Procurement Service Level Agreement (SLA)
P-Card Inquiry Analysis
Reporting Month: May

Select FY	Select Month
2020	May

Total Inquiries		Avg. # Days to Response	Avg. # Days Over/Under SLA Goal
Closed	**Total**	PCard	PCard
379	**379**	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	14		
	Museums, Archives, and Rare Books	4		
	Office of the Provost and Vice President of Academic Affairs	1		
ACM	Architecture	4		
	College of Architecture and Construction Management - Office	1		
	Construction Management	9		
ART	College of the Arts - Office of the Dean	3		
	Department of Dance	2		
	Department of Theatre and Performance Studies	4		
	School of Art and Design	2		
	School of Music	2		
ATH	Intercollegiate Athletics - Softball	2		
	Intercollegiate Athletics - Women's Basketball	3		
AUX	Campus Services	5		
	Residence Life	1		
	University Dining	1		
	University Housing	1		
	University Stores - Kennesaw	2		
BUS	Coles College of Business - Office of the Dean	6		
	Coles College of Business - Undergraduate Programs	2		
	Department of Marketing and Professional Sales	1		
	Executive MBA Programs	9		
	Michael A. Leven School of Management, Entrepreneurship and	3		
CBO	Card Services Office	2		
	Department of Event and Venue Management	5		
CIO	University Information Technology Services (UITS)	19		
COM	Office of Strategic Communications and Marketing	5		
CPE	College of Professional Education	4		
CSE	College of Computing and Software Engineering - Computer Sci	5		
	College of Computing and Software Engineering - Information	2		
	College of Computing and Software Engineering - Office of th	3		
EDU	Bagwell College of Education - Office of the Dean	12		
	Department of Elementary and Early Childhood Education	3		
	Department of Instructional Technology	6		
	Department of Secondary and Middle Grades Education	3		
	iTEACH Center	5		
EET	Department of Civil and Construction Engineering	9		
	Department of Computer Engineering	2		
	Department of Engineering Technology	2		
	Department of Mechanical Engineering	2		
	Department of Mechatronics Engineering	15		
	Department of Systems and Industrial Engineering	1		
	Southern Polytechnic College of Engineering and Engineering	10		
FAC	Division of Facilities Services	2		
	Environmental Health and Safety	16		
	Facilities - Design & Construction Services	1		

	Facilities - Heating, Ventilation, and Air Condition (HVAC)	1	
	Facilities - Plant Operations*	7	
	Facilities - Plumbing	1	
HHS	Wellstar College of Health and Human Services - Office of th	4	
	WellStar School of Nursing	1	
HRS	Human Resources*	1	
HSS	College of Humanities and Social Sciences - Office of the De	3	
	Department of English	3	
	Department of Foreign Languages	6	
	Department of Geography and Anthropology*	2	
	Department of History and Philosophy	1	
	Department of Psychological Science	1	
	Department of Sociology and Criminal Justice	2	
	School of Government International Affairs	2	
LAF	Public Safety/Campus Police (Non-Emergencies)	7	
LIB	Department of Public Services	2	
OFS	Office of Fiscal Services	20	
OUT	Outside Constituent	8	
PRE	Cobb Education Consortium	1	
	Internal Audit Department	3	
	Office of Diversity and Inclusion	1	
	Office of Institutional Equity	1	
RES	Office of Research	24	
SCM	College of Science and Mathematics - Office of the Dean*	16	
	Department of Ecology, Evolution, and Organismal Biology	4	
	Department of Mathematics	1	
STA	Center for Young Adult Addiction and Recovery	2	
	Dean of Students	1	
	Department of Career Planning and Development	2	
	Department of Sports and Recreation	1	
	Division of Student Affairs	5	
	Health Promotion and Wellness	4	
	Marietta Student Affairs	2	
	Student Life Operations	4	
UAD	Office of University Development	5	
UCL	Department of Culinary Sustainability and Hospitality	1	
	Department of First-Year and Transition Studies	2	
	Department of Leadership and Integrative Studies	2	
	Paulding/Dallas Center*	1	
	University College - Office of the Dean	5	

Goal: 2 Days

Response Age in Days (Excluding Weekends)

0   2   4   6   8   10   12

KENNESAW STATE UNIVERSITY
OFFICE OF FISCAL SERVICES

Procurement Service Level Agreement (SLA)
Purchasing Inquiry Analysis
Reporting Month: May

Select FY 2020 Select Month May

Total Inquiries			Avg. # Days to Response	Avg. # Days Over/Under SLA Goal
Closed	In Progress	Total	Purchasing	Purchasing
86	2	88	1.1	➡ -0.9

Closed Purchasing Inquiries

DIV	Department	Inquiry Count	Response Age (Days)	Goal: 2 Days
AAF	Center for Excellence in Teaching and Learning (CETL)	1	1	
	Division of Global Affairs	1	1	
	Museums, Archives, and Rare Books	1	1	
	Office of the Provost and Vice President of Academic Affairs	2	2	
ACM	Construction Management	1	1	
ART	Department of Dance	1	1	
AUX	Campus Services	1	1	
	University Housing	5	1	
	University Stores - Kennesaw	1	1	
BUS	Coles College of Business - Office of the Dean	1	1	
	Department of Economics, Finance and Quantitative Analysis	1	1	
	Michael A. Leven School of Management, Entrepreneurship and	1	1	
COM	Office of Strategic Communications and Marketing	3	1	
CPE	College of Professional Education	6	1	
CSE	College of Computing and Software Engineering - Office of th	2	1	
	College of Computing and Software Engineering - Software Eng	2	1	
CUL	Center for University Learning	1	1	
EET	Southern Polytechnic College of Engineering and Engineering	1	1	
FAC	Campus Services - Central Receiving & Distribution	3	1	
	Environmental Health and Safety	1	2	
HHS	Wellstar College of Health and Human Services - Office of th	5	1	
HSS	Department of Geography and Anthropology*	1	1	
	Department of Sociology and Criminal Justice	1	1	
	School of Communication & Media	1	2	
	School of Government International Affairs	1	1	
OFS	Office of Fiscal Services	19	1	
OUT	Outside Constituent	9	1	
RES	Office of Research	1	1	
SCM	College of Science and Mathematics - Office of the Dean*	2	1	
	Department of Ecology, Evolution, and Organismal Biology	1	1	
	Department of Statistics and Analytical Sciences	1	1	
STA	Department of Career Planning and Development	1	1	
	Department of Sports and Recreation	3	1	
UAD	Office of University Development	2	1	
UCL	Department of Leadership and Integrative Studies	1	1	
	Paulding/Dallas Center*	1	2	

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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 May and therefore are being reported in both months. This dashboard is inclusive to all inquiries whether In Progress or Closed during the month of May.