



# Procurement Service Level Agreement (SLA) Purchasing Inquiry Analysis

Reporting Month: February

Select FY  
2020

Select Month  
February

Total Inquiries			Avg. # Days to Response		Avg. # Days Over/Under SLA Goal	
Closed	In Progress	Total	Purchasing		Purchasing	
73	1	74	1.2			-0.8

## Closed Purchasing Inquiries

DIV	Department	Inquiry Count	Response Age in Days (Excluding Weekends)	SLA Goal
ACM	Architecture	1	1	Goal: 2 Days
	Construction Management	1	1	
ART	Department of Dance	1	1	2
	School of Music	1	1	
AUX	University Dining	1	1	
	University Housing	1	1	
	University Stores - Kennesaw	1	1	
BUS	Michael A. Leven School of Management, Entrepreneurship and	1	1	
CBO	Department of Event and Venue Management	1	1	2
	Office of the Chief Business Officer	2	1	
CIO	University Information Technology Services (UITS)	1	1	
COM	Office of Strategic Communications and Marketing	2	2	2
CPE	College of Professional Education	10	1	
CUL	Center for University Learning	1	1	
EDU	Department of Elementary and Early Childhood Education	1	1	
	Department of Inclusive Education	1	1	
	Department of Instructional Technology	1	1	
EET	Southern Polytechnic College of Engineering and Engineering	2	1	
ESE	Academic Testing Services - Kennesaw	1	1	
	Enrollment Services - Admissions	1	1	
FAC	Environmental Health and Safety	1	1	
	Facilities - Plant Operations*	2	1	
HON	Honors College - Office of the Dean	2	1	
HRS	Human Resources*	2	1	
HSS	College of Humanities and Social Sciences - Office of the De	1	1	
LIB	KSU Library System	2	1	
OFS	Office of Fiscal Services	17	1	
OUT	Outside Constituent	7	1	
RES	Office of Research	3	2	2
SCM	Center for Statistics and Analytical Research	1	2	2
	Department of Mathematics	2	2	
STA	Division of Student Affairs	1	1	

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Response Age in Days (Excluding Weekends)

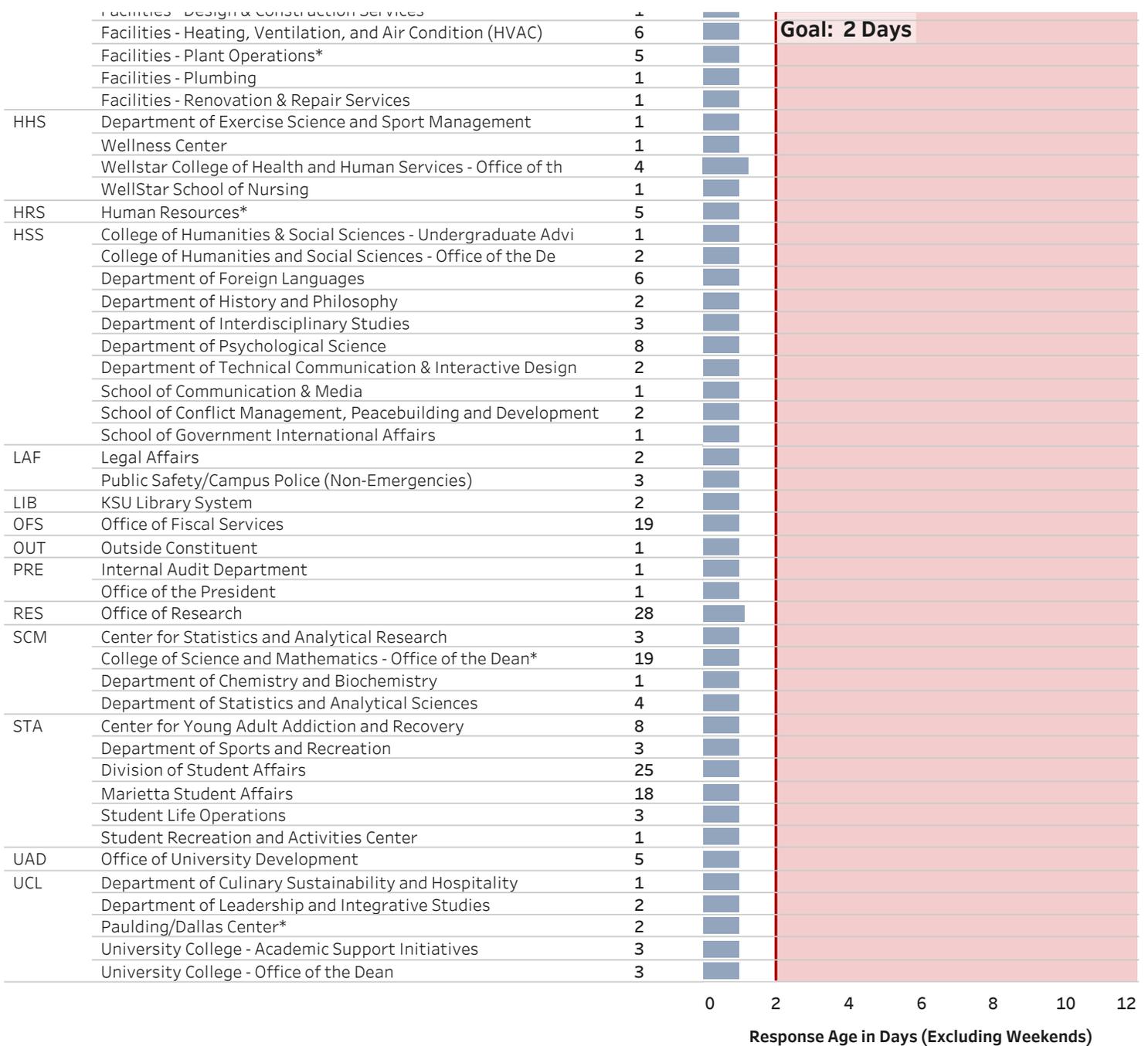
\* The asterisked Departments above had Purchasing Inquiries which were created in the prior month and closed in February and therefore are being reported in both months. This dashboard is inclusive to all inquiries whether In Progress or Closed during the month of February.



