



EKITI STATE GOVERNMENT

EKITI STATE SIGNAGE AND ADVERTISEMENT AGENCY (EKSAA) SERVICE LEVEL AGREEMENT (SLA) COMPLIANCE STATISTICS REPORT FOR FEBRUARY 2025

1. Introduction

This report presents the compliance statistics for the SLAs in Ekiti State, specifically for the five business-enabling Ministries, Departments, and Agencies (MDAs). It focuses on the committed turnaround times for core business regulatory processes and the percentage of total requests completed within the committed turnaround times.

2. CORE REGULATORY PROCESSES AND COMMITTED TURNAROUND TIMES

S/N	REGULATORY PROCESS	COMMITTED TURNAROUND TIME
1.	Signage and Advertisement Permit	9 working days

3. SLA COMPLIANCE STATISTICS

This section evaluates the Ministry's compliance with SLAs by measuring the percentage of total requests completed within the committed time

$$\text{SLA Compliance Rate Formula} = \left(\frac{\text{Total Requests completed on time}}{\text{Total Requests Received}} \right) 100\%$$

i. Signage & Advertisement:

Total Requests completed on time = 18

Total Requests received = 19

Overall Compliance Rate = 94.7 %

4. SLA COMPLIANCE BREAKDOWN BY PROCESS

S/N	REGULATORY PROCESS	TOTAL REQUEST RECEIVED	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	Signage and Advertisement Permit	19	18	94.7

5. TRENDS AND INSIGHT

Monthly SLA Performance Trends

S/N	MONTH	TOTAL REQUESTS	REQUESTS COMPLETED ON TIME	SLA COMPLIANCE (%)
1	January, 2025	27	25	92.6
2	February, 2025	19	18	94.7

6. SUMMARY OF COMPLIANCE PERFORMANCE

Overall, the SLA compliance with committed turnaround times across all core business regulatory processes stands at an average of 94.7%



Signed: Director-General,

28/04/2025