Facilities Services Maximo Metrics (01-JUL-13 through 30-SEP-13)

Average Service Request Submission to Resolution

Zone Average: **21.45** days.

<table>
<thead>
<tr>
<th>Zone</th>
<th>Days</th>
</tr>
</thead>
<tbody>
<tr>
<td>CC</td>
<td>29</td>
</tr>
<tr>
<td>CZ</td>
<td>13</td>
</tr>
<tr>
<td>EN</td>
<td>21</td>
</tr>
<tr>
<td>SA</td>
<td>19</td>
</tr>
</tbody>
</table>
Average Service Request Submission to In Progress

Zone Average: 6.56 days.

Average Service Request In Progress to Resolution

Zone Average: 15.30 days.
Facilities Services Maximo Metrics (01-JUL-13 through 30-SEP-13)

**Project Estimate Efficiency**

- Greater than 25% Under: -22
- 10% to 25% Under: -11
- 5% to 10% Under: 5
- 0% to 5% Under: -14
- 0% to 5% Over: 0
- 5% to 10% Over: 3
- 10% to 25% Over: 11
- Greater than 25% Over: 14

**Projects Over Estimate**

- $0 to $10,000: 22
- $10,000 to $20,000: 6
- $20,000 to $30,000: 2
- $30,000 to $40,000: 0
- $40,000 to $50,000: 2
- Over $50,000: 2