



Performance Excellence Program

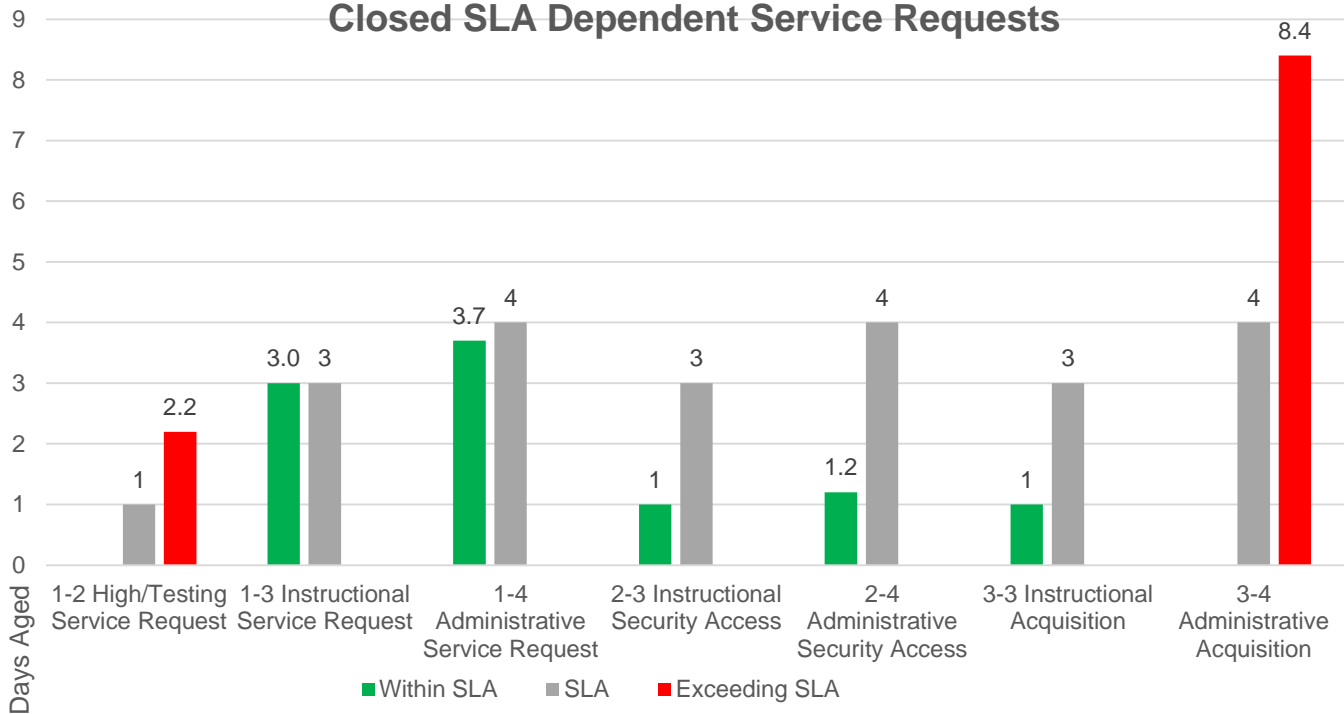
Category 7

Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of August 28, 2015



Closed SLA Dependent Service Requests – Average Age = 2.7 days

**Average Service Request Age
Week Ending August 28, 2015
Closed SLA Dependent Service Requests**



SLA Dependent Service Requests	28-Aug	
	Count	%
Weekly Count	3820	
1-2 High/Testing Service Request	31	1%
1-3 Instructional Service Request	2736	72%
1-4 Administrative Service Request	382	10%
2-3 Instructional Security Access	75	2%
2-4 Administrative Security Access	588	15%
3-3 Instructional Acquisition	1	0%
3-4 Administrative Acquisition	7	0%

SLA Dependent Average Age Review		
August 7	1.5	0%
Last year	1.5	
August 14	2	33%
Last year	1.9	
August 21	2	0%
Last year	2.2	
August 28	2.7	35%
Last year	2.8	



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