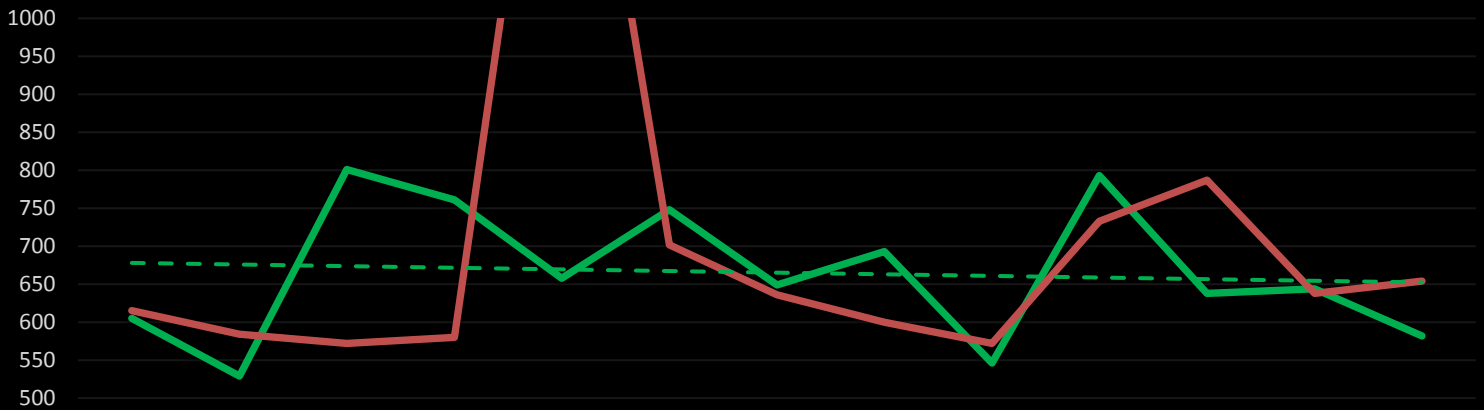


# Monthly Request Management System (RMS) Metrics Dashboard

Trailing 12 Month Trends

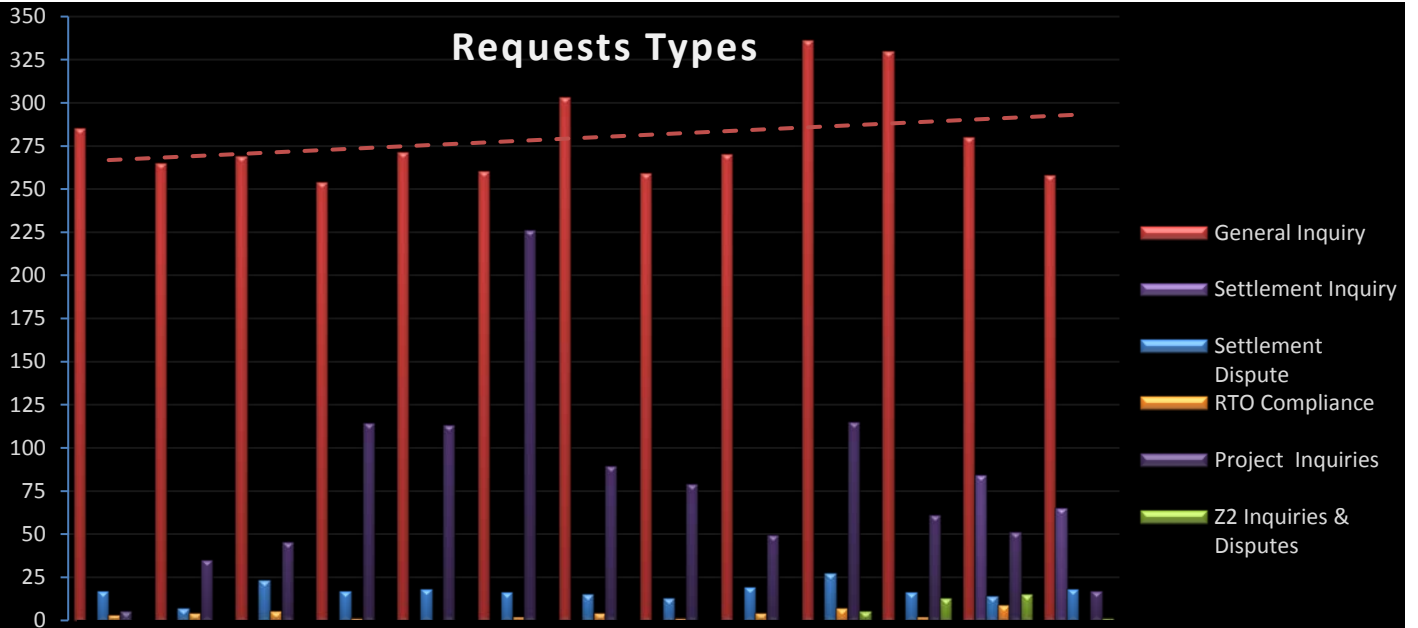
Reporting April 2017

## Requests Opened and Closed



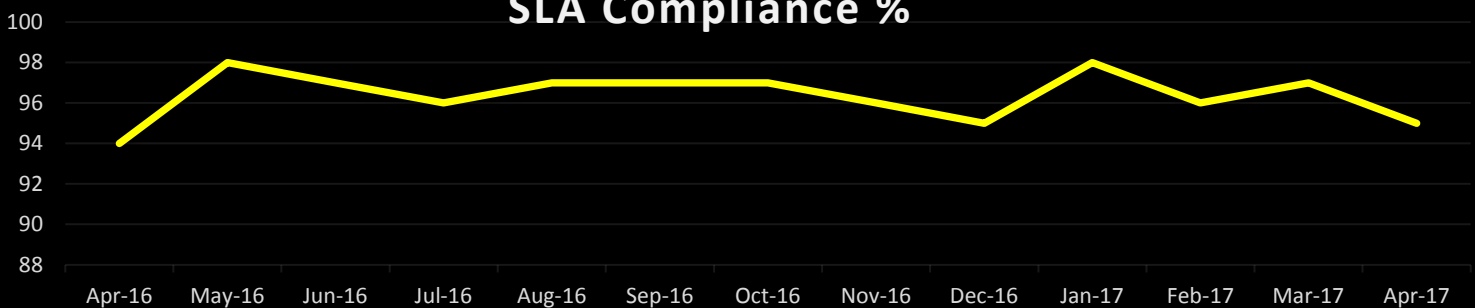
	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17
Opened	605	529	801	761	658	748	649	693	546	793	638	644	582
Closed	615	584	572	580	1554	702	636	600	572	733	787	638	654
Re-Opened	4	5	6	9	10	18	11	8	6	7	7	13	10

