



# End of Day Report

January 01, 2008 *through* November 18, 2008

Total Days in Report: 323

## Activity Information

### Daily Activity

Cases Assigned	
Accounts Payable	544
App Development ENV	38
App Development FIN	165
App Development HCM	61
App Development IBM	179
Application Development	928
Budget Division (Capitol)	28
Customer Service	30
Data Communications	843
EPM Budget (Programmers)	220
General Ledger	334
HCM Benefits	210
HCM HR	5380
HCM Payroll	2072
HCM Time & Labor	246
Help Desk (OSF)	8134
Imaging/Scanning	107
IT/Telecom Purchasing	193
OK.Gov (NIC)	30
Open Books	14
Operations	68
PC Support	1706
PeopleSoft Training	45
Project Management Office	3
Purchasing	625
Quality Assurance	1
Security (OSF Information Security)	109
Security (Peoplesoft)	307
Server	2050
Systems	235
Treasurer	47
Vendors	338
VOICE	3796
Web Portal	90
<b>Total</b>	<b>29176</b>

Cases Closed	
Accounts Payable	574
App Development ENV	26
App Development FIN	116
App Development HCM	43
App Development IBM	153
Application Development	1082
Budget Division (Capitol)	26
Customer Service	25
Data Communications	842
EPM Budget (Programmers)	221
General Ledger	349
HCM Benefits	211
HCM HR	5377
HCM Payroll	2089
HCM Time & Labor	249
Help Desk (OSF)	8137
Imaging/Scanning	103
IT/Telecom Purchasing	195
OK.Gov (NIC)	31
Open Books	11
Operations	70
PC Support	1655
PeopleSoft Training	40
Project Management Office	2
Purchasing	647
Quality Assurance	2
Security (OSF Information Security)	98
Security (Peoplesoft)	307
Server	2020
Systems	235
Treasurer	48
Vendors	343
VOICE	3802
Web Portal	86
<b>Total</b>	<b>29215</b>

Closed Year to Date	
Accounts Payable	575
App Development ENV	26
App Development FIN	117
App Development HCM	43
App Development IBM	154
Application Development	1082
Budget Division (Capitol)	27
Customer Service	25
Data Communications	843
EPM Budget (Programmers)	221
General Ledger	349
HCM Benefits	212
HCM HR	5382
HCM Payroll	2092
HCM Time & Labor	249
Help Desk (OSF)	8159
Imaging/Scanning	103
IT/Telecom Purchasing	195
OK.Gov (NIC)	32
Open Books	11
Operations	70
PC Support	1665
PeopleSoft Training	40
Project Management Office	2
Purchasing	647
Quality Assurance	2
Security (OSF Information Security)	99
Security (Peoplesoft)	307
Server	2021
Systems	235
Treasurer	48
Vendors	344
VOICE	3809
Web Portal	88
<b>Total</b>	<b>29274</b>

# Open Case Summary Information

## Open Case - By Severity

(All Cases)

One Hour Emergency	5
Research - 30 Calendar Days	33
Resolve Five Business Days	338
Resolve in Ten Minutes	2
Resolve Same Day	93
Target Date takes priority	63
<b>Total Open:</b>	<b>534</b>

## Open Case - By Case Type

(All Cases)

Active Directory	1
Application	200
Correct History	8
Customer Service	12
Data Communications	21
Development	92
Help Desk	23
Imaging/Scanning	4
IT Telecom Plan	4
New Employee	11
Open Books	4
PC Support	64
Security	3
Server Support	61
State Pay/State Per	6
Systems Cases	3
Terminated Employee	4
Training	6
Voice Communications	5
WEB	2
<b>Total Open:</b>	<b>534</b>

