

## June 2017

Type of Request	Number of Requests	ACT Processing Time	Other Processing Time	Total Average Processing Time*	Missed SLAs	Success Rate	Service Level Agreement
<b>Financial Requests</b>							
Access Request	8	0.35	8.11	8.46	0	100%	2 Business Days
Account Summary Report	32	1.46	0.42	1.88	0	100%	EOB 2nd Friday
All Other Financial Requests	37	1.29	8.62	9.91	0	100%	Varies by request
Financial Assistance	1	0.04	26.45	26.49	0	100%	Varies by request
General Purchasing - Low Value	132	0.66	2.78	3.44	5	96%	2 Business Days
General Purchasing - Pcard	64	0.71	1.65	2.36	2	97%	2 Business Days
General Purchasing - Blankets	177	0.46	2.15	2.61	3	98%	2 Business Days
General Purchasing - Requisitions	41	0.63	11.73	12.36	1	98%	2 Business Days
Invoice Processing	385	1.18	1.39	2.57	15	96%	5 Business Days
New Vendor Set-up				0.00			2 Business Days
Non-PEARs	37	0.94	8.28	9.22	0	100%	5 Business Days
Procurement Card Receipt Process	119	0.01	16.26	16.27	0	100%	5 Business Days
Recharge Processing	92	7.44	1.22	8.66	23	75%	10 Business Days
Reconciliation Process	27	1.81	8.42	10.23	5	81%	EOB 3rd Wednesday
Travel Reimbursements	90	1.18	10.11	11.29	14	84%	2 Business Days
Travel Reservations	19	0.65	2.68	3.33	0	100%	2 Business Days
	1261				68	95%	
<b>Personnel/Benefits Requests</b>							
All Other Personnel/Payroll	11	0.75	1.60	2.35	0	100%	Varies by request
Appointment Extensions	14	1.25	9.18	10.43	0	100%	10 Business Days
Employee Recruitment	4	0.96	19.09	20.05	0	100%	Varies by request
Equity, Reclassification and Stipends	1	11.50	2.17	13.67	0	100%	5 Business Days
Fund Change and Salary Expense Transfer	6	3.03	1.20	4.23	0	100%	10 Business Days
Involuntary Separation	1	2.11	0.00	2.11	0	100%	By separation date
Onboarding New Employees	4	4.55	6.36	10.91	0	100%	By start date
Org Chart Updates	30	4.57	1.73	6.30	11	63%	5 Business Days
Student Employee Hiring Process	1	3.50	6.71	10.21	0	100%	5 Business Days
Temporary ACT Assistance							Varies by request
Voluntary Separation	12	1.61	18.10	19.71	0	100%	By separation date
	84				11	87%	

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