



Total Inquiries		Avg. # Days to Response		Avg. # Days Over/Under SLA Goal	
Closed	Total	PCard		PCard	
406	406	1.0		-1.0	

Closed PCard Inquiries

DIV	Department	Inquiry Count	
AAF	Digital Learning Innovation	6	<b>Goal: 2 Days</b>
	Division of Global Affairs	3	
	Museums, Archives, and Rare Books	3	
	Office of the Provost and Vice President of Academic Affairs	16	
ACM	Architecture	1	
	Construction Management	14	
ART	College of the Arts - Office of the Dean	4	
	Department of Dance	1	
	Department of Theatre and Performance Studies	2	
	School of Art and Design	1	
ATH	Intercollegiate Athletics	1	
	School of Music	1	
AUX	Campus Services	2	
	Parking and Transportation	1	
	Residence Life	1	
	University Dining	3	
	University Housing	4	
BUS	University Stores - Kennesaw	3	
	Coles College of Business - Office of the Dean	4	
	Cox Family Enterprise Center	6	
	Department of Information Systems	2	
	Department of Marketing and Professional Sales	4	
CBO	Executive MBA Programs	2	
	Master's in Business Administration Program	11	
	Card Services Office	1	
CIO	Department of Event and Venue Management	10	
	University Information Technology Services (UITS)	6	
COM	Office of Strategic Communications and Marketing	3	
CPE	College of Professional Education	11	
CSE	College of Computing and Software Engineering - Computer Sci	6	
	College of Computing and Software Engineering - Information	3	
	College of Computing and Software Engineering - Office of th	6	
	College of Computing and Software Engineering - Software Eng	3	
CUL	Center for University Learning	1	
EDU	Bagwell College of Education - Office of the Dean	4	
	Department of Instructional Technology	1	
	iTEACH Center	1	
EET	Department of Civil and Construction Engineering	3	
	Department of Computer Engineering	5	
	Department of Engineering Technology	1	
	Department of Mechanical Engineering	4	
	Department of Mechatronics Engineering	4	
	Department of Systems and Industrial Engineering	1	
ESE	Southern Polytechnic College of Engineering and Engineering	7	
	Graduate College - Admissions	1	
FAC	Office of the Vice President for Enrollment Services	1	
	Division of Facilities Services	1	
	Environmental Health and Safety	10	
	Facilities - Automotive Shop	5	
	Facilities - Design & Construction Services	1	





# Procurement Service Level Agreement (SLA) Purchasing Inquiry Analysis

Select FY 2020    Select Month June

Reporting Month: June

Total Inquiries		Avg. # Days to Response	Avg. # Days Over/Under SLA Goal	
Closed	Total	Purchasing	Purchasing	
87	87	1.1	<span style="color: green;">➔</span>	-0.9

## Closed Purchasing Inquiries

DIV	Department	Inquiry Count	Response Age (Days)	SLA Goal
ACM	Construction Management	1	1	Goal: 2 Days
ART	College of the Arts - Office of the Dean	1	2	Goal: 2 Days
AUX	Campus Services	4	1	Goal: 2 Days
	University Housing	7	1	Goal: 2 Days
	University Stores - Kennesaw	1	1	Goal: 2 Days
BUS	Department of Economics, Finance and Quantitative Analysis	1	1	Goal: 2 Days
	Master's in Business Administration Program	1	1	Goal: 2 Days
COM	Office of Strategic Communications and Marketing	1	1	Goal: 2 Days
CPE	College of Professional Education	4	1	Goal: 2 Days
CSE	College of Computing and Software Engineering - Information	1	1	Goal: 2 Days
EET	Southern Polytechnic College of Engineering and Engineering	4	1	Goal: 2 Days
ESE	Office of the Vice President for Enrollment Services	2	1	Goal: 2 Days
FAC	Campus Services - Central Receiving & Distribution	8	1	Goal: 2 Days
	Facilities - Building Services	1	1	Goal: 2 Days
	Facilities - Design & Construction Services	1	1	Goal: 2 Days
HHS	Wellstar College of Health and Human Services - Office of th	1	1	Goal: 2 Days
HSS	School of Conflict Management, Peacebuilding and Development	1	1	Goal: 2 Days
LAF	Public Safety/Campus Police (Non-Emergencies)	1	1	Goal: 2 Days
LIB	Department of Public Services	1	1	Goal: 2 Days
	Office of Fiscal Services	23	1	Goal: 2 Days
OUT	Outside Constituent	11	1	Goal: 2 Days
PRE	Office of Diversity and Inclusion	1	1	Goal: 2 Days
	Office of Institutional Equity	1	1	Goal: 2 Days
RES	Office of Research	1	1	Goal: 2 Days
STA	Department of Sports and Recreation	2	1	Goal: 2 Days
UAD	Office of University Development	4	1	Goal: 2 Days
UCL	Paulding/Dallas Center*	1	2	Goal: 2 Days

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Response Age in Days (Excluding Weekends)

\* The asterisked Departments above had Purchasing Inquiries which were created in the prior month and closed in June and therefore are being reported in both months. This dashboard is inclusive to all inquiries whether In Progress or Closed during the month of June.