

Procurement Service Level Agreement (SLA) Analysis

Fiscal Year 2021 March 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 99 12 94 413 61 474 6.1 4 -1.9 523 106 629 111 424 518 12-Month SLA Trend Requisitions That Fall Under SLA - Received by Month 523 348 420 328 413 233 406 310 305 273 228 217 Apr 2020 May 2020 Jun 2020 Jul 2020 Aug 2020 Sep 2020 Oct 2020 Nov 2020 Dec 2020 Jan 2021 Feb 2021 Mar 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: 474 136 53 91.5% 149 Total: 19 Total: 25 0-8 9-17 18+ Regs Received POs Released **Daily Procurement Workload** All Requisition Types Received and POs Released - Last 60 Days

