

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

## Select Fiscal Year: 2019

Select Month: February

	Total In	Avg.	# Hours to Inqu	iry comple	etion	Avg. # Hours Over/Under SLA Goal				
	Closed Total		P-Card			P-Card				
	421	421	3.94			0	-43.15			
			la autor							
ivision	Department		Inquiry Count							
AF	Distance Learning (	Center (DLC)	9	4.00			Goal: 48 Hrs			
	Division of Global A	ffairs	5	3.40						
	Office of the Provos	st and Vice President of Academic Affairs	18	2.94						
CM	College of Architect	ture and Construction Management - Office	1		18.00					
RT	College of the Arts	- Office of the Dean	14	6.50	0					
	Department of Dan	ce	9	4.67						
	Department of The	atre and Performance Studies	1	0.00						
	School of Art and D	esign	8		11.38					
	School of Music		7	5.00						
TH	Intercollegiate Ath		10	2.30						
	Intercollegiate Ath		1	1.00						
	Intercollegiate Ath		2	6.50						
	Intercollegiate Ath		4		10.00					
	-	letics - Women's Golf	1	0.00						
		letics - Women's Tennis	2	0.00						
UX	Campus Services Residence Life		2	0.00	12.40					
			5	0.00	12.40					
US	University Housing	siness - Office of the Dean	6	3.17						
		siness - Uffice of the Dean siness - Undergraduate Programs	5	5.17	11.00					
	Cox Family Enterpr		3	5.33	11.00					
		nomics, Finance and Quantitative Analysis	2	0.00						
	Department of Info		1	0.00						
		keting and Professional Sales	3	5.00						
	Executive MBA Pro		3	0.33						
		hool of Management, Entrepreneurship and	4	0.00						
	School of Accounta		6	2.83						
BO		nt and Venue Management	4	4.00						
	Office of the Chief B	Business Officer	4	4.25						
ED	College of Continui	ng & Professional Education	6	0.00						
	College of Continui	ng & Professional Education - Professiona	3	5.33						
	College of Continui	ng & Professional Education - Summer Univ	3		13.00					
010	University Informa	tion Technology Services (UITS)	3	0.00						
MO	Office of Strategic	Communications and Marketing	5	0.40						
SE	College of Computin	ng and Software Engineering - Information	2		9.50					
	College of Computin	ng and Software Engineering - Office of th	2	1.00						
	College of Computin	ng and Software Engineering - Software Eng	6	6.17	7					
UL	Center for Universi		1	0.00						
DU		Education - Office of the Dean	7	4.71						
		cational Leadership	4	8.	.00					
		nentary and Early Childhood Education	1		16.00					
	Department of Incl		3	0.67						
	Education Technolo	ogy Training Center	8	0.13						
ст	iTEACH Center	twicel Engineering	7	2.43						
ET	Department of Elec		2	0.50						
		tems and Industrial Engineering	1	1.00						
SE		nic College of Engineering and Engineering Services - Kennesaw	2	0.50						
~ -	Department of Stud		3	6.6	7					
		s - Student Financial Aid	2	0.00	<i>,</i>					
AC	Environmental Hea		6	2.83						
	Facilities - Landsca	•	1	1.00						
	Facilities - Plant Op		7	7.2	29					
		ion & Repair Services	1	0.00						
		ant Vice President of Facilities Service	5	3.20						
EN	Incentive Award		2		.50					
HS		rcise Science and Sport Management	2		16.00					
	Wellness Center		2		11.00					
	Wellstar College of	Health and Human Services - Office of th	6	0.17						
		Nursing	1	0.00						
	Wellstar School of I	ivursing	1	0.00						

HSS	College of Humanities & Social Sciences - Office of Distance	1	0.00					
	College of Humanities and Social Sciences - Office of the De	7	2.57					
	Department of English	5	0.20					
	Department of Foreign Languages	6	0.00					
	Department of History and Philosophy	1	1.00					
	Department of Interdisciplinary Studies	2	0.50					
	Department of Sociology and Criminal Justice	1	0.00					
	School of Communication & Media	1	0.00					
	School of Conflict Management, Peacebuilding and Development	1	1.00					
	School of Government International Affairs	1	0.00					
	Writing Center	2	0.50					
١F	Legal Affairs	1	1.00					
	Public Safety/Campus Police (Non-Emergencies)	6	0.17					
В	University Library	4	4.75					
FS	Office of Fiscal Services	7	3.71					
RE	Internal Audit Department	2	8	.00				
	Office of Institutional Equity	2	0.00					
ES	Office of Research	24	2.71					
CM	College of Science and Mathematics - Office of the Dean	7	3.00					
	Department of Chemistry and Biochemistry	14	2.36					
	Department of Molecular and Cellular Biology	1			23.00			
	Department of Physics	2	8	.00				
ТА	Department of Sports and Recreation	21	4.71					
	Department of Student Leadership and Service	5	0.00					
	Division of Student Affairs	6		11.33				
	Division of Student Affairs - Associate VP Initiatives	1	0.00					
	Health Promotion and Wellness	1			19.00			
	Marietta Student Affairs	5	0.00					
	Student Life Operations	10	1.90					
	Vice President for Student Affairs	1	0.00					
AD	Office of University Development	17	7.0	06				
CL	Department of Culinary Sustainability and Hospitality	2	8	.00				
	Department of Leadership and Integrative Studies	1	0.00					
	University College - Office of the Dean	2	0.00					

