



# Procurement Service Level Agreement (SLA)

## P-Card Inquiry Analysis

Reporting Month: October

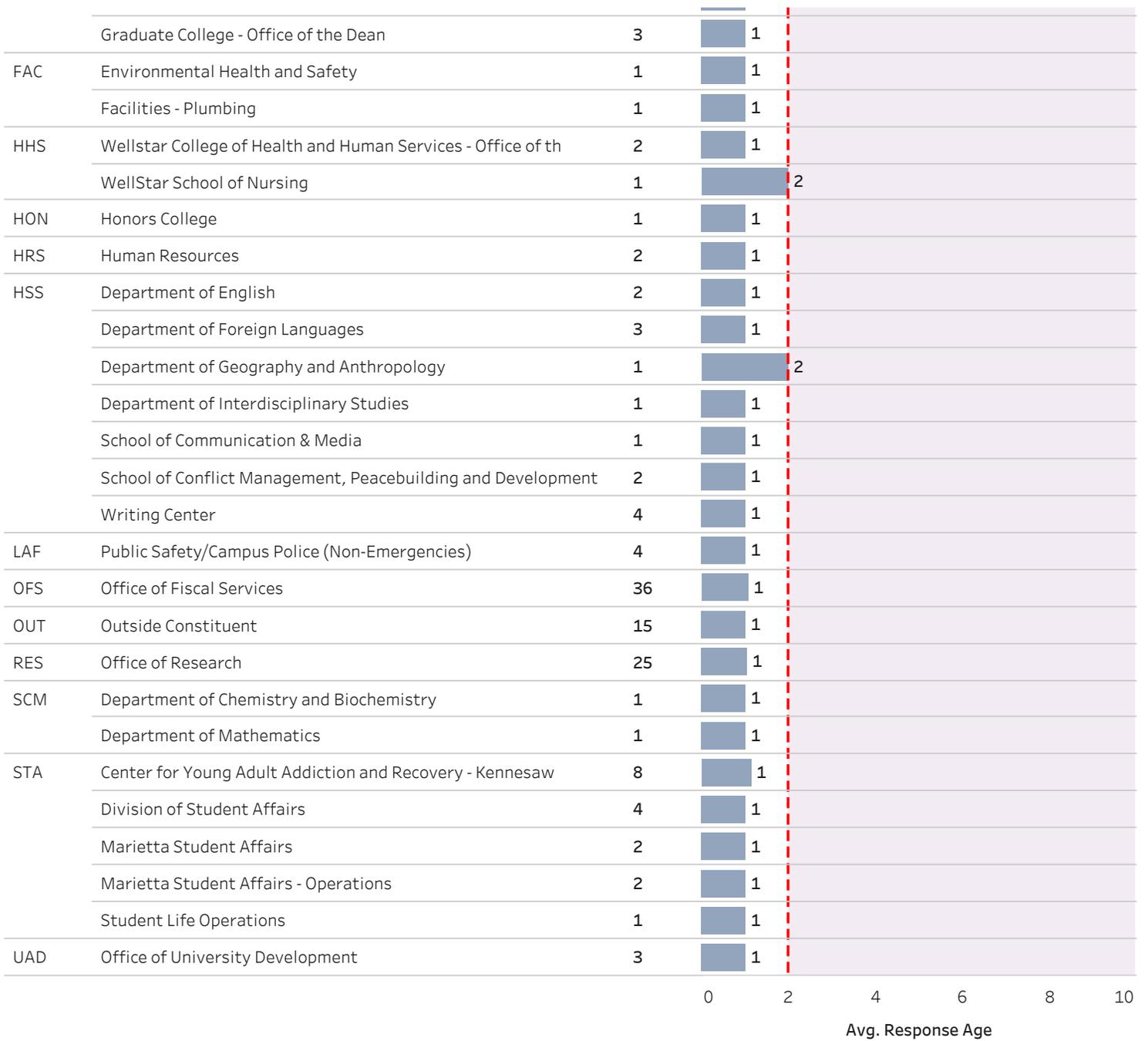
Fiscal Year 2021

Month October

| Total Inquiries |       | Avg. # Days to Response |  | Avg. # Days Over/Under SLA Goal |  |
|-----------------|-------|-------------------------|--|---------------------------------|--|
| Closed          | Total | SR-PCard                |  | SR-PCard                        |  |
| 232             | 232   | 1.0                     |  | -1.0                            |  |

### Closed PCard Inquiries

| Div | Dept   | Inquiry Count |   |  |
|-----|--|---------------|---|--|
| AAF | Center for Excellence in Teaching and Learning (CETL)        | 5             | 1 |  |
|     | Museums, Archives, and Rare Books                            | 2             | 1 |  |
|     | Office of the Provost and Vice President of Academic Affairs | 5             | 1 |  |
| ACM | Architecture   | 1             | 1 |  |
|     | College of Architecture and Construction Management - Office | 4             | 1 |  |
| ART | College of the Arts - Office of the Dean                     | 4             | 1 |  |
|     | Department of Dance  | 1             | 1 |  |
|     | Department of Theatre and Performance Studies                | 1             | 2 |  |
|     | School of Music  | 1             | 1 |  |
| AUX | Residence Life   | 16            | 1 |  |
|     | University Dining  | 3             | 1 |  |
|     | University Housing   | 3             | 1 |  |
| BUS | Coles College of Business - Office of the Dean               | 2             | 1 |  |
|     | Coles College of Business - Undergraduate Programs           | 1             | 1 |  |
|     | Department of Marketing and Professional Sales               | 6             | 1 |  |
|     | Master's in Business Administration Program                  | 2             | 1 |  |
| CIO | University Information Technology Services (UITS)            | 4             | 1 |  |
| CPE | College of Professional Education                            | 2             | 1 |  |
| CSE | College of Computing and Software Engineering - Computer Sci | 4             | 1 |  |
|     | College of Computing and Software Engineering - Information  | 3             | 1 |  |
|     | College of Computing and Software Engineering - Office of th | 1             | 1 |  |
|     | College of Computing and Software Engineering - Software Eng | 1             | 1 |  |
| EDU | Bagwell College of Education - Office of the Dean            | 1             | 1 |  |
|     | Department of Educational Leadership                         | 1             | 1 |  |
|     | Department of Inclusive Education                            | 1             | 2 |  |
|     | Department of Secondary and Middle Grades Education          | 1             | 1 |  |
| EET | Department of Electrical Engineering                         | 3             | 1 |  |
|     | Department of Mechanical Engineering                         | 7             | 1 |  |
|     | Department of Mechatronics Engineering                       | 2             | 1 |  |
|     | Department of Systems and Industrial Engineering             | 2             | 2 |  |
|     | Southern Polytechnic College of Engineering and Engineering  | 14            | 1 |  |
| ESE | Cultural and Community Centers                               | 1             | 1 |  |



Avg. Response Age



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

Month: October  
 Fiscal Year: 2021

| Total Inquiries |             | Avg. # Days to Response | Avg. # Days Over/Under Goal |
|-----------------|-------------|-------------------------|-----------------------------|
| Closed          | Grand Total | SR-Purchasing           | SR-Purchasing               |
| 79              | 79          | 2.0                     | 0.0                         |

Average Purchasing Response Age

