



# Performance Excellence Program

## Category 7



### Service Level Response Time Results

### Average Age Comparison to Service Level Agreement

### For the week of February 19, 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>2.1</b>	<b>1378</b>		<b>2.2</b>	<b>1383</b>	<b>84%</b>
1-1 Emergency Service Request	0.5						
1-2 High/Testing Service Request	1	1.4	16		1.0	1	
1-3 Instructional Service Request	3	2.4	954		2.4	944	
1-4 Administrative Service Request	4	2.1	171		2.5	260	
2-3 Instructional Security Access	3	1.1	23		0.4	19	
2-4 Administrative Security Access	4	1.1	211		1.0	155	
3-3 Instructional Acquisition	3						
3-4 Administrative Acquisition	4	3.3	3		14.0	1	
7-1 Inventory Information Query	3				3.0	1	
7-2 Inventory Audit Process	40						
7-3 Inventory Submitted Discrepancy	4				21.0	1	
7-4 Inventory Reconciliation	10				16.0	1	
<b>Non SLA Dependent</b>					<b>13.9</b>	<b>256</b>	<b>16%</b>

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