



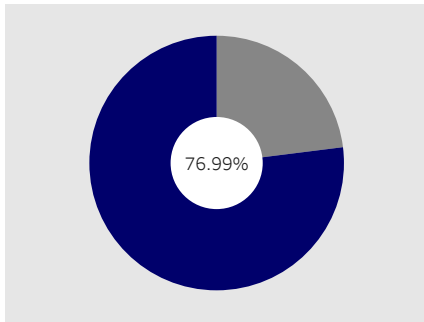
Procurement Service Level Agreement (SLA) Analysis

Reporting Month: August

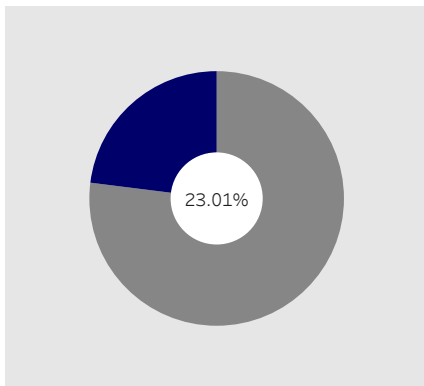
Req Number: All | Department: All | Supplier: All | Month: August | Fiscal Year: 2020

Fully Approved Reqs			Reqs In Progress			Reqs with PO Dispatched			Reqs Meeting SLA Goal			Avg. Days to Completion	Avg. Days +/- SLA Goal
Current	Prior	Total	Current	Prior	Total	Current	Prior	Total	Current	Prior	Total	Total	Total
400	65	465	106	1	107	294	64	358	238	27	265	7.4	-0.5

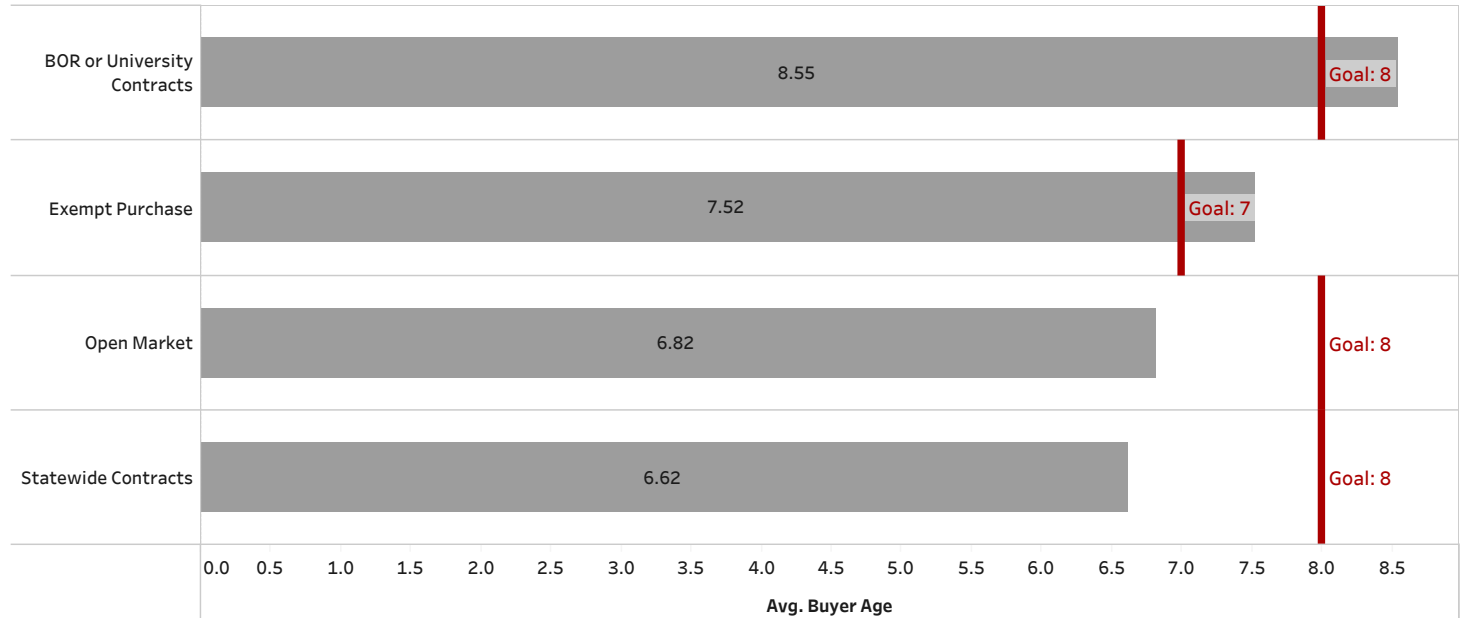
% of PO's Dispatched
(Dispatched ÷ Fully Approved Reqs)



