

Procurement Service Level Agreement (SLA) Inquiry Analysis

Month
JANUARY

Total Inquiries	Avg. # Days to Inquiry Completion	Avg. # Days Over/Under SLA Goal
P-Card 339	P-Card 0.05	P-Card -1.95

Inquiries SLA by Average Time Complete vs SLA Goal

Inbox Type	Division	Department	Inquiry Count	Average Number of Days
P-Card	AAF	Division of Global Affairs	3	0.0
		Museums, Archives, and Rare Books	1	1.0
		Office of the Provost and Vice President of Academ	5	0.0
	ACM	Architecture	3	0.0
		College of Architecture and Construction Managemen	6	0.0
	ART	College of the Arts	4	0.0
		College of the Arts - Office of the Dean	6	0.0
		Department of Dance	1	0.0
		School of Art and Design	6	0.2
	ATH	School of Music	5	0.0
		Intercollegiate Athletics	6	0.2
		Intercollegiate Athletics - Men's Basketball	1	0.0
	AUX	Campus Services	3	0.0
		Residence Life	6	0.0
		University Dining	3	0.0
		University Housing	5	0.0
		University Stores	5	0.4
	BUS	Coles College of Business	2	0.0
		Coles College of Business - Office of the Dean	3	0.0
		Cox Family Enterprise Center	7	0.0
		Department of Information Systems	1	0.0
		Department of Marketing and Professional Sales	1	0.0
		Executive MBA Programs	2	0.0
		School of Accountancy	1	0.0
		CBO	Department of Event and Venue Management	3
	Office of the Chief Business Officer		5	0.0
	CED	College of Continuing & Professional Education	13	0.1
College of Continuing & Professional Education - S		2	0.0	
CIO	UITS	10	0.1	
	University Information Technology Services (UITS)	5	0.0	
COM	Office of Strategic Communications and Marketing	1	0.0	
	Strategic Communications & Marketing	5	0.0	
CSE	College of Computing and Software Engineering	3	0.3	
	College of Computing and Software Engineering - Of	1	0.0	

0.00 0.20 0.40 0.60 0.80 1.00 1.20 1.40 1.60 1.80 2.00 2.20

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Inquiries SLA by Average Time Complete vs SLA Goal

Inbox Type	Division	Department	Inquiry Count	Average Number of Days
P-Card	EDU	Bagwell College of Education - Office of the Dean	3	0.0
		Department of Educational Leadership	2	0.0
		Department of Elementary and Early Childhood Educa	1	0.0
		Department of Inclusive Education	1	0.0
		Education Technology Training Center	4	0.0
		iTEACH Center	4	0.0
	EET	Department of Engineering Technology	2	0.0
		Department of Mechanical Engineering	3	0.3
		Department of Mechatronics Engineering	1	0.0
		Southern Polytechnic College of Engineering and En	1	0.0
	ESE	Department of Student Engagement	3	0.0
		Enrollment Services - Admissions	1	0.0
		Enrollment Services - Student Financial Aid	1	0.0
		Graduate College	4	0.0
		Graduate College - Admissions	1	0.0
		Graduate College - Office of the Dean	2	0.0
		Office of the Associate Vice President for Enrollm	2	0.0
	FAC	Environmental Health and Safety	8	0.0
		Facilities	4	0.0
		Facilities - Plumbing	1	0.0
	HHS	Department of Exercise Science and Sport Managemen	2	0.0
		Department of Health Promotion and Physical Educat	1	0.0
		Wellness Center	1	0.0
		Wellstar College of Health and Human Services	1	0.0
		WellStar College of Health and Human Services - Of	1	0.0
	HON	Wellstar School of Nursing	3	0.0
		HON	Honors College - Office of the Dean	3
	HRS	Human Resources	1	0.0
	HSS	College of Humanities and Social Sciences	1	0.0
		College of Humanities and Social Sciences - Office	4	0.0
		Department of English	4	0.0
		Department of Geography and Anthropology	1	0.0
		Department of Interdisciplinary Studies	3	0.0
Department of Psychological Science		1	0.0	

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Inbox Type	Division	Department	Inquiry Count	Average Number of Days	
P-Card	HSS	Department of Geography and Anthropology	1	0.0	
		Department of Interdisciplinary Studies	3	0.0	
		Department of Psychological Science	1	0.0	
		Department of Technical Communication & Interactiv	3	0.0	
		School of Communication & Media	1	0.0	
		School of Conflict Management, Peacebuilding and D	1	0.0	
		School of Government International Affairs	1	0.0	
	LAF	Public Safety	4	0.0	
	LIB	University Library	1	0.0	
	OFS	Office of Fiscal Services	1	0.0	
	OUT	Outside / Non-Affiliate	2	0.0	
	PRE	Internal Audit Department	Internal Audit Department	4	0.0
			Office of Diversity and Inclusion	1	0.0
			Office of Institutional Equity	2	0.0
			Office of the President	5	0.4
	RES	Office of Research	31	0.1	
	SCM	Center for Statistics and Analytical Research	Center for Statistics and Analytical Research	4	0.0
			College of Science and Mathematics	1	0.0
			College of Science and Mathematics - Office of the	3	0.0
			Department of Chemistry and Biochemistry	2	0.0
	STA	Center for Young Adult Addiction and Recovery	Center for Young Adult Addiction and Recovery	6	0.0
			Dean of Students	1	0.0
			Department of Sports and Recreation	6	0.0
			Department of Student Leadership and Service	2	0.0
			Division of Student Affairs	8	0.0
			Health Promotion and Wellness	3	0.3
			Marietta Student Affairs	7	0.0
			Student Life Operations	9	0.0
			Vice President for Student Affairs	3	0.3
	UAD	Office of University Development	Office of University Development	7	0.1
			University Development	2	0.5
	UCL	Department of Culinary Sustainability and Hospital	Department of Culinary Sustainability and Hospital	4	0.0
			University College	1	0.0
University College - Office of the Dean			1	0.0	

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Purchasing 77	Purchasing 0.21	Purchasing -1.79

Inquiries SLA by Average Time Complete vs SLA Goal

Avg. # of Days

