

SLA Quarterly Performance Report							
Name of Program/ Division		DAS Enterprise Human Resource Services				In compliance	
Reporting Period		Q3 2015 (Jul-Sep 2015)				Out of Compliance	
						No Data or Lack of Target	
Measure #	Performance Measure	Target	3 Previous Quarters			Q3 2015 (Jul-Sep 2015)	Trend
			Q4 2014 (Oct-Dec)	Q1 2015 (Jan-Mar)	Q2 2015 (Apr-Jun)	Current	
1	Average # of days to fill a position	70	53.76	66.79	55.05	61.79	
	Total # of days to fill positions		2,258	2,538	2,367	3,584	
	# of positions filled		42	38	43	58	
2	Average # of days to deliver a customized PPDB report	3	1.20	1.14	1.01	1.49	
	Total # of days to deliver customized PPDB reports		148	161	150	133	
	Total # of customized PPDB reports delivered		123	141	149	89	
3	% of agreed client agency managers on-site contact hours fulfilled	90.0%	94.67%	94.87%	95.79%	94.59%	
	Total # of actual on-site contact hours delivered		462	296	250	271	
	Total # of agreed on-site contact hours		488	312	261	287	
4	Average # of days to provide employee investigation recommendations	60	31.75	20.11	78.20	87.40	
	Total # of days conducting employee investigations		127	181	782	437	
	Total # of investigations with recommendations delivered		4	9	10	5	
5	Average # of hours to resolve iLearn technical support request	1.5	0.70	1.13	1.14	0.72	
	Total # of hrs spent providing response to requests		89	191	191	97	
	Total # of tickets answered		128	169	168	135	
6	Average # of hours to resolve E-recruit technical support request	3.5	1.06	0.98	0.64	0.81	
	Total # of hrs spent providing response to requests		55.0	42	27	28	
	Total # of tickets answered		52	43	42	34	
7	% of students with an increase in their training scores	TBD	84.1%	78.9%	94.7%	70.6%	
	# of students who show an improvement in training scores		37	56	18	24	
	Total # of students who have taken the training pre-test and post-test		44	71	19	34	
8	Average # of days to deliver a classification recommendation	6	2.19	1.45	1.50	1.99	
	Total # of business days spent doing classification work		342	175	157	221	
	# of positions with classification recommendations delivered		156	121	105	111	

Measure	Comments
1. Average time from requisition to fill	<p style="text-align: center;">General Comments</p> Nothing unusual to report.
2. Average turnaround time to deliver a customized PPDB report	<p style="text-align: center;">General Comments</p> Nothing unusual to report.
3. Availability of Client Managers	<p style="text-align: center;">General Comments</p>
4. Average time to provide employee investigation recommendations	<p style="text-align: center;">General Comments</p> This metric missed the target because of one complex investigation which took 382 days to complete. The other four investigations took 13, 26, 10, and 6 days. All of which are well under the SLA target.
5. I-learn technical support resolution time	<p style="text-align: center;">General Comments</p> Nothing unusual to report.
6. E-Recruit technical support resolution time	<p style="text-align: center;">General Comments</p> Nothing unusual to report.
7. Quality of training content	<p style="text-align: center;">General Comments</p> I believe we now have enough data to determine a SLA metrics target.
8. Classification review or establishment response time	<p style="text-align: center;">General Comments</p> Nothing unusual to report.

Name of Program /Division	EHRS
Date Report is Finalized	2/25/2014
Reporting Period	Q3 2015 (Jul-Sep 2015)

Report on Formal complaints received in the previous quarter

Formal complaints raised by customers during the last quarter using the designated email or alternative electronic means described on the Service Level Agreement document

Complaint #	Date received	Complaint Type	Complainant (Agency and, if applicable, Dept.)	Affected Customer (s)	Description
1					No complaints received for this reporting period
2					
3					
4					