

Performance and Utilization Quick Reference Guide

****Note**** Please reference the ServiceNow Performance Analytics Internal Dashboard as the source for official reporting.

Utilization Counts	Oct	Nov	Dec	Quarter 1	Jan	Feb	Mar	Quarter 2	Sub Total	Apr	May	June	Quarter 3	Sub Total	July	Aug	Sept	Quarter 4	Total
Accounts Payable	5041	5777	5841	16659	5076	5342	6289	16707	33366	5336	5101	5613	16050	49416	5635	6650	6864	19149	68565
Accounts Receivable	2474	2885	2719	8078	2894	2486	3310	8690	16768	2745	2689	2596	8030	24798	2833	3176	4311	10320	35118
Domestic Travel	998	1389	1509	3896	1091	929	1700	3720	7616	2025	2474	2465	6964	14580	2366	2930	2731	8027	22607
Domestic Travel - Stat Sampling	203	257	249	709	178	229	144	551	1260	226	280	179	685	1945	268	152	309	729	2674
Foreign Travel	47	64	72	183	67	37	32	136	319	55	77	100	232	551	204	251	152	607	1158
ETDY	18	30	26	74	38	26	23	87	161	20	20	33	73	234	28	88	22	138	372
ETDY Authorizations	38	27	30	95	23	20	39	82	177	42	37	41	120	297	44	46	48	138	435
ETDY Vouchers	21	44	44	109	35	31	40	106	215	29	37	40	106	321	39	46	35	120	441
ETDY Traveler Contact Time	2	1	1	4	1	1	2	4	8	2	4	6	12	20	1	3	5	9	29
ETDY Couselling Time	1	0	3	4	0	2	5	7	11	2	4	9	15	26	2	0	3	5	31
COS - 6 Day	5	3	3	11	9	10	5	24	35	1	7	4	12	47	19	5	9	33	80
COS - 15 Day	3	2	1	6	2	4	1	7	13	3	2	1	6	19	2	4	7	13	32
COS - 30 Day	2	2	3	7	2	2	1	5	12	12	15	14	41	53	17	9	3	29	82
Relocation Serivces	6	5	11	22	10	4	5	19	41	5	3	3	11	52	6	7	1	14	66
NSSC Travel Processing	0	0	0	0	0	0	5	5	5	7	3	2	12	17	3	6	6	15	32
Employment Inquiries	34	38	52	124	30	45	67	142	266	26	19	34	79	345	29	47	31	107	452
Drug Testing - Results Available to Employees and Center on Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Drug Testing - Test Notifications Delivered to Center on Time	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	1	2	3	3

[illegible]

Workers Comp CA-7 form submitted every two weeks	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Workers Comp - Chargeback	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	
Personal Action Processing	1650	1858	3599	7107	2916	2199	1755	6870	13977	2386	2996	2240	7622	21599	2411	2984	2406	7801	29400
eOPF - 15 days (documents)	636	700	1199	2535	848	1197	1393	3438	5973	1105	683	907	2695	8668	747	859	651	2257	10925
eOPF - 25 days (OPF files)	21	28	19	68	21	32	23	76	144	25	21	17	63	207	17	33	23	73	280
Financial Disclosure Processing	189	142	182	513	5756	3723	318	9797	10310	381	625	234	1240	11550	187	186	225	598	12148
On-Line Training Coures Management	71.5	112.5	32.5	216.5	50	61	109	220	436.5	64	68	22	154	590.5	106	152	26	284	875
Suitabilty Adjudication - WTTS Suitability Notifications	72	28	45	145	0	2	79	81	226	73	34	73	180	406	27	38	44	109	515
Suitabilty Adjudication - Investigations with in 14 calendar	50	22	14	86	1	17	84	102	188	76	33	66	175	363	13	27	27	67	430
Suitability Adjudication - Adjudication Packages	51	81	71	203	67	49	54	170	373	42	64	91	197	570	114	122	123	359	929
Suitability Adjudication - Proposed Action Letters	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Suitability - Re-Investigations	50	22	24	96	4	40	50	94	190	38	2	21	61	251	4	1	33	38	289
Suitability - Change in Risk Level	28	5	0	33	9	32	56	97	130	36	71	43	150	280	49	41	49	139	419
Grants - New Awards	66	99	95	260	108	108	149	365	625	144	141	169	454	1079	240	312	427	979	2058
Grants - Funding Supplements	168	286	248	702	352	258	347	957	1659	225	445	343	1013	2672	393	757	871	2021	4693
Grants - Administrative Supplements	214	206	222	642	278	211	294	783	1425	366	293	224	883	2308	198	237	318	753	3061
Grants - Open Instruments	7182	7217	7233	21632	7034	7114	7150	21298	42930	7117	7138	7157	21412	64342	7144	7315	7435	21894	86236
SBIR/STTR - Open Instruments	1015	1001	696	2712	668	663	654	1985	4697	690	750	763	2203	6900	997	981	988	2966	9866
SBIR/STTR - Phase I	0	0	0	0	0	0	0	0	0	0	0	8	8	8	320	2	0	322	330
SBIR/STTR - Phase II	0	0	0	0	1	4	12	17	17	46	57	10	113	130	4	5	8	17	147
SBIR/STTR - Phase III	0	2	3	5	4	4	3	11	16	5	10	2	17	33	3	10	25	38	71
SBIR/STTR - Phase III (CRP)	0	0	0	0	0	0	0	0	0	0	0	1	1	1	0	1	3	4	5
Bilateral SBIR/STTR - Funding Modifications	1	4	4	9	11	9	10	30	39	7	4	4	15	54	5	21	21	47	101

