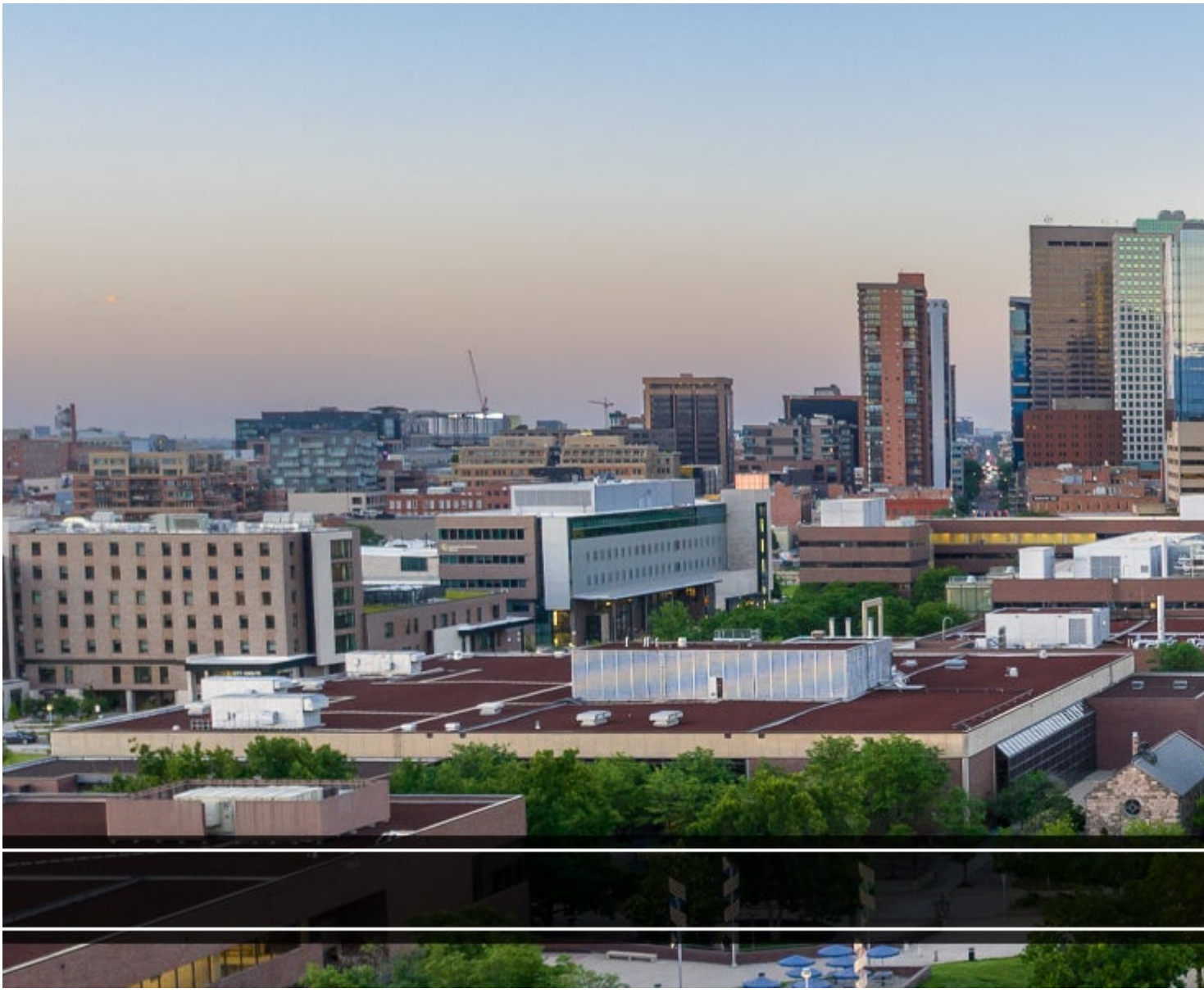
Published on *University of Colorado* (https://www.cu.edu)



# PSC Metrics [1]



Explore key metrics for PSC services, including volume and cycle time for purchase orders and contracts, as well as volume information for accounts payable, service desk, and operations. Additionally, there are general metrics on system volume, procurement spend, and Knowledgebase utilization, covering data from all campuses. For campus-specific information, reporting requests, and access to the your campus-specific dashboard please contact pscbusinessintelligence@cu.edu [2].

## System Volume and Procurement Spend

### *System (Marketplace and Concur) Volume & Total Spend* – FY24 - 26*

System Volume

- Marketplace - Purchase Order and Payment Voucher Volume - 3.76%
- Concur - Expense Report - 6.6%

