



# Performance Excellence Program

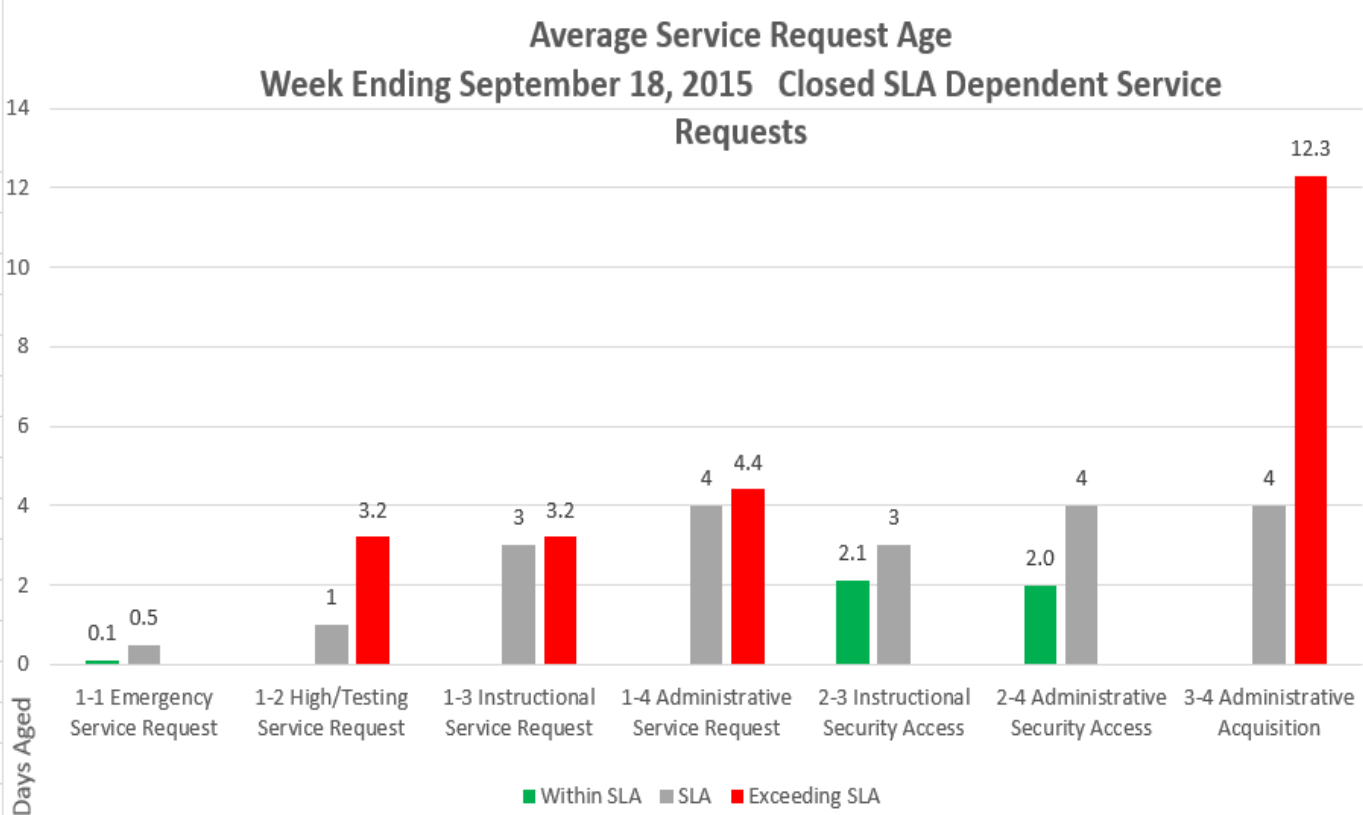
## Category 7

### Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of September 18, 2015



**Closed SLA Dependent Service Requests – Average Age = 3.4 days**

**Average Service Request Age**  
Week Ending September 18, 2015 Closed SLA Dependent Service Requests



SLA Dependent Service Request	18-Sep	
	Count	%
Weekly Count	2,594	
1-1 Emergency Service Request	1	0%
1-2 High/Testing Service Request	21	1%
1-3 Instructional Service Request	1937	75%
1-4 Administrative Service Request	433	17%
2-3 Instructional Security Access	16	1%
2-4 Administrative Security Access	173	7%
3-3 Instructional Acquisition		0%
3-4 Administrative Acquisition	13	1%

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
September 18		3.4 3%
	Last year	4.2



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