



End of Day Report

June 04, 2008 *through* June 04, 2008

Total Days in Report: 1

Activity Information

Daily Activity

| Cases Assigned | |
|---------------------------------|------------|
| Accounts Payable | 3 |
| Data Communications | 4 |
| General Ledger | 3 |
| HCM Benefits | 2 |
| HCM HR | 19 |
| HCM Payroll | 11 |
| Help Desk (OSF) | 42 |
| IT/Telecom Purchasing | 1 |
| PC Support | 5 |
| Security (Peoplesoft) | 1 |
| Server | 5 |
| Systems | 2 |
| Technical & Program Development | 3 |
| Treasurer | 1 |
| VOICE | 15 |
| Total | 117 |

| Cases Closed | |
|---------------------------------|------------|
| Accounts Payable | 4 |
| Data Communications | 1 |
| General Ledger | 1 |
| HCM Benefits | 2 |
| HCM HR | 20 |
| HCM Payroll | 12 |
| Help Desk (OSF) | 41 |
| Imaging/Scanning | 2 |
| IT/Telecom Purchasing | 1 |
| PC Support | 9 |
| Project Management Office | 1 |
| Security (Peoplesoft) | 1 |
| Server | 24 |
| Systems | 2 |
| Technical & Program Development | 1 |
| Vendors | 1 |
| VOICE | 12 |
| Total | 135 |

| Closed Year to Date | |
|-------------------------------------|--------------|
| Accounts Payable | 332 |
| Customer Service | 6 |
| Data Communications | 404 |
| EPM Budget | 67 |
| General Ledger | 178 |
| HCM Benefits | 82 |
| HCM HR | 2462 |
| HCM Payroll | 1011 |
| HCM Time & Labor | 113 |
| Help Desk (OSF) | 3813 |
| Imaging/Scanning | 11 |
| IT/Telecom Purchasing | 98 |
| OK.Gov (NIC) | 17 |
| Open Books | 2 |
| Operations | 40 |
| PC Support | 690 |
| Project Management Office | 1 |
| Purchasing | 398 |
| Quality Assurance | 1 |
| Security (OSF Information Security) | 27 |
| Security (Peoplesoft) | 171 |
| Server | 705 |
| Systems | 129 |
| Technical & Program Development | 560 |
| Treasurer | 25 |
| Vendors | 175 |
| VOICE | 1814 |
| Web Portal | 30 |
| Total | 13362 |

Open Case Summary Information

Open Case - By Severity

(All Cases)

| | |
|-----------------------------|------------|
| One Hour Emergency | 7 |
| Research - 30 Calendar Days | 44 |
| Resolve Five Business Days | 320 |
| Resolve in Ten Minutes | 1 |
| Resolve Same Day | 110 |
| Target Date takes priority | 81 |
| Total Open: | 563 |

Open Case - By Case Type

(All Cases)

| | |
|----------------------|------------|
| Application | 199 |
| Correct History | 19 |
| Customer Service | 12 |
| Data Communications | 22 |
| Development | 115 |
| Help Desk | 45 |
| Imaging/Scanning | 4 |
| New Employee | 14 |
| Open Books | 2 |
| OPM Mainframe | 8 |
| PC Support | 52 |
| Server Support | 42 |
| Systems Cases | 2 |
| Terminated Employee | 4 |
| Voice Communications | 21 |
| WEB | 3 |
| Total Open: | 564 |

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

| | |
|-------------------------------------|-----|
| Accounts Payable | 18 |
| Customer Service | 4 |
| Data Communications | 23 |
| General Ledger | 13 |
| HCM HR | 9 |
| HCM Payroll | 4 |
| HCM Time & Labor | 4 |
| Help Desk (OSF) | 20 |
| Imaging/Scanning | 7 |
| IT/Telecom Purchasing | 2 |
| OK.Gov (NIC) | 5 |
| Open Books | 2 |
| PC Support | 54 |
| Project Management Office | 1 |
| Purchasing | 13 |
| Security (OSF Information Security) | 2 |
| Security (Peoplesoft) | 1 |
| Server | 45 |
| Systems | 3 |
| Technical & Program Development | 148 |
| Treasurer | 6 |
| Vendors | 14 |
| VOICE | 20 |
| | 418 |

| | | |
|-------------------------------------|------------------------------|-----|
| Accounts Payable | Average Business Days Open : | 74 |
| Cases: 14 | Maximum Business Days Open: | 264 |
| Customer Service | Average Business Days Open : | 23 |
| Cases: 3 | Maximum Business Days Open: | 24 |
| Data Communications | Average Business Days Open : | 32 |
| Cases: 16 | Maximum Business Days Open: | 93 |
| General Ledger | Average Business Days Open : | 176 |
| Cases: 11 | Maximum Business Days Open: | 265 |
| HCM HR | Average Business Days Open : | 23 |
| Cases: 5 | Maximum Business Days Open: | 68 |
| HCM Payroll | Average Business Days Open : | 70 |
| Cases: 2 | Maximum Business Days Open: | 132 |
| HCM Time & Labor | Average Business Days Open : | 180 |
| Cases: 3 | Maximum Business Days Open: | 187 |
| Help Desk (OSF) | Average Business Days Open : | 43 |
| Cases: 14 | Maximum Business Days Open: | 71 |
| Imaging/Scanning | Average Business Days Open : | 33 |
| Cases: 3 | Maximum Business Days Open: | 55 |
| IT/Telecom Purchasing | Average Business Days Open : | 20 |
| Cases: 2 | Maximum Business Days Open: | 31 |
| OK.Gov (NIC) | Average Business Days Open : | 16 |
| Cases: 4 | Maximum Business Days Open: | 24 |
| Open Books | Average Business Days Open : | 10 |
| Cases: 2 | Maximum Business Days Open: | 27 |
| PC Support | Average Business Days Open : | 31 |
| Cases: 31 | Maximum Business Days Open: | 157 |
| Purchasing | Average Business Days Open : | 116 |
| Cases: 8 | Maximum Business Days Open: | 258 |
| Security (OSF Information Security) | Average Business Days Open : | 38 |
| Cases: 2 | Maximum Business Days Open: | 62 |
| Security (Peoplesoft) | Average Business Days Open : | 92 |
| Cases: 1 | Maximum Business Days Open: | 92 |
| Server | Average Business Days Open : | 58 |
| Cases: 22 | Maximum Business Days Open: | 121 |
| Systems | Average Business Days Open : | 112 |
| Cases: 3 | Maximum Business Days Open: | 166 |
| Technical & Program Development | Average Business Days Open : | 184 |
| Cases: 221 | Maximum Business Days Open: | 265 |
| Treasurer | Average Business Days Open : | 19 |
| Cases: 6 | Maximum Business Days Open: | 34 |
| Vendors | Average Business Days Open : | 45 |
| Cases: 13 | Maximum Business Days Open: | 71 |
| VOICE | Average Business Days Open : | 4 |
| Cases: 12 | Maximum Business Days Open: | 6 |