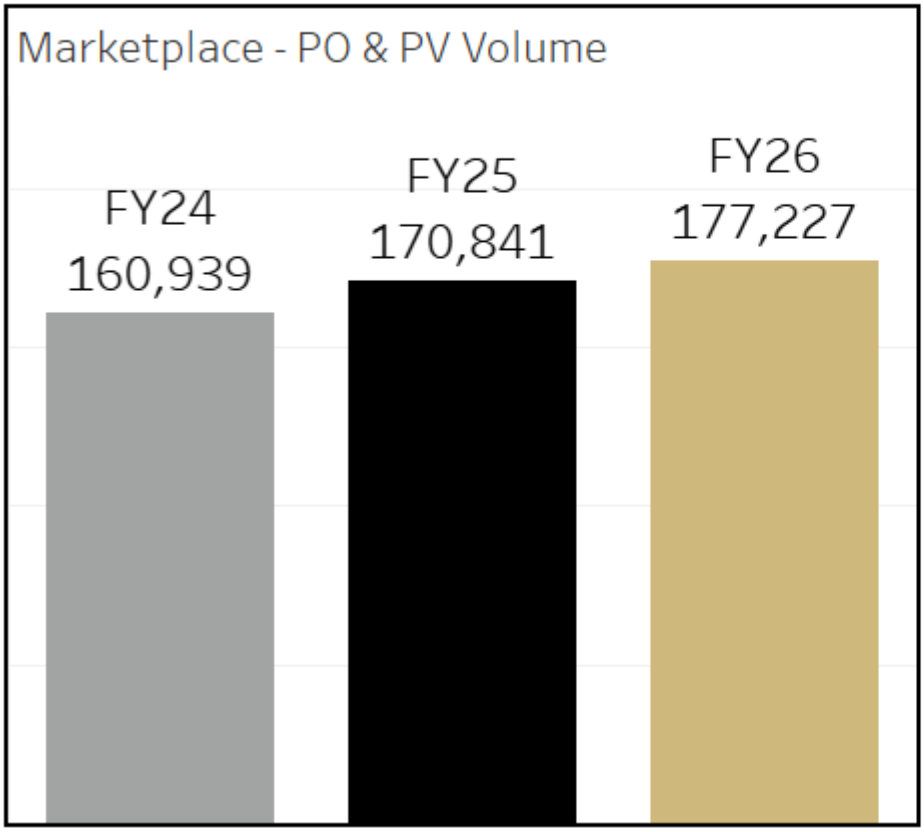
Procurement Spend

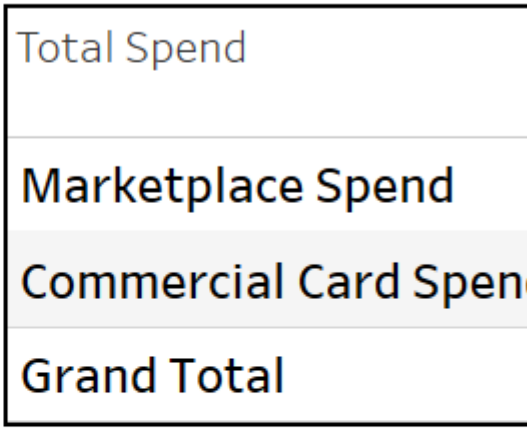
- Marketplace Spend - 4.2%
- Commercial Card Spend - 5.7%
- Overall Spend - 3.1%

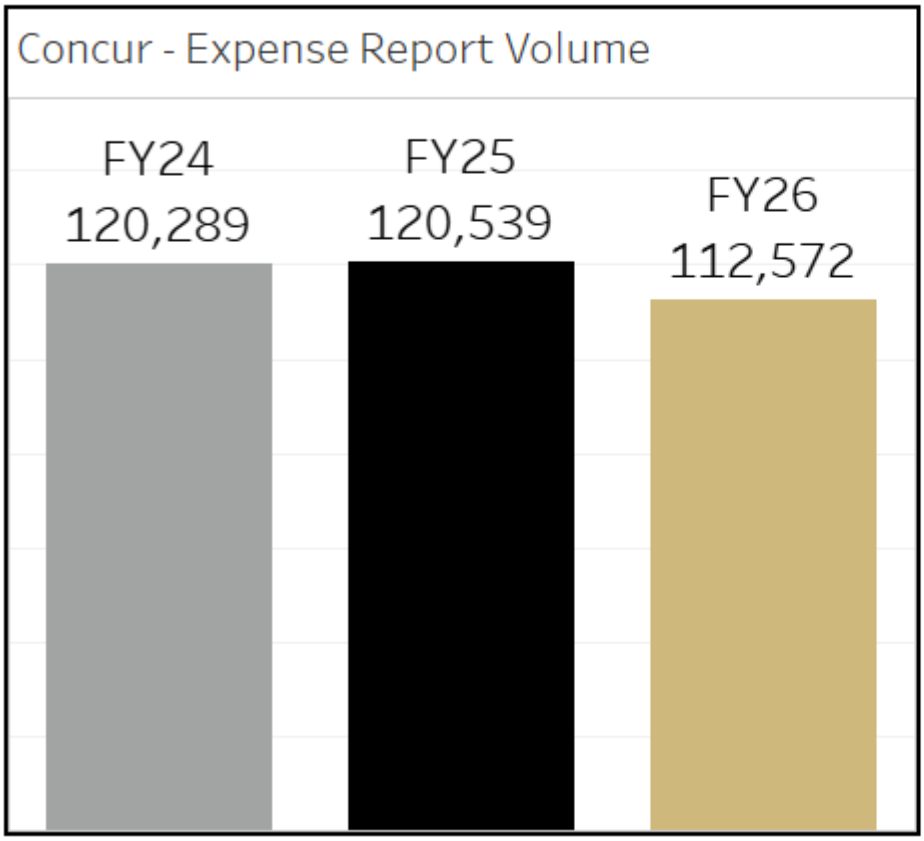
In FY26, Marketplace and Concur reliably supported over $1.5 billion in spend and nearly 290,000 transactions across four campuses, demonstrating the PSC's commitment to maintaining critical enterprise systems at scale.

