



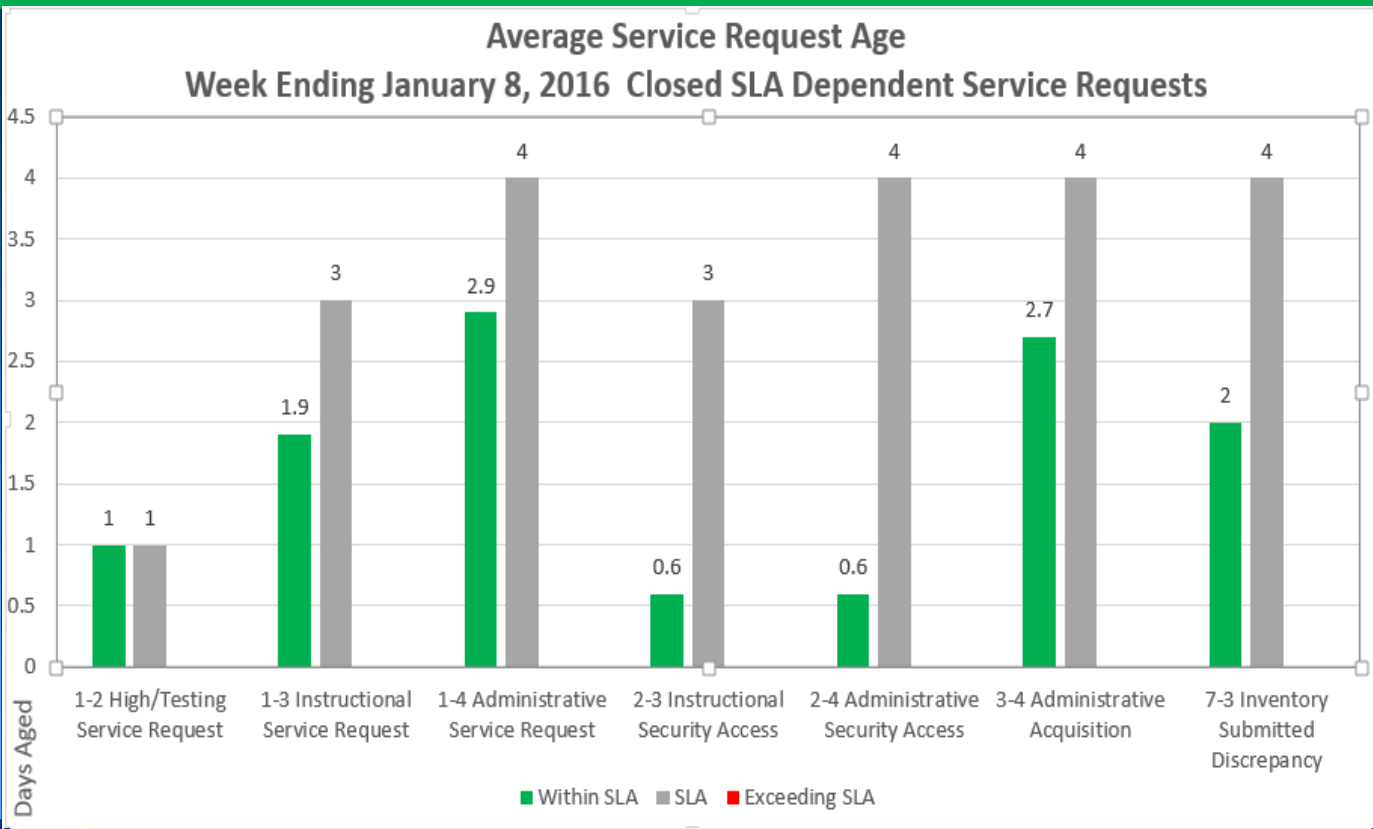
# Performance Excellence Program

## Category 7

### Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of January 8, 2016



#### Closed SLA Dependent Service Requests – Average Age = 1.8 days



SLA Dependent Service Request	January 8	
	Count	%
Weekly Count	1,697	
1-1 Emergency Service Request	0	0%
1-2 High/Testing Service Request	1	0%
1-3 Instructional Service Request	1120	66%
1-4 Administrative Service Request	247	15%
2-3 Instructional Security Access	44	3%
2-4 Administrative Security Access	280	16%
3-3 Instructional Acquisition		0%
3-4 Administrative Acquisition	3	0%
7-2 Inventory Audit Process	1	0%
7-3 Inventory Submitted Discrepancy	1	0%

SLA Dependent Average Age Review		
	Days Age	Change
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	
December 18	2.7	-4%
Last year	2.6	
December 18	1.8	-33%
Last year	3.4	

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