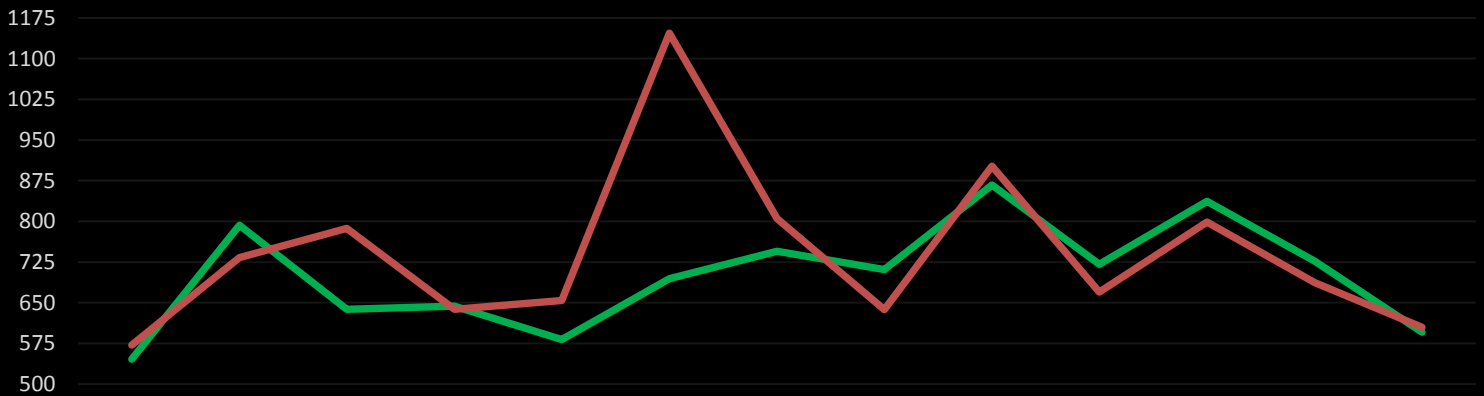


Monthly Request Management System (RMS) Metrics Dashboard

Trailing 12 Month Trends

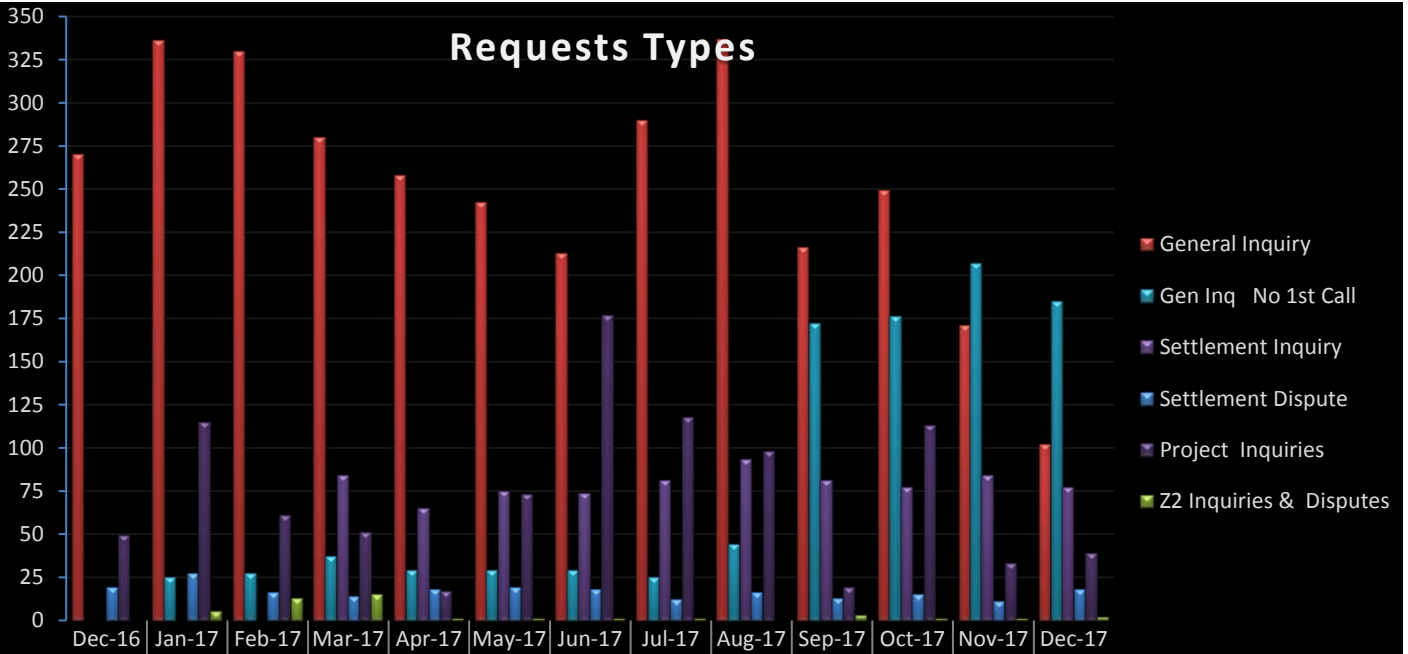
Reporting December 2017

Requests Opened and Closed



