An overview of the UW's completion times for Workday business processes, as well as the ISC's efficiency in providing Workday support to campus.

**GOAL**

Complete **80%** of key Workday business processes* within **five business days****

- **84%**
  - 75% in 1-3 business days
  - 16% in 4-5 business days
  - 9% in 6+ business days

* Change Job, Create Position, Hire, Request Compensation Change, Request Leave of Absence, Termination. Processes are initiated by unit administrators and may route through the ISC and/or several campus partners.
** Mon-Fri, 8AM-5PM, excluding holidays.

**GOAL**

Resolve **80%** of each month’s incoming cases† (“tickets”) within **five business days**

- **91%**
  - 85% in 1-3 business days
  - 9% in 4-5 business days
  - 6% in 6+ business days

† Cases created during the specified month and resolved by the ISC.