



Performance Excellence Program

Category 7

Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of July 24, 2015



Closed SLA Dependent Service Requests – Average Age = 1.5 days

Average Service Request Age
Week Ending July 24, 2015 Closed SLA Dependent Service Requests



SLA Dependent Service Request	24-Jul	
Weekly Count	Count	%
1-2 High/Testing Service	3	1%
1-3 Instructional Service Request	86	21%
1-4 Administrative Service	103	25%
2-3 Instructional Security Access	12	3%
2-4 Administrative Security	207	50%
3-4 Administrative Acquisition	4	1%
SLA Dependent Average Age Review		
	Days Age	
May 29	2.5	
June 5	2.1	-16%
June 12	3.2	52%
June 19	3.5	9%
June 26	3.9	11%
July 3	2.4	-38%
July 10	2.4	0%
Last year	1.7	
July 17	1.6	-6%
Last Year	1.6	
July 24	1.5	-6%
Last Year	1.4	

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