

August 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 | 12 | 0.67 | 1.10 | 1.77 | 0 | 100% | 2 Business Days |
| Account Summary Report | 14 | 3.37 | 7.13 | 10.50 | 5 | 64% | EOB 2nd Friday |
| All Other Financial Requests | 23 | 2.05 | 8.70 | 10.75 | 0 | 100% | Varies by request |
| Financial Assistance | 2 | 1.46 | 5.93 | 7.39 | 0 | 100% | Varies by request |
| General Purchasing - Low Value | 144 | 0.51 | 1.73 | 2.24 | 3 | 98% | 2 Business Days |
| General Purchasing - Pcard | 57 | 0.53 | 2.10 | 2.63 | 1 | 98% | 2 Business Days |
| General Purchasing - Blankets | 181 | 0.48 | 0.84 | 1.32 | 2 | 99% | 2 Business Days |
| General Purchasing - Requisitions | 47 | 0.70 | 12.11 | 12.81 | 3 | 94% | 2 Business Days |
| Invoice Processing | 360 | 0.74 | 0.68 | 1.42 | 0 | 100% | 5 Business Days |
| New Vendor Set-up | 3 | 0.04 | 6.16 | 6.20 | 0 | 100% | 2 Business Days |
| Non-PEARs | 13 | 1.04 | 4.17 | 5.21 | 1 | 92% | 5 Business Days |
| Procurement Card Receipt Process | 98 | 0.08 | 13.77 | 13.85 | 0 | 100% | 5 Business Days |
| Recharge Processing | 59 | 4.16 | 0.38 | 4.54 | 3 | 95% | 10 Business Days |
| Reconciliation Process | 43 | 1.70 | 20.77 | 22.47 | 7 | 84% | EOB 3rd Wednesday |
| Travel Reimbursements | 60 | 0.62 | 9.48 | 10.10 | 1 | 98% | 2 Business Days |
| Travel Reservations | 26 | 1.11 | 2.75 | 3.86 | 7 | 73% | 2 Business Days |
| | 1142 | | | | 33 | 97% | |
| Personnel/Benefits Requests | | | | | | | |
| All Other Personnel/Payroll | 18 | 0.29 | 3.39 | 3.68 | 0 | 100% | Varies by request |
| Appointment Extensions | 10 | 1.84 | 1.72 | 3.56 | 0 | 100% | 10 Business Days |
| Employee Recruitment | 3 | 6.13 | 28.70 | 34.83 | 0 | 100% | Varies by request |
| Equity, Reclassification and Stipends | 6 | 5.25 | 4.92 | 10.17 | 3 | 50% | 5 Business Days |
| Fund Change and Salary Expense Transfer | 2 | 0.49 | 0.85 | 1.34 | 0 | 100% | 10 Business Days |
| Involuntary Separation | 3 | 3.74 | 0.09 | 3.83 | 0 | 100% | By separation date |
| Onboarding New Employees | 9 | 5.15 | 5.45 | 10.60 | 0 | 100% | By start date |
| Org Chart Updates | 2 | 3.82 | 3.98 | 7.80 | 1 | 50% | 5 Business Days |
| Student Employee Hiring Process | 1 | 1.24 | 43.93 | 45.17 | 0 | 100% | 5 Business Days |
| Temporary ACT Assistance | 1 | 19.03 | 16.06 | 35.09 | 0 | 100% | Varies by request |
| Voluntary Separation | 26 | 2.35 | 10.50 | 12.85 | 0 | 100% | By separation date |
| | 81 | | | | 4 | 95% | |

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