



# End of Day Report

January 01, 2008 *through* September 16, 2008

Total Days in Report: 260

## Activity Information

### Daily Activity

Cases Assigned	
Accounts Payable	469
App Development ENV	21
App Development FIN	78
App Development HCM	35
App Development IBM	122
Application Development	909
Budget Division	2
Customer Service	25
Data Communications	681
EPM Budget	163
General Ledger	276
HCM Benefits	157
HCM HR	4333
HCM Payroll	1666
HCM Time & Labor	207
Help Desk (OSF)	6481
Imaging/Scanning	65
IT/Telecom Purchasing	188
OK.Gov (NIC)	24
Open Books	10
Operations	56
PC Support	1375
PeopleSoft Training	20
Project Management Office	3
Purchasing	517
Quality Assurance	1
Security (OSF Information Security)	48
Security (Peoplesoft)	268
Server	1611
Systems	197
Treasurer	39
Vendors	287
VOICE	3079
Web Portal	47
<b>Total</b>	<b>23460</b>

Cases Closed	
Accounts Payable	493
App Development ENV	3
App Development FIN	26
App Development HCM	14
App Development IBM	89
Application Development	1065
Budget Division	1
Customer Service	20
Data Communications	684
EPM Budget	165
General Ledger	296
HCM Benefits	157
HCM HR	4331
HCM Payroll	1683
HCM Time & Labor	210
Help Desk (OSF)	6455
Imaging/Scanning	63
IT/Telecom Purchasing	189
OK.Gov (NIC)	26
Open Books	9
Operations	60
PC Support	1320
PeopleSoft Training	18
Project Management Office	2
Purchasing	538
Quality Assurance	2
Security (OSF Information Security)	47
Security (Peoplesoft)	268
Server	1581
Systems	199
Treasurer	33
Vendors	296
VOICE	3070
Web Portal	47
<b>Total</b>	<b>23460</b>

Closed Year to Date	
Accounts Payable	494
App Development ENV	3
App Development FIN	26
App Development HCM	14
App Development IBM	89
Application Development	1065
Budget Division	2
Customer Service	20
Data Communications	685
EPM Budget	166
General Ledger	296
HCM Benefits	158
HCM HR	4346
HCM Payroll	1687
HCM Time & Labor	211
Help Desk (OSF)	6473
Imaging/Scanning	63
IT/Telecom Purchasing	189
OK.Gov (NIC)	26
Open Books	9
Operations	60
PC Support	1329
PeopleSoft Training	19
Project Management Office	2
Purchasing	540
Quality Assurance	2
Security (OSF Information Security)	47
Security (Peoplesoft)	268
Server	1588
Systems	199
Treasurer	33
Vendors	299
VOICE	3084
Web Portal	47
<b>Total</b>	<b>23539</b>

# Open Case Summary Information

## Open Case - By Severity

(All Cases)

One Hour Emergency	10
Research - 30 Calendar Days	33
Resolve Five Business Days	363
Resolve in Ten Minutes	2
Resolve Same Day	110
Target Date takes priority	71
<b>Total Open:</b>	<b>589</b>

## Open Case - By Case Type

(All Cases)

Active Directory	1
Application	199
Correct History	13
Customer Service	12
Data Communications	19
Development	92
Documentation	2
Help Desk	47
Imaging/Scanning	2
IT Telecom Plan	4
New Employee	16
Open Books	2
PC Support	68
Server Support	49
Service Interruption	10
State Pay/State Per	31
Systems Cases	1
Terminated Employee	4
Training	4
Voice Communications	12
WEB	1
<b>Total Open:</b>	<b>589</b>

## Open Case Distribution - By Group

(Excluding Development Cases)

## Violations of Service Level Agreement

(All Cases)

Accounts Payable	8
App Development ENV	23
App Development FIN	54
App Development HCM	25
App Development IBM	40
Application Development	9
Budget Division	1
Customer Service	5
Data Communications	19
General Ledger	16
HCM Benefits	2
HCM HR	8
HCM Payroll	8
HCM Time & Labor	1
Help Desk (OSF)	53
Imaging/Scanning	4
IT/Telecom Purchasing	3
OK.Gov (NIC)	1
Open Books	1
PC Support	78
PeopleSoft Training	2
Project Management Office	1
Purchasing	11
Security (OSF Information Security)	6
Security (Peoplesoft)	1
Server	65
Systems	2
Treasurer	9
Vendors	3
VOICE	13
	472

