KENNESAW STATE UNIVERSITY
OFFICE OF FISCAL SERVICES

Procurement Service Level Agreement (SLA) Analysis

Month January   Fiscal Year 2020

Total Number of Reqs			Reqs In Progress			Reqs with PO Dispatched			Reqs Meeting SLA Goal			Avg. Days to Completion	Avg. Days +/- SLA Goal
Current	Prior	Total	Current	Prior	Total	Current	Prior	Total	Current	Prior	Total	Total	Total
324	36	**360**	73	4	**77**	251	32	**283**	220	5	**225**	6.1	🔻 -1.7

Number of Requisitions by Aging Group

Req Count in Aging Group

- BOR or University Contracts
- Exempt Purchase
- Open Market
- Statewide Contracts
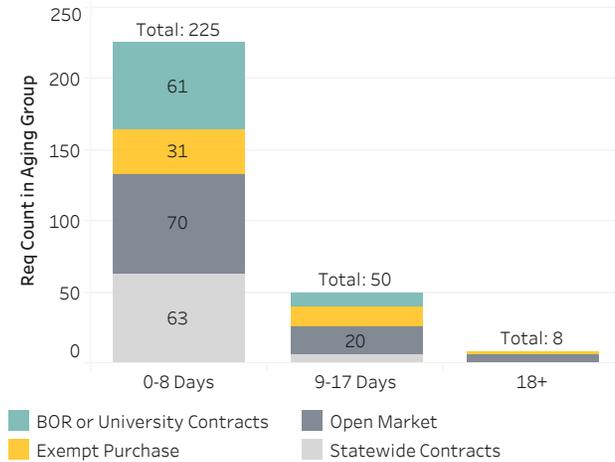
Average Age of Requisition by SLA Type

Requisition Age now derived by subtracting Procurement Received Date from PO Released Date

BOR or University Contracts	Avg: 5 — Goal: 8
Exempt Purchase	Avg: 7 — Goal: 7
Open Market	Avg: 7 — Goal: 8
Statewide Contracts	Avg: 5 — Goal: 8
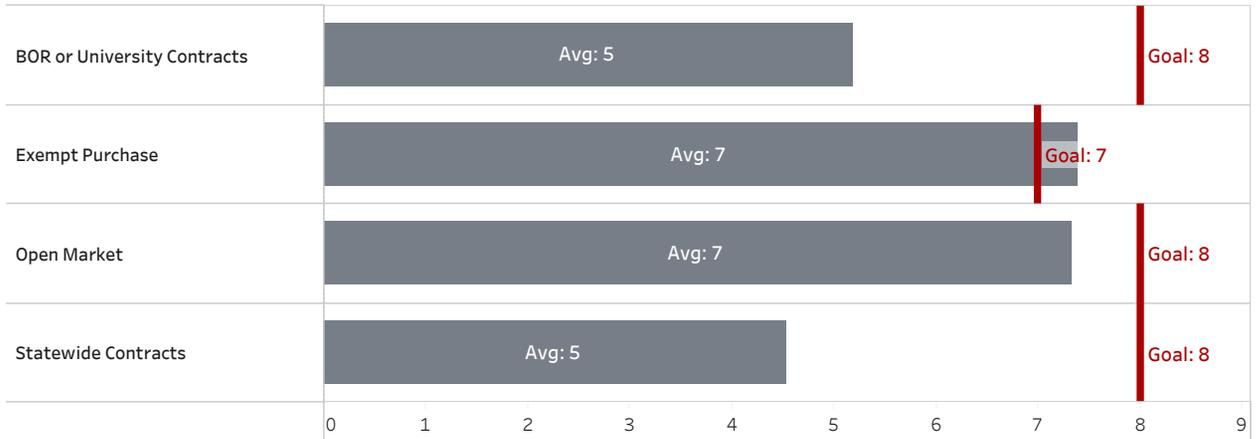
% of PO's Dispatched
(Dispatched ÷ Approved Reqs)

78.61%
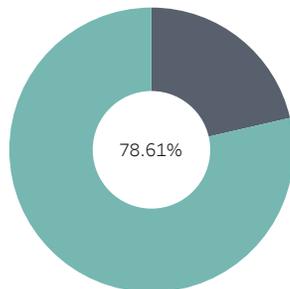
Requisitions Received by Month

Mar 2019	Apr 2019	May 2019	Jun 2019	Jul 2019	Aug 2019	Sep 2019	Oct 2019	Nov 2019	Dec 2019	Jan 2020
380	443	658	255	349	316	269	314	218	214	324

Month Received