## Open Case Distribution - By Group

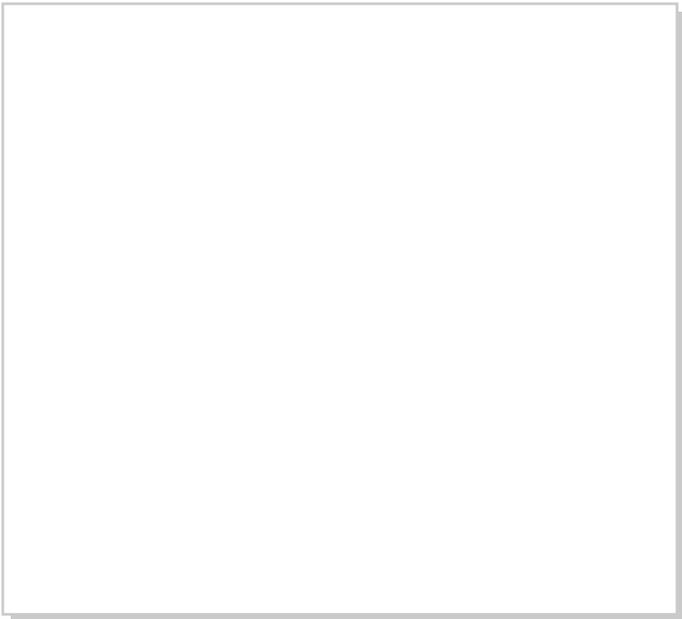
(Excluding Development Cases)

## Violations of Service Level Agreement

(All Cases)

Accounts Payable	2
App Development ENV	17
App Development FIN	52
App Development HCM	22
App Development IBM	24
Application Development	10
Budget Division (Capitol)	1
Customer Service	5
Data Communications	24
EPM Budget (Programmers)	2
General Ledger	21
HCM Benefits	1
HCM HR	9
HCM Payroll	3
HCM Time & Labor	1
Help Desk (OSF)	46
Imaging/Scanning	6
IT/Telecom Purchasing	2
OK.Gov (NIC)	1
Open Books	3
Operations	2
PC Support	69
PeopleSoft Training	5
Project Management Office	1
Purchasing	11
Security (OSF Information Security)	16
Security (Peoplesoft)	1
Server	63
Systems	4
Treasurer	2
Vendors	9
VOICE	3
Web Portal	3
	441

Accounts Payable	Average Business Days Open :	111
Cases: 1	Maximum Business Days Open:	111
App Development ENV	Average Business Days Open :	261
Cases: 16	Maximum Business Days Open:	383
App Development FIN	Average Business Days Open :	191
Cases: 62	Maximum Business Days Open:	383
App Development HCM	Average Business Days Open :	93
Cases: 14	Maximum Business Days Open:	214
App Development IBM	Average Business Days Open :	69
Cases: 22	Maximum Business Days Open:	181
Application Development	Average Business Days Open :	351
Cases: 70	Maximum Business Days Open:	384
Budget Division (Capitol)	Average Business Days Open :	10
Cases: 1	Maximum Business Days Open:	10
Customer Service	Average Business Days Open :	44
Cases: 5	Maximum Business Days Open:	88
Data Communications	Average Business Days Open :	40
Cases: 19	Maximum Business Days Open:	206
EPM Budget (Programmers)	Average Business Days Open :	20
Cases: 2	Maximum Business Days Open:	24
General Ledger	Average Business Days Open :	125
Cases: 20	Maximum Business Days Open:	384
HCM Benefits	Average Business Days Open :	35
Cases: 1	Maximum Business Days Open:	35
HCM HR	Average Business Days Open :	26
Cases: 7	Maximum Business Days Open:	64
HCM Payroll	Average Business Days Open :	42
Cases: 3	Maximum Business Days Open:	69
HCM Time & Labor	Average Business Days Open :	6
Cases: 1	Maximum Business Days Open:	6
Help Desk (OSF)	Average Business Days Open :	38
Cases: 17	Maximum Business Days Open:	95
Imaging/Scanning	Average Business Days Open :	14
Cases: 1	Maximum Business Days Open:	14
IT/Telecom Purchasing	Average Business Days Open :	56
Cases: 2	Maximum Business Days Open:	57
OK.Gov (NIC)	Average Business Days Open :	5
Cases: 1	Maximum Business Days Open:	5
Open Books	Average Business Days Open :	44
Cases: 2	Maximum Business Days Open:	73
Operations	Average Business Days Open :	22
Cases: 1	Maximum Business Days Open:	22
PC Support	Average Business Days Open :	40
Cases: 41	Maximum Business Days Open:	185
PeopleSoft Training	Average Business Days Open :	57
Cases: 5	Maximum Business Days Open:	94
Purchasing	Average Business Days Open :	158
Cases: 12	Maximum Business Days Open:	377
Security (OSF Information Security)	Average Business Days Open :	41
Cases: 15	Maximum Business Days Open:	117



