



Performance Excellence Program

Category 7

Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of August 14, 2015



Closed SLA Dependent Service Requests – Average Age = 2.0 days

**Average Service Request Age
Week Ending August 14, 2015**



SLA Dependent Service Request	7-Aug	
	Count	%
Weekly Count	1651	
1-2 High/Testing Service Request	15	1%
1-3 Instructional Service Request	754	46%
1-4 Administrative Service Request	274	17%
2-3 Instructional Security Access	72	4%
2-4 Administrative Security Access	533	32%
3-4 Administrative Acquisition	3	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	
August 14	2	33%
Last year	1.9	



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