## Requests Types

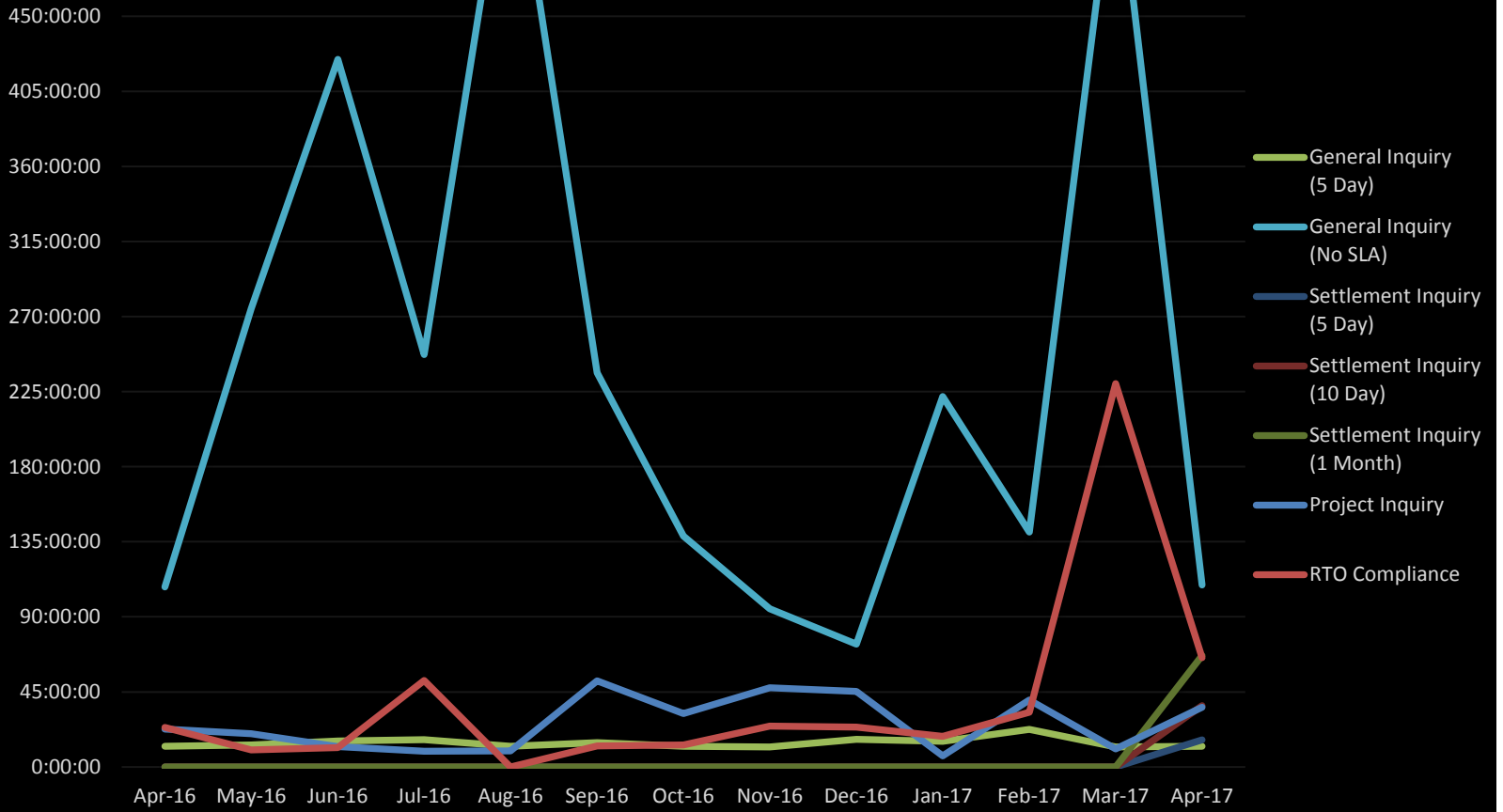


General Inquiry	285	265	269	254	271	260	303	259	270	336	330	280	258
Settlement Inquiry												84	65
Settlement Dispute	17	7	23	17	18	16	15	13	19	27	16	14	18
RTO Compliance	3	4	5	1	0	2	4	1	4	7	2	9	0
Project Inquiries	5	35	45	114	113	226	89	79	49	115	61	51	17
Z2 Inquiries & Disputes										5	13	15	1

