



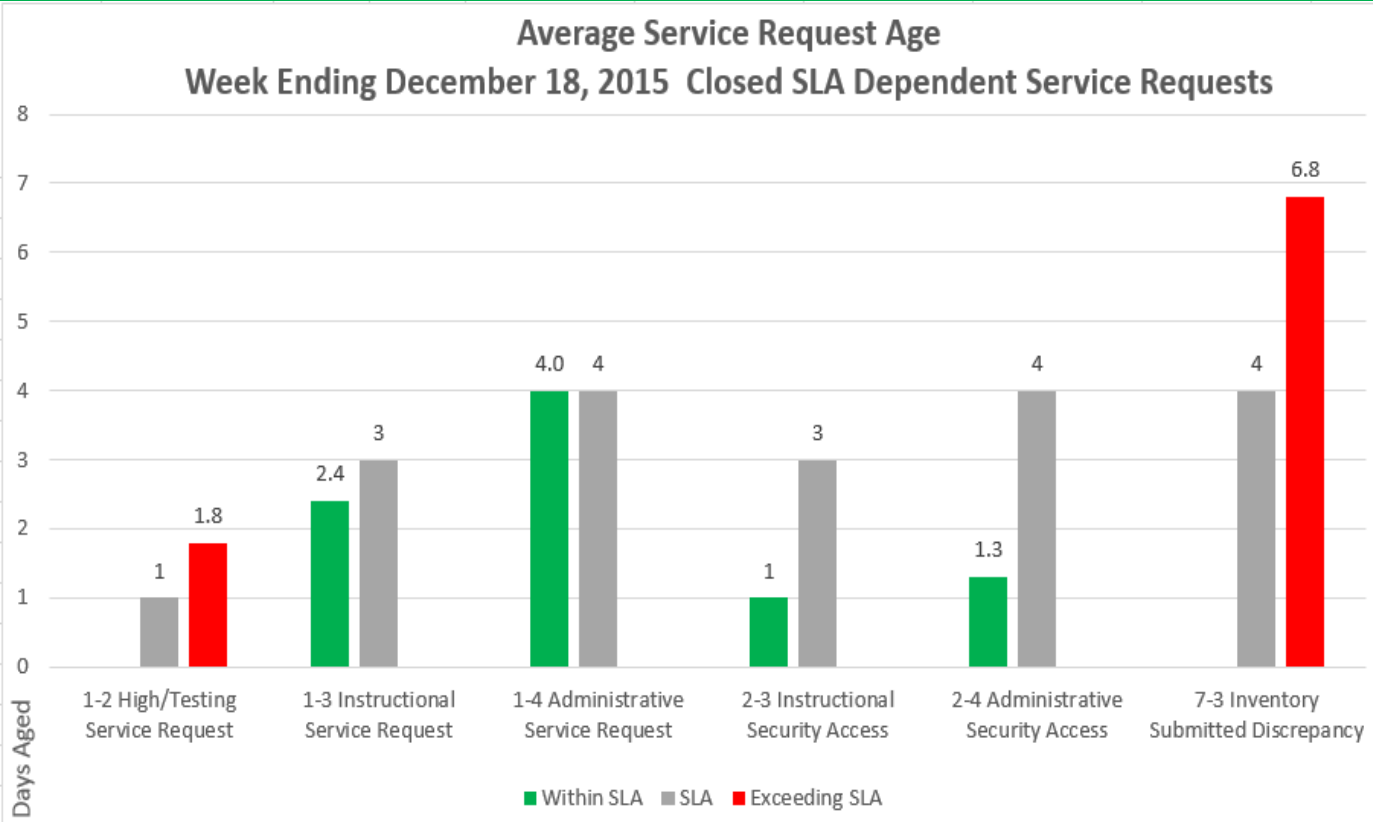
Performance Excellence Program

Category 7

Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of December 18, 2015



Closed SLA Dependent Service Requests – Average Age = 2.7 days



SLA Dependent Service Request	18-Dec	
	Count	%
Weekly Count	1,046	
1-1 Emergency Service Request	0	0%
1-2 High/Testing Service Request	8	1%
1-3 Instructional Service Request	758	72%
1-4 Administrative Service Request	184	18%
2-3 Instructional Security Access	9	1%
2-4 Administrative Security Access	71	7%
3-3 Instructional Acquisition		0%
3-4 Administrative Acquisition	1	0%
7-2 Inventory Audit Process	10	1%
7-3 Inventory Submitted Discrepancy	5	0%

SLA Dependent Average Age Review		
December 4	4.2	40%
Last year	2.3	
December 11	2.8	-33%
Last year	2.6	
December 18	2.7	-4%
Last year	2.6	

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