

Apr4

Apr9

Apr 14

Apr 19

Apr 24

Procurement Service Level Agreement (SLA) Analysis

Fiscal Year 2021

Month

May

Total N	umber o	of Reqs	Reqs In Progress			Reqs wi	Reqs with PO Dispatched			Meeting SI	_A Goal	Avg. Days to Completion		Avg. Days +/- SLA Goa		
urrent	Prior	Total	Current	Prior	Total	Current	Prior	Total	Current	Prior	Total	Total			otal	
698	136	834	388	17	405	310	119	429	284	78	362	7.8		♣ -0.2		
·Month uisitions			- Received by	Month									529		698	
413			348	3	328				233				323	576	036	
	310				273		228		216		305	406	406			
May 202	20	Jun 2020	Jul 2020	٨٠٠٥	2020	Sep 2020	0ct 2020	No	v 2020	Dec 2020	Jan 202	P1 Feb 2021	Mar 2021	Apr 2021	May 202	
May 202	10	Juli 2020	Jul 2020	Aug	2020	3ep 2020	000 2020	NO	V 2020	Dec 2020	Janzuz	.1 Feb 2021	IVIAT ZUZI	Apr 2021	May 202	
	eeting		Num	ber of R	equisition	s by Aging	Group						SLA Type			
(# Met ÷ # PO Released)		leased)	Total: 362									R or University Contra empt Purchase			Market ewide Contracts	
			iotai:	302							LXe	amper archase	State	wide contracts		
					9	3										
	0.4.40/				14	12										
	84.4%															
					4.	10		T	\ -							
					11	LZ			Total: 37			Total: 3	Total: 30			
					0	-8				9-17				18+		
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		nt Worklo			0.0							Reqs Receive	ed POs Re	eleased		
equisiti	on Types	s Received ar	nd POs Releas	eu - Last 6	o Days											
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Apr 29

May 4

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