



End of Day Report

October 01, 2008 *through* October 31, 2008

Total Days in Report: 31

Activity Information

Daily Activity

Cases Assigned	
Accounts Payable	44
App Development ENV	7
App Development FIN	45
App Development HCM	11
App Development IBM	22
Application Development	8
Budget Division (Capitol)	6
Customer Service	5
Data Communications	82
EPM Budget (Programmers)	25
General Ledger	31
HCM Benefits	27
HCM HR	496
HCM Payroll	180
HCM Time & Labor	21
Help Desk (OSF)	837
Imaging/Scanning	27
IT/Telecom Purchasing	1
OK.Gov (NIC)	3
Open Books	3
Operations	3
PC Support	188
PeopleSoft Training	13
Purchasing	48
Security (OSF Information Security)	22
Security (Peoplesoft)	19
Server	207
Systems	13
Treasurer	8
Vendors	22
VOICE	353
Web Portal	14
Total	2791

Cases Closed	
Accounts Payable	49
App Development ENV	13
App Development FIN	43
App Development HCM	10
App Development IBM	22
Application Development	12
Budget Division (Capitol)	6
Customer Service	2
Data Communications	80
EPM Budget (Programmers)	21
General Ledger	30
HCM Benefits	28
HCM HR	498
HCM Payroll	180
HCM Time & Labor	22
Help Desk (OSF)	848
Imaging/Scanning	24
IT/Telecom Purchasing	2
Open Books	2
Operations	3
PC Support	198
PeopleSoft Training	10
Purchasing	50
Security (OSF Information Security)	14
Security (Peoplesoft)	19
Server	209
Systems	14
Treasurer	14
Vendors	27
VOICE	363
Total	2813

Closed Year to Date	
Accounts Payable	562
App Development ENV	25
App Development FIN	104
App Development HCM	38
App Development IBM	150
Application Development	1082
Budget Division (Capitol)	24
Customer Service	23
Data Communications	826
EPM Budget (Programmers)	217
General Ledger	340
HCM Benefits	203
HCM HR	5202
HCM Payroll	1996
HCM Time & Labor	243
Help Desk (OSF)	7914
Imaging/Scanning	100
IT/Telecom Purchasing	195
OK.Gov (NIC)	31
Open Books	11
Operations	68
PC Support	1614
PeopleSoft Training	36
Project Management Office	2
Purchasing	628
Quality Assurance	2
Security (OSF Information Security)	77
Security (Peoplesoft)	299
Server	1961
Systems	229
Treasurer	48
Vendors	339
VOICE	3674
Web Portal	74
Total	28337

Open Case Summary Information

Open Case - By Severity

(All Cases)

One Hour Emergency	10
Research - 30 Calendar Days	33
Resolve Five Business Days	311
Resolve in Ten Minutes	1
Resolve Same Day	92
Target Date takes priority	71

Total Open: 518

Open Case - By Case Type

(All Cases)

Active Directory	3
Application	177
Correct History	6
Customer Service	16
Data Communications	22
Development	92
Help Desk	24
Imaging/Scanning	4
IT Telecom Plan	2
New Employee	4
Open Books	3
PC Support	67
Security	4
Server Support	60
Service Interruption	1
State Pay/State Per	7
Systems Cases	3
Terminated Employee	7
Training	6
Voice Communications	8
WEB	1

Total Open: 517

Open Case Distribution - By Group

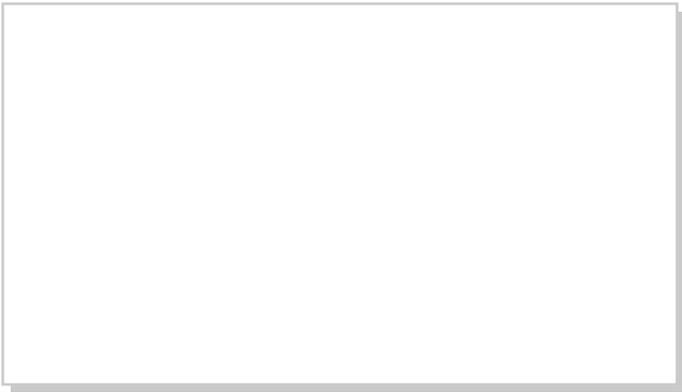
(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

