



Procurement Service Level Agreement (SLA)

P-Card Inquiry Analysis

Reporting Month: January

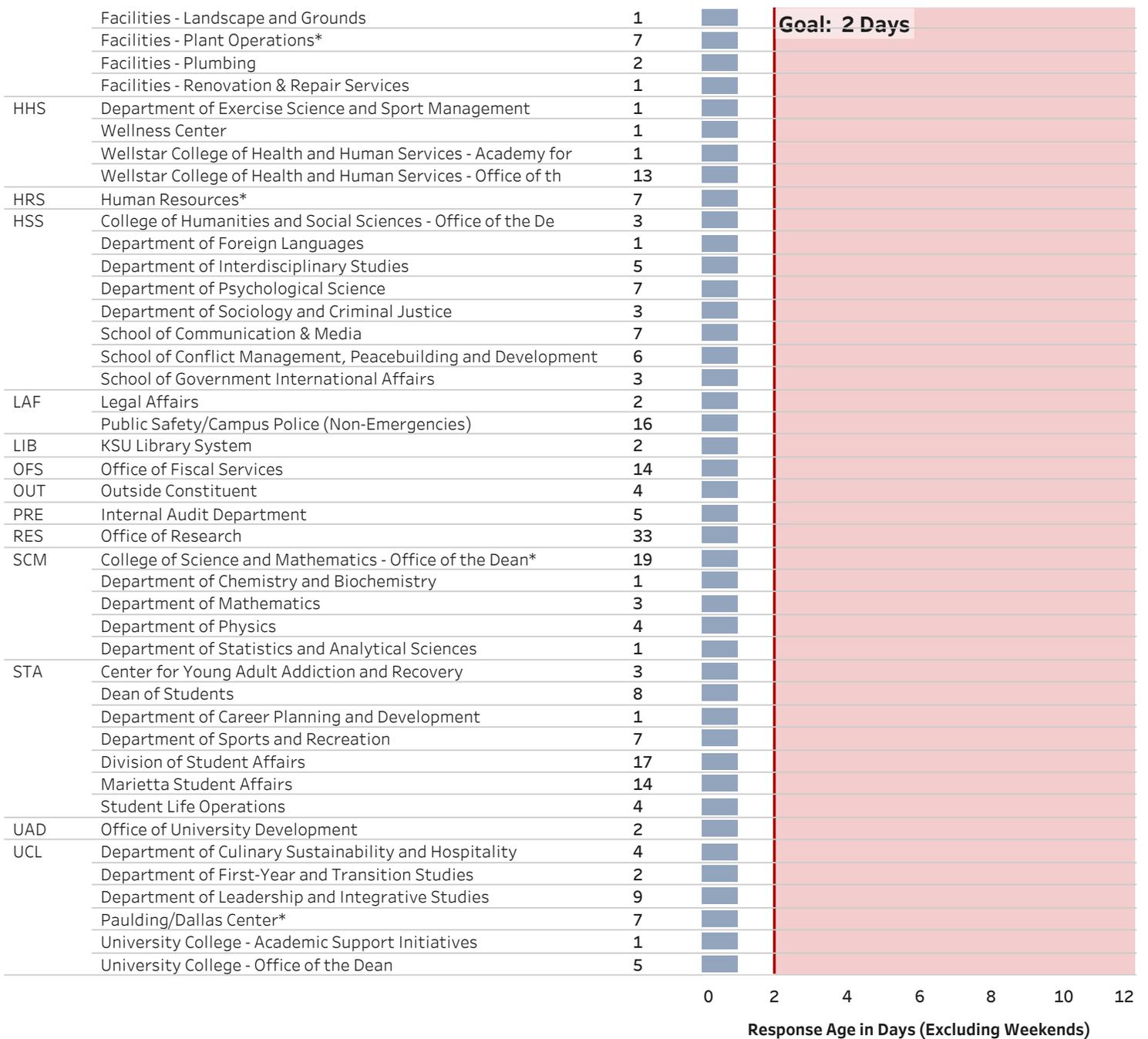
Select FY
2020

Select Month
January

Total Inquiries		Avg. # Days to Response		Avg. # Days Over/Under SLA Goal	
Closed	Total	PCard		PCard	
507	507	1.0		-1.0	

