

SLA Quarterly Performance Report							
Name of Program/ Division		DAS Shared Financial Services				In compliance	
Reporting Period		Q3 2015 (Jul-Sep)				Out of Compliance	
						No Data or Lack of Target	
Measure #	Performance Measure	Target	3 Previous Quarters			Q3 2015 (Jul-Sep)	Trend
			Q4 2014 (Oct-Dec)	Q1 2015 (Jan-Mar)	Q2 2015 (Apr-Jun)	Current	
1	% of transactions submitted by customers with accurate & complete information while in compliance with OAM	93.0%	No Data	93%	96.1%	94.6%	
	# of accounting transactions successfully submitted			47,310	49,912	56,311	
	Total # of accounting transactions submitted			50,835	51,936	59,510	
2	% of accounts payable requests processed within 10 business days	95.0%	No Data	93.7%	95.1%	95.2%	
	# of AP requests processed within 10 business days			12,354	14,556	12,914	
	Total # of AP requests processed			13,187	15,306	13,562	
3	Average # of days to communicate payment request incident	4	No Data	4.6	2.3	1.7	
	Total # of days to communicate AP request incidents			546	565	317	
	Total # of AP request incidents			118	249	183	
4	% of accounts receivable requests processed within 10 business days	95.0%	No Data	No Data	100%	99.6%	
	# of AR requests processed within 10 business days				13,385	16,006	
	Total # of payment requests processed				13,412	16,075	
5	% of client agencies budget projection reports submitted within 30 days of accounting month end close	97.0%	No Data	100%	98.8%	88.0%	
	Total # of budget projections provided within 30 days of close			84	81	66	
	Total # of budget projection reports submitted			84	82	75	

Comments for Performance Measures

Instructions: Enter comments in the box below the heading for "General Comments" for the specific performance measure you wish to enter comments about. **Click on the measure** on the left to return to the worksheet to which you wish to go back.

Measure	Comments
<p>1. % of transactions submitted by customers with accurate & complete information whil in compliance with OAM</p>	<p align="center">General Comments</p>
<p>2. % of accounts payable requests processed within 10 business days</p>	<p align="center">General Comments</p>
<p>3. Average # of days to communicate payment request incidents</p>	<p align="center">General Comments</p>
<p>4. % of account recievable requests processed within 10 business days</p>	<p align="center">General Comments</p>
<p>5. % of client agencies budgest projection reports submitted within 30 days of accounting month end close</p>	<p align="center">General Comments</p> <p>Q3 - DOGAMI is included in the data, but due to the rebuild of their budget structure, there were no budget projections provided. Q2 was revised, as the data was pulled only from 1 month of the quarter, reflecting the 98.8% ratio</p>

Name of Program/ Division

DAS Shared Financial Services

Reporting Period

Q3 2015 (Jul-Sep)

Report on Formal complaints received in the previous quarter

Formal complaints raised by customers using the designated email or alternative electronic means cited on SLA during the last quarter

Complaint #	Date received	Complaint Type	Complainant (Agency and, if applicable, Dept.)	Affected Customer (s)	Description