

Timely Request Closure

Requests Closed within 24 days in the past 12 months



Timely Request Closure (Monthly Performance)

| FY 2022 | | | | | | | | | | FY .. |
|---------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-------|
| Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | Jul |
| 82% | 80% | 86% | 80% | 80% | 80% | 81% | 83% | 77% | 83% | 81% |

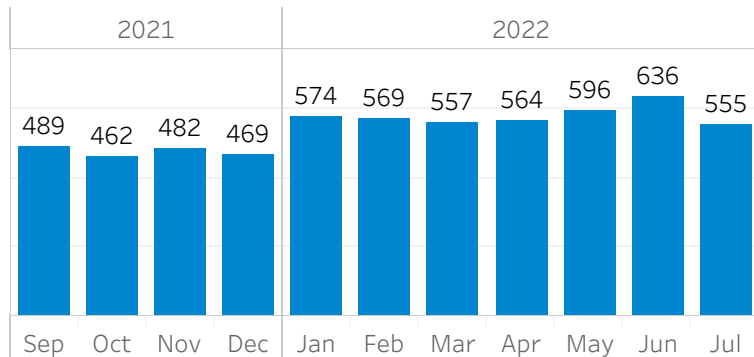
Request Closure Times

In the past 12 months

| | # | % |
|----------------------------|-------|-------|
| Less than 5 Days | 1,849 | 31.7% |
| Between 6 - 10 Days | 1,443 | 24.7% |
| Between 11 - 24 Days | 1,453 | 24.9% |
| Between 25 days - 2 Months | 896 | 15.4% |
| Between 3 - 6 Months | 111 | 1.9% |
| Between 6 - 12 Months | 55 | 0.9% |
| More than 12 Months | 26 | 0.4% |
| ERROR | 2 | 0.0% |

Monthly Request Volume

Requests Received



Open Requests

By month they were received

