

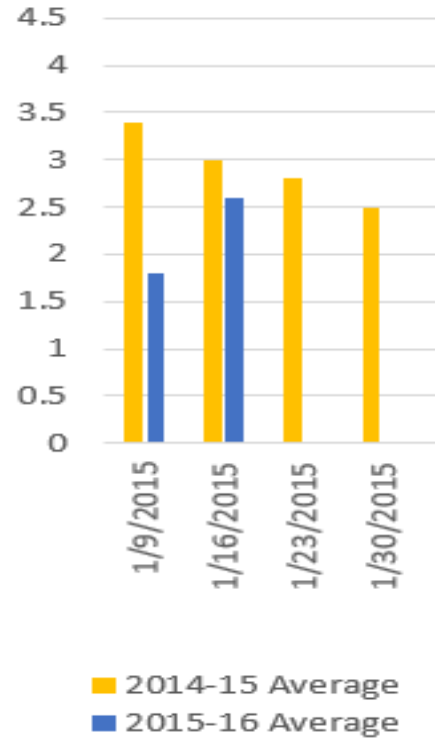


Performance Excellence Program Category 7



Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of January 15, 2016

SLA Dependent Service Request Age
2014/15 and 2015/16 Comparison
Second Semester



Service Age Expectations and Counts	Expectation	Weekly Results		
	(Age in Days)	Average	Count	%
SLA Dependent Request		2.6	1512	85%
1-1 Emergency Service Request	0.5	0.3	1	
1-2 High/Testing Service Request	1	2.4	8	
1-3 Instructional Service Request	3	2.6	1099	
1-4 Administrative Service Request	4	3.3	248	
2-3 Instructional Security Access	3	1.3	12	
2-4 Administrative Security Access	4	1.1	135	
3-4 Administrative Acquisition	4	2.5	2	
7-1 Inventory Information Query	3	1.0	2	
7-2 Inventory Audit Process	40	19.5	2	
7-3 Inventory Submitted Discrepancy	4	1.3	3	
Non SLA Dependent			268	15%



Complete service requests within the designated target resolution times as agreed upon in our Service Level Agreement.