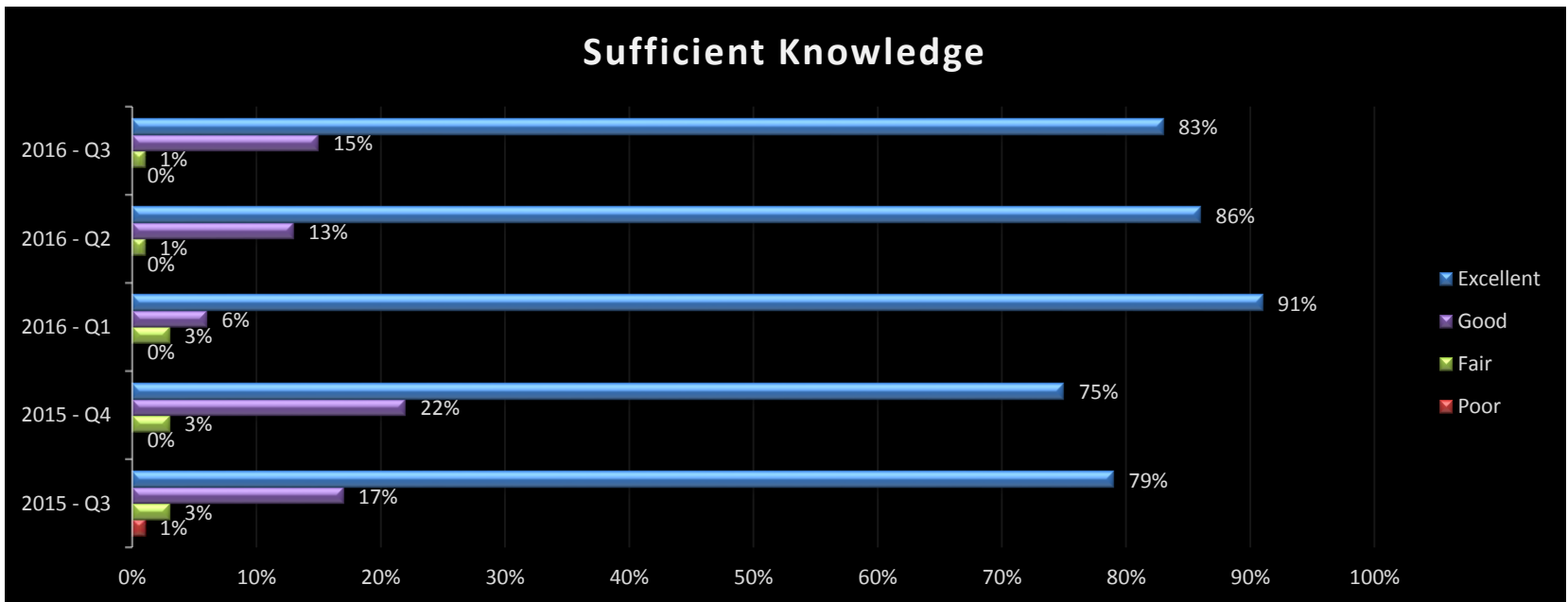
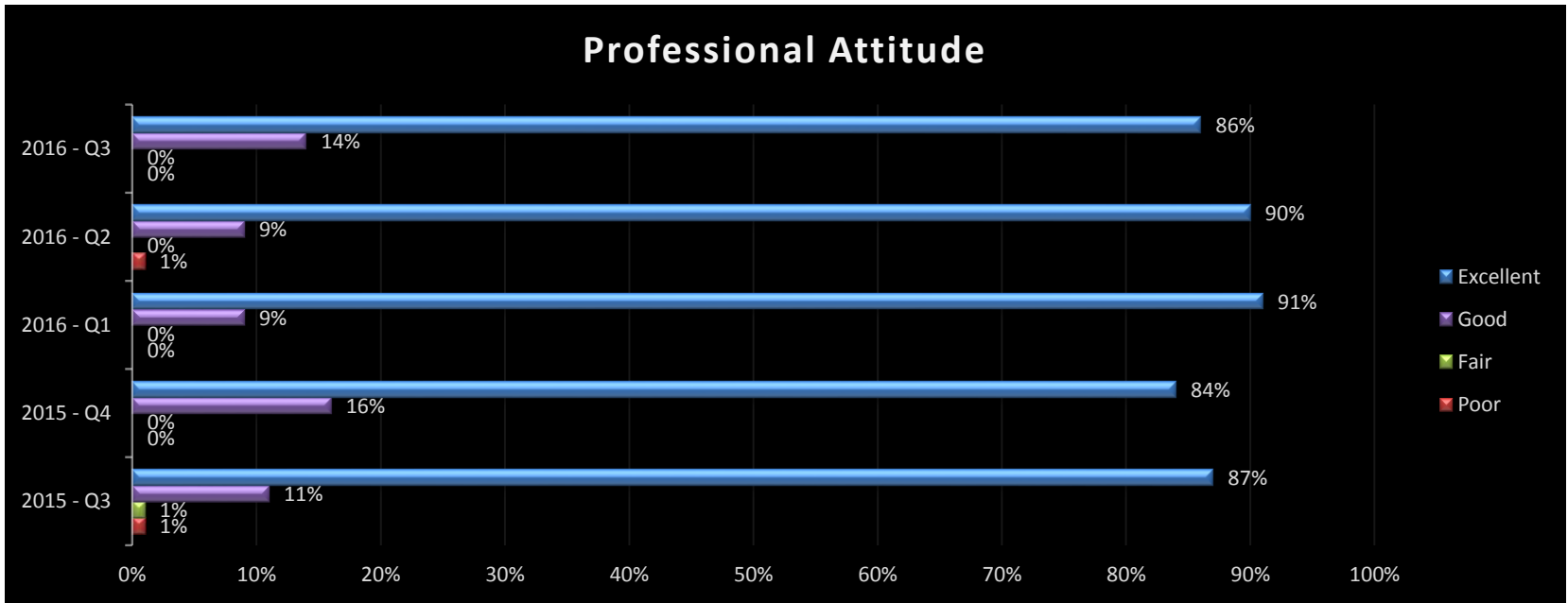




