

## Procurement Service Level Agreement (SLA) Analysis

Fiscal Year 2021 April Month **Reqs Meeting SLA Goal** Avg. Days +/- SLA Goal **Reqs In Progress Regs with PO Dispatched** Avg. Days to Completion **Total Number of Regs** Current Prior Total Current Prior Total Current Prior Total Current Prior Total Total Total 680 457 443 63 6.3 4 -1.7 561 119 104 19 123 100 557 506 12-Month SLA Trend Requisitions That Fall Under SLA - Received by Month 561 348 328 413 530 233 406 310 305 273 228 217 May 2020 Jun 2020 Jul 2020 Aug 2020 Sep 2020 Oct 2020 Nov 2020 Dec 2020 Jan 2021 Feb 2021 Mar 2021 Apr 2021 SLA Type % Meeting SLA Number of Requisitions by Aging Group BOR or University Contracts Open Market (# Met ÷ # PO Released) Exempt Purchase Statewide Contracts Total: 506 128 90.8% 159 Total: 27 Total: 24 0-8 9-17 18+ Regs Received **Daily Procurement Workload** POs Released All Requisition Types Received and POs Released - Last 60 Days 60 57 40 20

0 8 Mar 10 Mar 15 Mar 20 Mar 25 Mar 30 Apr 4 Apr 9 Apr 14 Apr 19 Apr 24 Apr 29