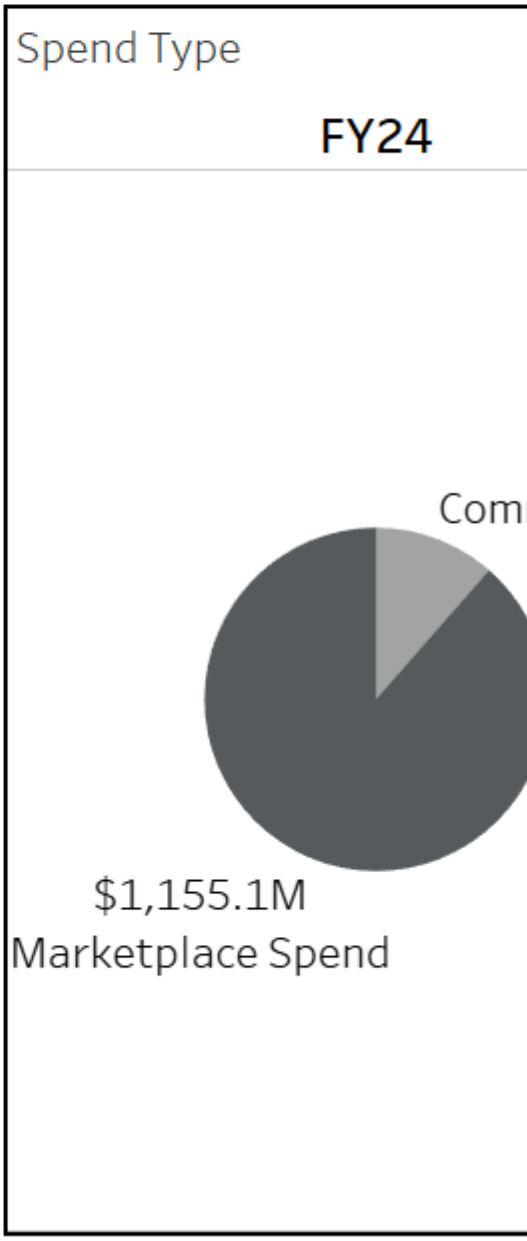
**Spend calculated on paid invoices for each fiscal year.*

# System Volume and Procurement Spend




Click image to zoom

Click here for the **System Volume and Spend dashboard** [3] (to view you must be logged into your campus VPN).

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## Purchase Order

### *Purchase Order: Volume & Cycle Time for PO's review by PSC - FY24 - 26*

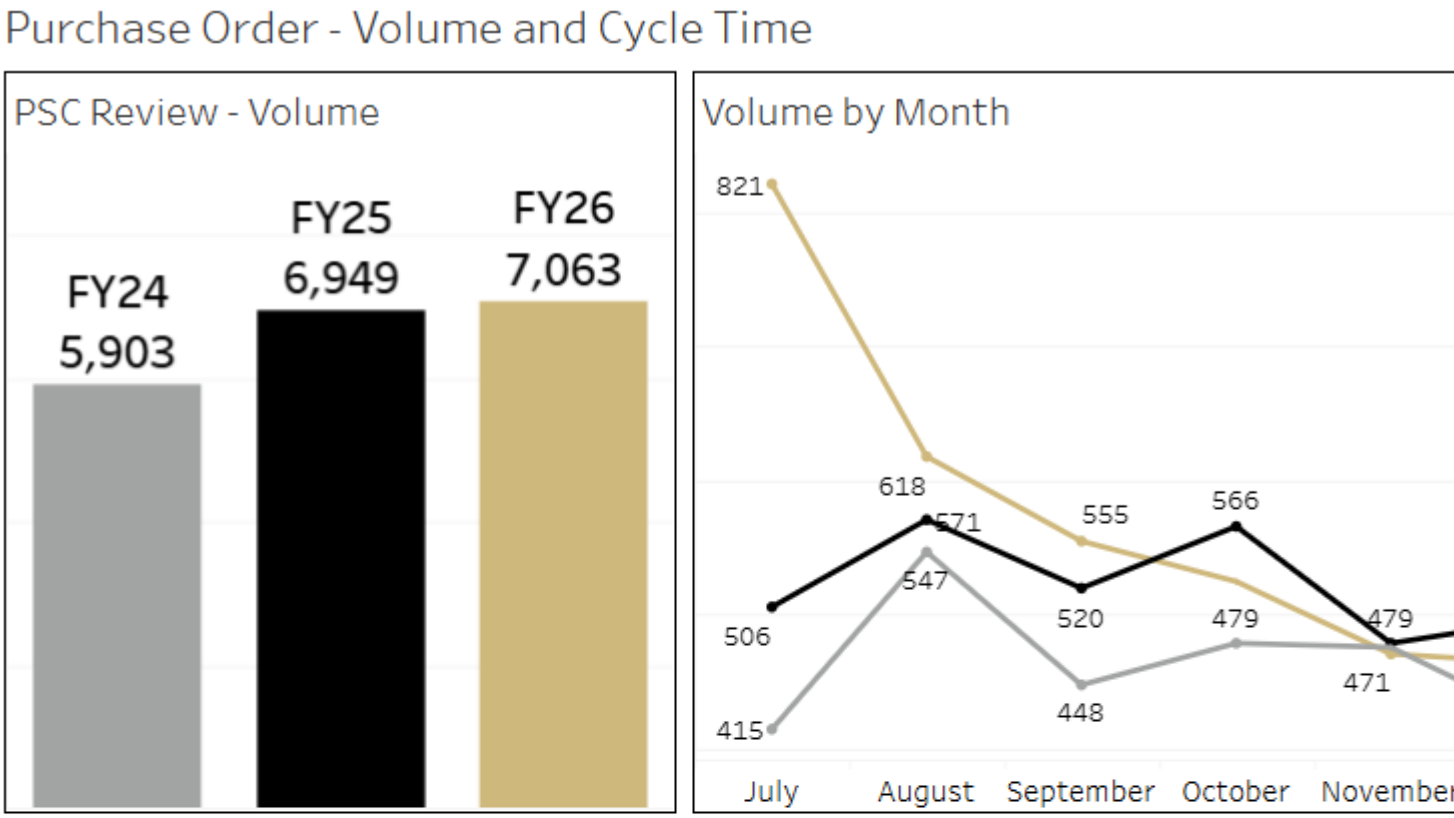
**Overall**

- Volume - 1.6%
- Cycle Time - 20.7%

**By Category**

| Category | Volume | Cycle Time |
|---|---|---|
| IT | 12.2% | 40.0% |
| Prof Svc/Other: | 3.4% | 8.3% |
| Scientific | 2.0% | 24.8% |