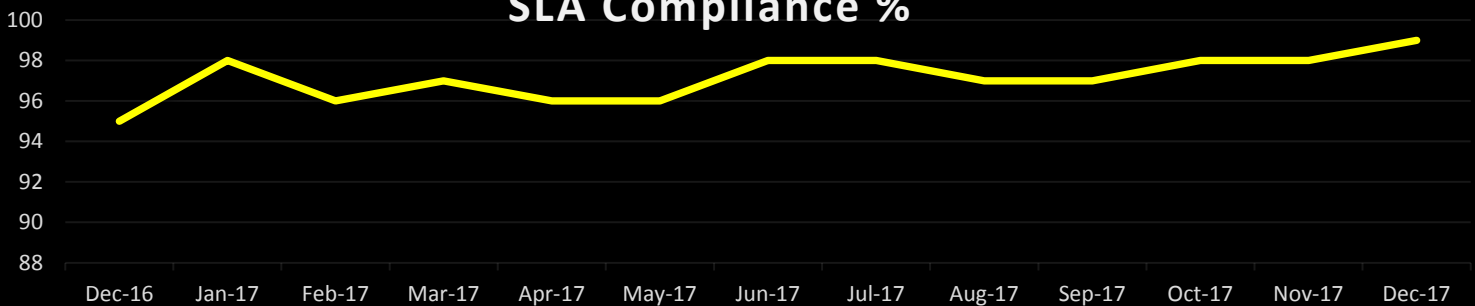
	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
Opened	546	793	638	644	582	694	745	711	867	721	837	727	596
Closed	572	733	787	638	654	1147	805	637	902	670	799	687	605
Re-Opened	6	7	7	13	10	13	17	9	14	7	11	7	8

