



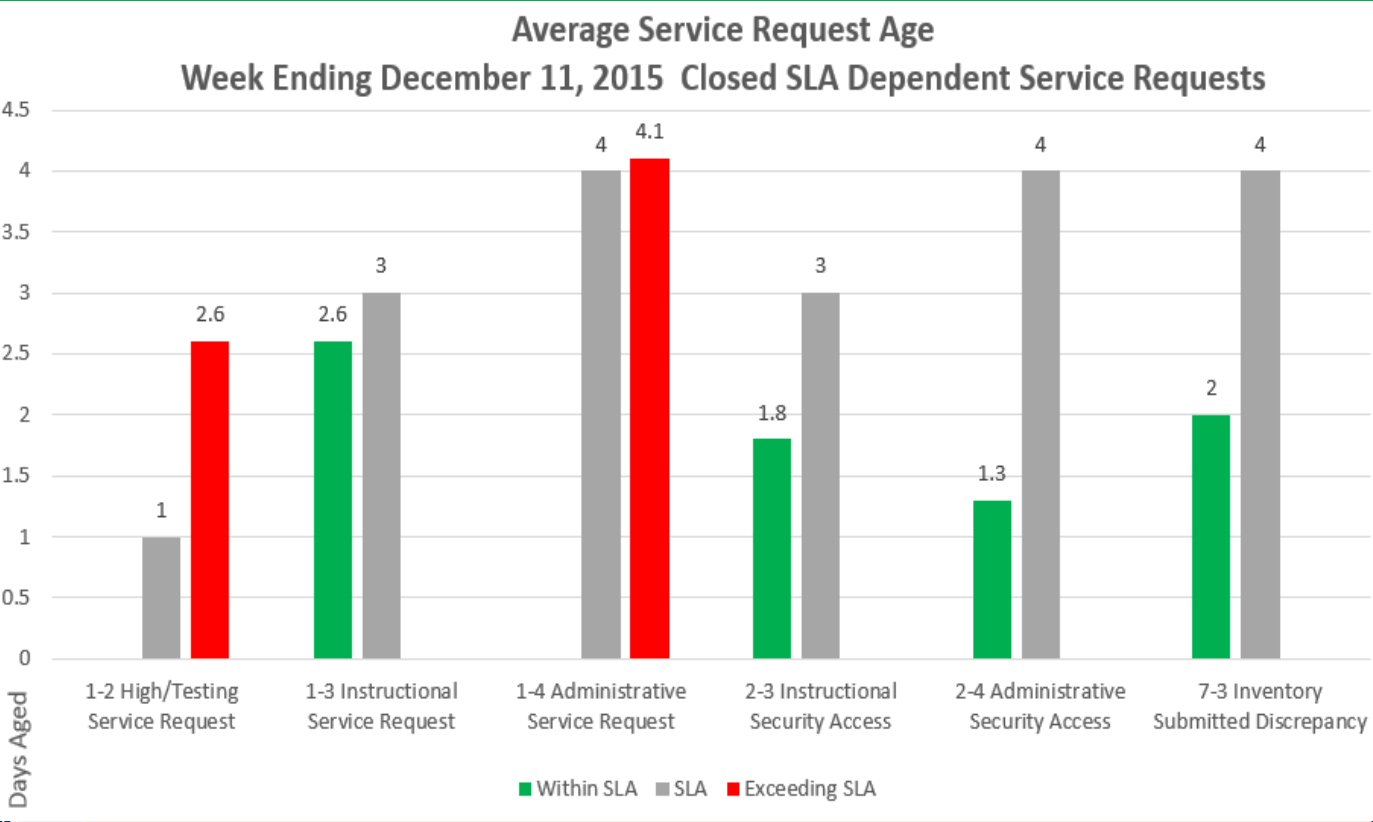
Performance Excellence Program

Category 7

Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of December 11, 2015



Closed SLA Dependent Service Requests – Average Age = 4.2 days



SLA Dependent Service Request	11-Dec	
	Count	%
Weekly Count	1,301	
1-1 Emergency Service Request		0%
1-2 High/Testing Service Request	12	1%
1-3 Instructional Service Request	951	73%
1-4 Administrative Service Request	228	18%
2-3 Instructional Security Access	14	1%
2-4 Administrative Security Access	89	7%
3-3 Instructional Acquisition		0%
3-4 Administrative Acquisition	3	0%
7-3 Inventory Submitted Discrepancy	4	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	
December 11	2.8	-33%
Last year	2.6	

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