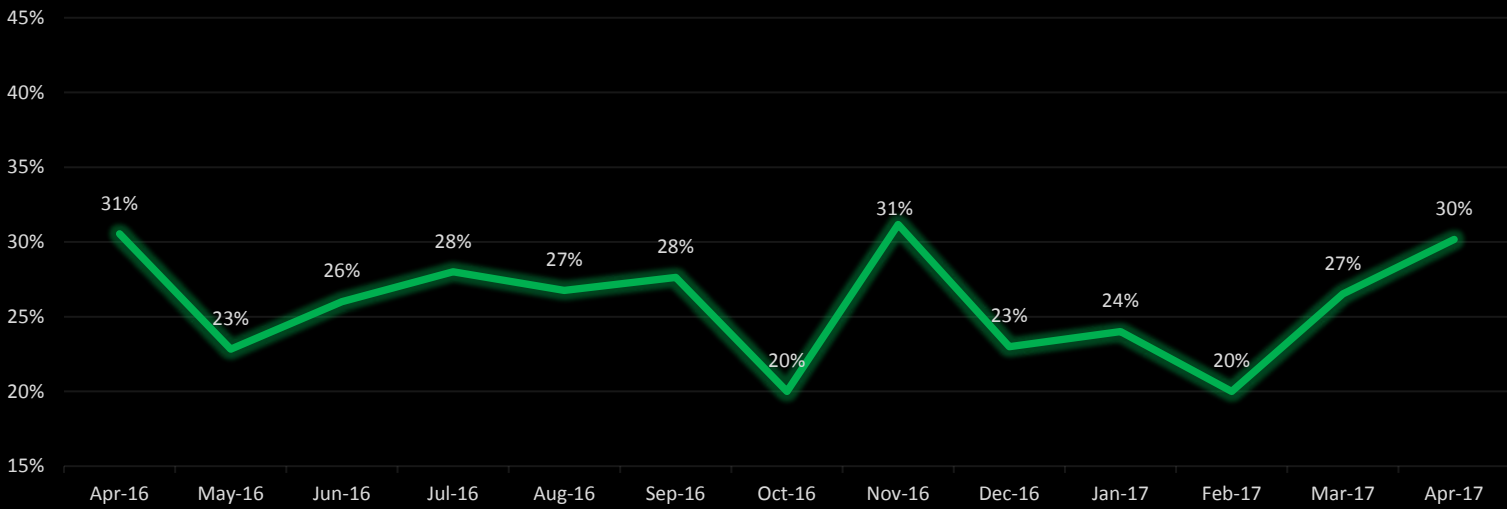
## SLA Compliance %



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



## First Call Resolution

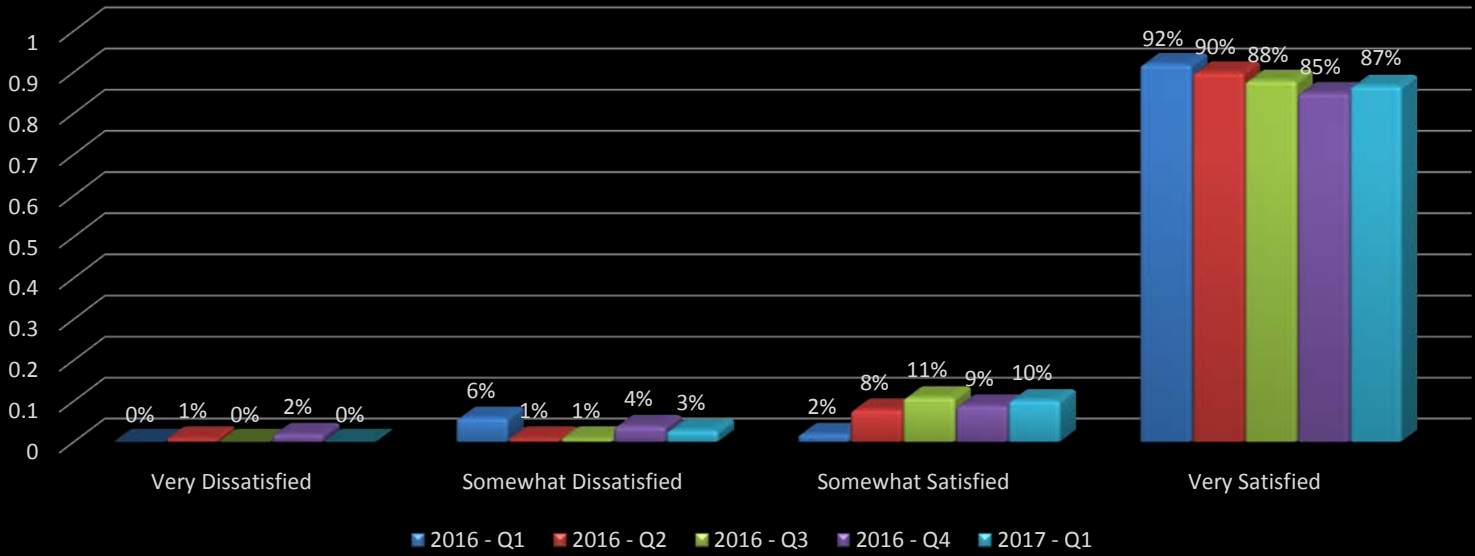


# Quarterly Request Management System Metrics

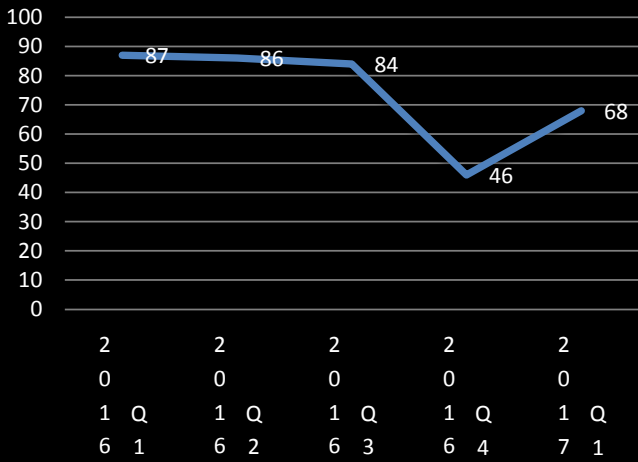
## RMS Quarterly Satisfaction Survey Results

