

May 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	14	0.67	4.18	4.85	1	93%	2 Business Days
Account Summary Report	42	5.35	0.52	5.87	23	45%	EOB 2nd Friday
All Other Financial Requests	41	0.99	11.39	12.38	0	100%	Varies by request
Financial Assistance	1	0.00	0.00	0.00	0	100%	Varies by request
General Purchasing - Low Value	172	0.44	2.60	3.04	3	98%	2 Business Days
General Purchasing - Pcard	40	0.60	2.54	3.14	2	95%	2 Business Days
General Purchasing - Blankets	143	0.31	3.15	3.46	0	100%	2 Business Days
General Purchasing - Requisitions	46	0.48	19.50	19.98	1	98%	2 Business Days
Invoice Processing	293	1.24	1.35	2.59	17	94%	5 Business Days
New Vendor Set-up	1	0.03	0.06	0.09	0	100%	2 Business Days
Non-PEARs	22	1.16	1.13	2.29	1	95%	5 Business Days
Procurement Card Receipt Process	88	0.01	15.21	15.22	0	100%	5 Business Days
Recharge Processing	70	6.35	2.45	8.80	14	80%	10 Business Days
Reconciliation Process	45	2.17	8.13	10.30	12	73%	EOB 3rd Wednesday
Travel Reimbursements	68	0.55	9.99	10.54	2	97%	2 Business Days
Travel Reservations	25	0.48	7.92	8.40	0	100%	2 Business Days
	1111				76	93%	
Personnel/Benefits Requests							
All Other Personnel/Payroll	15	1.11	2.21	3.32	0	100%	Varies by request
Appointment Extensions	13	0.39	1.86	2.25	0	100%	10 Business Days
Employee Recruitment	2	0.93	64.48	65.41	0	100%	Varies by request
Equity, Reclassification and Stipends	3	5.66	1.23	6.89	0	100%	5 Business Days
Fund Change and Salary Expense Transfer	1	4.31	6.44	10.75	0	100%	10 Business Days
Involuntary Separation	2	0.05	4.45	4.50	0	100%	By separation date
Onboarding New Employees	4	0.23	13.20	13.43	0	100%	By start date
Org Chart Updates	12	8.97	14.00	22.97	10	17%	5 Business Days
Student Employee Hiring Process	6	0.82	56.03	56.85	0	100%	5 Business Days
Temporary ACT Assistance							Varies by request
Voluntary Separation	7	0.90	7.07	7.97	0	100%	By separation date
	65				10	85%	

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