



Performance Excellence Program

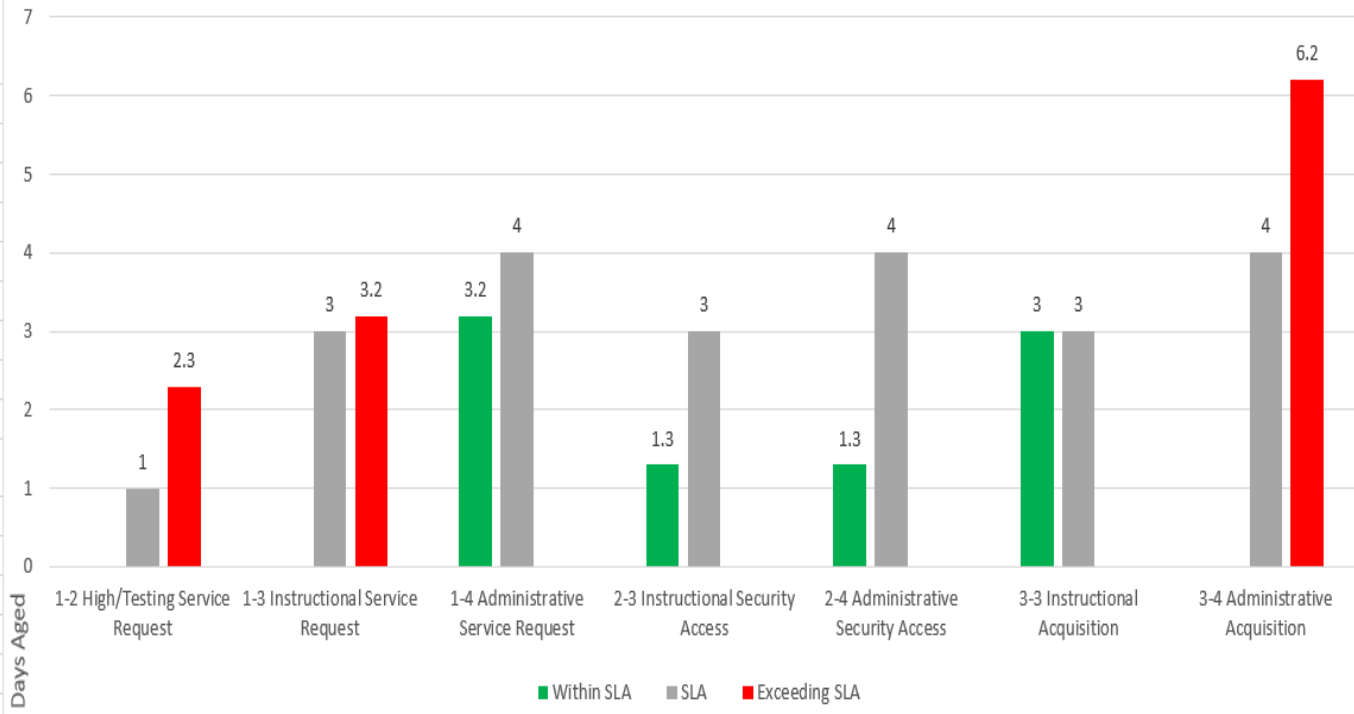
Category 7

Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of September 4, 2015



Closed SLA Dependent Service Requests – Average Age = 2.8 days

Average Service Request Age
Week Ending September 4, 2015 Closed SLA Dependent Service Requests



SLA Dependent Service Request	September 4	
	Count	%
Weekly Count	3390	
1-2 High/Testing Service Request	11	0%
1-3 Instructional Service Request	2217	65%
1-4 Administrative Service Request	421	12%
2-3 Instructional Security Access	97	3%
2-4 Administrative Security Access	634	19%
3-3 Instructional Acquisition	1	0%
3-4 Administrative Acquisition	9	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
September 4		2.8 4%
	Last year	3.4

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