



Procurement Service Level Agreement (SLA)

P-Card Inquiry Analysis

Reporting Month: April

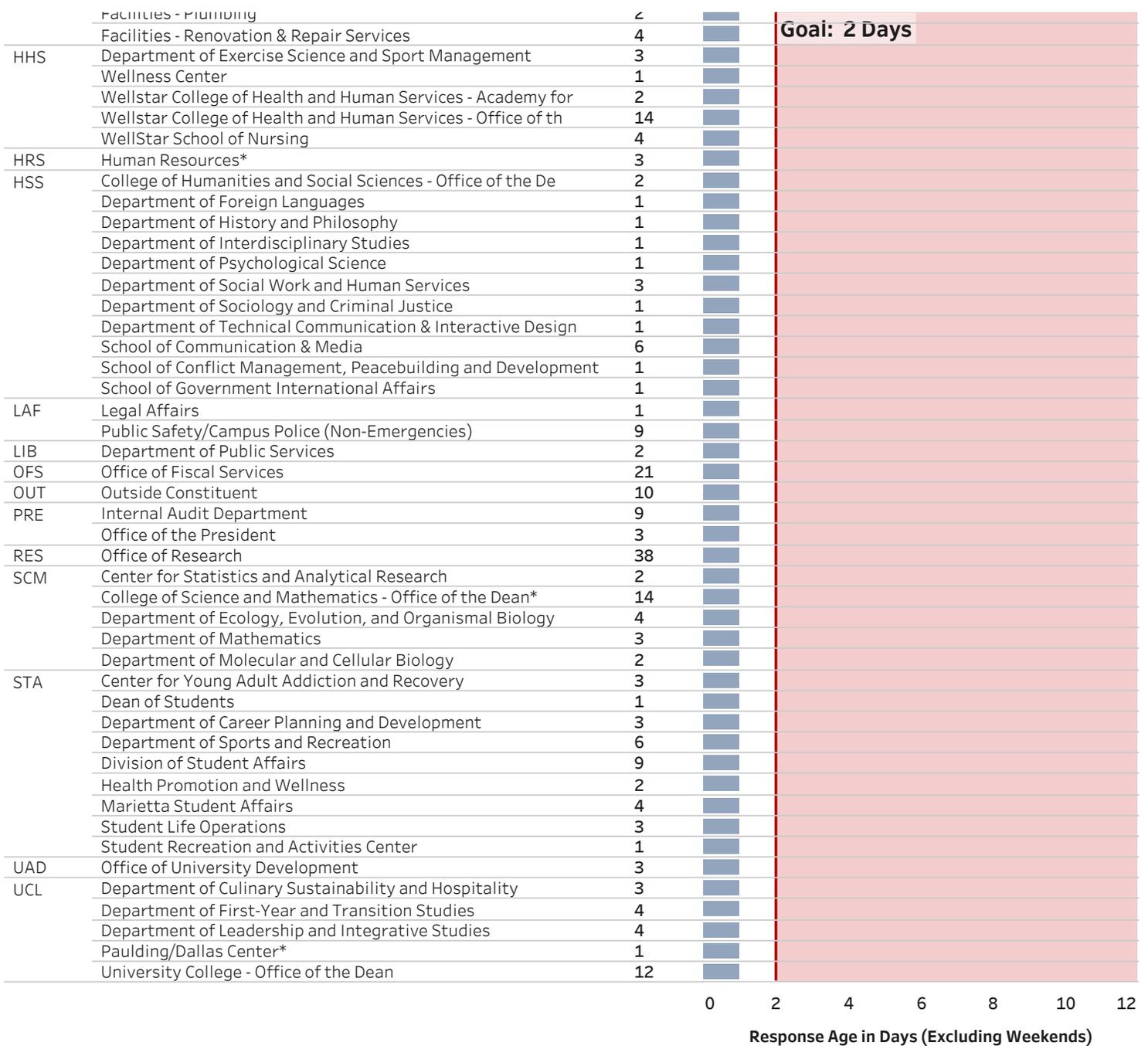
Select FY
2020

Select Month
April

Total Inquiries		Avg. # Days to Response		Avg. # Days Over/Under SLA Goal	
Closed	Total	PCard		PCard	
516	516	1.0		-1.0	