Accounts Payable	6
App Development ENV	17
App Development FIN	48
App Development HCM	19
App Development IBM	22
Application Development	6
Budget Division (Capitol)	1
Customer Service	7
Data Communications	20
EPM Budget (Programmers)	3
General Ledger	19
HCM Benefits	2
HCM HR	9
HCM Payroll	4
Help Desk (OSF)	38
Imaging/Scanning	6
IT/Telecom Purchasing	2
Open Books	2
Operations	2
PC Support	70
PeopleSoft Training	6
Project Management Office	1
Purchasing	9
Security (OSF Information Security)	15
Security (Peoplesoft)	2
Server	68
Systems	3
Treasurer	2
Vendors	3
VOICE	7
Web Portal	6
	425

Accounts Payable	Average Business Days Open :	55
Cases: 5	Maximum Business Days Open:	148
App Development ENV	Average Business Days Open :	263
Cases: 15	Maximum Business Days Open:	376
App Development FIN	Average Business Days Open :	184
Cases: 63	Maximum Business Days Open:	376
App Development HCM	Average Business Days Open :	108
Cases: 12	Maximum Business Days Open:	207
App Development IBM	Average Business Days Open :	64
Cases: 22	Maximum Business Days Open:	174
Application Development	Average Business Days Open :	348
Cases: 69	Maximum Business Days Open:	377
Customer Service	Average Business Days Open :	29
Cases: 7	Maximum Business Days Open:	81
Data Communications	Average Business Days Open :	53
Cases: 13	Maximum Business Days Open:	199
EPM Budget (Programmers)	Average Business Days Open :	13
Cases: 2	Maximum Business Days Open:	17
General Ledger	Average Business Days Open :	132
Cases: 18	Maximum Business Days Open:	377
HCM Benefits	Average Business Days Open :	15
Cases: 2	Maximum Business Days Open:	28
HCM HR	Average Business Days Open :	25
Cases: 7	Maximum Business Days Open:	57
HCM Payroll	Average Business Days Open :	31
Cases: 4	Maximum Business Days Open:	62
Help Desk (OSF)	Average Business Days Open :	32
Cases: 19	Maximum Business Days Open:	88
Imaging/Scanning	Average Business Days Open :	7
Cases: 1	Maximum Business Days Open:	7
IT/Telecom Purchasing	Average Business Days Open :	49
Cases: 2	Maximum Business Days Open:	50
Open Books	Average Business Days Open :	37
Cases: 2	Maximum Business Days Open:	66
Operations	Average Business Days Open :	15
Cases: 1	Maximum Business Days Open:	15
PC Support	Average Business Days Open :	35
Cases: 42	Maximum Business Days Open:	178
PeopleSoft Training	Average Business Days Open :	50
Cases: 5	Maximum Business Days Open:	87
Purchasing	Average Business Days Open :	151
Cases: 12	Maximum Business Days Open:	370
Security (OSF Information Security)	Average Business Days Open :	41
Cases: 13	Maximum Business Days Open:	110
Security (Peoplesoft)	Average Business Days Open :	100
Cases: 1	Maximum Business Days Open:	100
Server	Average Business Days Open :	37
Cases: 51	Maximum Business Days Open:	233
Systems	Average Business Days Open :	144
Cases: 2	Maximum Business Days Open:	278



