

Procurement Service Level Agreement (SLA) P-Card Inquiry Analysis- April

Select Month: April

	Total Inquiries		Avg. # Hours to Fi	rst Response	Avg. # Hours Over/Under SLA Goal				
	Closed Total		PCard		PCard				
	322	322	1.69		٢	-45.71			
			Inquiry	/					
vision	Department		Count						
١F	Distance Learning		2	0.000		Goal: 48 Hrs			
	Museums, Archive		1	0.000					
		ost and Vice President of Academic Affa		0.500					
M	Architecture		3	0.333					
		cture and Construction Management - (0.000					
	Construction Man	•	1	0.000					
ART		- Office of the Dean	8	3.750					
	Department of Da		2	0.500					
		eatre and Performance Studies	1	0.000					
	School of Art and I	Design	2	0.000					
	School of Music		4	0.000					
ТН	Intercollegiate Atl	hletics	13	0.231					
	Intercollegiate Atl		1	3.000					
	Intercollegiate Atl	nletics - Volleyball	1	1.000					
JX	Campus Services		7	0.286					
	Residence Life		5	0.200					
	University Dining		2	1.000					
	University Housing	9	3	5.667					
	University Stores		2	0.000					
CBO	Coles College of Bu	usiness - Office of the Dean	2	0.500					
	Coles College of Bu	usiness - Undergraduate Programs	2	9.000					
	Department of Inf	ormation Systems	1	2.000					
	Michael A. Leven S	chool of Management, Entrepreneursh	ip and 7	1.429					
BO	Department of Eve	ent and Venue Management	7	0.857					
	KSU Sports & Ente	rtainment Park	1	0.000					
	Office of the Chief		3	5.333					
ED	College of Continu	ing & Professional Education	1	6.000					
0		ation Technology Services (UITS)	10	0.800					
OM		Communications and Marketing	15	1.133					
SE		ing and Software Engineering - Compu		0.000					
		ing and Software Engineering - Office of		2.000					
DU		Education - Office of the Dean	4	0.250					
		ogy Training Center	5	0.400					
ET		inic College of Engineering and Enginee		0.143					
SE		Services - Kennesaw	2	0.500					
		ident Engagement	4	0.750					
	Enrollment Service		1	0.000					
		• Office of the Dean	5	1.200					
AC		& Construction Services	1	1.000					
	Facilities - Plant O		1	0.000					
		perations							
EN	Incentive Award		3	0.000					
HS	Department of Exercise Science and Sport Manageme		2	0.500					
	Wellness Center		1	0.000					
		f Health and Human Services - Office of		4.571					
ON	Honors College		3	1.667					
	Honors College - O		1	2.000					
RS	Human Resources		1	1.000					
SS		ties and Social Sciences - Office of the I		0.500					
	Department of For		3	0.000					
	Department of Interdisciplinary Studies		4	4.000					
		ychological Science	1	0.000					
	School of Commun		1	1.000					
F		pus Police (Non-Emergencies)	12	0.583					
В	University Library		4	0.250					
FS	Office of Fiscal Ser		18	4.889					
UT	Outside Constitue		6	1.333					
RE	Cobb Education Co		3	3.333					
ES	Office of Research		36	4.333					
CM	College of Science	and Mathematics - Office of the Dean	5	3.200					
	Department of Che	emistry and Biochemistry	2	1.000					
ТА	Dean of Students		1	0.000					
		orts and Recreation	4	0.000					

	Department of Student Leadership and Service	3	0.000	Goal: 48 Hrs				
	Department of Student Life	5	0.400					
	Division of Student Affairs	9	0.333					
	Division of Student Affairs - Associate VP Initiatives	1	0.000					
	Marietta Student Affairs	7	2.429					
	Student Life Operations	9	0.222					
AD	Office of University Development	3	0.333					
UCL	Department of Culinary Sustainability and Hospitality	9	0.222					
	Department of Leadership and Integrative Studies	6	0.833					
	University College - Academic Support Initiatives	1	1.000					
			0 10 20 30	40 50 60 70				

Response Age in Hours (Excluding Weekends)



Procurement Service Level Agreement (SLA) Purchasing Inquiry Analysis - April

Select Fi	scal Year:
2019	

Select Month April

Closed In Progress Total		Total	Purchasing				Purchasing				
13	0 7	137		16.00			٢		-28.85		
vision	Department		Inquiry Count								
٩F	Office of the Provost and Vi	ce President of Academic Affairs	1				Goal: 48 H	rs 📃	71.0		
RT	School of Music		1	3.0							
JX	Campus Services		18	6.7							
	Residence Life		1	5.0							
	University Dining		2		17.5						
	University Housing		6	4.3							
	University Stores		1	1.0							
JS	Coles College of Business -	Jndergraduate Programs	2		26	5.0					
CED CIO COM CSE	Department of Information	Systems	1		2	7.0					
	Michael A. Leven School of	Vanagement, Entrepreneurship and	1		17.0						
	School of Accountancy		2		14.5						
D	College of Continuing & Pro	fessional Education	11		24.	8					
C	University Information Tec	nnology Services (UITS)	1	4.0							
M	Office of Strategic Commun	ications and Marketing	8		2	6.9					
E	College of Computing and S	oftware Engineering - Computer Sci	1	2.0							
	College of Computing and S	oftware Engineering - Software Eng	1		24.0)					
U	Education Technology Train	ning Center	1		18.0						
Т	Southern Polytechnic Colleg	ge of Engineering and Engineering	4		23.0						
E	Enrollment Services - Admi	ssions	1		26	5.0					
С	Facilities - Automotive Sho	0	1	0.0							
	Facilities - Design & Constru	action Services	2		20.0						
	Facilities - Plant Operations	5	1			28.0					
IS	Wellstar College of Health a	and Human Services - Office of th	2			36.0					
DN	Honors College		1	0.0							
	Honors College - Office of th	ne Dean	2		2	7.0					
S	College of Humanities and S	Social Sciences - Office of the De	5		23.4						
	Department of Psychologic	al Science	1				55.0				
	Department of Sociology ar	nd Criminal Justice	2	3.0							
	School of Communication &	Media	1		21.0						
	School of Government Inter	national Affairs	3		17.7						
F	Public Safety/Campus Polic	e (Non-Emergencies)	5		19.8						
3	University Library		1	1.0							
S	Office of Fiscal Services		30	1	1.4						
IT	Outside Constituent		5			33.6					
S	Office of Research		6	5.7							
M		nematics - Office of the Dean	2		13.5						
A	Student Life Operations		1		2	7.0					
L	Department of First-Year a	nd Transition Studies	1	2.0							
	University College - Office of	of the Dean	1	4.0							