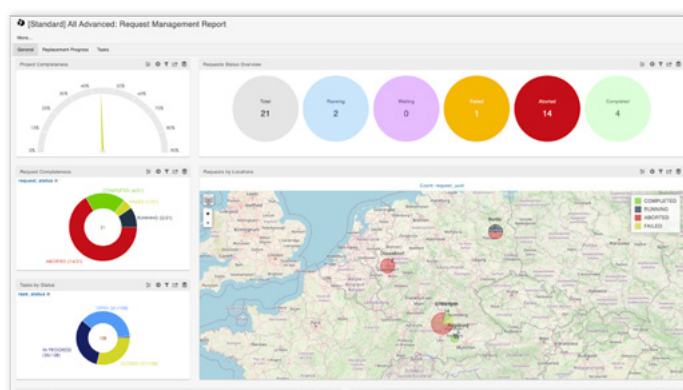


Request Management Report

Why use this report?


When you need to track and optimize processes to maintain operational efficiency of your infrastructure. This report provides insights that support improving team performance, ensuring timely delivery of tasks, and quickly addressing any arising issues.





KPIs in this report


- **Overall request completeness**
- **Number of requests by:**
 - Location
 - Status
 - Milestone reached
- **Number of tasks by:**
 - Status
 - Team
 - Type
 - Status and team
- **Tasks execution time:**
 - Average time
 - Max time by team
 - Top 10 tasks by execution time
- **List of requests:**
 - With incidents or aborted
 - Currently running

Business Value


 **Centralized Insight:** Easy access to a comprehensive overview of the current status of all requests across different locations helps managers stay informed about progress and potential bottlenecks.


 **Performance Monitoring:** Track team performance to identify any teams or task types that experiencing delays or inefficiencies. This information supports accountability and facilitates targeted coaching or support.

 **Efficiency Optimization:** By highlighting tasks with the longest execution times and teams with high averages, managers can identify inefficiencies and reallocate resources or adjust workflows to improve outcomes.

 **Proactive Issue Management:** Identifying active requests with incidents, aborted requests, or issues

allows managers to take corrective actions before they escalate, ensuring smoother operations.

 **Strategic Planning:** Understanding task volumes and completion rates by type, team, and status supports resource planning, scheduling, and workload balancing to avoid overburdening teams or missing deadlines.

 **Improved Milestone Tracking:** Tracking how close requests are to completion ensures that progress aligns with deadlines and overall organizational goals.

Prerequisites to run this report:

- ✓ FNT ProcessCenter