Closed PCard Inquiries

DIV	Department	Inquiry Count	
AAF	Digital Learning Innovation	4	Goal: 2 Days
	Division of Global Affairs	15	
	Museums, Archives, and Rare Books	4	
	Office of the Provost and Vice President of Academic Affairs	5	
ACM	Architecture	2	
	Construction Management	8	
ART	College of the Arts - Office of the Dean	4	
	Department of Dance	10	
	Department of Theatre and Performance Studies	6	
	School of Art and Design	4	
ATH	School of Music	3	
	Intercollegiate Athletics	12	
	Intercollegiate Athletics - Women's Basketball	3	
	Intercollegiate Athletics - Women's Cross Country	1	
AUX	Intercollegiate Athletics - Women's Lacrosse	1	
	Campus Services	8	
	Parking and Transportation	7	
	Residence Life	16	
	University Dining	3	
	University Housing	6	
BUS	University Stores - Kennesaw	2	
	Coles College of Business - Office of the Dean	3	
	Cox Family Enterprise Center	4	
	Department of Information Systems	5	
	Department of Marketing and Professional Sales	1	
CBO	Executive MBA Programs	2	
	Michael A. Leven School of Management, Entrepreneurship and	14	
	Card Services Office	2	
	Department of Event and Venue Management	17	
CIO	Office of the Chief Business Officer	4	
	University Information Technology Services (UITS)	21	
COM	Office of Strategic Communications and Marketing	8	
CPE	College of Professional Education	3	
CSE	College of Computing and Software Engineering - Computer Sci	1	
	College of Computing and Software Engineering - Information	2	
	College of Computing and Software Engineering - Office of th	11	
CUL	Center for University Learning	1	
EDU	Bagwell College of Education - Office of the Dean	9	
	Department of Educational Leadership	2	
	Department of Elementary and Early Childhood Education	1	
	Department of Inclusive Education	3	
	iTEACH Center	3	
EET	Department of Civil and Construction Engineering	7	
	Department of Engineering Technology	1	
	Department of Mechanical Engineering	5	
	Department of Mechatronics Engineering	4	
	Southern Polytechnic College of Engineering and Engineering	5	
ESE	Enrollment Services - Admissions	1	
	Graduate College - Admissions	1	
FAC	Campus Services - Central Receiving & Distribution	2	
	Division of Facilities Services	2	
	Environmental Health and Safety	10	
	Facilities - Automotive Shop	1	
	Facilities - Design & Construction Services	1	
	Facilities - Heating, Ventilation, and Air Condition (HVAC)	1	
	Facilities - Plant Operations*	5	
	Facilities - Plumbing	2	





Procurement Service Level Agreement (SLA)
Purchasing Inquiry Analysis
Reporting Month: April

Select FY 2020 Select Month April

Total Inquiries			Avg. # Days to Response		Avg. # Days Over/Under SLA Goal	
Closed	In Progress	Total	Purchasing		Purchasing	
122	2	124	1.2		➔	-0.8

Closed Purchasing Inquiries

DIV	Department	Inquiry Count		
AAF	Center for Excellence in Teaching and Learning (CETL)	1		Goal: 2 Days
	Office of the Provost and Vice President of Academic Affairs	3		
ACM	Construction Management	1		
ART	College of the Arts - Office of the Dean	1		
AUX	Campus Services	4		
	University Dining	1		
	University Housing	16		
BUS	Coles College of Business - Undergraduate Programs	1		
	Michael A. Leven School of Management, Entrepreneurship and	2		
	School of Accountancy	1		
CBO	Office of the Chief Business Officer	1		
COM	Office of Strategic Communications and Marketing	4		
CPE	College of Professional Education	3		
CSE	College of Computing and Software Engineering - Office of th	1		
	College of Computing and Software Engineering - Software Eng	3		
CUL	Center for University Learning	1		
EDU	Department of Elementary and Early Childhood Education	2		
EET	Department of Computer Engineering	1		
ESE	Academic Testing Services - Kennesaw	1		
	Office of the Vice President for Enrollment Services	1		
FAC	Campus Services - Central Receiving & Distribution	2		
	Facilities - Design & Construction Services	1		
	Facilities - Plant Operations*	1		
HHS	Wellstar College of Health and Human Services - Office of th	3		
HON	Honors College	1		
HSS	College of Humanities and Social Sciences - Office of the De	1		
	Department of English	1		
	School of Communication & Media	1		
	School of Conflict Management, Peacebuilding and Development	1		
	School of Government International Affairs	7		
LAF	Public Safety/Campus Police (Non-Emergencies)	1		
OFS	Office of Fiscal Services	27		
OUT	Outside Constituent	11		
PRE	KSU Foundation	1		
	Office of Diversity and Inclusion	1		
SCM	College of Science and Mathematics - Office of the Dean*	1		
	Department of Chemistry and Biochemistry	1		
STA	Department of Career Planning and Development	2		
	Department of Sports and Recreation	2		
	Division of Student Affairs	2		
UAD	Office of University Development	4		
UCL	University College - Academic Support Initiatives	1		

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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 April and therefore are being reported in both months. This dashboard is inclusive to all inquiries whether In Progress or Closed during the month of April.