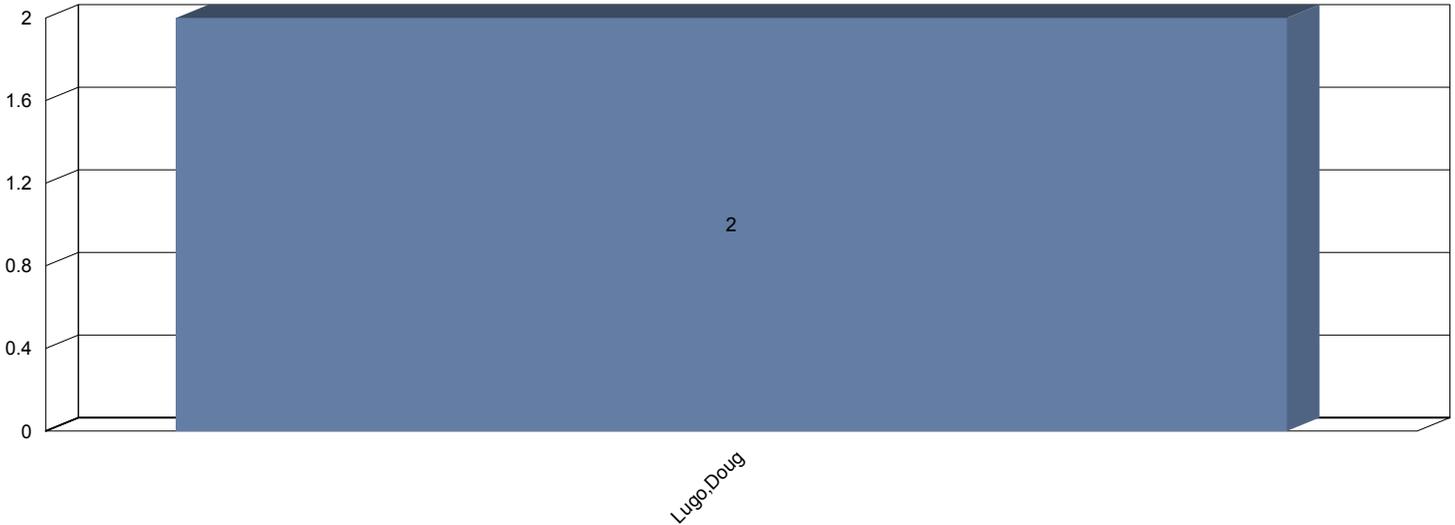
Security (Peoplesoft)	Average Business Days Open :	107
Cases: 1	Maximum Business Days Open:	107
Server	Average Business Days Open :	44
Cases: 47	Maximum Business Days Open:	240
Systems	Average Business Days Open :	75
Cases: 4	Maximum Business Days Open:	285
Treasurer	Average Business Days Open :	78
Cases: 2	Maximum Business Days Open:	91
Vendors	Average Business Days Open :	18
Cases: 5	Maximum Business Days Open:	49
VOICE	Average Business Days Open :	1
Cases: 1	Maximum Business Days Open:	1
Web Portal	Average Business Days Open :	11
Cases: 3	Maximum Business Days Open:	13

# Cases with Target Dates of Today

Cases open past the target date:

2

Print Date: Wednesday, November 19, 2008



Lugo,Doug		2	Average Age	4	Maximum Age	4
<b>Case ID:</b> 271698	<b>Case Type:</b> PC Support		<b>Created:</b> 11/14/2008	<b>Group:</b> PC Group	<b>Target:</b> 11/19/2008	
<b>Case ID:</b> 271700	<b>Case Type:</b> PC Support		<b>Created:</b> 11/14/2008	<b>Group:</b> PC Group	<b>Target:</b> 11/19/2008	

**Grand Total:** 2

1



<b>Case ID:</b> 220446	<b>Case Type:</b> Development	<b>Created:</b> 06/01/2007	<b>Group:</b> Technical	<b>Target:</b> 07/31/2008
<b>Case ID:</b> 220942	<b>Case Type:</b> Development	<b>Created:</b> 06/05/2007	<b>Group:</b> Technical	<b>Target:</b> 07/31/2008
<b>Case ID:</b> 220943	<b>Case Type:</b> Development	<b>Created:</b> 06/05/2007	<b>Group:</b> Technical	<b>Target:</b> 07/31/2008
<b>Case ID:</b> 220945	<b>Case Type:</b> Development	<b>Created:</b> 06/05/2007	<b>Group:</b> Technical	<b>Target:</b> 07/31/2008

