



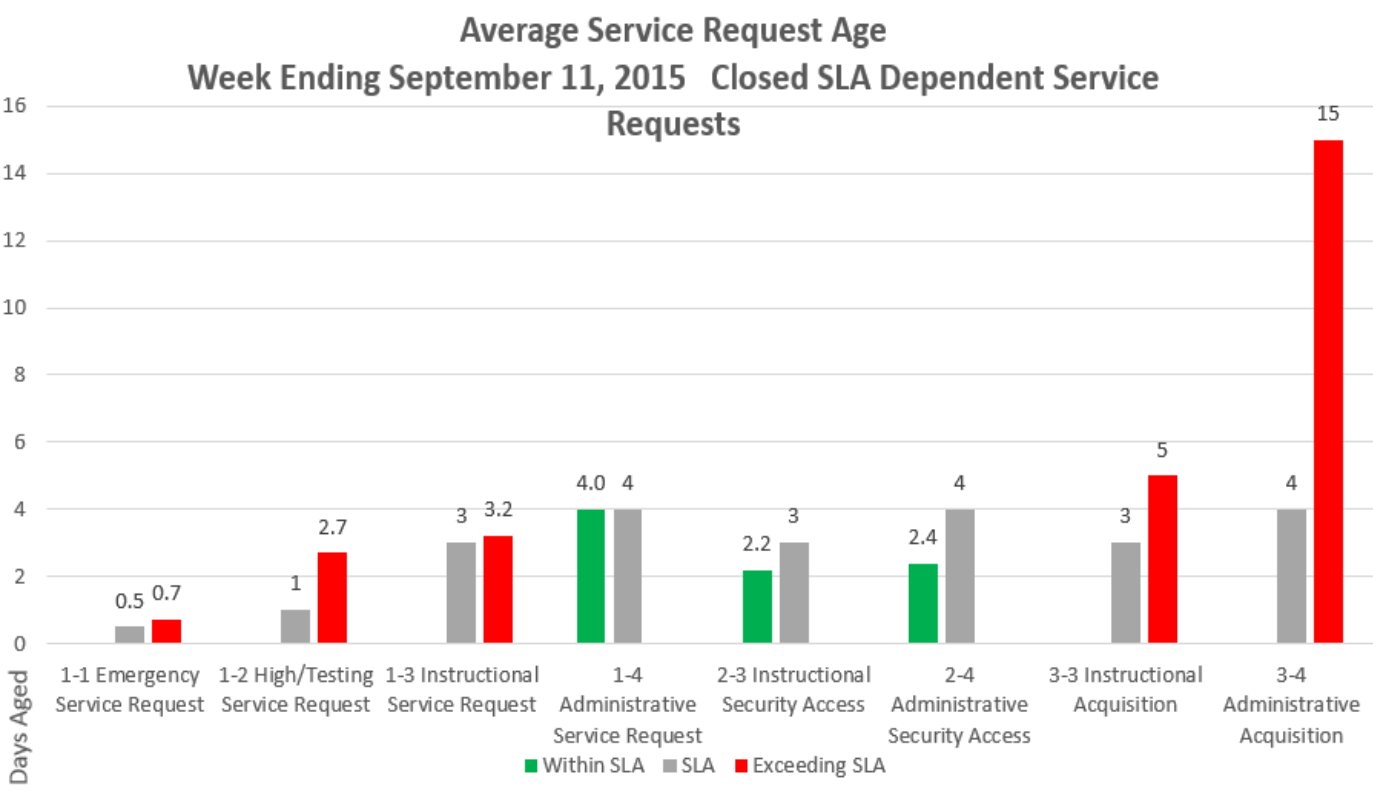
Performance Excellence Program

Category 7

Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of September 11, 2015



Closed SLA Dependent Service Requests – Average Age = 3.3 days



SLA Dependent Service Request	11-Sep	
	Count	%
Weekly Count	2,333	
1-1 Emergency Service Request	1	0%
1-2 High/Testing Service Request	11	0%
1-3 Instructional Service Request	1804	77%
1-4 Administrative Service Request	323	14%
2-3 Instructional Security Access	21	1%
2-4 Administrative Security Access	165	7%
3-3 Instructional Acquisition	5	0%
3-4 Administrative Acquisition	3	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	
September 11	3.3	18%
Last year	3.7	

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