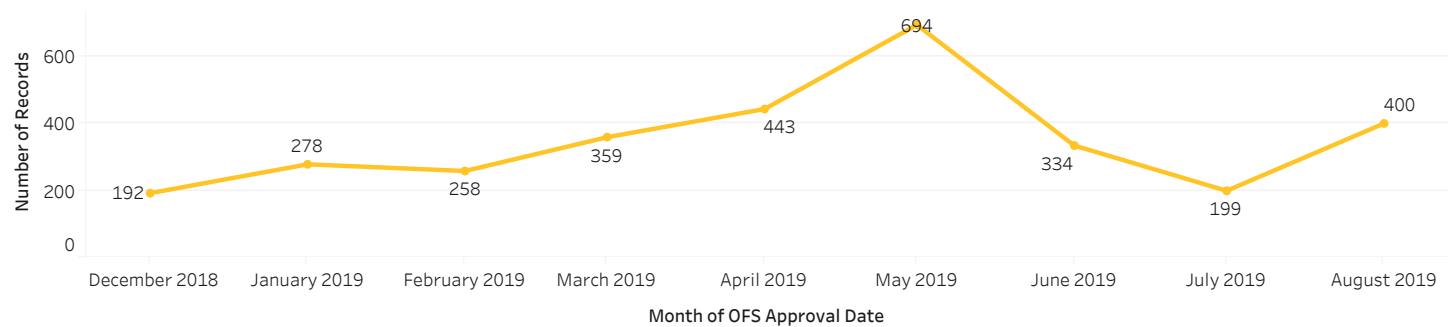
% of Reqs In Progress
(In Progress ÷ Fully Approved Reqs)



Requisition Age and SLA Goal by Type



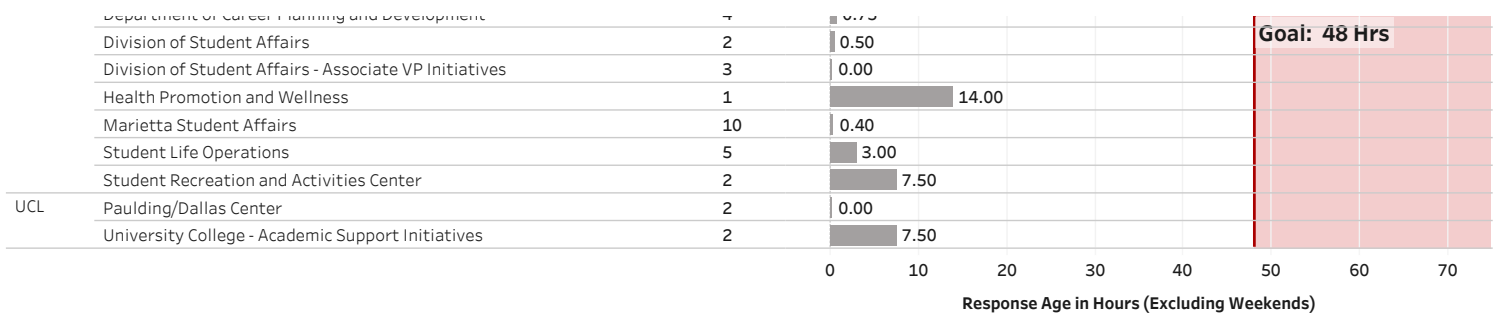
Approved Requisitions by Month



Reporting Month: August

Total Inquiries		Avg. # Hours to First Response		Avg. # Hours Over/Under SLA Goal	
Closed	Total	PCard		PCard	
328	328	2.01		+	-45.26

