



# Performance Excellence Program

## Category 7

### Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of February 5, 2016



Service Age Expectations and Counts	Target Resolution Time (Days)	Last Year's Weekly Results			This Year's Weekly Results		
		Average	Count	%	Average	Count	%
<b>SLA Dependent Request</b>		<b>2.5</b>	<b>1415</b>		<b>2.2</b>	<b>1512</b>	<b>88%</b>
1-1 Emergency Service Request	0.5						
1-2 High/Testing Service Request	1	1.2	5		2.0	53	
1-3 Instructional Service Request	3	2.6	1072		2.4	1074	
1-4 Administrative Service Request	4	2.8	167		3.2	229	
2-3 Instructional Security Access	3	1.0	18		1.4	16	
2-4 Administrative Security Access	4	1.0	141		1.3	138	
3-3 Instructional Acquisition	3	8.0	8				
3-4 Administrative Acquisition	4	4.5	4		19.0	1	
7-1 Inventory Information Query	3						
7-2 Inventory Audit Process	40				30.0	1	
7-3 Inventory Submitted Discrepancy	4						
7-4 Inventory Reconciliation	10						
<b>Non SLA Dependent</b>						<b>205</b>	<b>12%</b>

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