



Procurement Service Level Agreement (SLA)

P-Card Inquiry Analysis

Reporting Month: November

Total Inquiries		Avg. # Days to Response	Avg. # Days Over/Under SLA Goal	
Closed	Total	P-Card	P-Card	
270	270	1.00	-1.00	

Closed P-Card Inquiries

DIV	Department	Inquiry Count	SLA	Days
AAF	Distance Learning Center (DLC)	2		1.0
	Division of Global Affairs	5		1.0
	Museums, Archives, and Rare Books	2		1.0
	Office of the Provost and Vice President of Academic Affairs	7		1.0
ACM	College of Architecture and Construction Management - Office	1		1.0
ART	College of the Arts - Office of the Dean	5		1.0
	Department of Dance	3		1.0
	Department of Theatre and Performance Studies	8		1.0
	School of Art and Design	5		1.0
	School of Music	2		1.0
ATH	Intercollegiate Athletics	9		1.0
	Intercollegiate Athletics - Volleyball	3		1.0
	Intercollegiate Athletics - Women's Golf	1		1.0
	Intercollegiate Athletics - Women's Lacrosse	1		1.0
	Intercollegiate Athletics - Women's Soccer	4		1.0
AUX	Residence Life	6		1.0
	University Dining	2		1.0
	University Housing	5		1.0
	Vending Services	2		1.0
BUS	Coles College of Business - Office of the Dean	6		1.0
	Department of Information Systems	2		1.0
	Michael A. Leven School of Management, Entrepreneurship and	1		1.0
	School of Accountancy	1		1.0
CBO	Department of Event and Venue Management	5		1.0
CIO	University Information Technology Services (UITS)	4		1.0
CSE	College of Computing and Software Engineering - Computer Sci	2		1.0
	College of Computing and Software Engineering - Information	3		1.0
	College of Computing and Software Engineering - Office of th	3		1.0
	College of Computing and Software Engineering - Software Eng	1		1.0
EDU	Bagwell College of Education - Office of the Dean	7		1.0
	Department of Elementary and Early Childhood Education	2		1.0
	iTEACH Center	5		1.0
EET	Southern Polytechnic College of Engineering and Engineering	4		1.0
ESE	Enrollment Services - Admissions	1		1.0
	Enrollment Services - Registrar & Records	3		1.0
	Office of the Vice President for Enrollment Services	3		1.0
FAC	Division of Facilities Services	1		1.0
	Environmental Health and Safety	2		1.0
	Facilities - Automotive Shop	3		1.0

Goal: 2 Days



Response Age in Days (Excluding Weekends)

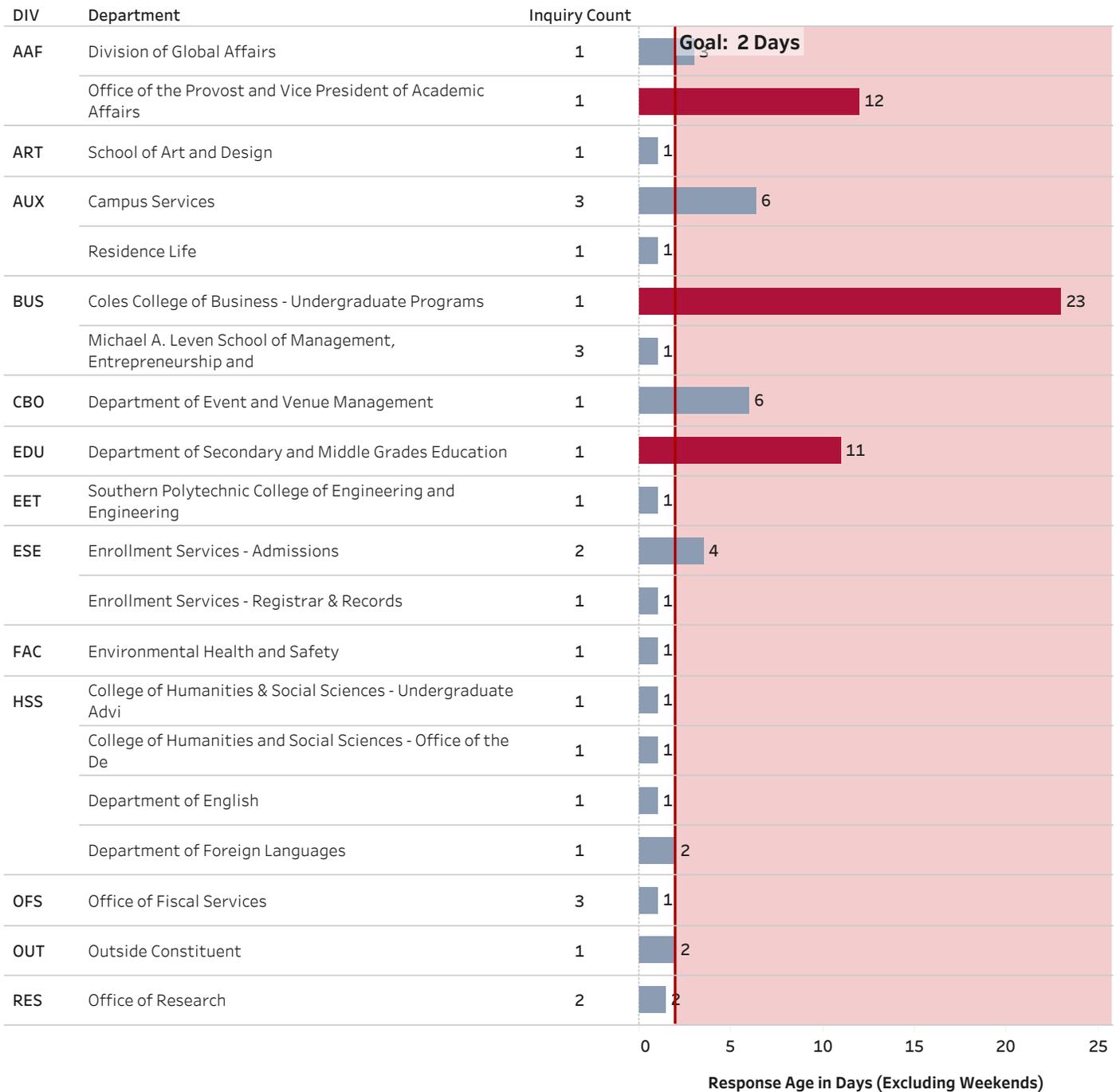


Procurement Service Level Agreement (SLA)
Purchasing Inquiry Analysis
Reporting Month: November

Fiscal Year 2020
Select Month November

Total Inquiries			Avg. # Days to Response		Avg. # Days Over/Under SLA Goal	
Closed	In Progress	Total	Purchasing		Purchasing	
28	1	29	3.64		1.64	

Closed Purchasing Inquiries



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