



Performance Excellence Program

Category 7

Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of March 11, 2016



Service Age Expectations and Counts	Target Resolution Time (Days)	Last Year's Weekly Results			This Year's Weekly Results			Average Age Change
		Average	Count	%	Average	Count	%	
SLA Dependent Request		2.3			2.9	1149	81%	0.6
1-1 Emergency Service Request	0.5							
1-2 High/Testing Service Request	1	1.5	19		1.9	10		0.4
1-3 Instructional Service Request	3	2.6	983		2.8	835		0.2
1-4 Administrative Service Request	4	2.3	191		4.1	182		1.8
2-3 Instructional Security Access	3	1.2	40		1.2	14		
2-4 Administrative Security Access	4	1.1	249		1.2	101		0.1
3-3 Instructional Acquisition	3	4.0	1		6.0	1		2.0
3-4 Administrative Acquisition	4	3.3	8		2.0	2		-1.3
7-1 Inventory Information Query	3				13.0	1		13.0
7-2 Inventory Audit Process	40				35.0	3		35.0
7-3 Inventory Submitted Discrepancy	4							
7-4 Inventory Reconciliation	10							
Non SLA Dependent					20.0	262	19%	

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