Total Inquiries		Avg. # Days to Response		Avg. # Days Over/Under SLA Goal	
Closed	Total	PCard		PCard	
403	403	1.0		-1.0	

Closed PCard Inquiries

DIV	Department	Inquiry Count	
AAF	Academic Affairs - Curriculum & General Education	1	<b>Goal: 2 Days</b> 
	Center for Excellence in Teaching and Learning (CETL)	2	
	Division of Global Affairs	2	
	Museums, Archives, and Rare Books	2	
	Office of the Provost and Vice President of Academic Affairs		
ACM	Architecture	3	
	College of Architecture and Construction Management - Office	1	
	Construction Management	8	
ART	College of the Arts - Office of the Dean	13	
	Department of Dance	5	
	Department of Theatre and Performance Studies	4	
	School of Art and Design	11	
ATH	School of Music	1	
	Intercollegiate Athletics	1	
	Intercollegiate Athletics - Baseball	1	
	Intercollegiate Athletics - Men's Basketball	2	
	Intercollegiate Athletics - Softball	1	
	Intercollegiate Athletics - Women's Cross Country	1	
	Intercollegiate Athletics - Women's Golf	1	
AUX	Intercollegiate Athletics - Women's Soccer	1	
	Campus Services	3	
	Door Access	4	
	Parking and Transportation	2	
	Residence Life	12	
	University Dining	2	
	University Housing	3	
BUS	University Stores - Kennesaw	3	
	Coles College of Business - Office of the Dean	5	
	Coles College of Business - Undergraduate Programs	1	
	Cox Family Enterprise Center	1	
	Department of Economics, Finance and Quantitative Analysis	2	
CBO	Michael A. Leven School of Management, Entrepreneurship and	1	
	Card Services Office	4	
	Department of Event and Venue Management	9	
CIO	Office of the Chief Business Officer	1	
	University Information Technology Services (UITS)	5	
COM	Office of Strategic Communications and Marketing	5	
CPE	College of Professional Education	6	
CSE	College of Computing and Software Engineering - Computer Sci	5	
	College of Computing and Software Engineering - Information	1	
	College of Computing and Software Engineering - Office of th	2	
EDU	Bagwell College of Education - Office of the Dean	11	
	Department of Inclusive Education	4	
	iTEACH Center	3	
EET	Department of Civil and Construction Engineering	1	
	Department of Engineering Technology	3	
	Department of Mechanical Engineering	1	
	Department of Mechatronics Engineering	9	
	Southern Polytechnic College of Engineering and Engineering	4	
ESE	Cultural and Community Centers	4	
	Office of the Vice President for Enrollment Services	4	
FAC	Environmental Health and Safety	4	
	Facilities - Design & Construction Services	1	



**Goal: 2 Days**

Response Age in Days (Excluding Weekends)