



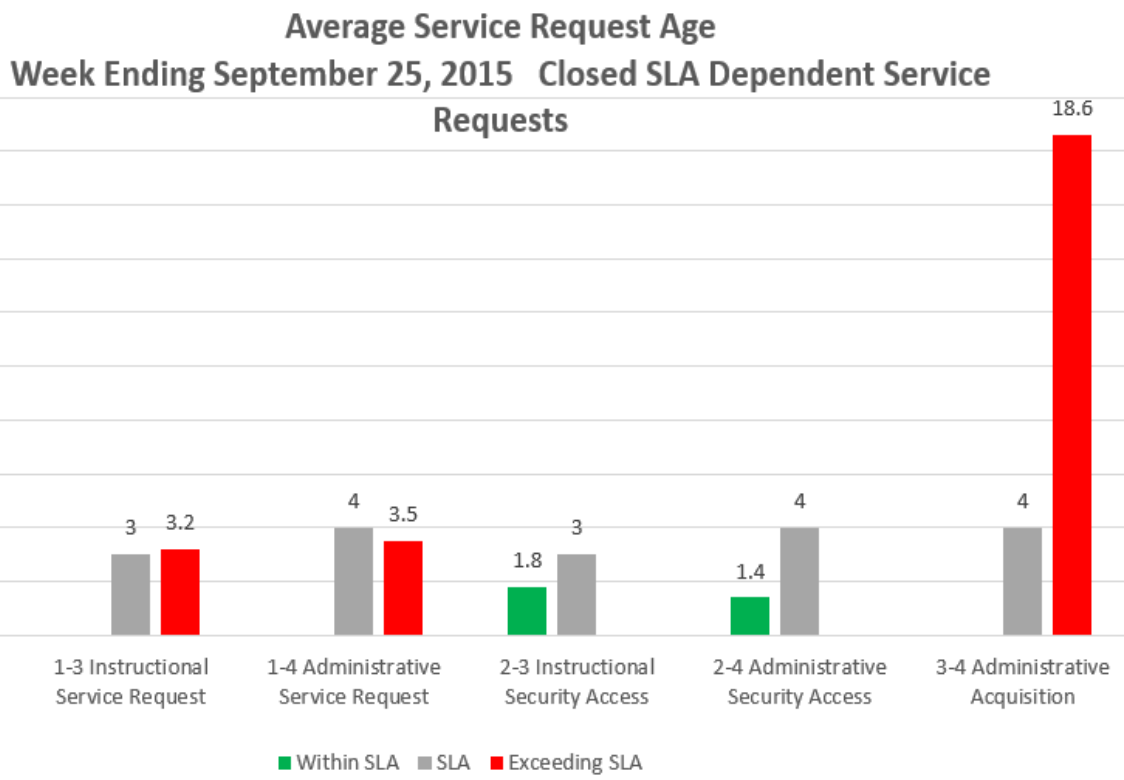
Performance Excellence Program

Category 7

Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of September 25, 2015



Closed SLA Dependent Service Requests – Average Age = 3.2 days



SLA Dependent Service Request	25-Sep	
	Count	%
Weekly Count	2,312	
1-1 Emergency Service Request	0	0%
1-2 High/Testing Service Request	36	2%
1-3 Instructional Service Request	1779	77%
1-4 Administrative Service Request	322	14%
2-3 Instructional Security Access	17	1%
2-4 Administrative Security Access	145	6%
3-3 Instructional Acquisition	3	0%
3-4 Administrative Acquisition	10	0%

SLA Dependent Average Age Review		
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	
September 25	3.2	-6%
Last year	4.2	

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