DIV	Department	Inquiry Count	Hours	SLA Goal
AAF	Center for Excellence in Teaching and Learning (CETL)	1	0.00	Goal: 48 Hrs
	Division of Global Affairs	2	0.00	
	Museums, Archives, and Rare Books	1	0.00	
	Office of the Provost and Vice President of Academic Affairs	9	0.56	
ACM	College of Architecture and Construction Management - Office	5	3.00	
ART	College of the Arts - Office of the Dean	3	10.00	
	Department of Dance	5	3.40	
	School of Art and Design	4	0.25	
	School of Music	1	25.00	
ATH	Intercollegiate Athletics - Men's Basketball	1	11.00	
	Intercollegiate Athletics - Women's Soccer	1	1.00	
AUX	Campus Services	3	6.00	
	Residence Life	5	0.20	
	University Dining	2	0.00	
	University Housing	7	0.14	
	University Stores	6	6.83	
	University Stores - Kennesaw	1	1.00	
BUS	Coles College of Business - Office of the Dean	2	0.00	
	Coles College of Business - Undergraduate Programs	3	5.33	
	Cox Family Enterprise Center	3	0.33	
	Department of Information Systems	3	5.33	
	Department of Marketing and Professional Sales	5	0.20	
	Master's in Business Administration Program	2	4.00	
	Michael A. Leven School of Management, Entrepreneurship and	11	1.64	
CBO	Department of Event and Venue Management	5	0.00	
CIO	University Information Technology Services (UITS)	13	0.38	
CPE	College of Continuing & Professional Education - CAREing	4	0.00	
	College of Professional Education	3	9.67	
	College of Professional Education - Continuing Education Dep	1	1.00	
CSE	College of Computing and Software Engineering - Computer Sci	6	2.67	
	College of Computing and Software Engineering - Office of th	2	1.00	
EDU	Bagwell College of Education - Office of the Dean	10	1.50	
	Department of Inclusive Education	3	5.67	
	Education Technology Training Center	1	1.00	
	iTEACH Center	2	0.00	
EET	Southern Polytechnic College of Engineering and Engineering	15	1.47	
ESE	Academic Testing Services - Kennesaw	1	1.00	
	Cultural and Community Centers	3	0.67	
FAC	Environmental Health and Safety	7	4.29	
	Facilities - Automotive Shop	2	1.00	
	Facilities - Design & Construction Services	2	15.00	
	Facilities - Heating, Ventilation, and Air Condition (HVAC)	1	0.00	
	Facilities - Plant Operations	5	3.40	
HHS	Wellstar College of Health and Human Services - Office of th	6	4.83	
	WellStar School of Nursing	3	0.33	
HRS	Human Resources	6	0.17	
HSS	College of Humanities and Social Sciences - Office of the De	1	0.00	
	Department of Geography and Anthropology	4	0.00	
	Department of Interdisciplinary Studies	5	0.20	
	Department of Social Work and Human Services	8	0.75	
	School of Communication & Media	1	1.00	
	School of Conflict Management, Peacebuilding and Development	1	1.00	
	School of Government International Affairs	1	0.00	
LAF	Public Safety/Campus Police (Non-Emergencies)	2	0.50	
LIB	KSU Library System	2	1.00	
OFS	Office of Fiscal Services	20	1.90	
OUT	Outside Constituent	11	1.64	
PRE	Internal Audit Department	1	0.00	
RES	Office of Research	45	1.67	
SCM	Department of Chemistry and Biochemistry	2	1.00	
	Department of Physics	1	0.00	
STA	Center for Young Adult Addiction and Recovery	5	0.00	
	Department of Career Planning and Development	4	0.75	





Procurement Service Level Agreement (SLA) - Purchasing Inquiry Analysis

Reporting Month: August

Select Month
August

Total Inquiries				Avg. # Hours to First Response		Avg. # Hours Over/Under SLA Goal	
Closed	In Progress	New	Total	Purchasing		Purchasing	
69	18	1	88	12.11		➔	-33.70
DIV	Department	Inquiry Count					
AAF	Office of the Provost and Vice President of Academic Affairs	1	4.0	Goal: 48 Hrs			
ACM	Construction Management	1	1.0				
ART	Department of Dance	1	19.0				
AUX	Campus Services	7	1.0				
	University Housing	4	7.5				
BUS	Coles College of Business - Office of the Dean	1	18.0				
	Michael A. Leven School of Management, Entrepreneurship and	1	22.0				
CIO	University Information Technology Services (UITS)	2	16.5				
COM	Office of Strategic Communications and Marketing	2	0.5				
CPE	College of Professional Education	8	9.9				
	College of Professional Education - Continuing Education Dep	2	11.5				
CSE	College of Computing and Software Engineering - Computer Sci	1	13.0				
	College of Computing and Software Engineering - Information	1	1.0				
EDU	Department of Educational Leadership	1	24.0				
	iTEACH Center	2	3.0				
EET	Southern Polytechnic College of Engineering and Engineering	6	19.3				
ESE	Office of the Associate Vice President for Enrollment Servic	2	10.5				
FAC	Facilities - Design & Construction Services	2	3.5				
	Facilities - Plant Operations	1	1.0				
HSS	Department of Geography and Anthropology	2	8.5				
	School of Communication & Media	1	5.0				
OFS	Office of Fiscal Services	10	14.5				
OUT	Outside Constituent	14	12.4				
PRE	KSU Foundation	3	68.3				
RES	Office of Research	3	3.3				
STA	Department of Sports and Recreation	2	1.0				
	Division of Student Affairs	1	4.0				
	Division of Student Affairs - Associate VP Initiatives	1	46.0				
UAD	Office of University Development	4	7.5				
UCL	Smart Center	1	2.0				

Response Age in Hours (Excluding Weekends)