



Procurement Service Level Agreement (SLA)

P-Card Inquiry Analysis

Reporting Month: December

Total Inquiries		Avg. # Days to Response	Avg. # Days Over/Under SLA Goal
Closed	Total	PCard	PCard
418	418	1.0	➡ -1.0

Closed PCard Inquiries

DIV	Department	Inquiry Count	Goal: 2 Days
AAF	Digital Learning Innovation	2	
	Division of Global Affairs	2	
	Museums, Archives, and Rare Books	2	
	Office of the Provost and Vice President of Academic Affairs	3	
ACM	College of Architecture and Construction Management - Office	1	
ART	College of the Arts - Office of the Dean	10	
	Department of Dance	4	
	Department of Theatre and Performance Studies	2	
	Joel A. Katz Music and Entertainment Business Program	1	
	School of Art and Design	6	
ATH	School of Music	10	
	Intercollegiate Athletics	9	
	Intercollegiate Athletics - Compliance	1	
	Intercollegiate Athletics - Men's Basketball	3	
AUX	Intercollegiate Athletics - Softball	1	
	Intercollegiate Athletics - Women's Basketball	1	
	Intercollegiate Athletics - Women's Cross Country	1	
	Intercollegiate Athletics - Women's Tennis	1	
	Campus Services	3	
	Parking and Transportation	5	
BUS	Residence Life	7	
	University Dining	2	
	University Housing	1	
	University Stores - Kennesaw	5	
	Coles College of Business - Office of the Dean	4	
CBO	Cox Family Enterprise Center	1	
	Department of Economics, Finance and Quantitative Analysis	9	
	Department of Information Systems	2	
CIO	Department of Marketing and Professional Sales	2	
	Card Services Center	3	
COM	Department of Event and Venue Management	10	
	Office of the Chief Business Officer	1	
	University Information Technology Services (UITS)	6	
CPE	Office of Strategic Communications and Marketing	1	
	College of Professional Education	5	
	College of Computing and Software Engineering - Computer Sci	1	
	College of Computing and Software Engineering - Information	8	
EDU	College of Computing and Software Engineering - Office of th	2	
	College of Computing and Software Engineering - Software Eng	2	
	Bagwell College of Education - Office of the Dean	11	
	Department of Elementary and Early Childhood Education	1	
	Department of Inclusive Education	2	
EET	Department of Instructional Technology	3	
	iTEACH Center	3	
	Department of Civil and Construction Engineering	2	
	Department of Computer Engineering	6	
	Department of Electrical Engineering	2	
	Department of Engineering Technology	2	
	Department of Mechatronics Engineering	6	
Department of Systems and Industrial Engineering	2		
ESE	Southern Polytechnic College of Engineering and Engineering	18	
	Cultural and Community Centers	2	
	Environmental Health and Safety	1	
	Facilities - Automotive Shop	3	
	Facilities - Design & Construction Services	1	
FAC	Facilities - Heating, Ventilation, and Air Condition (HVAC)	3	
	Facilities - Plant Operations*	5	



