



End of Day Report

May 01, 2008 *through* May 31, 2008

Total Days in Report: 31

Activity Information

Daily Activity

Cases Assigned

| | |
|-------------------------------------|-------------|
| Accounts Payable | 50 |
| Customer Service | 5 |
| Data Communications | 79 |
| EPM Budget | 14 |
| General Ledger | 34 |
| HCM Benefits | 13 |
| HCM HR | 496 |
| HCM Payroll | 215 |
| HCM Time & Labor | 11 |
| Help Desk (OSF) | 778 |
| Imaging/Scanning | 6 |
| IT/Telecom Purchasing | 8 |
| OK.Gov (NIC) | 4 |
| Open Books | 2 |
| Operations | 9 |
| PC Support | 122 |
| Purchasing | 47 |
| Security (OSF Information Security) | 2 |
| Security (Peoplesoft) | 32 |
| Server | 165 |
| Systems | 25 |
| Technical & Program Development | 95 |
| Treasurer | 5 |
| Vendors | 28 |
| VOICE | 293 |
| Web Portal | 9 |
| Total | 2547 |

Cases Closed

| | |
|-------------------------------------|-------------|
| Accounts Payable | 58 |
| Customer Service | 4 |
| Data Communications | 75 |
| EPM Budget | 14 |
| General Ledger | 48 |
| HCM Benefits | 13 |
| HCM HR | 494 |
| HCM Payroll | 218 |
| HCM Time & Labor | 11 |
| Help Desk (OSF) | 762 |
| Imaging/Scanning | 6 |
| IT/Telecom Purchasing | 8 |
| OK.Gov (NIC) | 16 |
| Open Books | 2 |
| Operations | 8 |
| PC Support | 137 |
| Purchasing | 61 |
| Security (OSF Information Security) | 3 |
| Security (Peoplesoft) | 33 |
| Server | 154 |
| Systems | 26 |
| Technical & Program Development | 106 |
| Treasurer | 2 |
| Vendors | 42 |
| VOICE | 290 |
| Web Portal | 9 |
| Total | 2600 |

Closed Year to Date

| | |
|-------------------------------------|--------------|
| Accounts Payable | 320 |
| Customer Service | 5 |
| Data Communications | 395 |
| EPM Budget | 63 |
| General Ledger | 175 |
| HCM Benefits | 77 |
| HCM HR | 2379 |
| HCM Payroll | 980 |
| HCM Time & Labor | 108 |
| Help Desk (OSF) | 3663 |
| Imaging/Scanning | 9 |
| IT/Telecom Purchasing | 91 |
| OK.Gov (NIC) | 17 |
| Open Books | 2 |
| Operations | 39 |
| PC Support | 672 |
| Purchasing | 398 |
| Quality Assurance | 1 |
| Security (OSF Information Security) | 27 |
| Security (Peoplesoft) | 163 |
| Server | 656 |
| Systems | 127 |
| Technical & Program Development | 537 |
| Treasurer | 25 |
| Vendors | 173 |
| VOICE | 1755 |
| Web Portal | 30 |
| Total | 12887 |

Open Case Summary Information

Open Case - By Severity

(All Cases)

| | |
|-----------------------------|------------|
| One Hour Emergency | 4 |
| Research - 30 Calendar Days | 45 |
| Resolve Five Business Days | 315 |
| Resolve in Ten Minutes | 3 |
| Resolve Same Day | 83 |
| Target Date takes priority | 88 |
| Total Open: | 538 |

Open Case - By Case Type

(All Cases)

| | |
|----------------------|------------|
| Active Directory | 1 |
| Application | 187 |
| Correct History | 13 |
| Customer Service | 12 |
| Data Communications | 22 |
| Development | 115 |
| Documentation | 3 |
| Help Desk | 46 |
| Imaging/Scanning | 2 |
| New Employee | 21 |
| Open Books | 2 |
| PC Support | 46 |
| Server Support | 49 |
| Systems Cases | 2 |
| Terminated Employee | 10 |
| Voice Communications | 6 |
| WEB | 1 |
| Total Open: | 538 |

