

July 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	8	1.29	3.42	4.71	1	88%	2 Business Days
Account Summary Report				0.00		-	EOB 2nd Friday
All Other Financial Requests	25	1.07	6.10	7.17	0	100%	Varies by request
Financial Assistance	1	0.14	0.00	0.14	0	100%	Varies by request
General Purchasing - Low Value	129	0.55	2.31	2.86	2	98%	2 Business Days
General Purchasing - Pcard	44	0.61	1.96	2.57	4	91%	2 Business Days
General Purchasing - Blankets	164	0.54	0.99	1.53	6	96%	2 Business Days
General Purchasing - Requisitions	36	0.66	9.34	10.00	1	97%	2 Business Days
Invoice Processing	324	0.96	1.43	2.39	0	100%	5 Business Days
New Vendor Set-up						-	2 Business Days
Non-PEARs	35	0.28	0.61	0.89	0	100%	5 Business Days
Procurement Card Receipt Process	114	0.08	14.86	14.94	0	100%	5 Business Days
Recharge Processing	75	2.12	0.31	2.43	1	99%	10 Business Days
Reconciliation Process	71	0.70	4.40	5.10	0	100%	EOB 3rd Wednesday
Travel Reimbursements	60	0.88	7.20	8.08	8	87%	2 Business Days
Travel Reservations	19	0.41	1.63	2.04	0	100%	2 Business Days
	1105				23	98%	
Personnel/Benefits Requests							
All Other Personnel/Payroll	18	0.99	3.12	4.11	0	100%	Varies by request
Appointment Extensions	4	3.18	2.61	5.79	0	100%	10 Business Days
Employee Recruitment	1	0.00	0.17	0.17	0	100%	Varies by request
Equity, Reclassification and Stipends	3	4.75	12.58	17.33	2	33%	5 Business Days
Fund Change and Salary Expense Transfer	25	2.70	2.20	4.90	2	92%	10 Business Days
Involuntary Separation						-	By separation date
Onboarding New Employees	3	10.72	5.14	15.86	0	100%	By start date
Org Chart Updates	10	3.86	3.78	7.64	3	70%	5 Business Days
Student Employee Hiring Process	4	3.30	6.80	10.10	1	75%	5 Business Days
Temporary ACT Assistance						-	Varies by request
Voluntary Separation	10	1.87	7.36	9.23	0	100%	By separation date
	78				8	90%	

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