



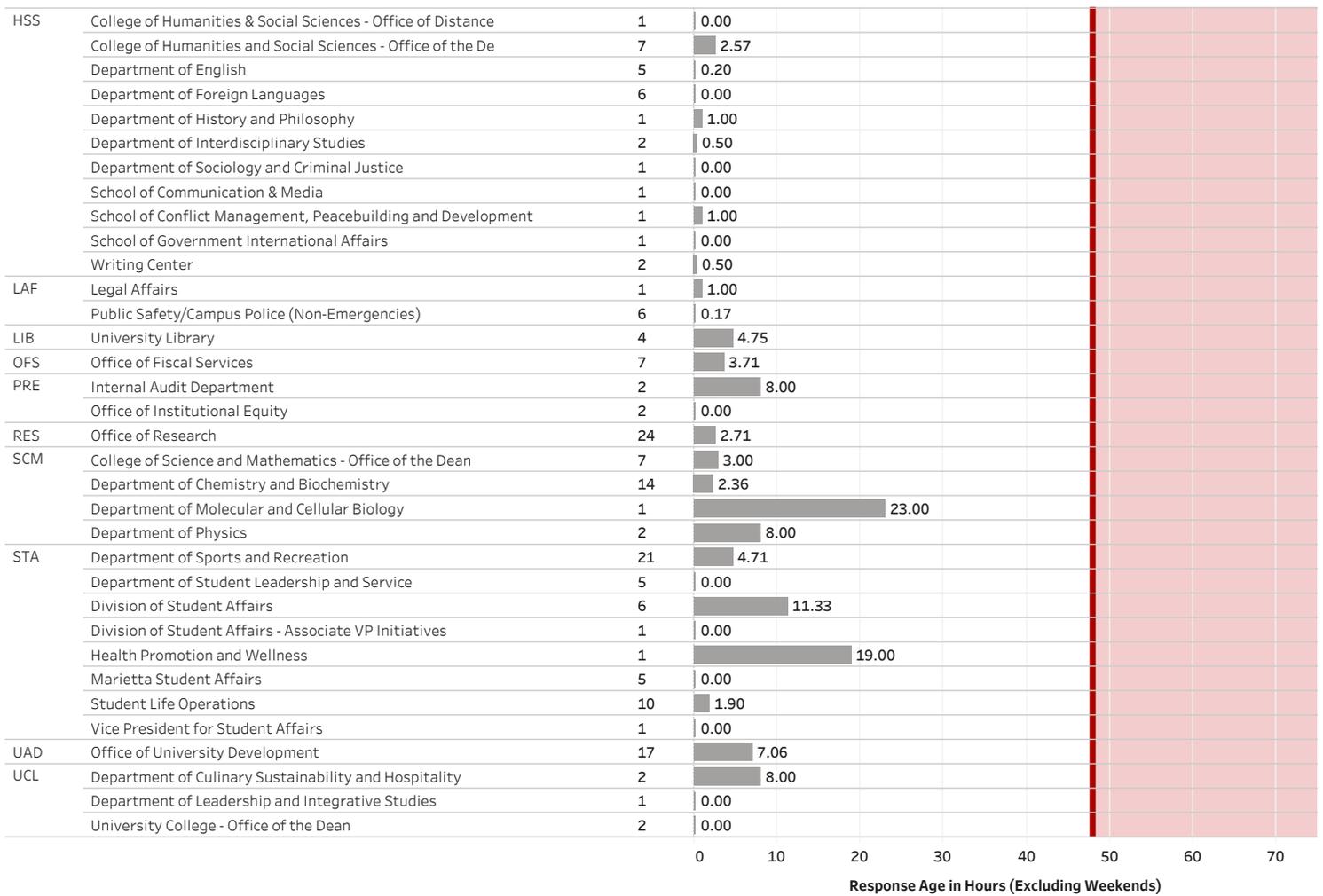
Procurement Service Level Agreement (SLA) P-Card Inquiry Analysis- February

Select Fiscal Year:
2019

Select Month:
February

Total Inquiries		Avg. # Hours to Inquiry Completion		Avg. # Hours Over/Under SLA Goal	
Closed	Total	P-Card			P-Card
421	421	3.94		↓	-43.15

