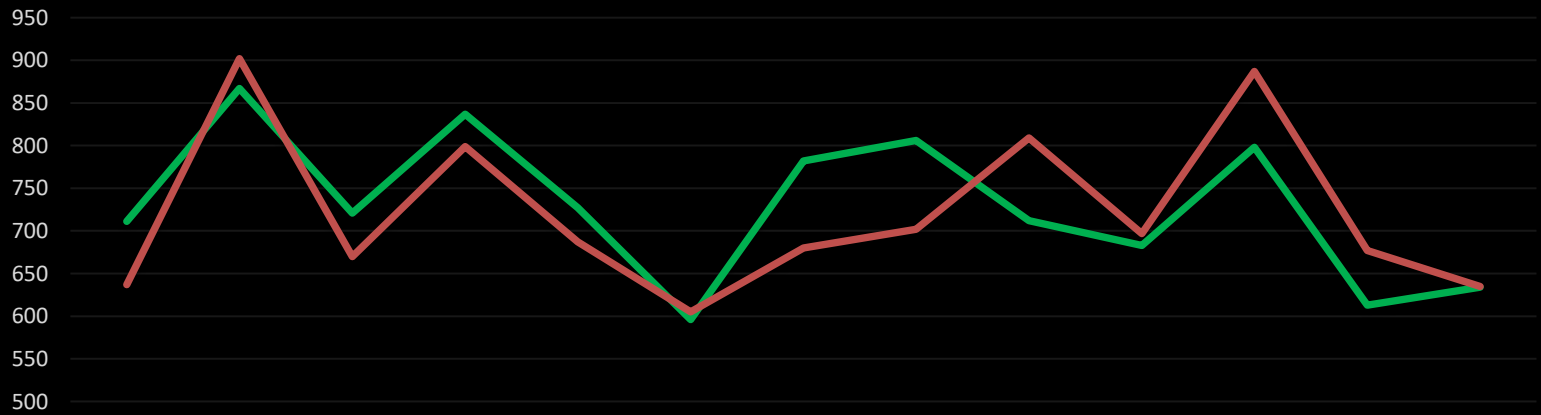


# Monthly Request Management System (RMS) Metrics Dashboard

## Trailing 12 Month Trends

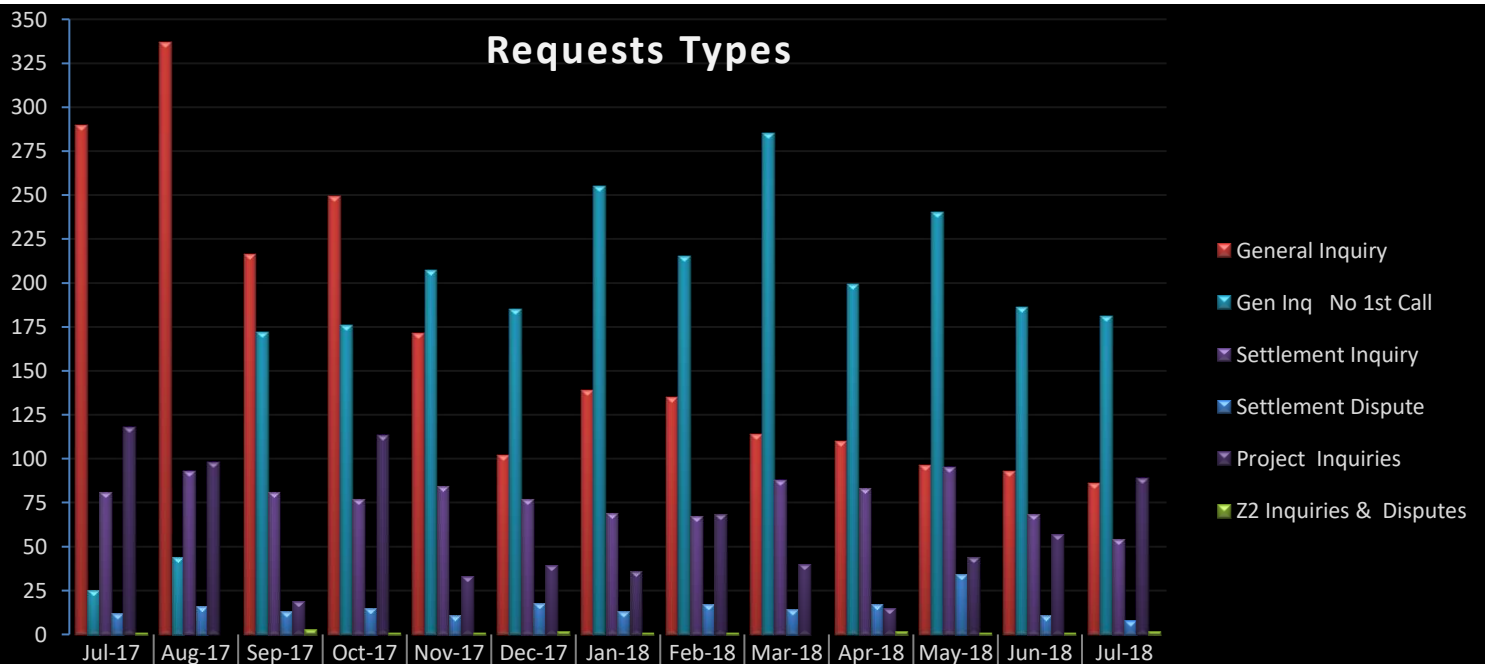
Reporting July 2018

### Requests Opened and Closed



	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18
Opened	711	867	721	837	727	596	782	806	712	683	798	613	634
Closed	637	902	670	799	687	605	680	702	809	697	887	677	635
Re-Opened	9	14	7	11	7	8	7	14	11	12	14	17	9

### Requests Types



	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18
General Inquiry	290	337	216	249	171	102	139	135	114	110	96	93	86
Gen Inq No 1st Call	25	44	172	176	207	185	255	215	285	199	240	186	181
Settlement Inquiry	81	93	81	77	84	77	69	67	88	83	95	68	54
Settlement Dispute	12	16	13	15	11	18	13	17	14	17	34	11	8
Project Inquiries	118	98	19	113	33	39	36	68	40	15	44	57	89
Z2 Inquiries & Disputes	1	0	3	1	1	2	1	1	0	2	1	1	2

### SLA Compliance %