**Cycle times are calculated from when a requisition reaches the Purchasing Agents queue to when a PO is issued.*



[4]
Click image to zoom

Click here for the **Purchase Order Volume & Cycle times dashboard** [5] (to view you must be logged into your campus VPN).

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## Contracts

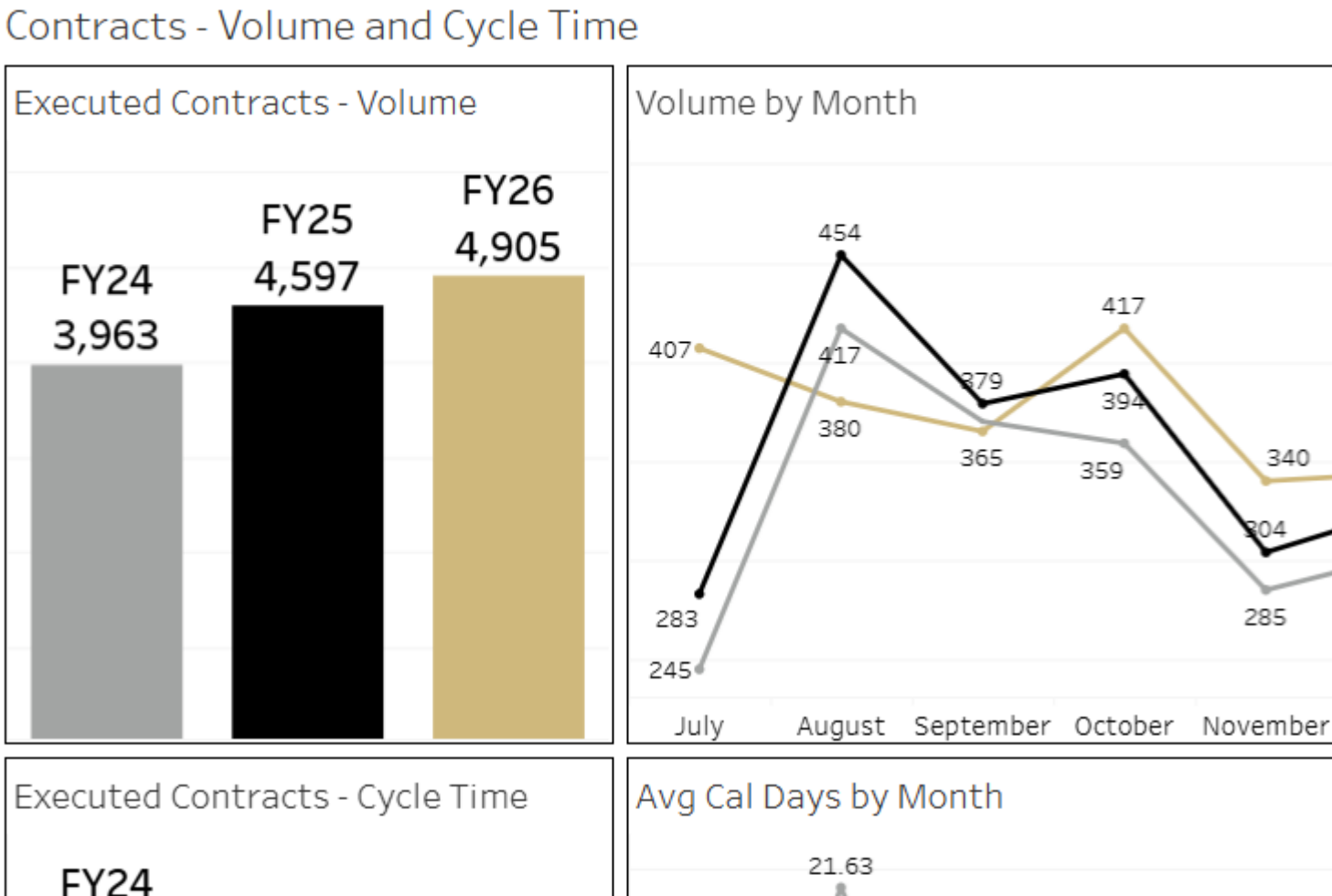
### *Volume and Cycle Time for Contracts - FY24-26*

**Overall**

- Volume - 6.7%
- Cycle Time - 9.9%

**By Category**

| Category | Volume | Cycle Time |
|---|---|---|
| IT | 0.2% | 9.6% |
| Prof Svc/Other: | 9.9% | 3.9% |
| Scientific | 15.3% | 17.5% |



[6]
Click image to zoom

Click here for the **Contracts Volume & Cycle times dashboard** [7] (to view you must be logged into your campus VPN).