Q1 2016 - Q1 2017

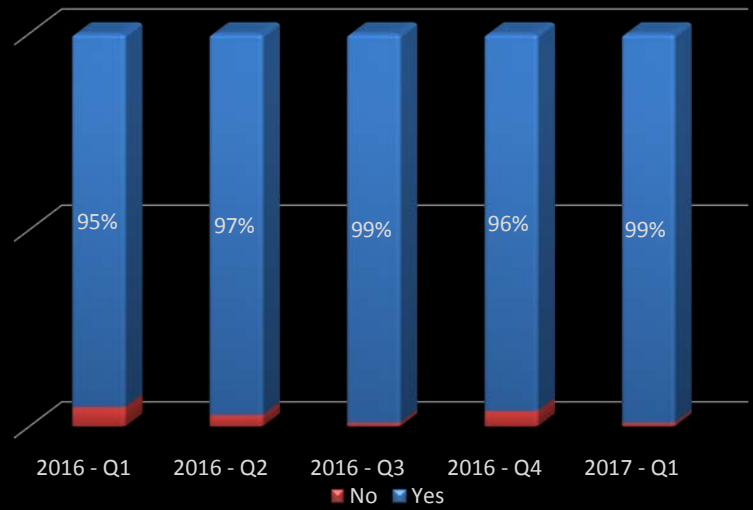
### Satisfaction with RMS



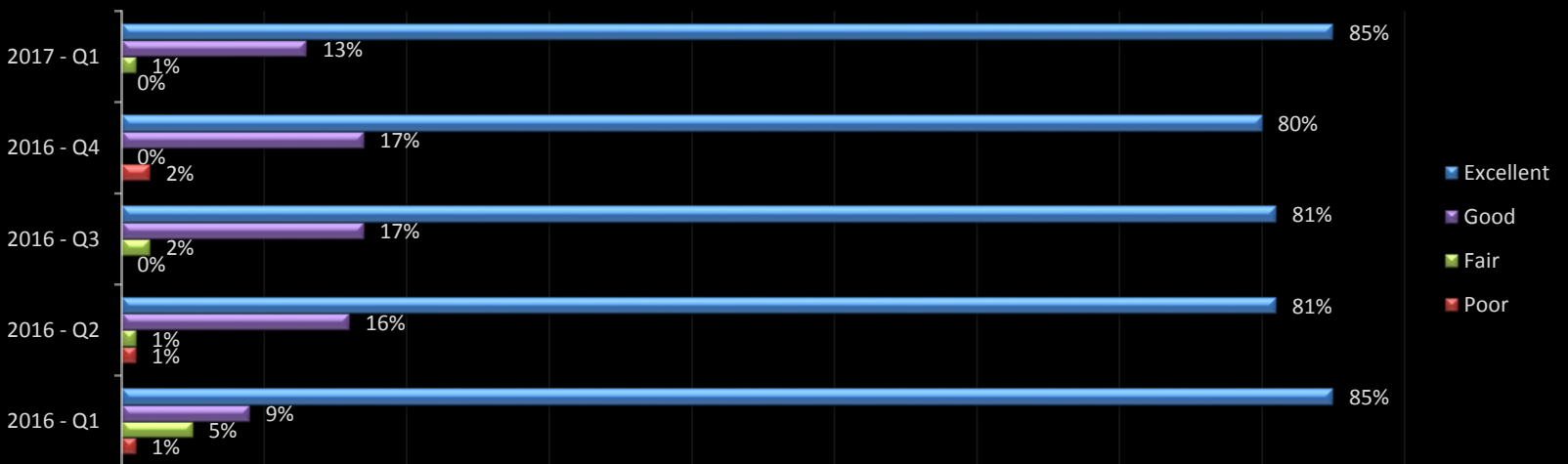