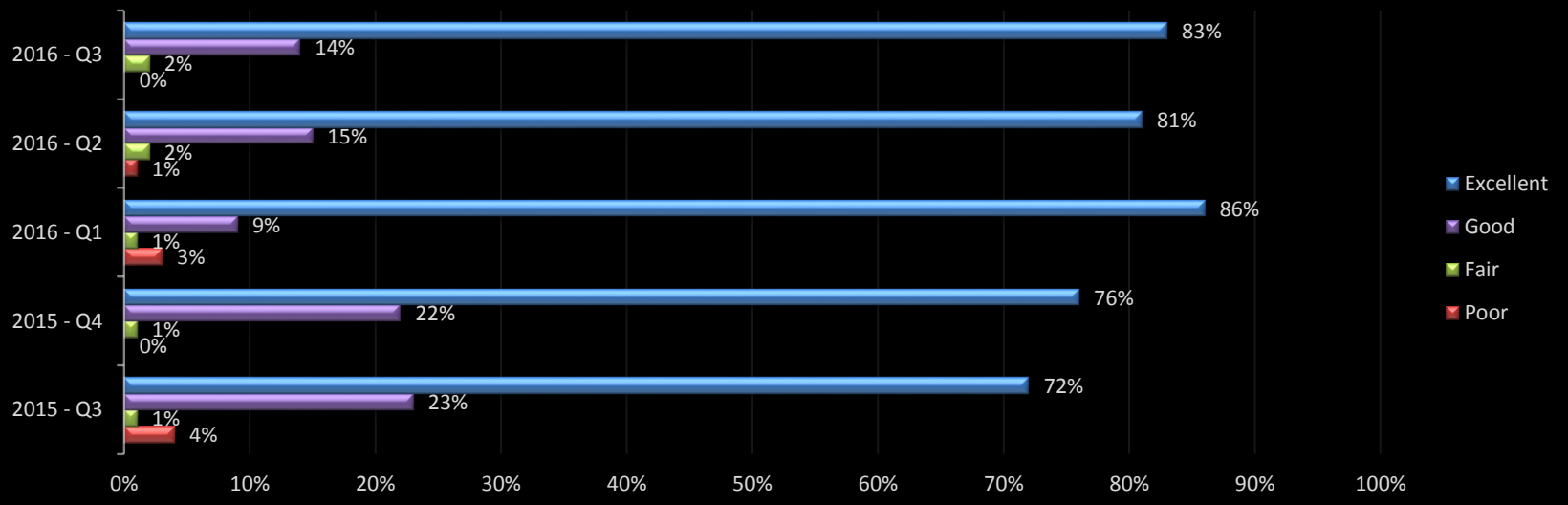
Quarterly Request Management System Metrics

RMS Quarterly Satisfaction Survey Results Q3 2015 - Q3 2016





Quality of Solution



Resolution of Issue

