

Dec 6, 20

Dec 11, 20

Dec 16, 20

Dec 21, 20

Dec 26, 20

Procurement Service Level Agreement (SLA) Analysis

Fiscal Year 2021

Month

January

Jan 30, 21

Jan 25, 21

Total N	lumber	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	Prior	Total	Current	Prior	Total	Current	Prior	Total		Гotal	1	Гotal
303	29	332	65	8	73	238	21	259	228	4	232	6.1		() -1.9	
-Month quisitions		II Under SLA	- Received by	Month											
364	533		420		413			348	328			233		303	
						310					273	228		218	303
Feb 202	20	Mar 2020	Apr 202	20	May 2020	Jun 2020)	Jul 2020	Aug 2020		Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 202
% Meeting SLA (# Met ÷ # PO Released)			Number of Requisitions by Ag				Group					-		n Market	
			Total:	232							Exe	empt Purchase	State	ewide Contracts	
					64	4									
					28	8									
	89.6%				7	7									
			63					Total: 1	.4			Total: 13			
					0-	8				9-17	7			18+	
		nt Worklo s Received ar	ad nd POs Releas	sed - Las	: 60 Days							Reqs Re	eceived POs R	eleased	
				^	^							A		^ ^	19
									<		A				\ /

Dec 31, 20

Jan 5, 21

Jan 10, 21

Jan 15, 21

Jan 20, 21