### Number of Respondents



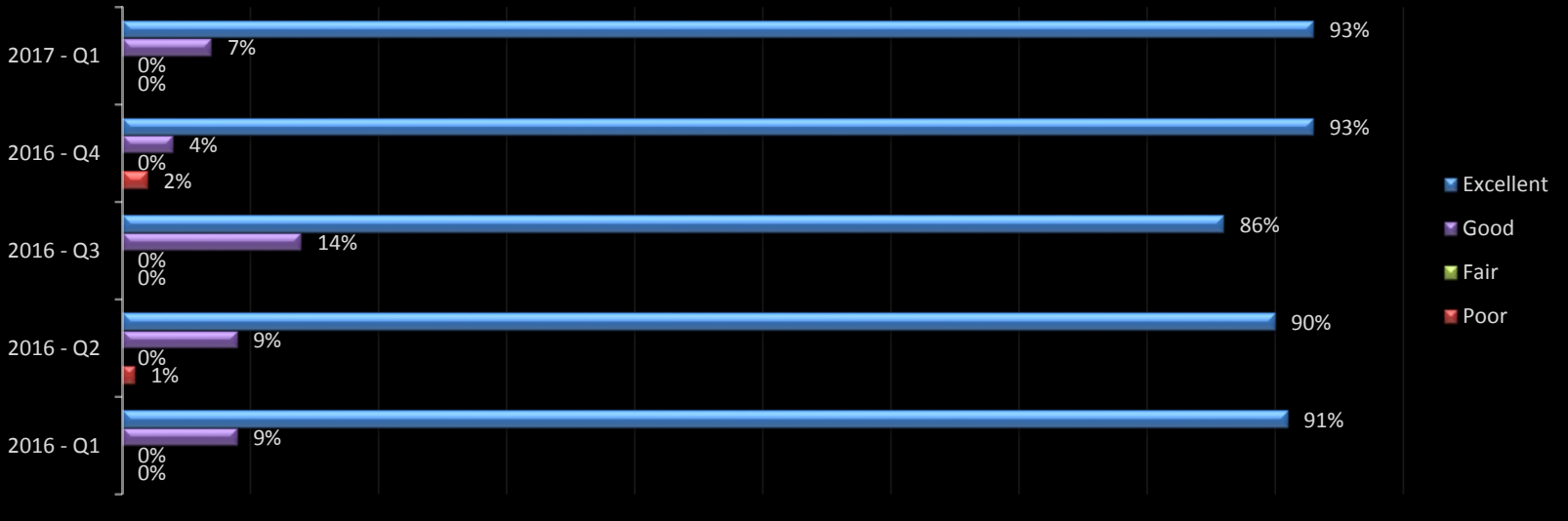
### Request Resolved?



