

April 2017

Type of Request	Number of Requests	ACT Processing Time	Other Processing Time	Total Average Processing Time*	Missed SLAs	Success Rate	Service Level Agreement
Financial Requests							
Access Request	6	0.39	0.70	1.09	0	100%	2 Business Days
Account Summary Report	42	2.39	0.35	2.74	0	100%	EOB 2nd Friday
All Other Financial Requests	36	1.42	5.08	6.50	0	100%	Varies by request
Financial Assistance	1	2.25	6.81	9.06	0	100%	Varies by request
General Purchasing - Low Value	114	0.41	1.98	2.39	1	99%	2 Business Days
General Purchasing - Pcard	40	0.37	2.65	3.02	1	98%	2 Business Days
General Purchasing - Blankets	144	0.38	1.47	1.85	1	99%	2 Business Days
General Purchasing - Requisitions	52	0.35	19.00	19.35	1	98%	2 Business Days
Invoice Processing	326	1.39	1.88	3.27	3	99%	5 Business Days
New Vendor Set-up	2	0.36	8.49	8.85	0	100%	2 Business Days
Non-PEARs	12	1.38	1.44	2.82	0	100%	5 Business Days
Procurement Card Receipt Process	164	0.01	17.54	17.55	0	100%	5 Business Days
Recharge Processing	33	4.51	0.35	4.86	2	94%	10 Business Days
Reconciliation Process	36	1.51	9.27	10.78	6	83%	EOB 3rd Wednesday
Travel Reimbursements	64	0.45	8.28	8.73	1	98%	2 Business Days
Travel Reservations	22	0.51	4.96	5.47	1	95%	2 Business Days
	1094				17	98%	
Personnel/Benefits Requests							
All Other Personnel/Payroll	6	0.20	0.86	1.06	0	100%	Varies by request
Appointment Extensions	5	0.76	3.82	4.58	0	100%	10 Business Days
Employee Recruitment	3	0.01	17.15	17.16	0	100%	Varies by request
Equity, Reclassification and Stipends	12	1.35	14.98	16.33	0	100%	5 Business Days
Fund Change and Salary Expense Transfer	5	0.00	1.47	1.47	0	100%	10 Business Days
Involuntary Separation	3	0.52	2.68	3.20	0	100%	By separation date
Onboarding New Employees	3	0.65	5.35	6.00	0	100%	By start date
Org Chart Updates	10	3.21	3.29	6.50	4	60%	5 Business Days
Student Employee Hiring Process	3	0.13	17.35	17.48	0	100%	5 Business Days
Temporary ACT Assistance							Varies by request
Voluntary Separation	6	0.15	7.98	8.13	0	100%	By separation date
	56				4	93%	

*Processing times in business days (9 hours per day, M-F)