

Sep 4

Sep 9

Sep 14

Sep 19

Sep 24

Sep 29

## Procurement Service Level Agreement (SLA) Analysis

Fiscal Year 2021

Month

Oct 9

Oct 4

Oct 14

Oct 19

Oct 24

Oct 29

October

Total N	Number	of Reqs	Reqs In Progress			Reqs with PO Dispatched			Reqs Meeting SLA Goal			Avg. Days to Completion		Avg. Days +/- SLA Goal	
urrent	Prior	Total	Current		Total	Current 174	Prior	Total	Current	Prior	Total	Total		Total	
233	75	308	59	59 10 <b>69</b>			65	239	167	7 39 206		7.1		<b>(</b> ) -0.9	
	<b>h SLA Tr</b> ns That Fa		- Received by	Month											
				3;	23		533					349	328		
314						364		420		413	310			273	233
		218	214											273	
Oct 20:	19	Nov 2019	Dec 2019	Jan	2020	Feb 2020	Mar 2020	Apr 20	)20	May 2020	Jun 2020	) Jul 2020	Aug 2020	Sep 2020	Oct 2020
	Meeting				equisitions	s by Aging	g Group					R or University Contra			
			Total:	206				_			Exe	empt Purchase	State	wide Contracts	
					43										
					25	5									
	86.2%				96	=									
					50	,									
					42	2			Total: 15			Total: 18			
			0-8						9-17			18+			
		nt Worklo	<b>ad</b> nd POs Releas	and Loot C	O Davis							Reqs Receiv	ed POs R	eleased	
Requisit	поп туре	s Received at	iu ros keleas	seu - Last O	o Days										
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			\	4				$\sim 1$		$\wedge$		$\wedge$			18
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