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Collier,Sherry L	1	<b>Average Age</b>	123	<b>Maximum Age</b>	123
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<b>Case ID:</b> 253497	<b>Case Type:</b> Application	<b>Created:</b> 06/02/2008	<b>Group:</b> PMO *	<b>Target:</b> 06/20/2008
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Grigsby,Linda S	6	<b>Average Age</b>	17	<b>Maximum Age</b>	17
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<b>Case ID:</b> 269806	<b>Case Type:</b> PC Support	<b>Created:</b> 10/28/2008	<b>Group:</b> PC Group	<b>Target:</b> 11/11/2008
<b>Case ID:</b> 269811	<b>Case Type:</b> PC Support	<b>Created:</b> 10/28/2008	<b>Group:</b> PC Group	<b>Target:</b> 11/11/2008
<b>Case ID:</b> 269819	<b>Case Type:</b> PC Support	<b>Created:</b> 10/28/2008	<b>Group:</b> PC Group	<b>Target:</b> 11/11/2008
<b>Case ID:</b> 269820	<b>Case Type:</b> PC Support	<b>Created:</b> 10/28/2008	<b>Group:</b> PC Group	<b>Target:</b> 11/11/2008
<b>Case ID:</b> 269825	<b>Case Type:</b> PC Support	<b>Created:</b> 10/28/2008	<b>Group:</b> PC Group	<b>Target:</b> 11/11/2008
<b>Case ID:</b> 269827	<b>Case Type:</b> PC Support	<b>Created:</b> 10/28/2008	<b>Group:</b> PC Group	<b>Target:</b> 11/11/2008

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Hale,Bryan L	1	<b>Average Age</b>	30	<b>Maximum Age</b>	30
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<b>Case ID:</b> 268071	<b>Case Type:</b> Server Support	<b>Created:</b> 10/09/2008	<b>Group:</b> Server Group	<b>Target:</b> 10/10/2008
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Hicks,Larry R	1	<b>Average Age</b>	127	<b>Maximum Age</b>	127
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<b>Case ID:</b> 252871	<b>Case Type:</b> Server Support	<b>Created:</b> 05/27/2008	<b>Group:</b> Server Group	<b>Target:</b> 11/01/2008
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Jorski,Michael J	1	<b>Average Age</b>	41	<b>Maximum Age</b>	41
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<b>Case ID:</b> 266552	<b>Case Type:</b> Application	<b>Created:</b> 09/24/2008	<b>Group:</b> TECH - ENV *	<b>Target:</b> 09/25/2008
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Kiker,Michael L	1	<b>Average Age</b>	16	<b>Maximum Age</b>	16
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<b>Case ID:</b> 269953	<b>Case Type:</b> Terminated Empl	<b>Created:</b> 10/29/2008	<b>Group:</b> Data Communica	<b>Target:</b> 11/03/2008
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Lugo,Doug	2	<b>Average Age</b>	4	<b>Maximum Age</b>	4
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<b>Case ID:</b> 271698	<b>Case Type:</b> PC Support	<b>Created:</b> 11/14/2008	<b>Group:</b> PC Group	<b>Target:</b> 11/19/2008
<b>Case ID:</b> 271700	<b>Case Type:</b> PC Support	<b>Created:</b> 11/14/2008	<b>Group:</b> PC Group	<b>Target:</b> 11/19/2008

Manek,Brandy J	1	<b>Average Age</b>	306	<b>Maximum Age</b>	306
<b>Case ID:</b> 229813	<b>Case Type:</b> Development	<b>Created:</b> 09/19/2007	<b>Group:</b> BUDGET DIV *	<b>Target:</b> 08/29/2008	