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

| | |
|-------------------------------------|-----|
| Accounts Payable | 13 |
| Customer Service | 5 |
| Data Communications | 22 |
| General Ledger | 11 |
| HCM HR | 3 |
| HCM Payroll | 4 |
| HCM Time & Labor | 3 |
| Help Desk (OSF) | 27 |
| Imaging/Scanning | 6 |
| IT/Telecom Purchasing | 2 |
| OK.Gov (NIC) | 2 |
| Open Books | 2 |
| Operations | 1 |
| PC Support | 43 |
| Purchasing | 7 |
| Security (OSF Information Security) | 2 |
| Security (Peoplesoft) | 3 |
| Server | 64 |
| Systems | 3 |
| Technical & Program Development | 144 |
| Treasurer | 5 |
| Vendors | 14 |
| VOICE | 7 |
| | 393 |

| | | |
|-------------------------------------|------------------------------|-----|
| Accounts Payable | Average Business Days Open : | 61 |
| Cases: 12 | Maximum Business Days Open: | 189 |
| Customer Service | Average Business Days Open : | 21 |
| Cases: 4 | Maximum Business Days Open: | 29 |
| Data Communications | Average Business Days Open : | 33 |
| Cases: 14 | Maximum Business Days Open: | 90 |
| General Ledger | Average Business Days Open : | 181 |
| Cases: 12 | Maximum Business Days Open: | 262 |
| HCM HR | Average Business Days Open : | 51 |
| Cases: 2 | Maximum Business Days Open: | 65 |
| HCM Payroll | Average Business Days Open : | 48 |
| Cases: 3 | Maximum Business Days Open: | 129 |
| HCM Time & Labor | Average Business Days Open : | 177 |
| Cases: 3 | Maximum Business Days Open: | 184 |
| Help Desk (OSF) | Average Business Days Open : | 35 |
| Cases: 18 | Maximum Business Days Open: | 68 |
| Imaging/Scanning | Average Business Days Open : | 28 |
| Cases: 5 | Maximum Business Days Open: | 52 |
| IT/Telecom Purchasing | Average Business Days Open : | 17 |
| Cases: 2 | Maximum Business Days Open: | 28 |
| OK.Gov (NIC) | Average Business Days Open : | 19 |
| Cases: 2 | Maximum Business Days Open: | 21 |
| Open Books | Average Business Days Open : | 24 |
| Cases: 1 | Maximum Business Days Open: | 24 |
| PC Support | Average Business Days Open : | 29 |
| Cases: 32 | Maximum Business Days Open: | 154 |
| Purchasing | Average Business Days Open : | 113 |
| Cases: 8 | Maximum Business Days Open: | 255 |
| Security (OSF Information Security) | Average Business Days Open : | 35 |
| Cases: 2 | Maximum Business Days Open: | 59 |
| Security (Peoplesoft) | Average Business Days Open : | 55 |
| Cases: 2 | Maximum Business Days Open: | 89 |
| Server | Average Business Days Open : | 58 |
| Cases: 30 | Maximum Business Days Open: | 135 |
| Systems | Average Business Days Open : | 109 |
| Cases: 3 | Maximum Business Days Open: | 163 |
| Technical & Program Development | Average Business Days Open : | 180 |
| Cases: 223 | Maximum Business Days Open: | 262 |
| Treasurer | Average Business Days Open : | 19 |
| Cases: 5 | Maximum Business Days Open: | 31 |
| Vendors | Average Business Days Open : | 42 |
| Cases: 13 | Maximum Business Days Open: | 68 |
| VOICE | Average Business Days Open : | 2 |
| Cases: 6 | Maximum Business Days Open: | 3 |