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## Payables

### *Manually Processed Invoice Volume by Type - FY24-26*

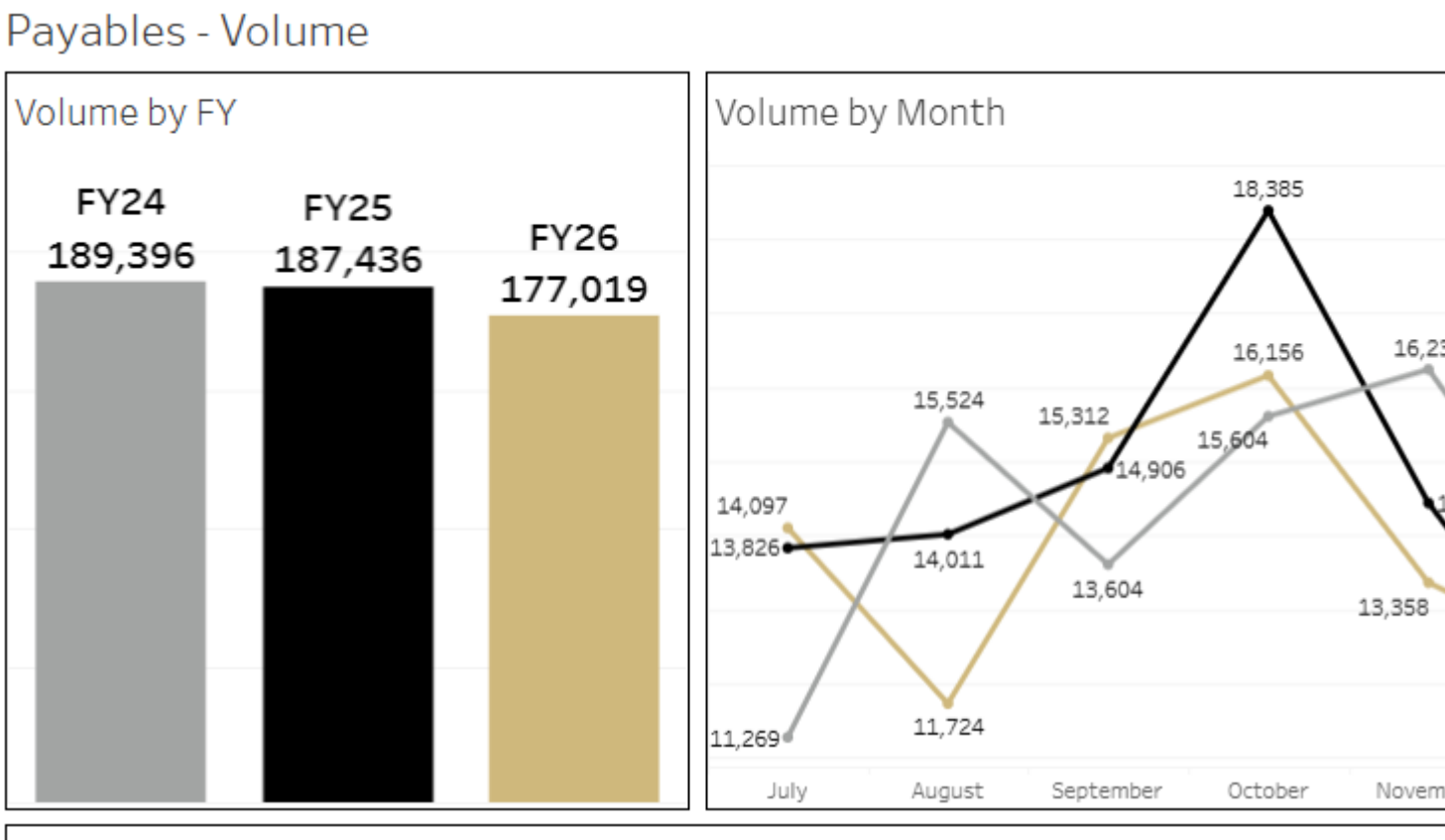
Overall Volume - 5.6%

**By Type**

| Area | Volume Change |
|---|---|
| Marketplace | 2.2% |
| Concur | 2.5% |
| Payment Voucher | 32.6% |
| Paper Form | 1.4% |

**Definitions:**

- **Marketplace** – Processed PO/SPO invoices
- **Concur** – Approved reimbursement, refund, and/ or travel card expense reports
- **Payment Voucher** – Approved payment vouchers submitted in Marketplace
- **Paper Voucher** – Processed Payment Authorization (PA), Non-Employee Reimbursement-International (NRI), and Study Subject Payments (SSP) forms



[8]
Click image to zoom

Click here for the **Payables Volume dashboard** [9] (to view you must be logged into your campus VPN).




[10]

Click image to zoom
Click here for the **Payables Volume by Type dashboard** [11] (to view you must be logged into your campus VPN).

