

January 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	9	2.13	5.60	7.73	2	78%	2 Business Days
Account Summary Report	47	1.92	5.21	7.13	2	96%	EOB 2nd Friday
All Other Financial Requests	25	5.27	9.60	14.87	0	100%	Varies by request
Financial Assistance	1	0.01	28.78	28.79	0	100%	Varies by request
General Purchasing - Low Value	221	0.54	2.73	3.27	4	98%	2 Business Days
General Purchasing - Pcard	56	0.49	6.70	7.19	0	100%	2 Business Days
General Purchasing - Blankets	36	0.53	7.01	7.54	0	100%	2 Business Days
General Purchasing - Requisitions	152	0.50	5.95	6.45	4	97%	2 Business Days
Invoice Processing	282	0.52	3.01	3.53	3	99%	5 Business Days
New Vendor Set-up	1	0.03	17.13	17.16	0	100%	2 Business Days
Non-PEARs	10	1.36	0.04	1.40	1	90%	5 Business Days
Procurement Card Receipt Process	84	4.21	12.18	16.39	18	79%	5 Business Days
Recharge Processing	29	13.40	5.39	18.79	14	52%	10 Business Days
Reconciliation Process	58	2.60	14.12	16.72	25	57%	EOB 3rd Wednesday
Travel Reimbursements	50	0.64	15.33	15.97	1	98%	2 Business Days
Travel Reservations	22	0.37	4.04	4.41	0	100%	2 Business Days
	1083				74	93%	
Personnel/Benefits Requests							
"At Your Service" Password Reset	6	0.00	0.00	0.00	0	100%	1 Business Day
All Other Personnel/Payroll	19	5.88	1.58	7.46	0	100%	Varies by request
Appointment Extensions	4	0.27	17.94	18.21	0	100%	10 Business Days
Benefits Eligibility	17	0.04	19.80	19.84	0	100%	2 Business Days
Benefits Enrollment Change	24	2.62	5.01	7.63	0	100%	5 Business Days
Employee Recruitment	6	0.48	80.57	81.05	0	100%	Varies by request
Employment Development Department	1	0.00	0.00	0.00	0	100%	5 Business Days
Employment Verification	26	0.15	0.00	0.15	1	96%	2 Business Days
Equity, Reclassification and Stipends	2	1.95	14.56	16.51	0	100%	5 Business Days
Family Member Eligibility Verification						-	By monthly deadline
Fund Change and Salary Expense Transfer	1	0.01	18.59	18.60	0	100%	10 Business Days
HR Benefits Consultation	25	0.01	4.13	4.14	0	100%	Varies by request
HR Benefits Overpayment - rush check						-	Varies by request
Identification of Duplicate Coverage	2	0.01	0.00	0.01	0	-	Varies by request
Intercampus Transfer & Service Credit	2	0.13	0.00	0.13	0	100%	2 Business Days
Involuntary Separation	1	0.52	8.21	8.73	0	-	By separation date
Leave of Absence	30	0.12	32.81	32.93	0	100%	Varies by request
Onboarding New Employees	4	2.23	13.71	0.00		100%	By start date
Org Chart Updates	26	13.47	4.10	17.57	25	4%	5 Business Days
Premium Billing						-	Varies by request
Premium Billing Audits						-	Varies by request
Student Employee Hiring Process	4	0.78	47.93	48.71	0	100%	5 Business Days
Temporary ACT Assistance						-	Varies by request
Voluntary Separation	11	6.55	14.59	21.14	0	100%	By separation date
	211				26	88%	

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