



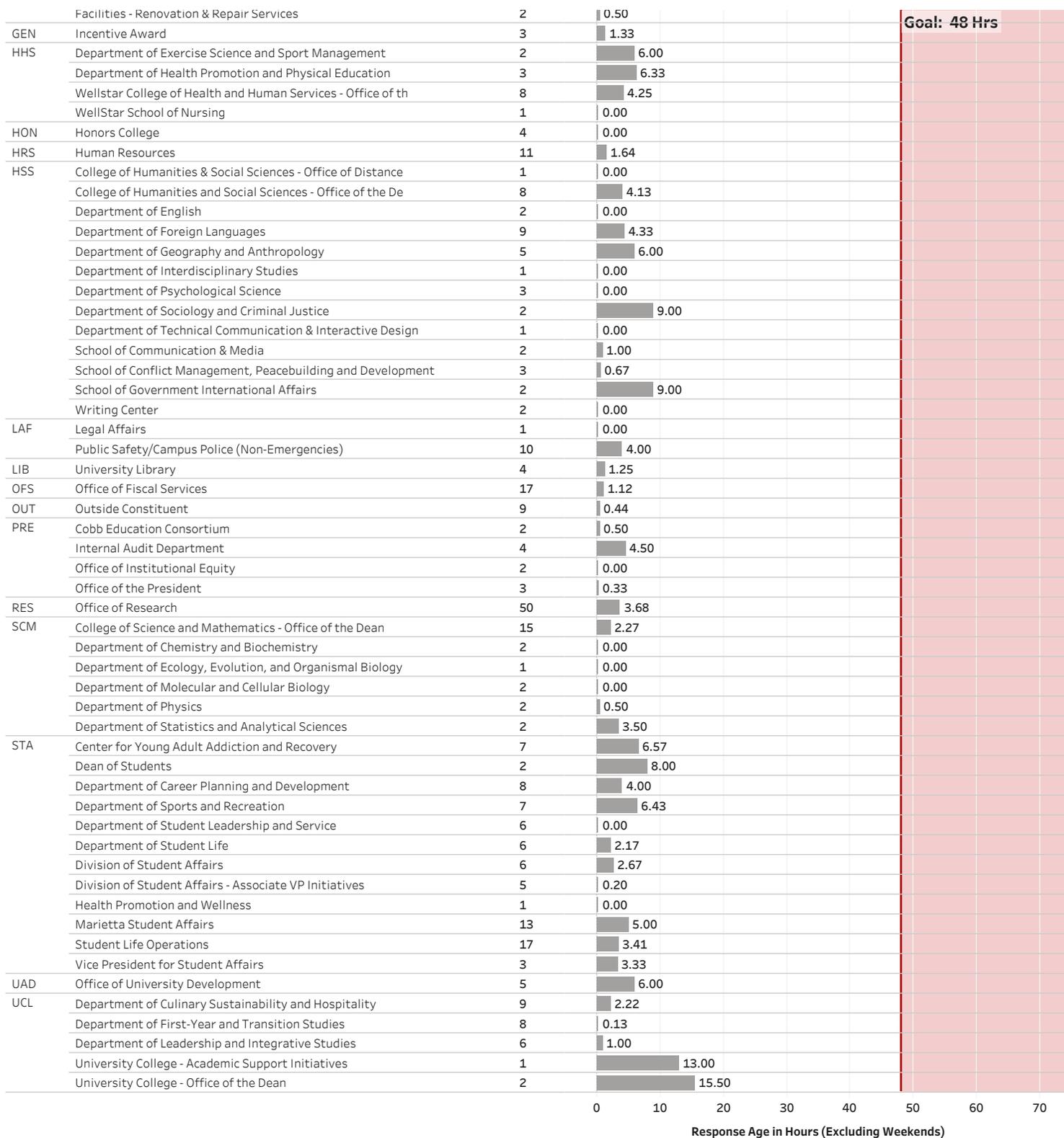
# Procurement Service Level Agreement (SLA) - P-Card Inquiry Analysis

Reporting Month: Mid-May Report Date: 6/4/2019

Select FY: 2019 Select Month: May

Total Inquiries		Avg. # Hours to First Response		Avg. # Hours Over/Under SLA Goal	
Closed	Total	PCard		PCard	
672	672	3.09		-43.69	

