

## March 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	10	0.72	0.96	1.68	0	100%	2 Business Days
Account Summary Report	57	5.28	0.00	5.28	23	60%	EOB 2nd Friday
All Other Financial Requests	43	2.06	11.24	13.30	0	100%	Varies by request
Financial Assistance	3	0.29	2.25	2.54	0	100%	Varies by request
General Purchasing - Low Value	154	0.44	3.18	3.62	4	97%	2 Business Days
General Purchasing - Pcard	67	0.32	2.38	2.70	0	100%	2 Business Days
General Purchasing - Blankets	195	0.37	2.78	3.15	2	99%	2 Business Days
General Purchasing - Requisitions	46	0.67	19.26	19.93	3	93%	2 Business Days
Invoice Processing	338	1.74	1.87	3.61	35	90%	5 Business Days
New Vendor Set-up	2	0.19	10.32	10.51	0	100%	2 Business Days
Non-PEARs	8	1.92	2.58	4.50	2	75%	5 Business Days
Procurement Card Receipt Process	126	0.06	10.86	10.92	0	100%	5 Business Days
Recharge Processing	84	4.56	0.79	5.35	14	83%	10 Business Days
Reconciliation Process	54	3.13	6.16	9.29	15	72%	EOB 3rd Wednesday
Travel Reimbursements	81	0.64	6.86	7.50	6	93%	2 Business Days
Travel Reservations	26	0.36	4.61	4.97	0	100%	2 Business Days
	1294				104	92%	
<b>Personnel/Benefits Requests</b>							
"At Your Service" Password Reset	5	0.00	0.00	0.00	0	100%	1 Business Day
All Other Personnel/Payroll	11	1.50	0.67	2.17	0	100%	Varies by request
Appointment Extensions	3	0.83	4.25	5.08	0	100%	10 Business Days
Benefits Eligibility	22	0.04	24.73	24.77	0	100%	2 Business Days
Benefits Enrollment Change	17	0.21	4.18	4.39	0	100%	5 Business Days
Employee Recruitment	7	0.81	72.73	73.54	0	100%	Varies by request
Employment Development Department						-	5 Business Days
Employment Verification	7	0.23	0.26	0.49	0	100%	2 Business Days
Equity, Reclassification and Stipends	5	2.60	8.75	11.35	0	100%	5 Business Days
Family Member Eligibility Verification						-	By monthly deadline
Fund Change and Salary Expense Transfer	6	0.16	6.87	7.03	0	100%	10 Business Days
HR Benefits Consultation	19	0.18	4.39	4.57	0	100%	Varies by request
HR Benefits Overpayment - rush check						-	Varies by request
Identification of Duplicate Coverage	1	0.01	0.00	0.01	0	100%	Varies by request
Intercampus Transfer & Service Credit	4	0.03	18.43	18.46	0	100%	2 Business Days
Involuntary Separation	2	3.76	9.31	13.07	0	100%	By separation date
Leave of Absence	10	0.08	50.92	51.00	0	100%	Varies by request
Onboarding New Employees	10	2.06	4.96	7.02	0	100%	By start date
Org Chart Updates	25	8.68	9.41	18.09	6	76%	5 Business Days
Premium Billing	1	0.00	131.13	131.13	0	100%	Varies by request
Premium Billing Audits	1	0.00	131.30	131.30	0	100%	Varies by request
Student Employee Hiring Process	2	0.08	26.94	27.02	0	100%	5 Business Days
Temporary ACT Assistance							Varies by request
Voluntary Separation	10	0.48	5.14	5.62	0	100%	By separation date
	168				6	96%	

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