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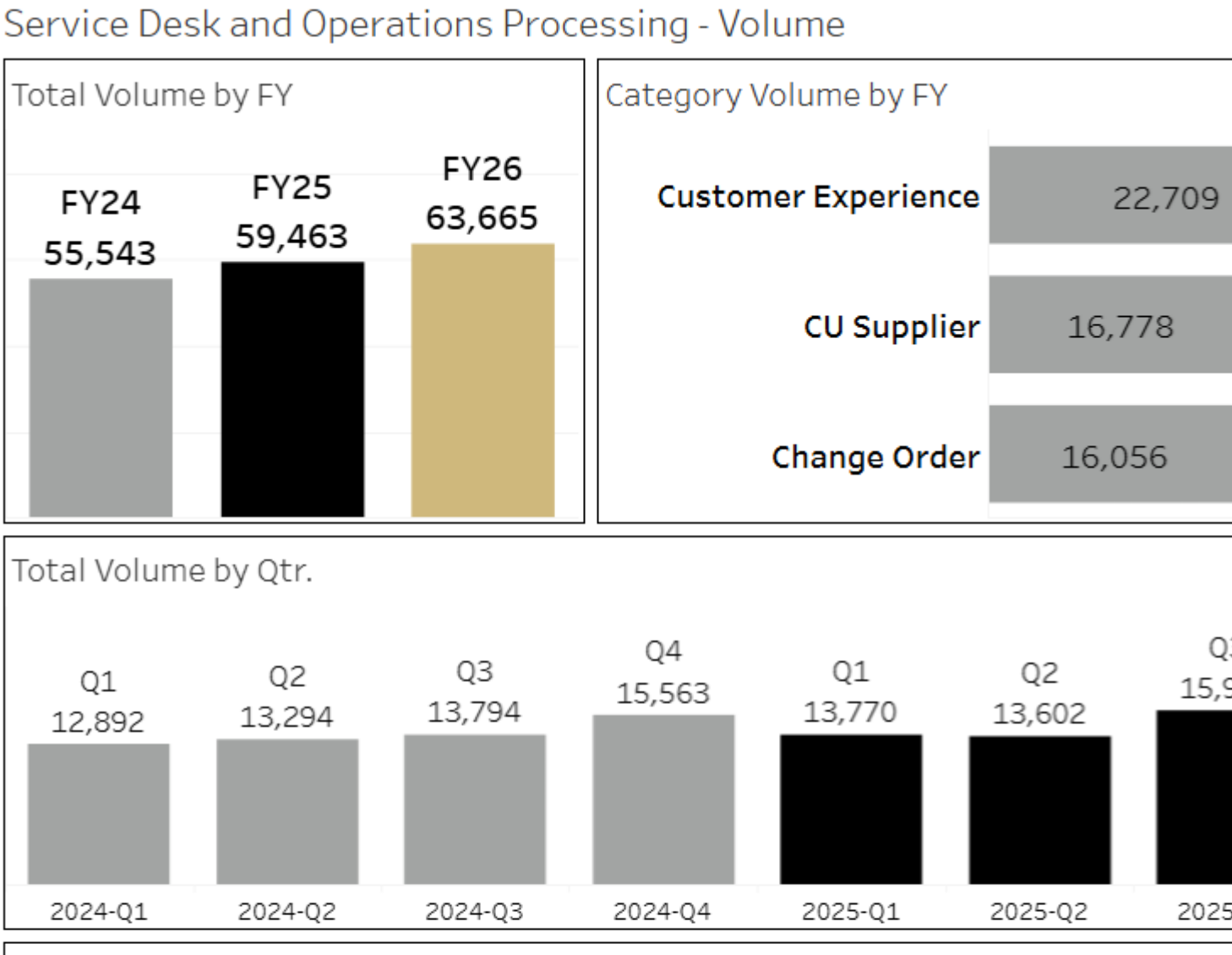
## Service Desk and Operations

### *Completed Service Desk and Operations Volume by Type - FY24 - 26*

Overall Volume - 7.6%

**By Type**

| Area | Volume Change |
|---|---|
| Customer Experience | 9.3% |
| CU Supplier | 12.7% |
| Change Order | 2.7% |



[12]
Click image to zoom

Click here for the **Service Desk dashboard** [13] (to view you must be logged into your campus VPN).

