



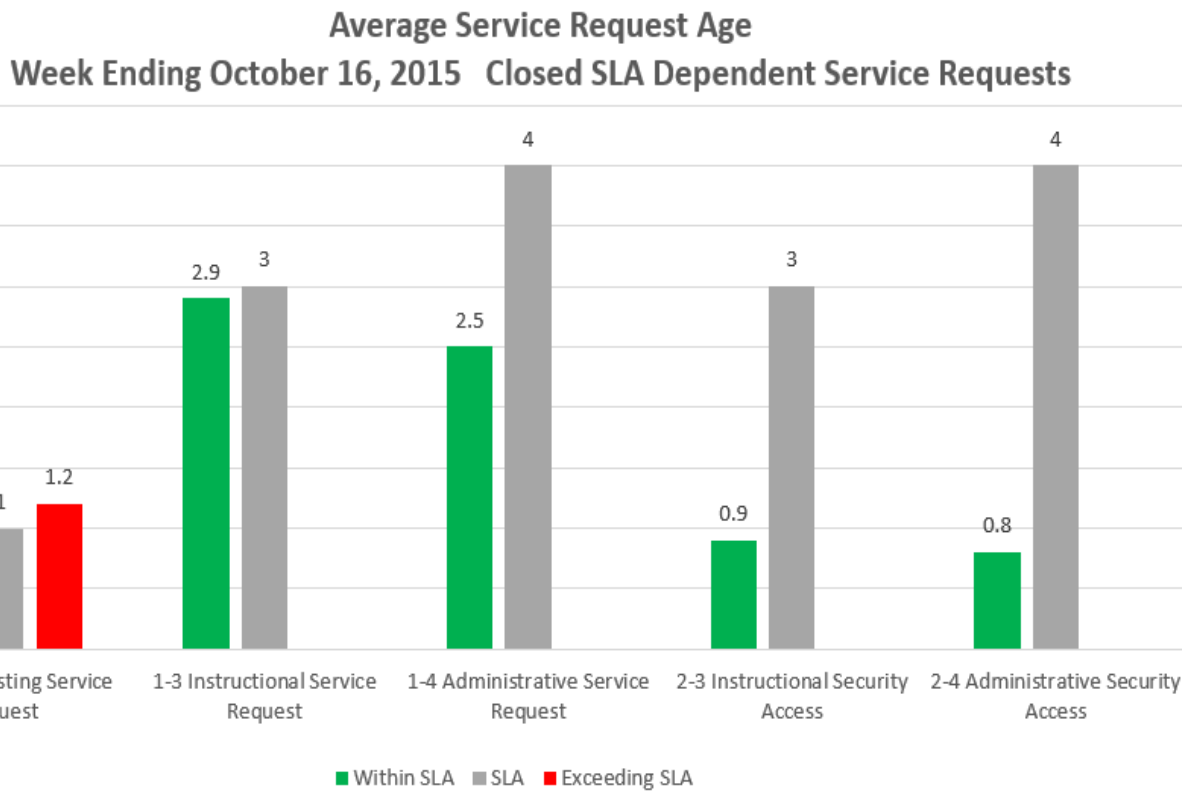
# Performance Excellence Program

## Category 7

### Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of October 16, 2015



#### Closed SLA Dependent Service Requests – Average Age = 2.7days



SLA Dependent Service Request	16-Oct	
	Count	%
Weekly Count	1,569	
1-1 Emergency Service Request	0	0%
1-2 High/Testing Service Request	15	1%
1-3 Instructional Service Request	1229	78%
1-4 Administrative Service Request	234	15%
2-3 Instructional Security Access	7	0%
2-4 Administrative Security Access	84	5%
3-3 Instructional Acquisition	0	0%
3-4 Administrative Acquisition	1	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	

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