

Procurement Service Level Agreement (SLA) Analysis

Month

February

Fiscal Year 2020

Total Number of Reqs			Reqs In Progress			Reqs with PO Dispatched			Reqs Meeting SLA Goal			Avg. Days to Completion		Avg. Day	Avg. Days +/- SLA Goal	
Current	Prior	Total	Current	Prior	Total	Current	Prior	Total	Current	Prior	Total	Total			Total	
366	76	442	111	11	122	255	65	320	239	32	271		5.5	O -2.4		
Annual Tre Requisitions		d by Month														
200			658			349		316	314				323			
380	443				255				269			218 214		366		
Mar 201	10	Apr 2010	May 20	10	Jun 2019	Jul 2019	<u> </u>	Aug 2010		,	Oct 2019	Nov 2019	Dec 2019	Jan 2020	Feb 2020	
Mar 201	19	Apr 2019	May 20	19	Jun 2019	Jul 2013	ð	Aug 2019	Sep 2019	(JCL 2019	NOV 2019	Dec 2019	Jan 2020	Feb 2020	
								IVIONTN I	Received							
Number o	f Requi	sitions by	Aging Gro	ир	BOR or University Contracts								% Meeti	ng SLA		
300		T	-1. 271		Exempt Purchase								(# Met ÷ # P0	Released)		
dnc		Total: 271							Open Market							
g Gr		65				Statewide Contracts										
200 E																
Red Count in Aging Group		90														
100														84.4	1%	
Seq (92					Total: 4	10								
0											Tota	al: 9	_			
		Met SLA				Exceed	led throug	gh 17 Days			18+	Days				
		equisition derived by su			nt Received D	ate from PO	Released	d Date						% of PO's D (Dispatched ÷ A		
30R or University Contracts				Avg: 5								Go	al: 8			
Exempt Purchase							Avg: 7	Avg: 7			G	ioal: 7				
Open Market			Avg: 7							Goal: 8				72.4	0%	
Statewide Contracts					Avg: 4							Go	al: 8			

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8

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