

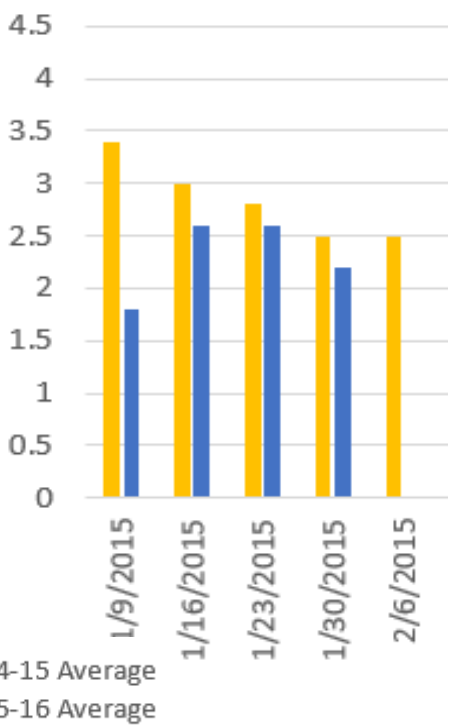


# Performance Excellence Program Category 7



## Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of January 29, 2016

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



Service Age Expectations and Counts	Target Resolution Time	Last Year's Weekly Results			This Year's Weekly Results		
		Average	Count	%	Average	Count	%
<b>SLA Dependent Request</b>	<b>(Days)</b>	<b>2.5</b>	<b>1415</b>		<b>2.2</b>	<b>1255</b>	<b>86%</b>
1-1 Emergency Service Request	0.5				0		
1-2 High/Testing Service Request	1	1.2	5				
1-3 Instructional Service Request	3	2.6	1072		2.3	909	
1-4 Administrative Service Request	4	2.8	167		2.4	208	
2-3 Instructional Security Access	3	1.0	18		1.0	15	
2-4 Administrative Security Access	4	1.0	141		1.1	114	
3-3 Instructional Acquisition	3	8.0	8				
3-4 Administrative Acquisition	4	4.5	4		5.5	2	
7-1 Inventory Information Query	3					0	
7-2 Inventory Audit Process	40				27.0	2	
7-3 Inventory Submitted Discrepancy	4				5.5	4	
7-4 Inventory Reconciliation	10				3.0	1	
<b>Non SLA Dependent</b>						<b>211</b>	<b>14%</b>



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