Response Age in Hours (Excluding Weekends)



## Procurement Service Level Agreement (SLA) Purchasing Inquiry Analysis - February

Select Month February

		Total Inquiries	Avg. # Ho	urs to Inqu	un y Com	piecio			Avg. #	Hours O	/er/ona	er SLA Go	ai	
Clo	sed	In Progress	Total	Purchasing 10.52				Purchasing						
17	6	4	180							0	-33.74			
				Inquiry	,									
ivision	Departn	nent		Count										
AF	Museum	ns, Archives, and Rare	Books	1	1.0						Goal:	48 Hrs		
	Office o	f the Provost and Vice	President of Academic Affairs	1				22.0						
ART	College	of the Arts - Office of t	he Dean	1				2	9.0					
	Departn	nent of Dance		1							50.0			
	School c			1	2.0									
TH		legiate Athletics		1	0.0									
UX		Services		11		10.1								
	Residen			1	5.0	)								
		ity Dining		4			16.5	20	3.0					
		ity Housing		1 7	4.7	,		28	5.0					
BUS		ity Stores ollege of Business		3	4.7		3.3							
505			dergraduate Programs	1		1	5.5			43.0				
		nily Enterprise Center	Ser graduce rograms	1	0.0					45.0				
		nent of Information Sy	stems	1	0.0									
		ve MBA Programs	-	1	3.0									
		of Accountancy		1	3.0									
СВО		nent of Event and Venu	ue Management	1	2.0									
CED	College	of Continuing & Profes	sional Education	10	3.0									
010	UITS			6		8.2								
	Univers	ity Information Techno	ology Services (UITS)	5		9.6								
OM	Office o	f Strategic Communica	tions and Marketing	6		10.3								
CSE	College	of Computing and Soft	ware Engineering - Office of the Dean	1				24.0						
	College	of Computing and Soft	ware Engineering - Software Eng	1			15.0							
	Departn	nent of Software Engir	neering and Game Development	1		12.	0							
CUL	Center f	or University Learning		1	0.0									
DU	ITEACH			5					34.0					
ET		nent of Engineering Te		1	2.0									
		nent of Mechatronics E		1				24.0	_					
			of Engineering and Engineering Technology			_		27.	0					
ESE			esident for Enrollment Servic	1			14.0							
AC		mental Health and Saf	ety	2	2.0									
	Facilitie			4	0.5			26	7					
		es - Building Services	ion Convictor	3	1.0			26.7	/					
		es - Design & Construct es - Plant Operations		2	1.0									
HHS			Human Services - Office of th	4	1.0	10.0								
HSS		or Sustainable Journa		2	4.0	10.0								
			ial Sciences - Office of the De	1		7.0								
		nent of Interdisciplina		1	1.0									
		ciplinary Studies Depa		1	1.0									
	School c	of Conflict Managemen	t, Peacebuilding and Development	1	0.0									
	School c	of Government Interna	tional Affairs	4		9.8								
.AF	Public S	afety		1	2.0									
	Public S	afety/Campus Police (I	Non-Emergencies)	2					3	6.5				
DFS	Office o	f Fiscal Services		40	6.	.0								
RES		f Research		5		5.6								
SCM			natics - Office of the Dean	1	5.0	)								
		nent of Physics		2					29.5					
STA		nent of Sports and Rec		1	0.0									
	Department of Student Leadership and Service			4		12	2.8							
		of Student Affairs		8				2	8.8					
		a Student Affairs		1	1.0									
		sident for Student Aff		1	1.0	0.5								
JAD		f University Developm		6		9.5	10.0							
JCL		nent of Leadership and	I ITILEGRATIVE STUDIES	1			16.0							
		g/Dallas Center	Support Initiativos	1	2.0			26.0						
	Univers	ity College - Academic	Support mitiatives	1	2.0									

Response Age in Hours (Excluding Weekends)