# Procurement Service Level Agreement (SLA) Analysis
March 2019

<table>
<thead>
<tr>
<th></th>
<th>Req Number</th>
<th>Department</th>
<th>Supplier</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Fully Approved Reqs</strong></td>
<td>All</td>
<td>All</td>
<td>All</td>
</tr>
<tr>
<td>Current</td>
<td>358</td>
<td>41</td>
<td>399</td>
</tr>
<tr>
<td>Prior</td>
<td>79</td>
<td>2</td>
<td>81</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>399</strong></td>
<td><strong>41</strong></td>
<td><strong>399</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th></th>
<th>Req in Progress</th>
<th>Reqs with PO Dispatched</th>
<th>Reqs Meeting SLA Goal</th>
<th>Avg. Days to Completion</th>
<th>Avg. Days +/- SLA Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Current</td>
<td>279</td>
<td>318</td>
<td>262</td>
<td>5.2</td>
<td>-2.7</td>
</tr>
<tr>
<td>Prior</td>
<td>39</td>
<td>26</td>
<td>20</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>318</strong></td>
<td><strong>282</strong></td>
<td><strong>282</strong></td>
<td><strong>5.2</strong></td>
<td><strong>-2.7</strong></td>
</tr>
</tbody>
</table>

### Completed Requisitions by SLA Type Vs. Actual/Goal

- **BOR or University Contracts**
  - Avg. Buyer Age
  - Min. Deliverable Time Frame
- **Exempt Purchase**
  - Avg. Buyer Age
  - Min. Deliverable Time Frame
- **Open Market**
  - Avg. Buyer Age
  - Min. Deliverable Time Frame
- **Statewide Contracts**
  - Avg. Buyer Age
  - Min. Deliverable Time Frame

### All Requisitions by Division & Priority Level

- FAC
- AUX
- BUS
- STA
- EET
- EDU
- HSS
- HOU
- SCM
- CSE
- LAF
- CIO
- COM
- AAF
- ART
- CED
- ESI
- CAP
- CBO
- HHS
- RES
- LIB
- UCL
- ACM
- ESE
- PRE
- UAD
- ATH
- FIN
- HON
- HRS
- INS

- Priority: Medium
- High

---

**% of PO’s Dispatched**
- (Dispatched + Fully Approved Reqs)
- 79.70%

**% of Reqs In Progress**
- (In Progress + Fully Approved Reqs)
- 20.30%

Click here for details.