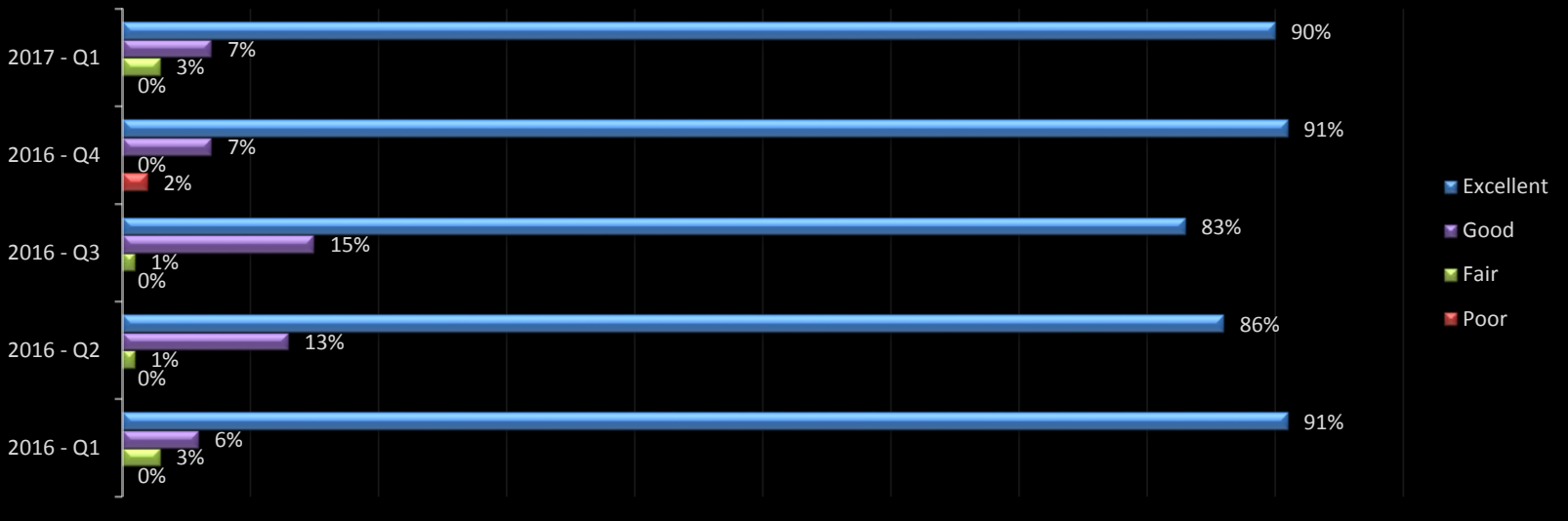
### Understanding Needs



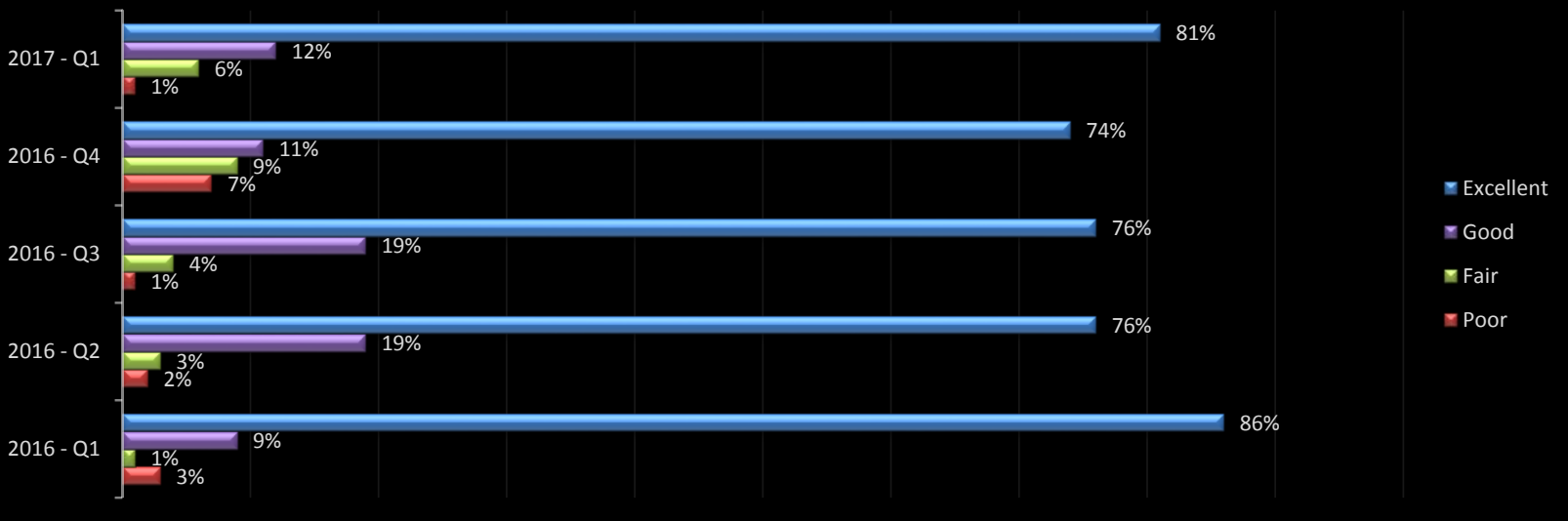
## Professional Attitude