Requests Types

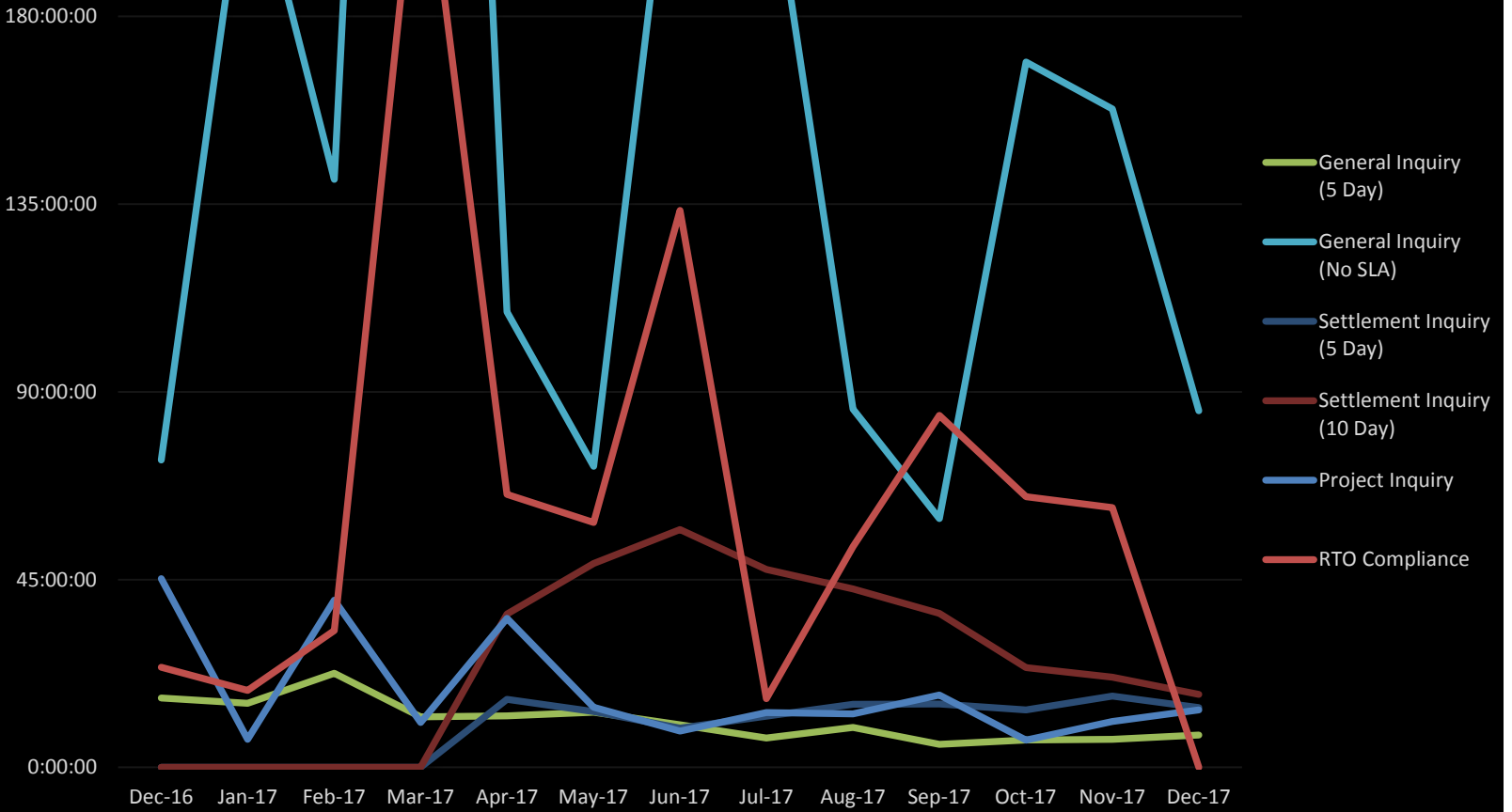


	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17
General Inquiry	270	336	330	280	258	242	213	290	337	216	249	171	102
Gen Inq No 1st Call		25	27	37	29	29	29	25	44	172	176	207	185
Settlement Inquiry				84	65	75	74	81	93	81	77	84	77
Settlement Dispute	19	27	16	14	18	19	18	12	16	13	15	11	18
Project Inquiries	49	115	61	51	17	73	177	118	98	19	113	33	39
Z2 Inquiries & Disputes		5	13	15	1	1	1	1	0	3	1	1	2