Division	Department	Inquiry Count				
AAF	Distance Learning Center (DLC)	9	4.00			Goal: 48 Hrs
	Division of Global Affairs	5	3.40			
	Office of the Provost and Vice President of Academic Affairs	18	2.94			
ACM	College of Architecture and Construction Management - Office	1	18.00			
ART	College of the Arts - Office of the Dean	14	6.50			
	Department of Dance	9	4.67			
	Department of Theatre and Performance Studies	1	0.00			
	School of Art and Design	8	11.38			
	School of Music	7	5.00			
ATH	Intercollegiate Athletics	10	2.30			
	Intercollegiate Athletics - Men's Golf	1	1.00			
	Intercollegiate Athletics - Softball	2	6.50			
	Intercollegiate Athletics - Volleyball	4	10.00			
	Intercollegiate Athletics - Women's Golf	1	0.00			
	Intercollegiate Athletics - Women's Tennis	2	0.00			
AUX	Campus Services	2	0.00			
	Residence Life	5	12.40			
	University Housing	3	0.00			
BUS	Coles College of Business - Office of the Dean	6	3.17			
	Coles College of Business - Undergraduate Programs	5	11.00			
	Cox Family Enterprise Center	3	5.33			
	Department of Economics, Finance and Quantitative Analysis	2	0.00			
	Department of Information Systems	1	0.00			
	Department of Marketing and Professional Sales	3	5.00			
	Executive MBA Programs	3	0.33			
	Michael A. Leven School of Management, Entrepreneurship and	4	0.00			
School of Accountancy	6	2.83				
CBO	Department of Event and Venue Management	4	4.00			
	Office of the Chief Business Officer	4	4.25			
CED	College of Continuing & Professional Education	6	0.00			
	College of Continuing & Professional Education - Professiona	3	5.33			
	College of Continuing & Professional Education - Summer Univ	3	13.00			
CIO	University Information Technology Services (UITS)	3	0.00			
COM	Office of Strategic Communications and Marketing	5	0.40			
CSE	College of Computing and Software Engineering - Information	2	9.50			
	College of Computing and Software Engineering - Office of th	2	1.00			
	College of Computing and Software Engineering - Software Eng	6	6.17			
CUL	Center for University Learning	1	0.00			
EDU	Bagwell College of Education - Office of the Dean	7	4.71			
	Department of Educational Leadership	4	8.00			
	Department of Elementary and Early Childhood Education	1	16.00			
	Department of Inclusive Education	3	0.67			
	Education Technology Training Center	8	0.13			
	iTEACH Center	7	2.43			
EET	Department of Electrical Engineering	2	0.50			
	Department of Systems and Industrial Engineering	1	1.00			
	Southern Polytechnic College of Engineering and Engineering	2	0.00			
ESE	Academic Testing Services - Kennesaw	2	0.50			
	Department of Student Engagement	3	6.67			
	Enrollment Services - Student Financial Aid	2	0.00			
FAC	Environmental Health and Safety	6	2.83			
	Facilities - Landscape and Grounds	1	1.00			
	Facilities - Plant Operations	7	7.29			
	Facilities - Renovation & Repair Services	1	0.00			
	Office of the Assistant Vice President of Facilities Service	5	3.20			
GEN	Incentive Award	2	8.50			
HHS	Department of Exercise Science and Sport Management	2	16.00			
	Wellness Center	2	11.00			
	Wellstar College of Health and Human Services - Office of th	6	0.17			
	Wellstar School of Nursing	1	0.00			
HON	Honors College - Office of the Dean	1	0.00			
HRS	Human Resources	1	0.00			





Procurement Service Level Agreement (SLA) Purchasing Inquiry Analysis - February

Select Fiscal Year:
2019

Select Month
February

Total Inquiries			Avg. # Hours to Inquiry Completion		Avg. # Hours Over/Under SLA Goal	
Closed	In Progress	Total	Purchasing		Purchasing	
176	4	180	10.52		↓ -33.74	

