

SLA Quarterly Performance Report							
Name of Program/ Division		DAS Procurement Services				In compliance	
Reporting Period		Q1 2016 (Jan-Mar)				Out of Compliance	
						No Data or Lack of Target	
Measure #	Performance Measure	Target	3 Previous Quarters			Q1 2016 (Jan-Mar)	Trend
			Q2 2015 (Apr-Jun)	Q3 2015 (Jul-Sep)	Q4 2015 (Oct-Dec)	Current	
1	<a href="#">% of contract quality surveys stating contract met business needs</a>	≥ 85%	No Data	No Data	86%	96.3%	
	# of respondents who answered yes to specific question				6	26	
	Total # of survey responses				7	27	
2	<a href="#">% of contracts completed by the agreed upon date</a>	≥ 85%	70.1%	58.2%	50.0%	53.3%	
	# of contracts signed by the agreed upon date		188	153	126	129	
	# of contracts signed		268	263	252	242	
3	<a href="#"># of complaints on statewide price agreement vendor performance</a>	TBD	0	0	4	5	
4	<a href="#">% of statewide price agreements with "how to buy" guides</a>	≥ 15%	17%	18.1%	35.3%	41.2%	
	# of statewide price agreements with a "how to buy" guide		57	58	146	166	
	Total # of statewide price agreements		331	320	414	403	
5	<a href="#">Average rating of ease of use of statewide price agreements (1-10)</a>	≥ 7.5	7.2	5.4	6.2	6.2	
	Sum of the ratings to specific question		79	49	111	186	
	Total # of survey responses		11	9	18	30	
6	<a href="#">Average rating of ORPIN help desk staff effectiveness (1-10)</a>	≥ 9	9.0	9.7	9.7	9.2	
	Sum of the ratings to specific question		423	300	29	119	
	Total # of survey responses		47	31	3	13	
7	<a href="#">Average # of hours to resolve an ORPIN technical support request</a>	TBD	No Data	3.5	5.1	3.3	
	Total # of hrs spent providing support/response to requests			69.7	132	53.2	
	Total # of tickets closed			20	26	16	
8	<a href="#">Average overall satisfaction rating by employees who have finished any procurement training course (1-10)</a>	≥ 8	9.2	8.7	8.8	8.7	
	Sum of the ratings given by survey respondents		514	287	405	663	
	Total # of survey responses		56	33	46	76	