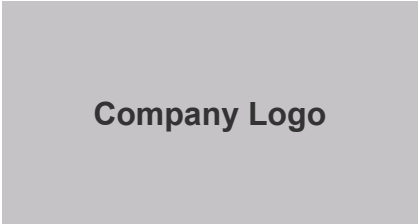


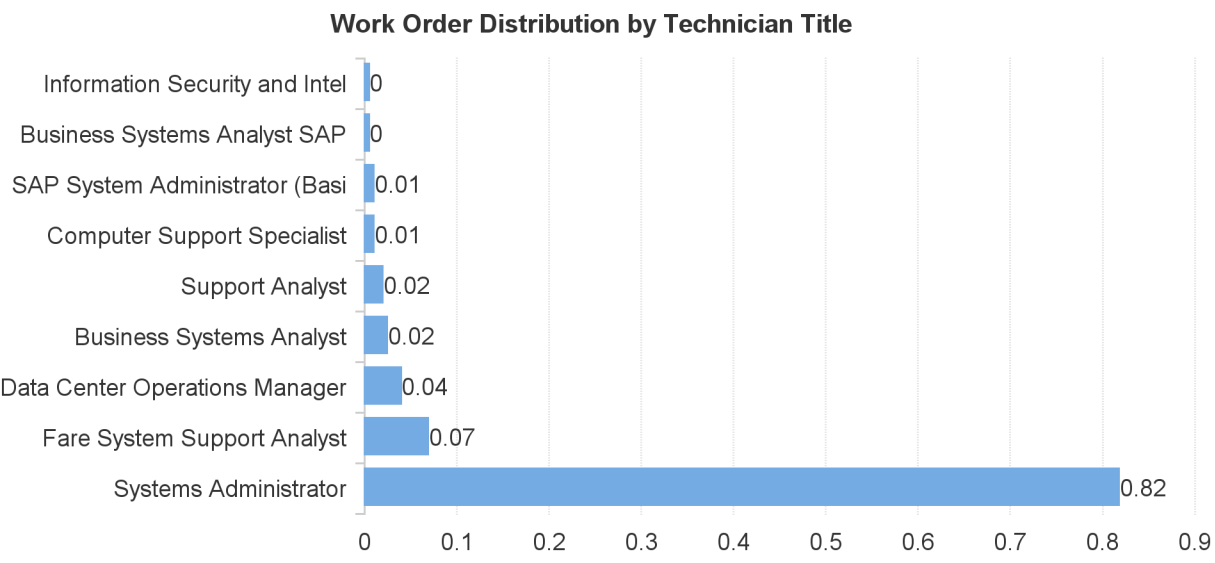
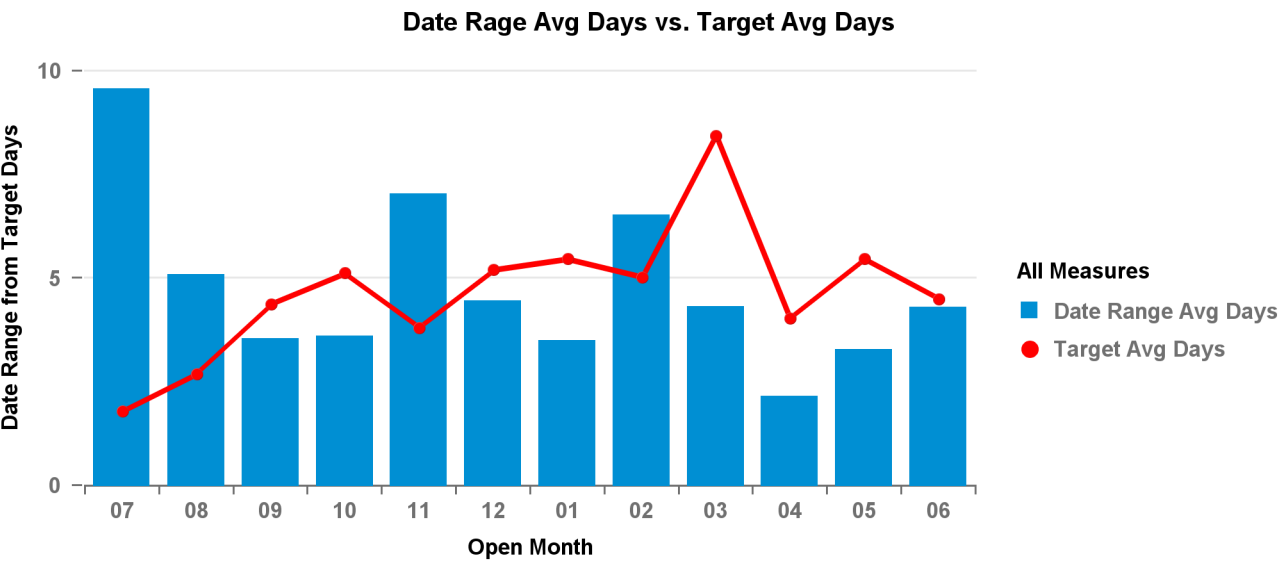
Network User Provisioning Set Up Times

Date Range Summary

Baseline Date Range: 7/1/2017 to 6/30/2018
Selected Date Range: 7/1/2019 to 6/30/2020
Target Baseline Averages Reduction: 5%



Last Execution Date: 07/22/2021 12:28:12 PM



Baseline Avg Days	4.73	Target Avg Days	4.49	Date Range Avg Days	4.51	Date Range from Target Days	0.02
Baseline Avg Hours	113.48	Target Avg Hours	107.81	Date Range Avg Hours	108.19	Date Range from Target Hours	0.38

Title	Target Avg Days	Date Range Avg Days	Work Order Distribution
Business Systems Analyst SAP	4.49	30.25	0.5%
Fare System Support Analyst	4.49	15.01	6.9%
SAP System Administrator (Basi	4.49	14.94	1%
Support Analyst	4.49	6.76	2%
Computer Support Specialist	4.49	4.46	1%
Systems Administrator	4.49	3.63	81.8%
Information Security and Intel	4.49	1.13	0.5%
Data Center Operations Manager	4.49	0.39	3.9%
Business Systems Analyst	4.49	0.27	2.5%