Bilateral SBIR/STTR - Administrative Modificaitons	420	69	59	548	58	42	58	158	706	44	59	74	177	883	59	72	54	185	1068
Unilateral SBIR/STTR Administrative Modifications	1	8	3	12	5	2	10	17	29	6	3	11	20	49	6	5	4	15	64
SAT Packages with Synopsis	51	55	68	174	56	82	93	231	405	90	99	105	294	699	100	248	191	539	1238
SAT Packages without Synopsis	79	115	103	297	149	176	236	561	858	179	210	237	626	1484	212	352	227	791	2275
Purchase Cards	1368	1366	1336	4070	1299	1227	1204	3730	7800	1192	1135	1018	3345	11145	749	697	651	2097	13242
Desk-Side Support - High	1	0	1	2	0	0	0	0	2	0	0	0	0	2	0	0	0	0	2
Desk-Side Support - Medium	3	4	0	7	0	1	1	2	9	4	1	0	5	14	0	0	1	1	15
Desk-Side Support - Low	55	44	43	142	54	45	70	169	311	43	40	56	139	450	24	83	55	162	612
CCC - Call Answer Rate	2379	2263	2439	7081	2635	2332	2267	7234	14315	2251	2563	2519	7333	21648	2443	2983	3034	8460	30108
CCC - Calls Abandoned	93	140	105	338	169	130	77	376	714	119	151	129	399	1113	136	115	158	409	1522
CCC - Contacts Submitted via Tier 0	350	372	347	1069	401	350	376	1127	2196	317	357	373	1047	3243	424	513	408	1345	4588
CCC - Contact Submitted via Email	4507	4967	2125	11599	2352	2351	2876	7579	19178	2310	2057	2406	6773	25951	2074	2991	2318	7383	33334
ESD - Call Answer Rate	11885	12447	13698	38030	15969	14987	16679	47635	85665	17336	20513	16649	54498	140163	18691	22259	20317	61267	201430
ESD - Calls Abandoned	3322	2772	1826	7920	2461	1671	4627	8759	16679	1854	1832	5897	9583	26262	722	216	828	1766	28028
ESD - Contacts Submitted via Tier 0	6488	4309	4477	15274	5592	4774	5972	16338	31612	5625	6909	6470	19004	50616	5206	5492	5301	15999	66615
ESD - Contacts Submitted via Email	2089	4286	3739	10114	4208	3657	4021	11886	22000	3559	4457	3772	11788	33788	3779	3956	3404	11139	44927
Document Imaging	9774	12972	9467	32213	9574	8430	10381	28385	60598	10164	9127	8853	28144	88742	8776	10981	10327	30084	118826