



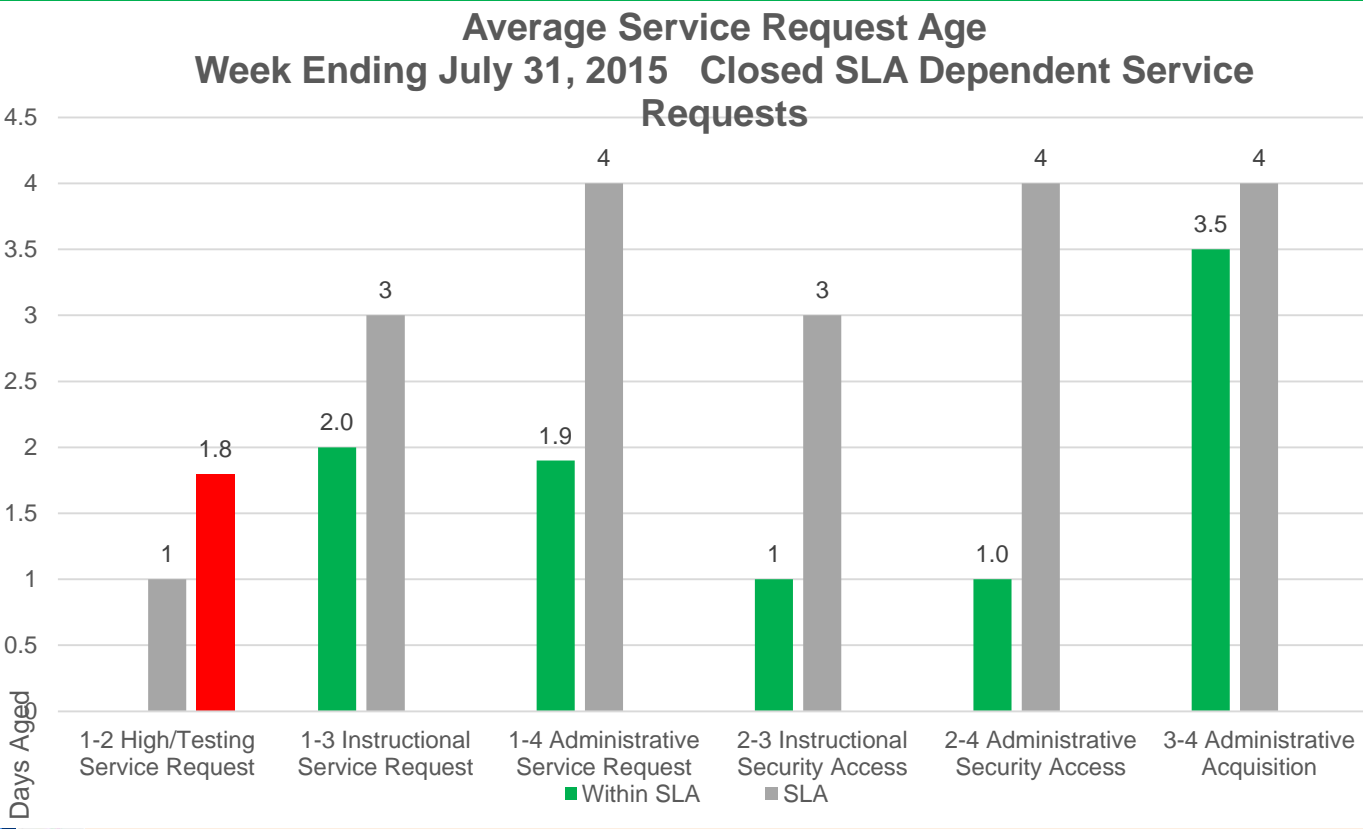
Performance Excellence Program

Category 7

Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of July 31, 2015



Closed SLA Dependent Service Requests – Average Age = 1.5 days



SLA Dependent Service Request	31-Jul	
	Count	%
Weekly Count	517	
1-2 High/Testing Service Request	5	1%
1-3 Instructional Service Request	105	20%
1-4 Administrative Service Request	119	23%
2-3 Instructional Security Access	23	4%
2-4 Administrative Security Access	263	51%
3-4 Administrative Acquisition	4	1%

SLA Dependent Average Age Review		
	Days Age	Change
July 3	2.4	-38%
July 10	2.4	0%
Last year	1.7	
July 17	1.6	-33%
Last year	1.6	
July 24	1.5	-6%
Last year	1.4	
July 31	1.5	0
Weekly Average	1.95	

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