



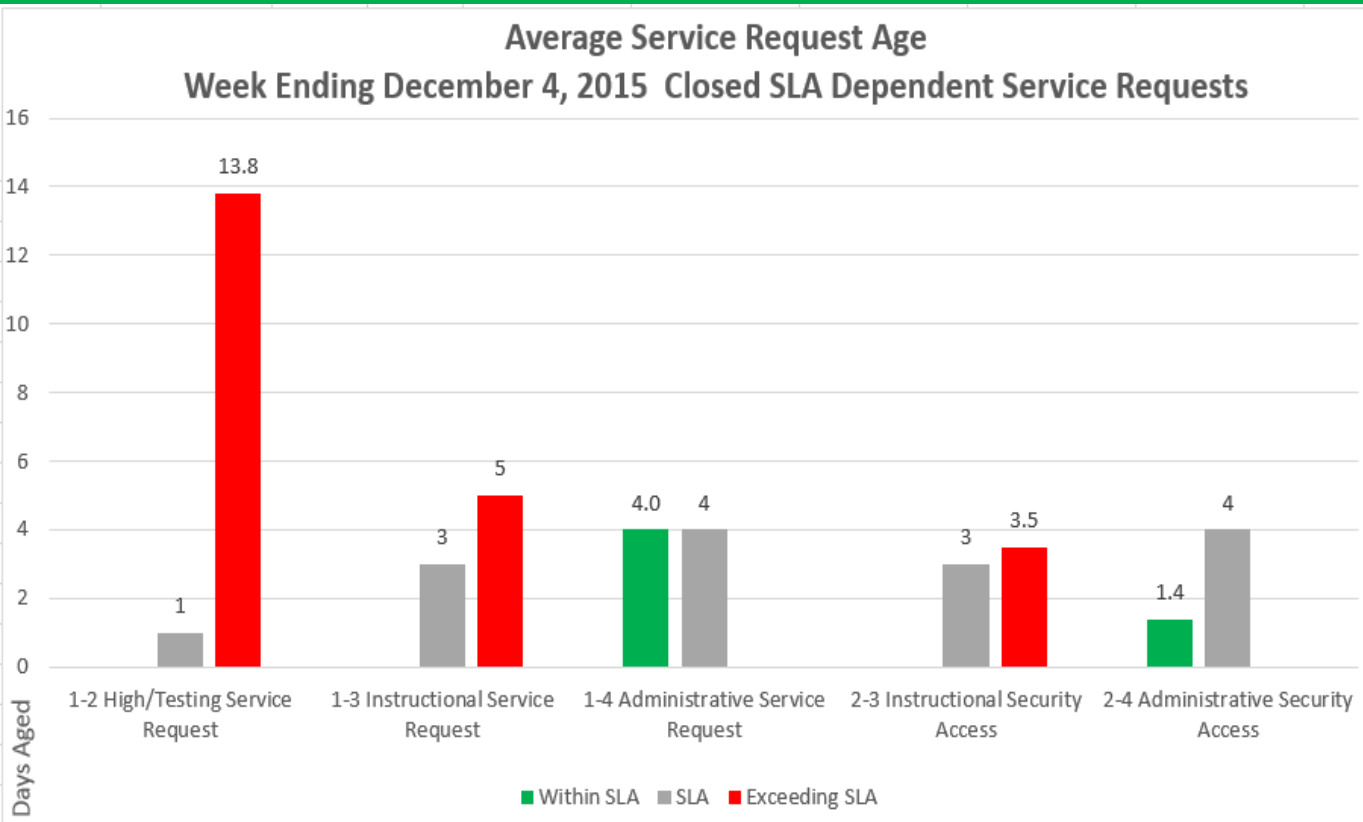
# Performance Excellence Program

## Category 7

### Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of December 4, 2015



#### Closed SLA Dependent Service Requests – Average Age = 4.2 days



SLA Dependent Service Request	4-Dec	
	Count	%
Weekly Count	1,438	
1-1 Emergency Service Request		0%
1-2 High/Testing Service Request	6	0%
1-3 Instructional Service Request	946	66%
1-4 Administrative Service Request	197	14%
2-3 Instructional Security Access	26	2%
2-4 Administrative Security Access	263	18%
3-3 Instructional Acquisition		0%
3-4 Administrative Acquisition		0%

SLA Dependent Average Age Review		
November 6	2.9	0%
Last year	2.2	
November 13	3	3%
Last year	2.2	
November 20	3	0%
Last year	2.6	
December 4	4.2	40%
Last year	2.3	



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