



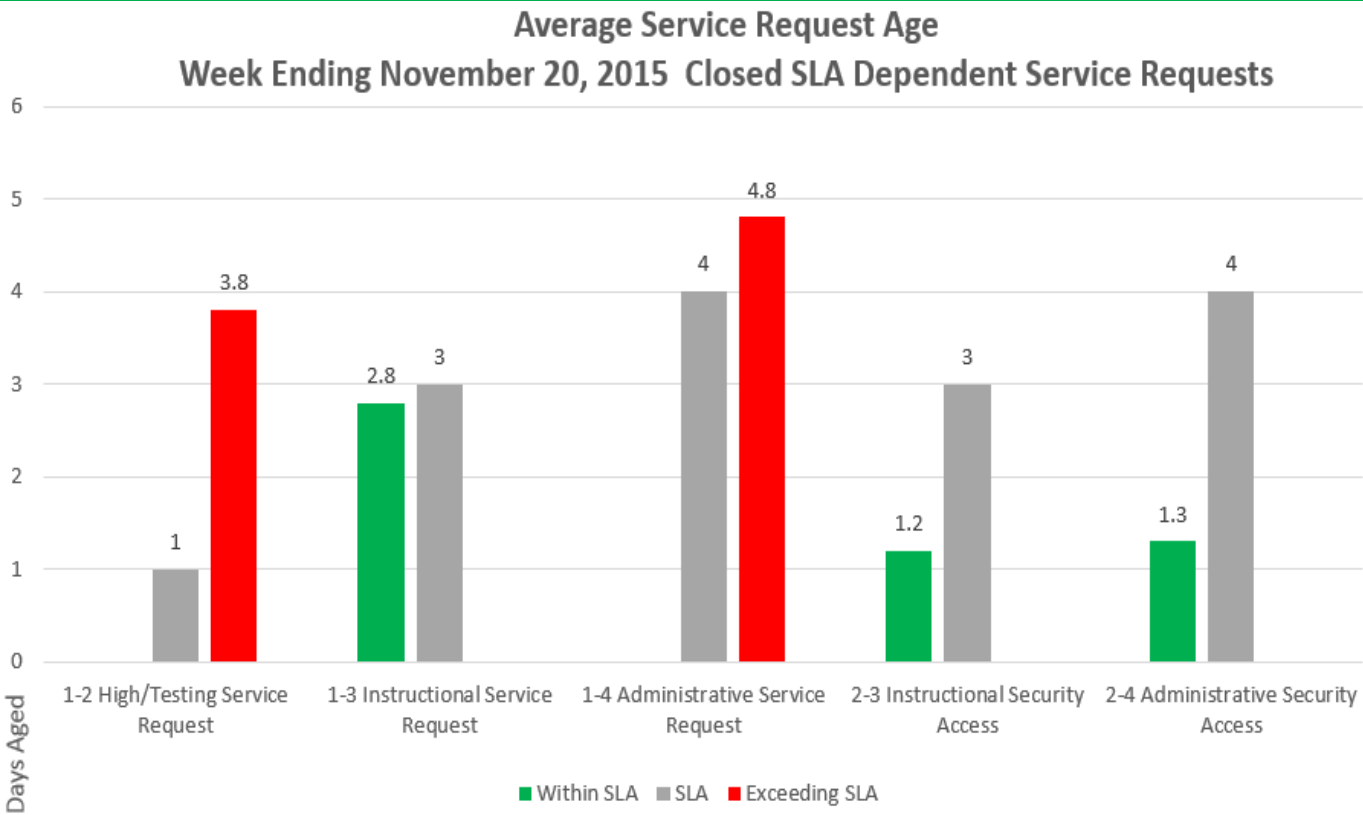
Performance Excellence Program

Category 7

Service Level Response Time Results Average Age Comparison to Service Level Agreement For the week of November 20, 2015



Closed SLA Dependent Service Requests – Average Age = 3.0 days



SLA Dependent Service Request	20-Nov	
	Count	%
Weekly Count	1,543	
1-1 Emergency Service Request		0%
1-2 High/Testing Service Request	14	1%
1-3 Instructional Service Request	1141	74%
1-4 Administrative Service Request	237	15%
2-3 Instructional Security Access	23	1%
2-4 Administrative Security Access	128	8%
3-3 Instructional Acquisition		0%
3-4 Administrative Acquisition		0%

SLA Dependent Average Age Review		
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	
October 30	2.9	4%
Last year	2.4	
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	

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