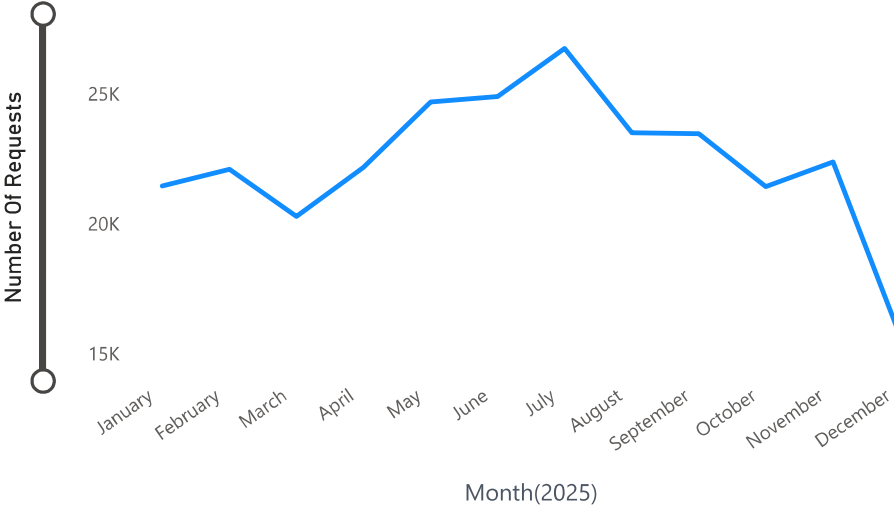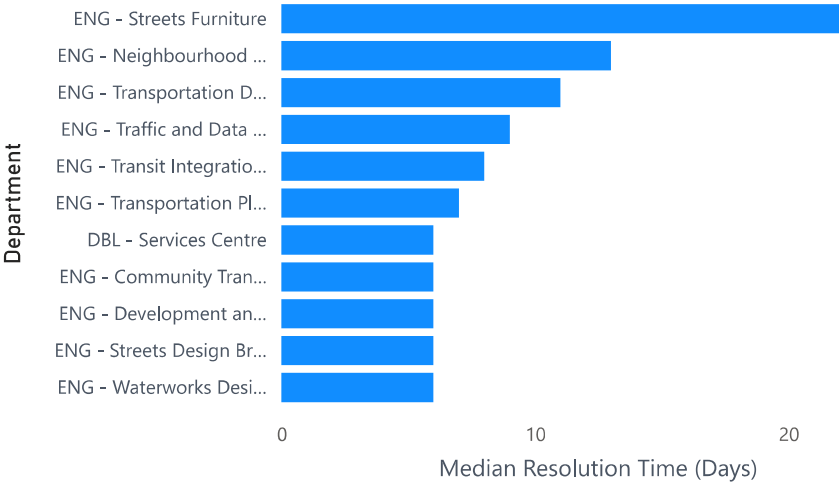| Total Requests	Closed Requests	Open Requests	Backlog (%)	Median Resolution (Day)	Avg Resolution (Day)
269K	**259K**	**10K**	**3.62%**	**1.00**	**4.91**

Monthly Service Requests Trend(2025)

Median Resolution Time by Department

Request Status

- ☑ Deselect all
- ☑ Closed
- ☑ Open

Requests Status Breakdown(Open vs Closed)

Open 3.62%

Closed 96.38%

Request Status
- ● Closed
- ● Open