

Weekly Completion Rate Report

07/15/2024 - 07/22/2024

Report Context

- Completed items take only "happy path" into consideration, i.e. successfully handled business exceptions are still marked as exceptions.
- CrowdStrike update crashed Windows systems. Encompass was heavily affected, with outage from 07/19 to 07/20.

Closing

- ASBF via API and Loan Lock via API went live 07/15

Total items Closing: 2149

Completed items: 1553

Completion rate: 72.27%

Commitment

Total items Commitment: 2811

Completed items: 1257

Completion rate: 44.72%

ICD

Total items: 65574

Completed items: 49242

Completion rate: 75.09%

UCD

- 06/28: UCD process got updated with API calls and splitting of the queues.

Total items: 1218

Completed items: 1137

Completion rate: 93.35%

eFolder

Total items: 13450

Completed items: 12820

Completion rate: 95.32%