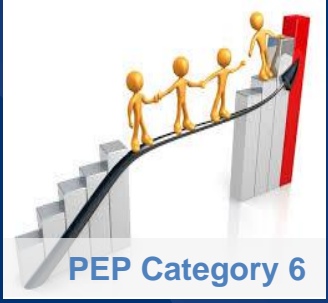




Performance Excellence Program

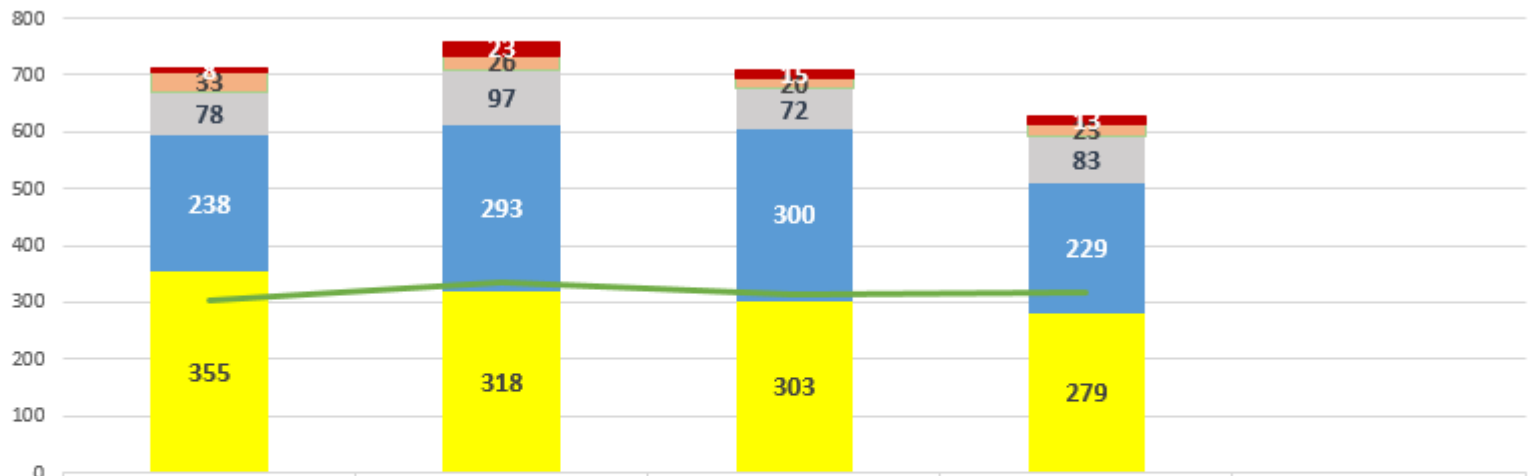
Category 6

Operations and Process Focus



Each day the Performance Excellence Team reviews the status of each SLA Dependent Service Request. One of the reasons for the wonderful results is the persistent dedication to continuous review and improvement. Below, please see the highlights that made up a very successful week.

Daily Progress April 10 - 14, 2017



| | MONDAY | TUESDAY | WEDNESDAY | THURSDAY | FRIDAY |
|------------------------------|--------|---------|-----------|----------|--------|
| >12 days overdue (Tier 4) | 8 | 23 | 15 | 13 | |
| 6 - 11 days overdue (Tier 3) | 33 | 26 | 20 | 23 | |
| 1 - 5 days overdue (Tier 2) | 78 | 97 | 72 | 83 | |
| Within SLA (Tier 1) | 238 | 293 | 300 | 229 | |
| Created | 355 | 318 | 303 | 279 | |
| Closed | 303 | 334 | 314 | 316 | |

■ Created
 ■ Within SLA (Tier 1)
 ■ 1 - 5 days overdue (Tier 2)
 ■ 6 - 11 days overdue (Tier 3)
 ■ >12 days overdue (Tier 4)
 — Closed