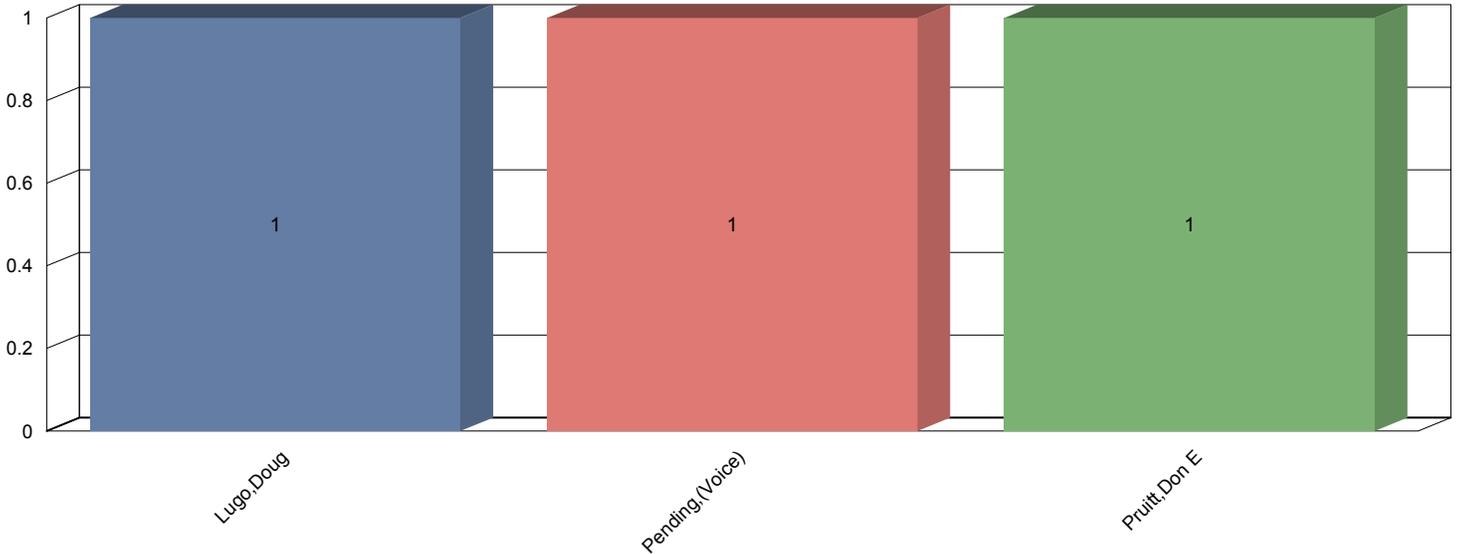
Treasurer	Average Business Days Open :	71
Cases: 2	Maximum Business Days Open:	84
Vendors	Average Business Days Open :	30
Cases: 2	Maximum Business Days Open:	42
VOICE	Average Business Days Open :	3
Cases: 6	Maximum Business Days Open:	6
Web Portal	Average Business Days Open :	4
Cases: 4	Maximum Business Days Open:	6

Cases with Target Dates of Today

Cases open past the target date:

3

Print Date: Monday, November 10, 2008



Lugo,Doug	1	Average Age	3	Maximum Age	3
Case ID: 270890	Case Type: PC Support	Created: 11/06/2008	Group: PC Group	Target: 11/10/2008	

Pending,(Voice)	1	Average Age	4	Maximum Age	4
Case ID: 270596	Case Type: Terminated Emplc	Created: 11/05/2008	Group: Voice	Target: 11/10/2008	

Pruitt,Don E	1	Average Age	5	Maximum Age	5
Case ID: 270423	Case Type: PC Support	Created: 11/04/2008	Group: PC Group	Target: 11/10/2008	