Mott,Judi	6	<b>Average Age</b>	76	<b>Maximum Age</b>	95
<b>Case ID:</b> 257849	<b>Case Type:</b> Help Desk	<b>Created:</b> 07/10/2008	<b>Group:</b> Help Desk	<b>Target:</b> 07/15/2008	
<b>Case ID:</b> 257900	<b>Case Type:</b> Help Desk	<b>Created:</b> 07/10/2008	<b>Group:</b> Help Desk	<b>Target:</b> 07/14/2008	
<b>Case ID:</b> 258926	<b>Case Type:</b> Help Desk	<b>Created:</b> 07/21/2008	<b>Group:</b> Help Desk	<b>Target:</b> 07/22/2008	
<b>Case ID:</b> 259512	<b>Case Type:</b> Help Desk	<b>Created:</b> 07/24/2008	<b>Group:</b> Help Desk	<b>Target:</b> 08/31/2008	
<b>Case ID:</b> 263037	<b>Case Type:</b> Help Desk	<b>Created:</b> 08/25/2008	<b>Group:</b> Help Desk	<b>Target:</b> 08/26/2008	
<b>Case ID:</b> 268269	<b>Case Type:</b> Help Desk	<b>Created:</b> 10/13/2008	<b>Group:</b> Help Desk	<b>Target:</b> 10/24/2008	

Motte,Nita R	2	<b>Average Age</b>	122	<b>Maximum Age</b>	123
<b>Case ID:</b> 253465	<b>Case Type:</b> Application	<b>Created:</b> 06/02/2008	<b>Group:</b> TECH - HCM *	<b>Target:</b> 11/01/2008	
<b>Case ID:</b> 253941	<b>Case Type:</b> Application	<b>Created:</b> 06/05/2008	<b>Group:</b> TECH - HCM *	<b>Target:</b> 11/01/2008	

Pending,(Operations)	1	<b>Average Age</b>	16	<b>Maximum Age</b>	16
<b>Case ID:</b> 269954	<b>Case Type:</b> Terminated Empl	<b>Created:</b> 10/29/2008	<b>Group:</b> Operations	<b>Target:</b> 11/03/2008	

Pending,(PC Support)	6	<b>Average Age</b>	17	<b>Maximum Age</b>	17
<b>Case ID:</b> 269802	<b>Case Type:</b> PC Support	<b>Created:</b> 10/28/2008	<b>Group:</b> PC Group	<b>Target:</b> 11/11/2008	
<b>Case ID:</b> 269808	<b>Case Type:</b> PC Support	<b>Created:</b> 10/28/2008	<b>Group:</b> PC Group	<b>Target:</b> 11/11/2008	
<b>Case ID:</b> 269813	<b>Case Type:</b> PC Support	<b>Created:</b> 10/28/2008	<b>Group:</b> PC Group	<b>Target:</b> 11/11/2008	
<b>Case ID:</b> 269821	<b>Case Type:</b> PC Support	<b>Created:</b> 10/28/2008	<b>Group:</b> PC Group	<b>Target:</b> 11/11/2008	
<b>Case ID:</b> 269823	<b>Case Type:</b> PC Support	<b>Created:</b> 10/28/2008	<b>Group:</b> PC Group	<b>Target:</b> 11/11/2008	
<b>Case ID:</b> 269826	<b>Case Type:</b> PC Support	<b>Created:</b> 10/28/2008	<b>Group:</b> PC Group	<b>Target:</b> 11/11/2008	

Ray,Mike	1	<b>Average Age</b>	240	<b>Maximum Age</b>	240
<b>Case ID:</b> 238182	<b>Case Type:</b> Server Support	<b>Created:</b> 12/20/2007	<b>Group:</b> Server Group	<b>Target:</b> 08/31/2008	

Rowe,Ron F	1	<b>Average Age</b>	6	<b>Maximum Age</b>	6
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Case ID: 271338 Case Type: PC Support Created: 11/12/2008 Group: PC Group Target: 11/14/2008

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Sathyaveera, Sanjayraj 1 Average Age 245 Maximum Age 245

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Case ID: 237363 Case Type: Application Created: 12/13/2007 Group: TECH - HCM \* Target: 12/28/2007

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Shelton, Mark 2 Average Age 20 Maximum Age 31

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Case ID: 267976 Case Type: PC Support Created: 10/08/2008 Group: PC Group Target: 10/10/2008  
Case ID: 271110 Case Type: PC Support Created: 11/10/2008 Group: PC Group Target: 11/12/2008

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Wallace, Nick J 1 Average Age 201 Maximum Age 201

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Case ID: 243115 Case Type: Server Support Created: 02/13/2008 Group: Server Group Target: 07/01/2008

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Yoder, Walter C 3 Average Age 190 Maximum Age 190

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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: 46**

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