



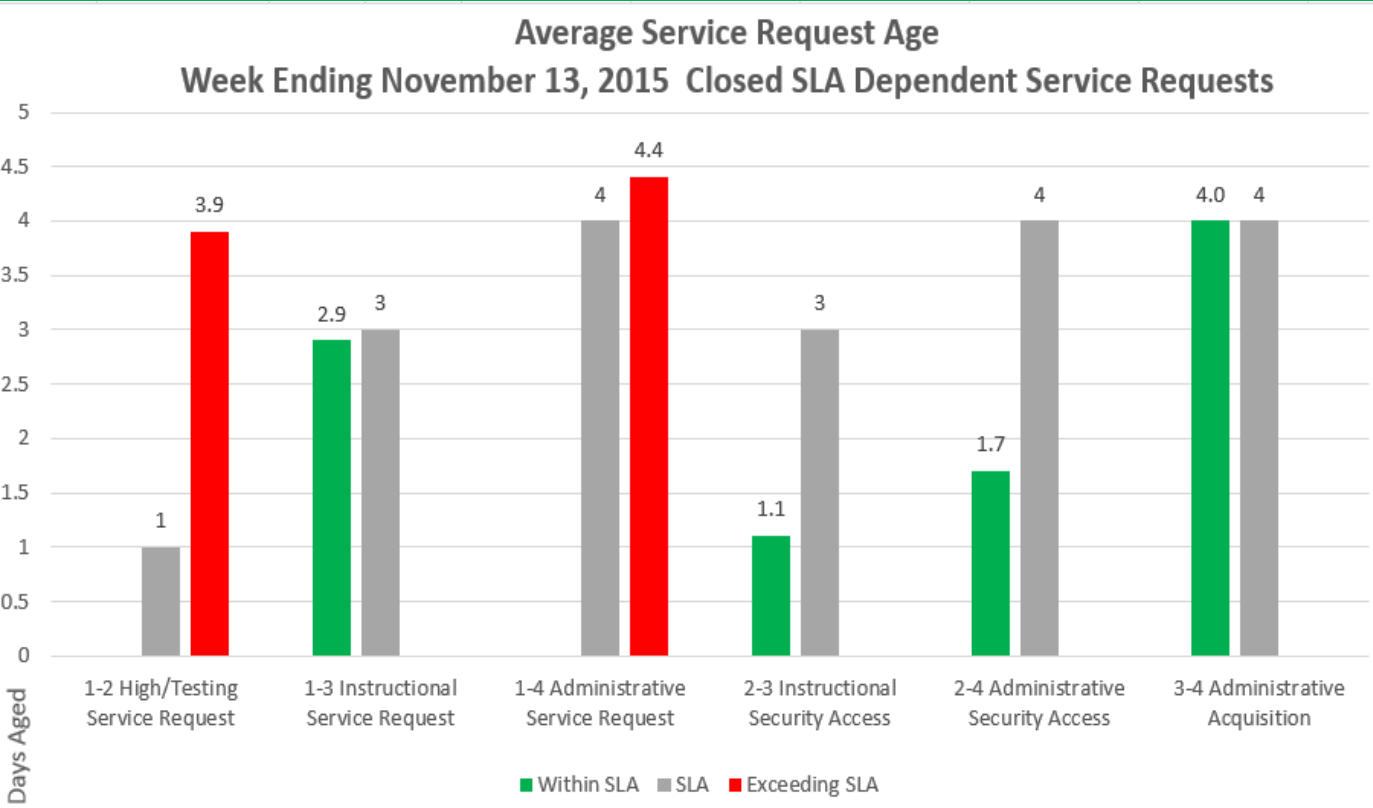
Performance Excellence Program

Category 7

Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of November 13, 2015



Closed SLA Dependent Service Requests – Average Age = 3.0 days



SLA Dependent Service Request	13-Nov	
	Count	%
Weekly Count	1,508	
1-2 High/Testing Service Request	9	1%
1-3 Instructional Service Request	1151	76%
1-4 Administrative Service Request	197	13%
2-3 Instructional Security Access	13	1%
2-4 Administrative Security Access	134	9%
3-4 Administrative Acquisition	4	0%

SLA Dependent Average Age Review		
October 2	3.1	-3%
Last year	5.4	
October 9	3.9	26%
Last year	5.4	
October 16	2.7	-31%
Last year	4.1	
October 23	2.8	4%
Last year	3.1	
October 30	2.9	4%
Last year	2.4	
November 6	2.9	0%
Last year	2.2	
November 13	3	3%
Last year	2.2	

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