



# Performance Excellence Program

## Category 7

### Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of August 7, 2015



**Closed SLA Dependent Service Requests – Average Age = 1.5 days**

**Average Service Request Age**  
Week Ending July 31, 2015 Closed SLA Dependent Service Requests



SLA Dependent Service Request	7-Aug	
	Count	%
Weekly Count	806	
1-2 High/Testing Service Request	4	0%
1-3 Instructional Service Request	193	24%
1-4 Administrative Service Request	138	17%
2-3 Instructional Security Access	57	7%
2-4 Administrative Security Access	412	51%
3-4 Administrative Acquisition	2	0%

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	
August 7	1.5	0
Last year	1.5	

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