Closed PCard Inquiries

DIV	Department	Inquiry Count	
AAF	Center for Excellence in Teaching and Learning (CETL)	2	Goal: 2 Days
	Digital Learning Innovation	1	
	Division of Global Affairs	4	
	Museums, Archives, and Rare Books	1	
	Office of the Provost and Vice President of Academic Affairs	3	
ACM	Architecture	3	
	College of Architecture and Construction Management - Office	3	
	Construction Management	15	
ART	College of the Arts - Office of the Dean	7	
	Department of Dance	9	
	Department of Theatre and Performance Studies	3	
	School of Art and Design	8	
ATH	School of Music	10	
	Intercollegiate Athletics	5	
	Intercollegiate Athletics - Men's Basketball	1	
AUX	Intercollegiate Athletics - Softball	1	
	Campus Services	7	
	Residence Life	13	
BUS	University Dining	4	
	University Stores - Kennesaw	8	
	Coles College of Business - Office of the Dean	4	
	Cox Family Enterprise Center	4	
	Department of Economics, Finance and Quantitative Analysis	1	
CBO	Department of Information Systems	3	
	Department of Marketing and Professional Sales	3	
	School of Accountancy	1	
	Card Services Office	3	
	Department of Event and Venue Management	4	
CIO	University Information Technology Services (UITS)	7	
COM	Office of Strategic Communications and Marketing	15	
CPE	College of Professional Education	12	
CSE	College of Computing and Software Engineering - Computer Sci	13	
	College of Computing and Software Engineering - Information	3	
	College of Computing and Software Engineering - Office of th	6	
EDU	Bagwell College of Education - Office of the Dean	13	
	Department of Elementary and Early Childhood Education	2	
	Department of Inclusive Education	1	
	Department of Instructional Technology	1	
EET	iTEACH Center	2	
	Department of Civil and Construction Engineering	2	
	Department of Computer Engineering	4	
	Department of Engineering Technology	2	
	Department of Mechatronics Engineering	12	
ESE	Southern Polytechnic College of Engineering and Engineering	4	
	Cultural and Community Centers	1	
	Graduate College - Admissions	3	
FAC	Office of the Vice President for Enrollment Services	2	
	Campus Services - Central Receiving & Distribution	1	
	Division of Facilities Services	1	
	Environmental Health and Safety	5	
	Facilities - Automotive Shop	6	
	Facilities - Design & Construction Services	1	





Procurement Service Level Agreement (SLA) Purchasing Inquiry Analysis

Reporting Month: January

Select FY 2020
Select Month January

Total Inquiries		Avg. # Days to Response	Avg. # Days Over/Under SLA Goal	
Closed	Total	Purchasing	Purchasing	
78	78	1.5	➔	-0.5

Closed Purchasing Inquiries

DIV	Department	Inquiry Count	Response Age in Days (Excluding Weekends)	SLA Goal
AAF	Digital Learning Innovation	1	1	Goal: 2 Days
ACM	Construction Management	5	1	
ART	College of the Arts - Office of the Dean	1	3	3
	Department of Dance	1	3	3
	School of Music	1	1	
AUX	Campus Services	1	1	
	University Housing	2	1	
BUS	Coles College of Business - Office of the Dean	1	1	
	Coles College of Business - Undergraduate Programs	3	1	
CBO	Card Services Office	1	1	
CIO	University Information Technology Services (UITS)	1	1	
COM	Office of Strategic Communications and Marketing	1	1	
CPE	College of Professional Education	4	1	
EET	Department of Civil and Construction Engineering	1	1	
	Department of Computer Engineering	2	2	2
	Department of Engineering Technology	1	1	
	Southern Polytechnic College of Engineering and Engineering	4	1	
ESE	Enrollment Services - Admissions	1	1	
FAC	Facilities - Design & Construction Services	1	1	
	Facilities - Plant Operations*	2	1	
HHS	Wellstar College of Health and Human Services - Office of th	3	2	
	WellStar School of Nursing	1	1	
HON	Honors College	1	1	
HRS	Human Resources*	1	2	
HSS	Center for Sustainable Journalism	1	3	3
	Department of Foreign Languages	1	1	
	School of Communication & Media	2	1	
OFS	Office of Fiscal Services	25	2	2
OUT	Outside Constituent	4	1	
SCM	Department of Ecology, Evolution, and Organismal Biology	1	1	
STA	CARE Services	1	1	
UAD	Office of University Development	2	1	

Response Age in Days (Excluding Weekends)

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