DIV	Department	Inquiry Count	Avg. # Hours to First Response	Avg. # Hours Over/Under SLA Goal
AAF	Distance Learning Center (DLC)	3	0.67	Goal: 48 Hrs
	Division of Global Affairs	5	13.40	
	Museums, Archives, and Rare Books	5	3.40	
	Office of the Provost and Vice President of Academic Affairs	11	2.27	
ACM	Architecture	11	0.73	
ART	College of the Arts - Office of the Dean	11	6.36	
	Department of Dance	2	0.50	
	Department of Theatre and Performance Studies	11	5.45	
	School of Art and Design	9	2.44	
ATH	School of Music	4	9.75	
	Intercollegiate Athletics	16	2.63	
	Intercollegiate Athletics - Men's Golf	3	0.33	
	Intercollegiate Athletics - Softball	4	0.75	
AUX	Intercollegiate Athletics - Volleyball	1	0.00	
	Intercollegiate Athletics - Women's Golf	3	6.33	
	Intercollegiate Athletics - Women's Tennis	1	0.00	
	Campus Services	12	3.00	
BUS	Residence Life	13	3.38	
	University Dining	9	3.67	
	University Housing	5	3.20	
	University Stores	6	0.33	
CBO	Coles College of Business - Office of the Dean	20	2.05	
	Coles College of Business - Undergraduate Programs	4	0.50	
	Cox Family Enterprise Center	9	2.00	
	Department of Economics, Finance and Quantitative Analysis	3	0.33	
	Department of Information Systems	7	2.57	
	Department of Marketing and Professional Sales	1	1.00	
	Executive MBA Programs	3	0.67	
	Michael A. Leven School of Management, Entrepreneurship and	9	4.00	
	School of Accountancy	4	0.00	
	Small Business Development Center	1	0.00	
CIO	Department of Event and Venue Management	4	4.00	
	KSU Sports & Entertainment Park	5	0.20	
	Office of the Chief Business Officer	1	0.00	
CIO	University Information Technology Services (UITS)	16	2.50	
COM	Office of Strategic Communications and Marketing	7	0.00	
CPE	College of Continuing & Professional Education	19	2.79	
CSE	College of Continuing & Professional Education	1	0.00	
	College of Computing and Software Engineering - Computer Sci	4	4.00	
	College of Computing and Software Engineering - Information	2	9.00	
	College of Computing and Software Engineering - Office of th	2	7.50	
CUL	College of Computing and Software Engineering - Software Eng	8	9.25	
	Center for University Learning	2	1.00	
EDU	Bagwell College of Education - Office of the Dean	14	0.36	
	Department of Educational Leadership	5	3.00	
	Department of Elementary and Early Childhood Education	2	0.50	
	Department of Inclusive Education	2	1.00	
	Education Technology Training Center	7	3.00	
EET	Southern Polytechnic College of Engineering and Engineering	7	2.43	
ESE	Academic Testing Services - Kennesaw	1	15.00	
	Department of Student Engagement	3	0.33	
	Enrollment Services - Student Financial Aid	1	18.00	
	Graduate College - Admissions	2	0.00	
	Graduate College - Office of the Dean	5	3.80	
	Office of the Associate Vice President for Enrollment Servic	2	0.50	
FAC	Environmental Health and Safety	15	7.00	
	Facilities - Automotive Shop	2	1.50	
	Facilities - Building Services	1	0.00	
	Facilities - Design & Construction Services	2	8.00	
	Facilities - Landscape and Grounds	2	0.00	
	Facilities - Plant Operations	6	5.17	
	Facilities - Plumbing	3	0.33	





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

Select FY: 2019  
Select Month: May

Reporting Month: Mid-May  
Report Date: 6/4/2019

Total Inquiries			Avg. # Hours to First Response		Avg. # Hours Over/Under SLA Goal	
Closed	In Progress	Total	Purchasing		Purchasing	
140	9	149	2,188		-45.49	

DIV	Department	Inquiry Count	Response Age (Hours)	Goal: 48 Hrs
AAF	Distance Learning Center (DLC)	1	1.0	
	Museums, Archives, and Rare Books	1	1.0	
	Office of Institutional Effectiveness..	1	0.0	
	Office of the Provost and Vice President of Academic Affairs	3		
ART	Department of Dance	1	3.0	
	Department of Theatre and Performance Studies	1	0.0	
	School of Art and Design	1	28.0	
	School of Music	1	20.0	
AUX	Campus Services	13	8.8	
	University Housing	16	5.2	
BUS	Coles College of Business - Office of the Dean	1	0.0	
	Cox Family Enterprise Center	2	20.5	
	Department of Economics, Finance and Quantitative Analysis	1	1.0	
	Executive MBA Programs	4	1.5	
	School of Accountancy	1	2.0	
CBO	Department of Event and Venue Management	2	2.0	
	KSU Sports & Entertainment Park	2	3.5	
	Office of the Chief Business Officer	1	2.0	
CIO	University Information Technology Services (UITS)	3	7.3	
COM	Office of Strategic Communications and Marketing	3	1.7	
CPE	College of Continuing & Professional Education	9	4.6	
EDU	Department of Educational Leaders..	2	11.5	
	Education Technology Training Center	1	3.0	
EET	Department of Electrical Engineering	1	5.0	
	Southern Polytechnic College of Engineering and Engineering	4	6.5	
ESE	Enrollment Services - Admissions	1	2.0	
FAC	Environmental Health and Safety	1	1.0	
	Facilities - Building Services	1	0.0	
	Facilities - Design & Construction Services	1	1.0	
	Facilities - Plant Operations	2	1.0	
	Office of the Assistant Vice Preside..	3	3.7	
HON	Honors College	2	7.0	
	Honors College - Office of the Dean	1	1.0	
HSS	Center for Sustainable Journalism	1	1.0	
	College of Humanities and Social Sciences - Office of the De	5	8.4	
	Department of Foreign Languages	1	2.0	
	Department of History and Philosophy	1	23.0	
	Department of Psychological Science	1	19.0	
	Department of Sociology and Criminal Justice	1	5.0	
	School of Communication & Media	1	7.0	
	School of Conflict Management, Pea..	1	3.0	
LIB	University Library	1	2.0	
OFS	Office of Fiscal Services	18	3.4	
OUT	Outside Constituent	10	5.8	
PRE	Internal Audit Department	1	2.0	
	Office of the President	1	1.0	
RES	Office of Research	2	5.0	
SCM	College of Science and Mathematics - Office of the Dean	1	2.0	
	Department of Chemistry and Biochemistry	2	10.0	
	Department of Physics	1	24.0	
STA	Dean of Students	1	1.0	
	Department of Student Leadership and Service	2	13.0	
	Division of Student Affairs - Associate VP Initiatives	2	9.5	
	Marietta Student Affairs	3	9.3	
	Student Life Operations	1	1.0	
	Vice President for Student Affairs	1	0.0	
UCL	Department of Leadership and Integrative Studies	2	18.5	

Response Age in Hours (Excluding Weekends)