



Performance Excellence Program

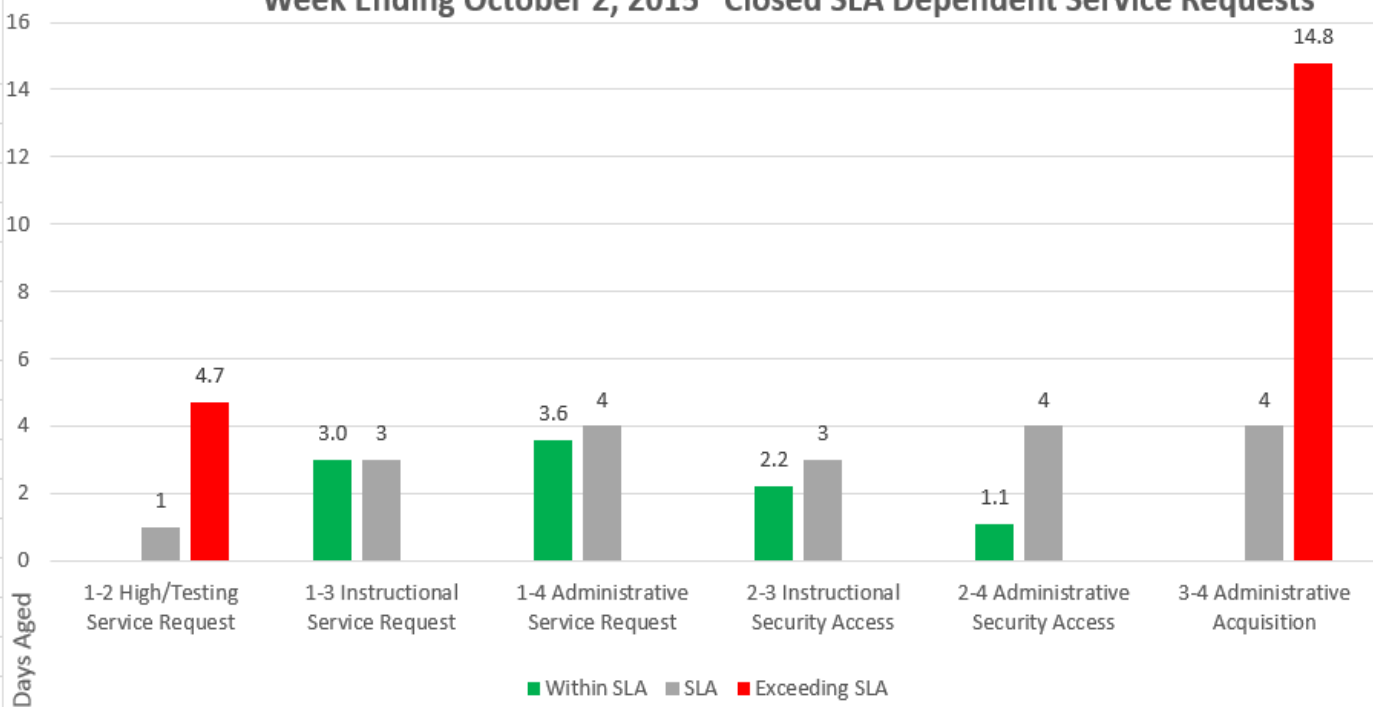
Category 7

Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of October 2, 2015



Closed SLA Dependent Service Requests – Average Age = 3.1 days

Average Service Request Age
Week Ending October 2, 2015 Closed SLA Dependent Service Requests



SLA Dependent Service Request	2-Oct	
	Count	%
Weekly Count	1,903	
1-1 Emergency Service Request	0	0%
1-2 High/Testing Service Request	12	1%
1-3 Instructional Service Request	1453	76%
1-4 Administrative Service Request	302	16%
2-3 Instructional Security Access	9	0%
2-4 Administrative Security Access	117	6%
3-3 Instructional Acquisition	2	0%
3-4 Administrative Acquisition	8	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	
October 2	3.1	-3%
Last year	5.4	

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