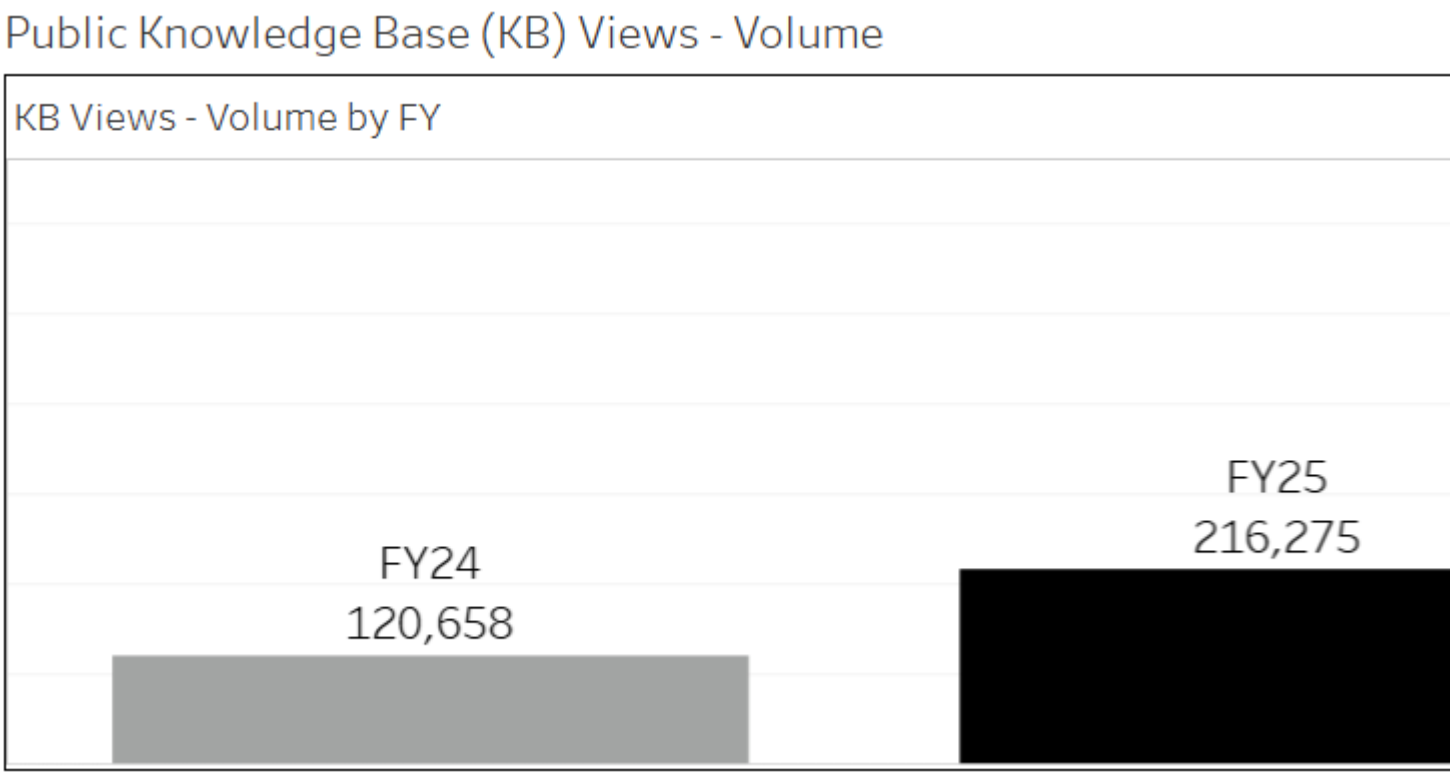
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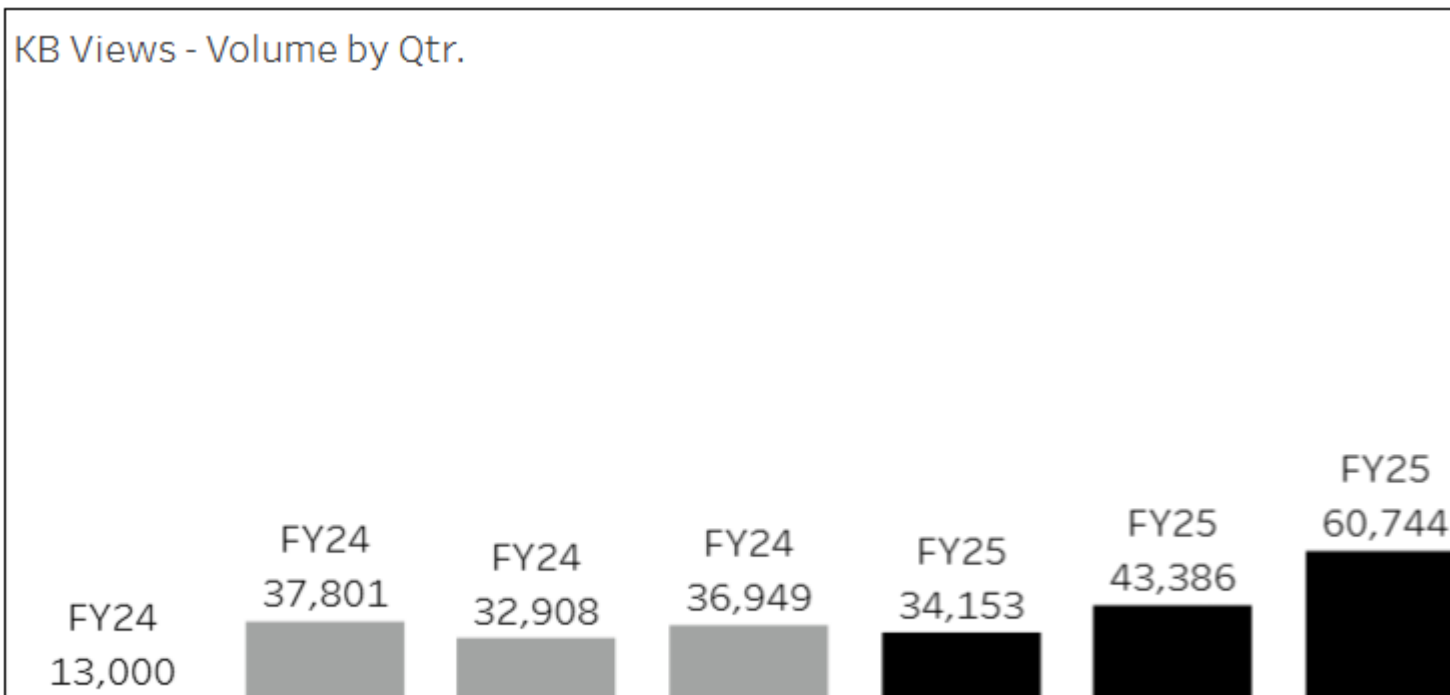
## Knowledge Base (KB)

### *Knowledge Base in FY24-26**

- Average **42.5k** views per month
- Increased views - **135.8%**

**Go live for Public KB was Aug 21, 2024*



[14]
Click image to zoom

Click here for the **Knowledge Base dashboard** [15] (to view you must be logged into your campus VPN).