Grand Total: 3

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Collier,Sherry L	1	Average Age	116	Maximum Age	116
Case ID: 253497	Case Type: Application	Created: 06/02/2008	Group: PMO *	Target: 06/20/2008	
Hale,Bryan L	1	Average Age	23	Maximum Age	23
Case ID: 268071	Case Type: Server Support	Created: 10/09/2008	Group: Server Group	Target: 10/10/2008	
Hicks,Larry R	1	Average Age	120	Maximum Age	120
Case ID: 252871	Case Type: Server Support	Created: 05/27/2008	Group: Server Group	Target: 11/01/2008	
Jorski,Michael J	1	Average Age	34	Maximum Age	34
Case ID: 266552	Case Type: Application	Created: 09/24/2008	Group: TECH - ENV *	Target: 09/25/2008	
Kiker,Michael L	1	Average Age	9	Maximum Age	9
Case ID: 269953	Case Type: Terminated Empl	Created: 10/29/2008	Group: Data Communica	Target: 11/03/2008	
Lugo,Doug	1	Average Age	3	Maximum Age	3
Case ID: 270890	Case Type: PC Support	Created: 11/06/2008	Group: PC Group	Target: 11/10/2008	
Manek,Brandy J	1	Average Age	299	Maximum Age	299
Case ID: 229813	Case Type: Development	Created: 09/19/2007	Group: BUDGET DIV *	Target: 08/29/2008	
Mott,Judi	6	Average Age	69	Maximum Age	88
Case ID: 257849	Case Type: Help Desk	Created: 07/10/2008	Group: Help Desk	Target: 07/15/2008	
Case ID: 257900	Case Type: Help Desk	Created: 07/10/2008	Group: Help Desk	Target: 07/14/2008	
Case ID: 258926	Case Type: Help Desk	Created: 07/21/2008	Group: Help Desk	Target: 07/22/2008	
Case ID: 259512	Case Type: Help Desk	Created: 07/24/2008	Group: Help Desk	Target: 08/31/2008	
Case ID: 263037	Case Type: Help Desk	Created: 08/25/2008	Group: Help Desk	Target: 08/26/2008	
Case ID: 268269	Case Type: Help Desk	Created: 10/13/2008	Group: Help Desk	Target: 10/24/2008	

Motte,Nita R	2	Average Age	115	Maximum Age	116
Case ID: 253465	Case Type: Application	Created: 06/02/2008	Group: TECH - HCM *	Target: 11/01/2008	
Case ID: 253941	Case Type: Application	Created: 06/05/2008	Group: TECH - HCM *	Target: 11/01/2008	
Pending,(Operations)	1	Average Age	9	Maximum Age	9
Case ID: 269954	Case Type: Terminated Emplc	Created: 10/29/2008	Group: Operations	Target: 11/03/2008	
Pending,(Voice)	1	Average Age	4	Maximum Age	4
Case ID: 270596	Case Type: Terminated Emplc	Created: 11/05/2008	Group: Voice	Target: 11/10/2008	
Pruitt,Don E	1	Average Age	5	Maximum Age	5
Case ID: 270423	Case Type: PC Support	Created: 11/04/2008	Group: PC Group	Target: 11/10/2008	
Ray,Mike	2	Average Age	122	Maximum Age	233
Case ID: 238182	Case Type: Server Support	Created: 12/20/2007	Group: Server Group	Target: 08/31/2008	
Case ID: 269691	Case Type: Server Support	Created: 10/27/2008	Group: Server Group	Target: 11/07/2008	
Sathyaveera,Sanjayraj	1	Average Age	238	Maximum Age	238
Case ID: 237363	Case Type: Application	Created: 12/13/2007	Group: TECH - HCM *	Target: 12/28/2007	
Shelton,Mark	1	Average Age	24	Maximum Age	24
Case ID: 267976	Case Type: PC Support	Created: 10/08/2008	Group: PC Group	Target: 10/10/2008	
Thomason,Daniel L	1	Average Age	4	Maximum Age	4
Case ID: 270705	Case Type: Application	Created: 11/05/2008	Group: General Ledger	Target: 11/07/2008	

Wallace,Nick J	2	Average Age	162	Maximum Age	194
Case ID: 243115	Case Type: Server Support	Created: 02/13/2008	Group: Server Group	Target: 07/01/2008	
Case ID: 251738	Case Type: Customer Service	Created: 05/14/2008	Group: Server Group	Target: 10/31/2008	

Yoder,Walter C	3	Average Age	183	Maximum Age	183
Case ID: 244357	Case Type: Server Support	Created: 02/28/2008	Group: Server Group	Target: 09/30/2008	
Case ID: 244364	Case Type: Server Support	Created: 02/28/2008	Group: Server Group	Target: 09/30/2008	
Case ID: 244368	Case Type: Server Support	Created: 02/28/2008	Group: Server Group	Target: 09/30/2008	

Grand Total: 35

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