Operational Excellence

Quantity of SAGE Help Inquiries

<table>
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<tr>
<th>Month</th>
<th>Jul</th>
<th>Aug</th>
<th>Sep</th>
<th>Oct</th>
<th>Nov</th>
<th>Dec</th>
<th>Jan</th>
<th>Feb</th>
<th>Mar</th>
<th>Apr</th>
<th>May</th>
<th>Jun</th>
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July 2009 - June 2010

Quantity of Production Support Requests for Research Websites

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<tbody>
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July 2008 - June 2010
ORIS Turn-Around for Internal Tech Support Requests, High Priority (in days)

ORIS Turn-Around for Internal Tech Support Requests, Medium Priority (in days)
ORIS Turn-Around for Internal Tech Support Requests, Low Priority (in days)

ORIS Turn-Around for Internal Tech Support Requests, Very Low Priority (in days)
ORIS Turn-Around for Internal Access Requests (in days)

ORIS Turn-Around for Internal Equipment Requests (in days)
Quantity of Awards Processed by OSP by Funding Type

Quantity of Awards Processed by OSP by Sponsor Type
Amount of Awards Processed by OSP (in millions), ARRA vs. Non-ARRA

* Amounts rounded to the nearest million

Quantity of Awards Processed by OSP, ARRA vs. Non-ARRA
Quantity of New Subcontracts, Renewals and Modifications Processed by OSP

![Bar chart showing the quantity of new subcontracts, renewals, and modifications processed by OSP from January to June 2010.]

Average OSP Processing Time for Subcontracts, in Days

![Bar chart showing the average OSP processing time for subcontracts from January to June 2010.]

- Jan 10: 5.17 days
- Feb 10: 3.39 days
- Mar 10: 2.69 days
- Apr 10: 2.74 days
- May 10: 3.63 days
- Jun 10: 1.79 days