



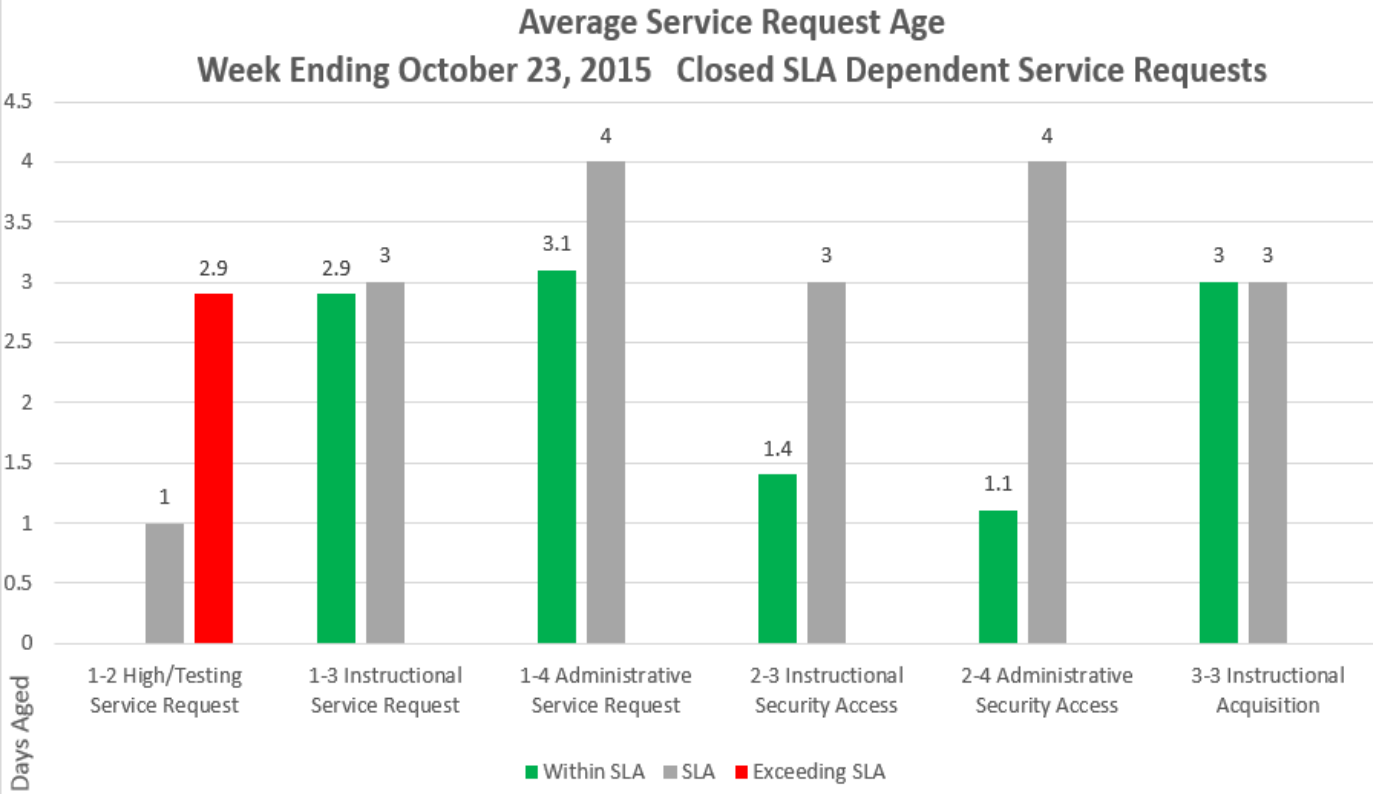
Performance Excellence Program

Category 7

Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of October 23, 2015



Closed SLA Dependent Service Requests – Average Age = 2.8 days



SLA Dependent Service Request	23-Oct	
	Count	%
Weekly Count	1,622	
1-1 Emergency Service Request	0	0%
1-2 High/Testing Service Request	18	1%
1-3 Instructional Service Request	1290	80%
1-4 Administrative Service Request	202	12%
2-3 Instructional Security Access	17	1%
2-4 Administrative Security Access	94	6%
3-3 Instructional Acquisition	1	0%
3-4 Administrative Acquisition	0	0%

SLA Dependent Average Age Review		
June 26	3.9	11%
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	

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