



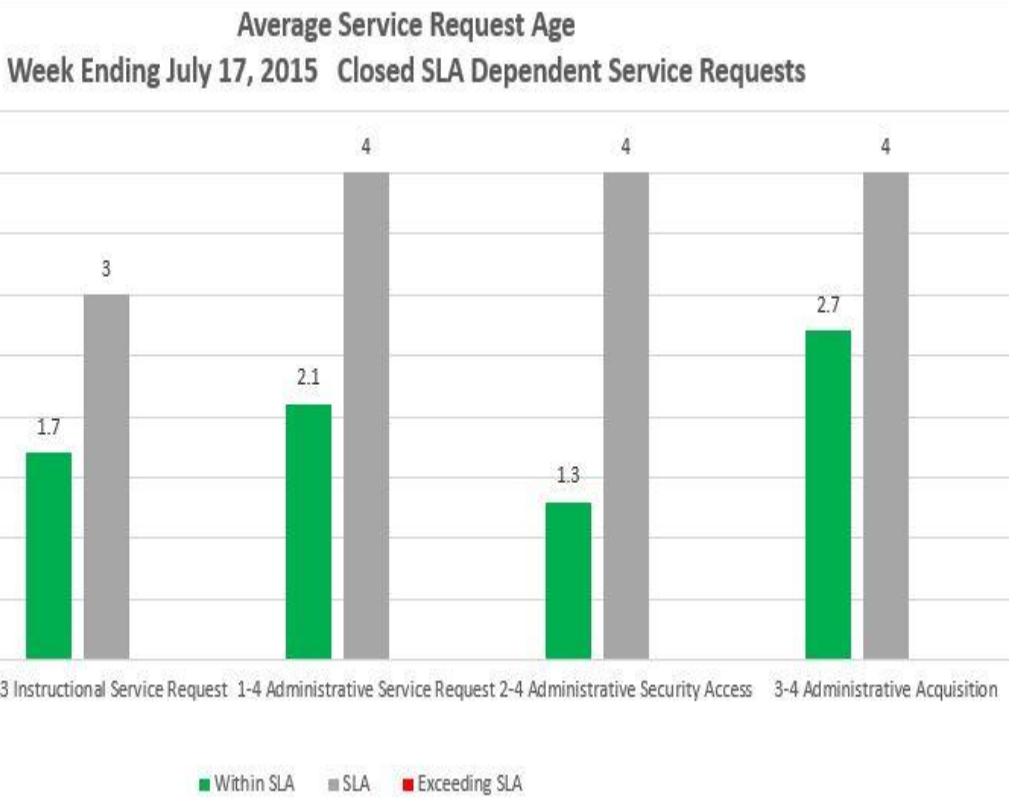
Performance Excellence Program

Category 7

Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of July 17, 2015



Closed SLA Dependent Service Requests – Average Age = 1.6 days



SLA Dependent Service Request	Count	%
Weekly Count	337	
1-2 High/Testing Service Request	4	1%
1-3 Instructional Service Request	73	22%
1-4 Administrative Service Request	77	23%
2-3 Instructional Security Access	4	1%
2-4 Administrative Security Access	176	52%
3-4 Administrative Acquisition	3	1%

SLA Dependent Average Age Review		
July 10	2.4	0%
Last year	1.7	
July 17	1.6	-33%
Last year	1.6	



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