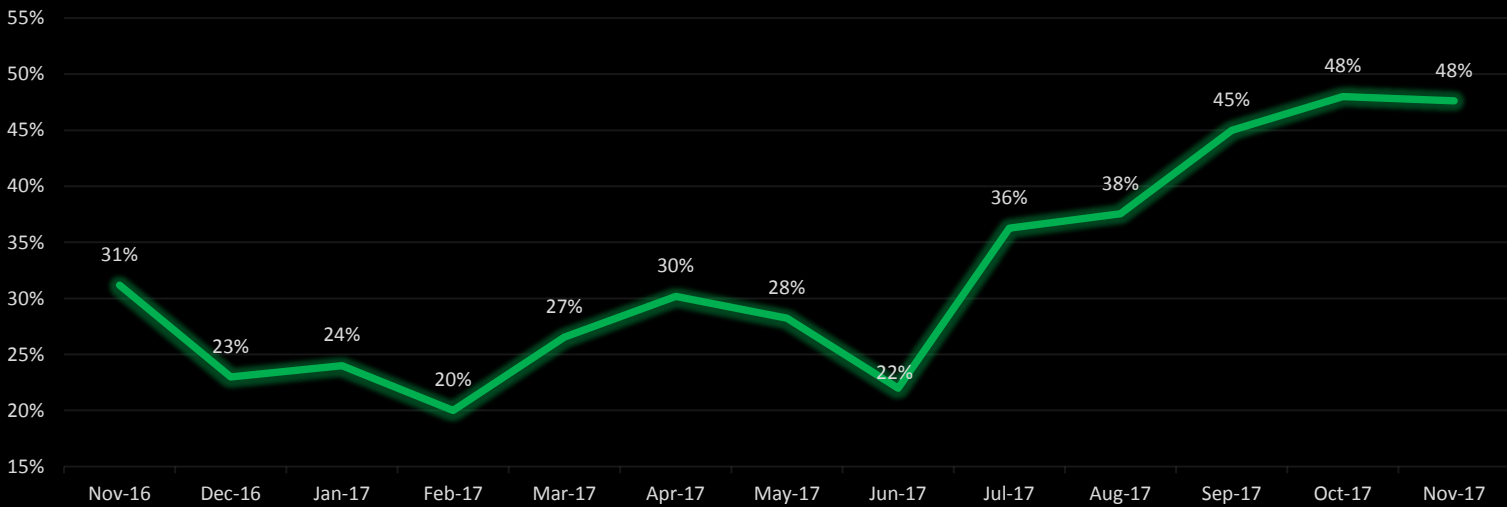
SLA Compliance %



Average Time to Resolution - By Request Type (Closed)



