



# Performance Excellence Program

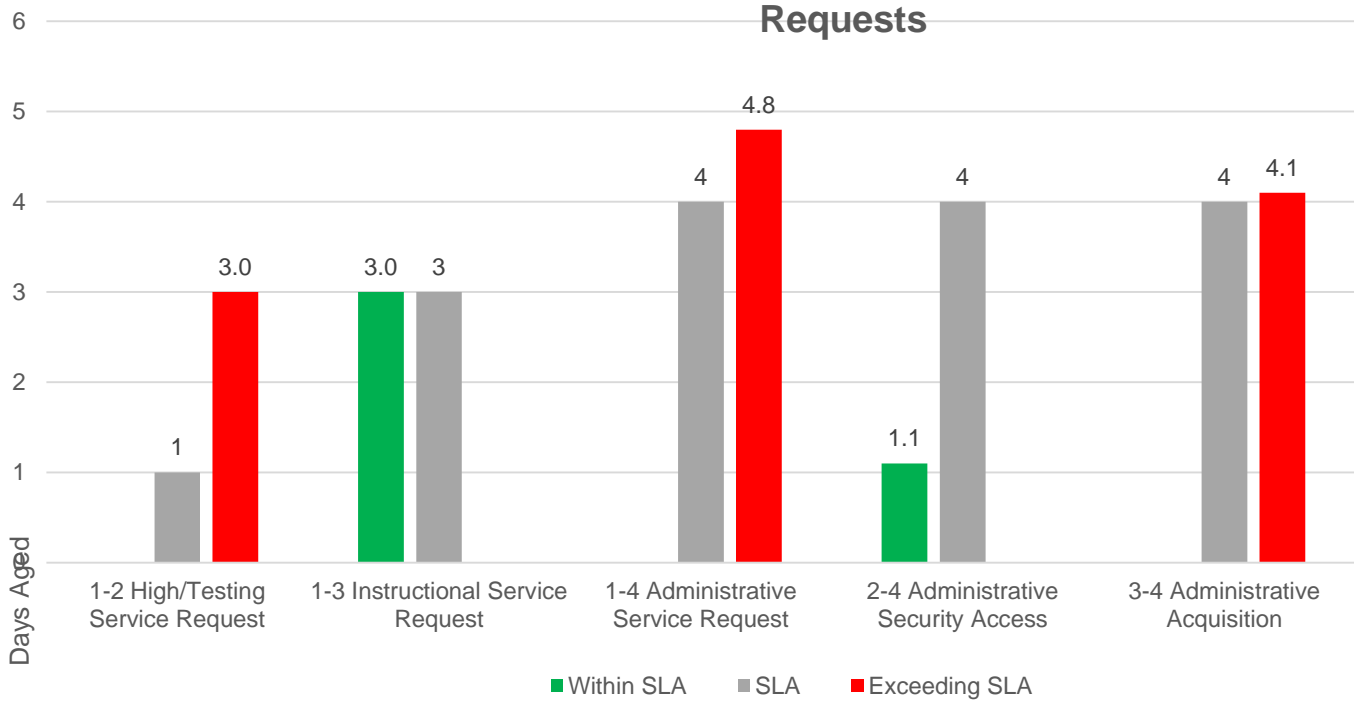
## Category 7

### Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of July 10, 2015



Closed SLA Dependent Service Requests – Average Age = 2.4 days

**Average Service Request Age**  
Week Ending July 10, 2015 Closed SLA Dependent Service Requests



SLA Dependent Service Request	10-Jul	
	Count	%
Weekly Count	209	
1-2 High/Testing Service Request	3	1%
1-3 Instructional Service Request	50	24%
1-4 Administrative Service Request	43	21%
2-4 Administrative Security Access	106	51%
3-4 Administrative Acquisition	7	3%
SLA Dependent Average Age Review		
	Days Age	Change
July 3	2.4	-38%
Last year	1.5	
July 10	2.4	0%
Last year	1.7	

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

All service requests last year were new to the system and were entered in June and July