Accounts Payable	Average Business Days Open :	62
Cases: 7	Maximum Business Days Open:	110
App Development ENV	Average Business Days Open :	195
Cases: 20	Maximum Business Days Open:	338
App Development FIN	Average Business Days Open :	161
Cases: 63	Maximum Business Days Open:	338
App Development HCM	Average Business Days Open :	59
Cases: 19	Maximum Business Days Open:	169
App Development IBM	Average Business Days Open :	52
Cases: 23	Maximum Business Days Open:	136
Application Development	Average Business Days Open :	306
Cases: 71	Maximum Business Days Open:	339
Budget Division	Average Business Days Open :	8
Cases: 1	Maximum Business Days Open:	8
Customer Service	Average Business Days Open :	39
Cases: 5	Maximum Business Days Open:	53
Data Communications	Average Business Days Open :	48
Cases: 12	Maximum Business Days Open:	171
General Ledger	Average Business Days Open :	152
Cases: 16	Maximum Business Days Open:	339
HCM Benefits	Average Business Days Open :	23
Cases: 1	Maximum Business Days Open:	23
HCM HR	Average Business Days Open :	60
Cases: 5	Maximum Business Days Open:	142
HCM Payroll	Average Business Days Open :	15
Cases: 3	Maximum Business Days Open:	24
Help Desk (OSF)	Average Business Days Open :	49
Cases: 34	Maximum Business Days Open:	142
IT/Telecom Purchasing	Average Business Days Open :	12
Cases: 3	Maximum Business Days Open:	15
OK.Gov (NIC)	Average Business Days Open :	60
Cases: 1	Maximum Business Days Open:	60
Open Books	Average Business Days Open :	28
Cases: 1	Maximum Business Days Open:	28
PC Support	Average Business Days Open :	33
Cases: 50	Maximum Business Days Open:	140
PeopleSoft Training	Average Business Days Open :	38
Cases: 2	Maximum Business Days Open:	49
Purchasing	Average Business Days Open :	120
Cases: 12	Maximum Business Days Open:	332
Security (OSF Information Security)	Average Business Days Open :	49
Cases: 5	Maximum Business Days Open:	72
Security (Peoplesoft)	Average Business Days Open :	62
Cases: 1	Maximum Business Days Open:	62
Server	Average Business Days Open :	49
Cases: 40	Maximum Business Days Open:	195
Systems	Average Business Days Open :	194
Cases: 2	Maximum Business Days Open:	240
Treasurer	Average Business Days Open :	76
Cases: 9	Maximum Business Days Open:	108

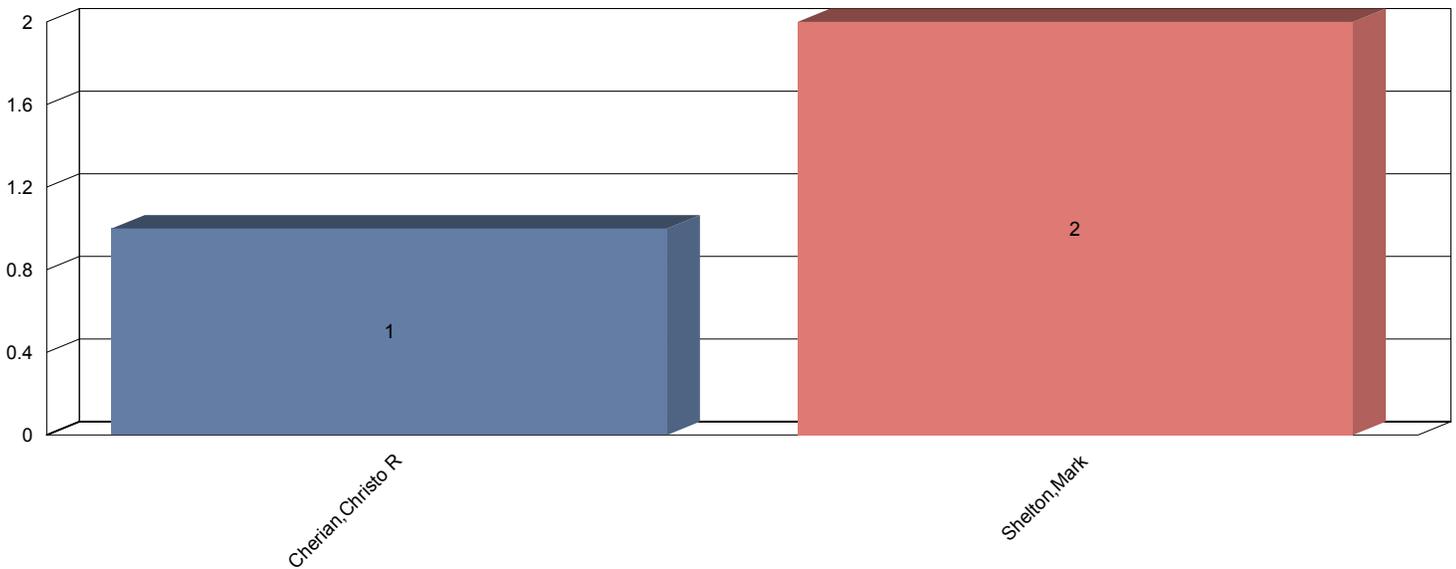
Vendors	Average Business Days Open :	18
Cases: 1	Maximum Business Days Open:	18
VOICE	Average Business Days Open :	5
Cases: 7	Maximum Business Days Open:	22

# Cases with Target Dates of Today

Cases open past the target date:

3

Print Date: Wednesday, September 17, 2008



Cherian,Christo R	1	Average Age	2	Maximum Age	2
<b>Case ID:</b> 265603	<b>Case Type:</b> New Employee	<b>Created:</b> 09/16/2008	<b>Group:</b> Server Group	<b>Target:</b> 09/17/2008	

Shelton,Mark	2	Average Age	2	Maximum Age	2
<b>Case ID:</b> 265492	<b>Case Type:</b> PC Support	<b>Created:</b> 09/16/2008	<b>Group:</b> PC Group	<b>Target:</b> 09/17/2008	
<b>Case ID:</b> 265606	<b>Case Type:</b> PC Support	<b>Created:</b> 09/16/2008	<b>Group:</b> PC Group	<b>Target:</b> 09/17/2008	

**Grand Total: 3**

1