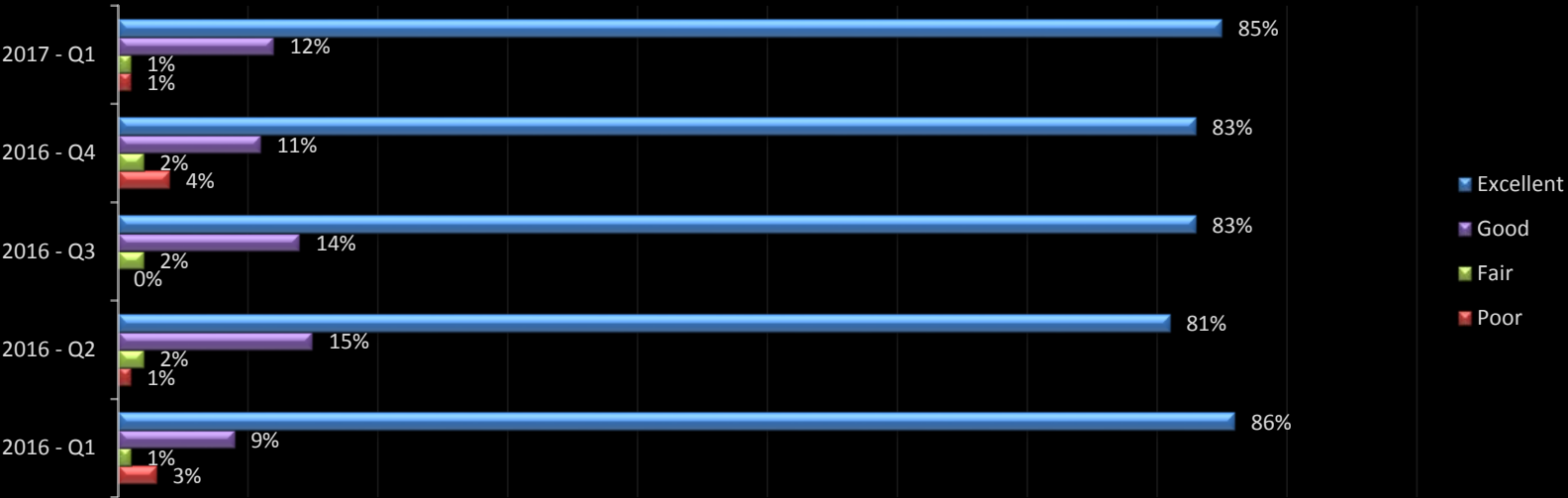
## Sufficient Knowledge



## Timely Solution



## Quality of Solution



## Resolution of Issue