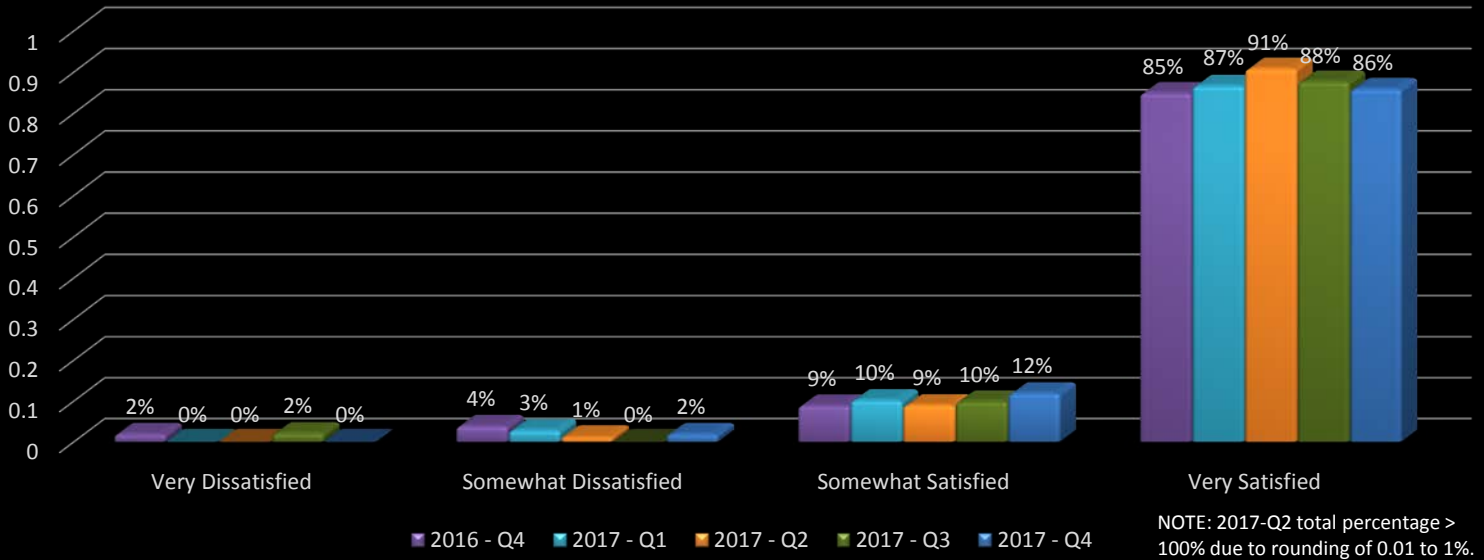
First Call Resolution



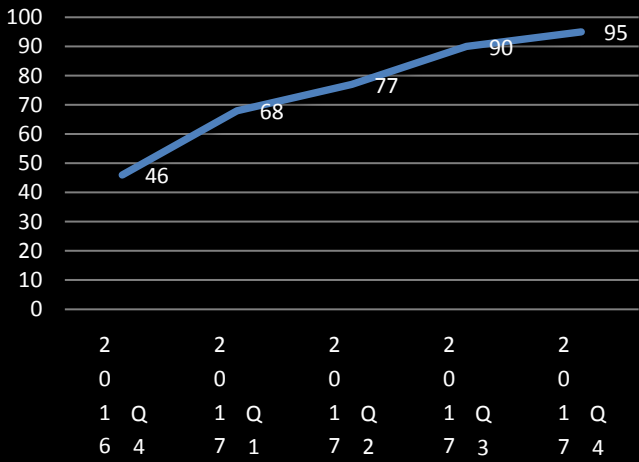
Quarterly Request Management System Metrics

RMS Quarterly Satisfaction Survey Results Q4 2016 - Q4 2017

Satisfaction with RMS



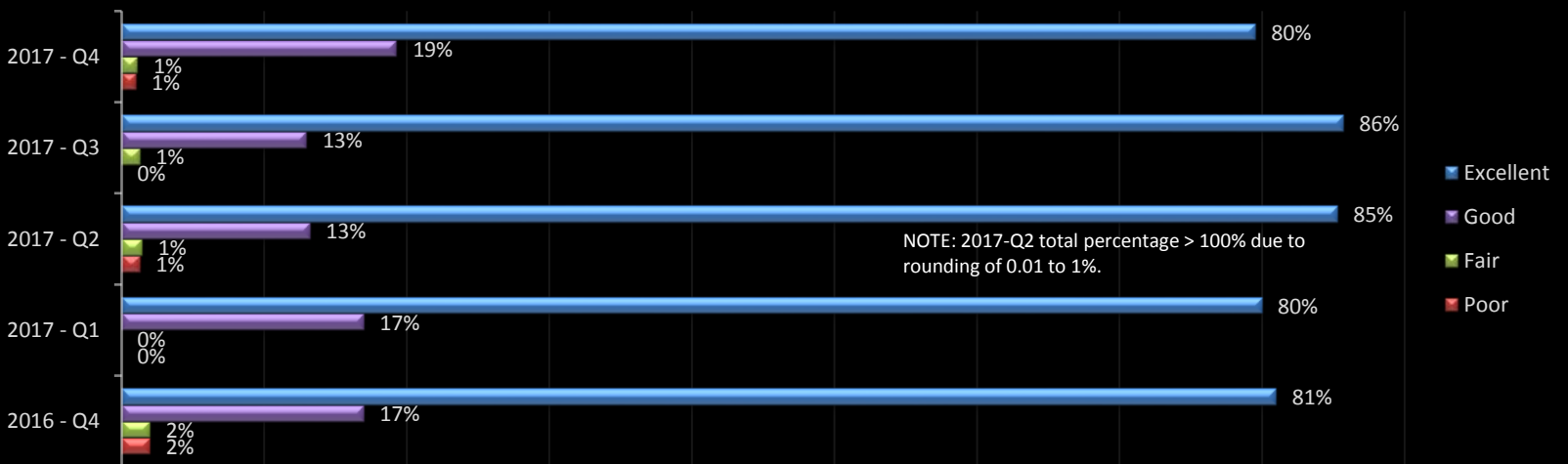
Number of Respondents



Request Resolved?



Understanding Needs



Professional Attitude



Sufficient Knowledge



Timely Solution



Quality of Solution



Resolution of Issue