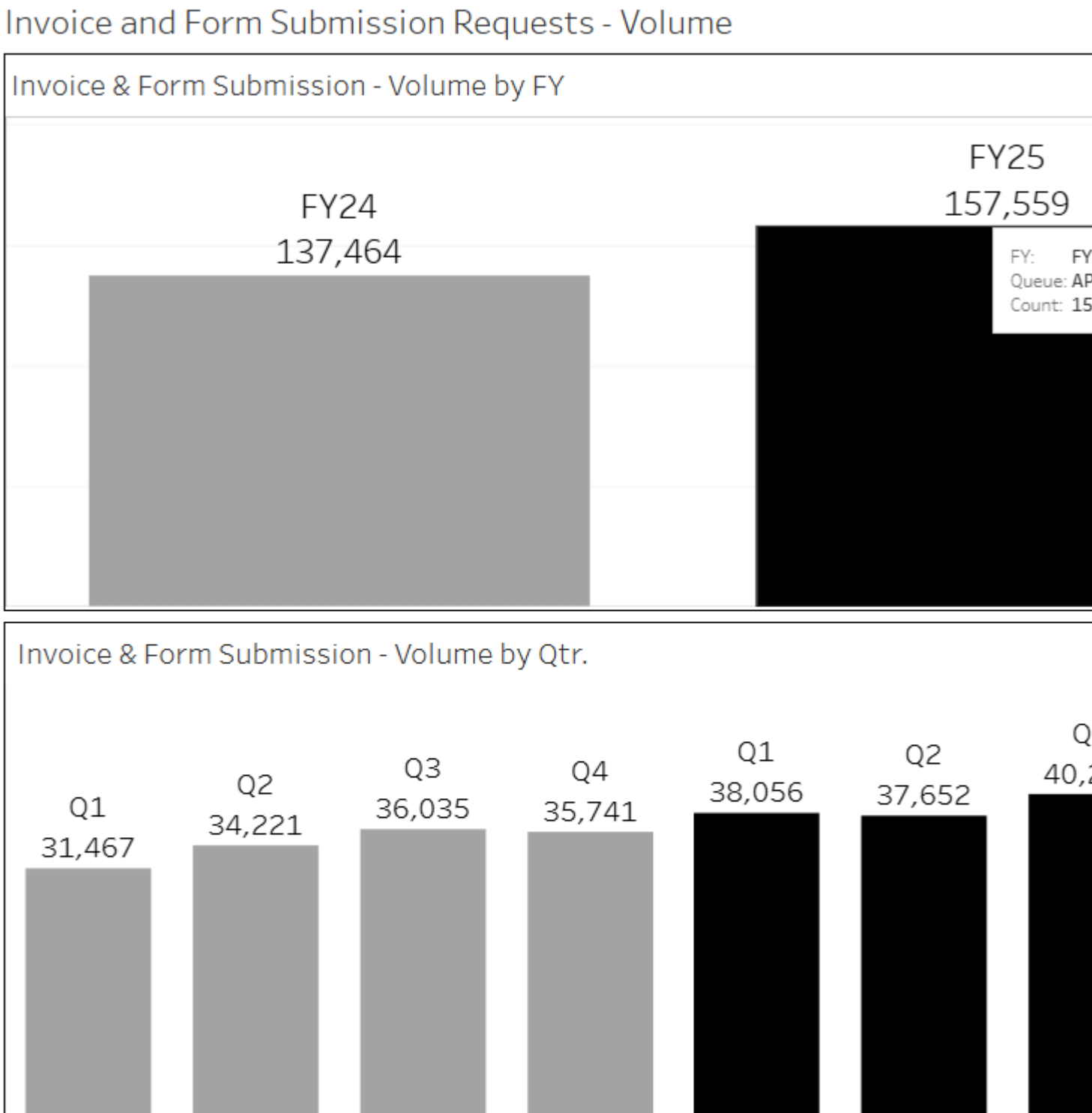
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## Invoice & Form Submissions

### *Volume of Invoice/Form Submissions - FY24-26*

### Overall

- Volume - 5.6%
- Avg per month – 12,391



[16]
Click image to zoom

Click here for the **Invoice and Form Submission dashboard** [17](to view you must be logged into your campus VPN).

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If you are having trouble opening a toggle please refresh your screen.

Interested in checking out more Tableau dashboards? Visit our Procurement Tableau Dashboard [18] website.

**Groups audience:**
Procurement Service Center

**Source URL:**https://www.cu.edu/psc/psc-metrics

**Links**
[1] https://www.cu.edu/psc/psc-metrics [2] mailto:pscbusinessintelligence@cu.edu
[3]
https://10ay.online.tableau.com/#/site/s_psc/views/ProcurementSpendandSystemVolume/SystemVolumeandProcure
[4] https://www.cu.edu/sites/default/files/PurchaseOrder.png
[5] https://10ay.online.tableau.com/#/site/s_psc/views/PurchaseOrder-VolumeCycleTime/PurchaseOrder-VolumeandCycleTime [6] https://www.cu.edu/sites/default/files/ContractsVCT.png
[7] https://10ay.online.tableau.com/#/site/s_psc/views/Contracts-VolumeCycleTime/Contracts-VolumeandCycleTime [8] https://www.cu.edu/sites/default/files/Payables%20Volume.png
[9] https://10ay.online.tableau.com/#/site/s_psc/views/Payables-Volume/Payables-Volume
[10] https://www.cu.edu/sites/default/files/PayablesVType.png
[11] https://10ay.online.tableau.com/#/site/s_psc/views/Payables-Volume/Payables-VolumebyType
[12] https://www.cu.edu/sites/default/files/ServiceDesk.png
[13] https://10ay.online.tableau.com/#/site/s_psc/views/ServiceDeskandOperations-Volume/ServiceDeskandOperationsProcessing-Volume
[14] https://www.cu.edu/sites/default/files/KnowledgeBase.png
[15] https://10ay.online.tableau.com/#/site/s_psc/views/ServiceDeskandOperations-Volume/PublicKnowledgeBaseKBViews-Volume [16]
https://www.cu.edu/sites/default/files/InvoiceFSubs.png
[17] https://10ay.online.tableau.com/#/site/s_psc/views/ServiceDeskandOperations-Volume/InvoiceandFormSubmissionRequests-Volume [18] https://www.cu.edu/psc/about-us/psc-metrics/procurement-tableau-dashboards