

February 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	13	0.76	0.51	1.27	2	85%	2 Business Days
Account Summary Report	41	4.05	0.53	4.58	0	100%	EOB 2nd Friday
All Other Financial Requests	17	1.25	20.37	21.62	0	100%	Varies by request
Financial Assistance							Varies by request
General Purchasing - Low Value	159	0.38	3.72	4.10	1	99%	2 Business Days
General Purchasing - Pcard	32	0.47	7.77	8.24	1	97%	2 Business Days
General Purchasing - Blankets	118	0.46	3.37	3.83	3	97%	2 Business Days
General Purchasing - Requisitions	28	0.77	22.53	23.30	3	89%	2 Business Days
Invoice Processing	287	1.02	1.87	2.89	0	100%	5 Business Days
New Vendor Set-up							2 Business Days
Non-PEARs	18	3.19	1.83	5.02	1	94%	5 Business Days
Procurement Card Receipt Process	104	1.94	13.46	15.40	6	94%	5 Business Days
Recharge Processing	101	6.21	2.59	8.80	17	83%	10 Business Days
Reconciliation Process	25	3.58	6.98	10.56	14	44%	EOB 3rd Wednesday
Travel Reimbursements	51	0.93	4.98	5.91	5	90%	2 Business Days
Travel Reservations	25	0.92	1.22	2.14	4	84%	2 Business Days
	1019				57	94%	
Personnel/Benefits Requests							
"At Your Service" Password Reset	4	0.00	0.00	0.00	0	100%	1 Business Day
All Other Personnel/Payroll	15	3.01	1.82	4.83	0	100%	Varies by request
Appointment Extensions	3	0.27	2.08	2.35	0	100%	10 Business Days
Benefits Eligibility	23	0.01	23.83	23.84	0	100%	2 Business Days
Benefits Enrollment Change	16	0.22	2.85	3.07	0	100%	5 Business Days
Employee Recruitment	2	0.00	86.61	86.61	0	100%	Varies by request
Employment Development Department	5	0.00	0.00	0.00	0	100%	5 Business Days
Employment Verification	16	0.11	0.00	0.11	0	100%	2 Business Days
Equity, Reclassification and Stipends	1	0.01	0.00	0.01	0	100%	5 Business Days
Family Member Eligibility Verification	2	2.75	0.00	2.75	0	100%	By monthly deadline
Fund Change and Salary Expense Transfer	2	0.07	0.00	0.07	0	100%	10 Business Days
HR Benefits Consultation	26	0.03	0.00	0.03	0	100%	Varies by request
HR Benefits Overpayment - rush check	1	0.04	0.00	0.04	0	100%	Varies by request
Identification of Duplicate Coverage	2	0.02	3.81	3.83	0	100%	Varies by request
Intercampus Transfer & Service Credit	1	0.01	0.00	0.01	0	100%	2 Business Days
Involuntary Separation	3	2.14	2.43	4.57	0	100%	By separation date
Leave of Absence	15	1.26	60.49	61.75	0	100%	Varies by request
Onboarding New Employees	3	1.65	9.19	10.84	0	100%	By start date
Org Chart Updates	7	9.18	6.00	15.18	3	57%	5 Business Days
Premium Billing							Varies by request
Premium Billing Audits							Varies by request
Student Employee Hiring Process	1	2.32	58.59	60.91	0	100%	5 Business Days
Temporary ACT Assistance							Varies by request
Voluntary Separation	5	1.12	5.22	6.34	0	100%	By separation date
	153				3	98%	

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