



End of Day Report

January 01, 2008 *through* September 08, 2008

Total Days in Report: 252

Activity Information

Daily Activity

Cases Assigned	
Accounts Payable	460
App Development ENV	14
App Development FIN	72
App Development HCM	28
App Development IBM	81
Application Development	909
Customer Service	25
Data Communications	662
EPM Budget	156
General Ledger	262
HCM Benefits	153
HCM HR	4196
HCM Payroll	1614
HCM Time & Labor	199
Help Desk (OSF)	6250
Imaging/Scanning	62
IT/Telecom Purchasing	187
OK.Gov (NIC)	26
Open Books	10
Operations	56
PC Support	1309
PeopleSoft Training	18
Project Management Office	3
Purchasing	508
Quality Assurance	1
Security (OSF Information Security)	45
Security (Peoplesoft)	260
Server	1510
Systems	194
Treasurer	39
Vendors	279
VOICE	2958
Web Portal	47
Total	22593

Cases Closed	
Accounts Payable	481
App Development ENV	1
App Development FIN	20
App Development HCM	6
App Development IBM	56
Application Development	1064
Customer Service	19
Data Communications	670
EPM Budget	158
General Ledger	282
HCM Benefits	153
HCM HR	4193
HCM Payroll	1628
HCM Time & Labor	203
Help Desk (OSF)	6233
Imaging/Scanning	60
IT/Telecom Purchasing	187
OK.Gov (NIC)	27
Open Books	7
Operations	60
PC Support	1263
PeopleSoft Training	15
Project Management Office	2
Purchasing	527
Quality Assurance	2
Security (OSF Information Security)	45
Security (Peoplesoft)	259
Server	1493
Systems	195
Treasurer	32
Vendors	291
VOICE	2959
Web Portal	47
Total	22638

Closed Year to Date	
Accounts Payable	481
App Development ENV	2
App Development FIN	21
App Development HCM	7
App Development IBM	57
Application Development	1064
Customer Service	19
Data Communications	670
EPM Budget	158
General Ledger	282
HCM Benefits	153
HCM HR	4194
HCM Payroll	1629
HCM Time & Labor	203
Help Desk (OSF)	6241
Imaging/Scanning	60
IT/Telecom Purchasing	188
OK.Gov (NIC)	27
Open Books	7
Operations	60
PC Support	1263
PeopleSoft Training	15
Project Management Office	2
Purchasing	527
Quality Assurance	2
Security (OSF Information Security)	45
Security (Peoplesoft)	259
Server	1493
Systems	196
Treasurer	32
Vendors	291
VOICE	2961
Web Portal	47
Total	22656

Open Case Summary Information

Open Case - By Severity

(All Cases)

One Hour Emergency	4
Research - 30 Calendar Days	33
Resolve Five Business Days	323
Resolve in Ten Minutes	4
Resolve Same Day	94
Target Date takes priority	66
Total Open:	524

Open Case - By Case Type

(All Cases)

Application	185
Correct History	14
Customer Service	12
Data Communications	18
Development	92
Help Desk	51
I/T Telecom Plan	5
Imaging/Scanning	2
New Employee	1
Open Books	4
PC Support	65
Server Support	43
Service Interruption	1
State Pay/State Per	12
Systems Cases	1
Terminated Employee	3
Training	4
Voice Communications	8
WEB	2
Total Open:	523

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

Accounts Payable	11
App Development ENV	17
App Development FIN	53
App Development HCM	24
App Development IBM	25
Application Development	10
Customer Service	6
Data Communications	14
EPM Budget	1
General Ledger	16
HCM Benefits	2
HCM HR	11
HCM Payroll	5
Help Desk (OSF)	34
Imaging/Scanning	4
IT/Telecom Purchasing	3
OK.Gov (NIC)	2
Open Books	3
PC Support	71
PeopleSoft Training	3
Project Management Office	1
Purchasing	13
Security (OSF Information Security)	5
Security (Peoplesoft)	2
Server	47
Systems	2
Treasurer	10
Vendors	2
VOICE	7
	404

Accounts Payable	Average Business Days Open :	43
Cases: 10	Maximum Business Days Open:	104
App Development ENV	Average Business Days Open :	215
Cases: 16	Maximum Business Days Open:	332
App Development FIN	Average Business Days Open :	147
Cases: 67	Maximum Business Days Open:	332
App Development HCM	Average Business Days Open :	55
Cases: 18	Maximum Business Days Open:	163
App Development IBM	Average Business Days Open :	55
Cases: 19	Maximum Business Days Open:	130
Application Development	Average Business Days Open :	297
Cases: 72	Maximum Business Days Open:	333
Customer Service	Average Business Days Open :	32
Cases: 6	Maximum Business Days Open:	47
Data Communications	Average Business Days Open :	60
Cases: 10	Maximum Business Days Open:	165
General Ledger	Average Business Days Open :	158
Cases: 15	Maximum Business Days Open:	333
HCM Benefits	Average Business Days Open :	10
Cases: 2	Maximum Business Days Open:	17
HCM HR	Average Business Days Open :	35
Cases: 8	Maximum Business Days Open:	136
HCM Payroll	Average Business Days Open :	9
Cases: 4	Maximum Business Days Open:	18
Help Desk (OSF)	Average Business Days Open :	62
Cases: 25	Maximum Business Days Open:	139
IT/Telecom Purchasing	Average Business Days Open :	8
Cases: 2	Maximum Business Days Open:	9
OK.Gov (NIC)	Average Business Days Open :	33
Cases: 2	Maximum Business Days Open:	54
Open Books	Average Business Days Open :	61
Cases: 3	Maximum Business Days Open:	95
PC Support	Average Business Days Open :	34
Cases: 58	Maximum Business Days Open:	166
PeopleSoft Training	Average Business Days Open :	32
Cases: 2	Maximum Business Days Open:	43
Purchasing	Average Business Days Open :	115
Cases: 13	Maximum Business Days Open:	326
Security (OSF Information Security)	Average Business Days Open :	50
Cases: 4	Maximum Business Days Open:	66
Security (Peoplesoft)	Average Business Days Open :	29
Cases: 2	Maximum Business Days Open:	56
Server	Average Business Days Open :	57
Cases: 32	Maximum Business Days Open:	189
Systems	Average Business Days Open :	188
Cases: 2	Maximum Business Days Open:	234
Treasurer	Average Business Days Open :	64
Cases: 10	Maximum Business Days Open:	102
Vendors	Average Business Days Open :	12
Cases: 1	Maximum Business Days Open:	12



VOICE	Average Business Days Open :	4
Cases: 7	Maximum Business Days Open:	16

Cases with Target Dates of Today

Cases open past the target date:

Print Date: Tuesday, September 9, 2008

		Average Age		Maximum Age
Case ID:	Case Type:	Created:	Group:	Target:

Grand Total:

Kiker,Michael L	1	Average Age	41	Maximum Age	41
Case ID: 258326	Case Type: Terminated Emplc	Created: 07/15/2008	Group: Data Communica	Target: 08/02/2008	
Manek,Brandy J	1	Average Age	255	Maximum Age	255
Case ID: 229813	Case Type: Development	Created: 09/19/2007	Group: EPM Budget	Target: 08/29/2008	
Morgan,Jayson E	1	Average Age	17	Maximum Age	17
Case ID: 262242	Case Type: Data Communicat	Created: 08/18/2008	Group: Data Communica	Target: 09/08/2008	
Mott,Judi	8	Average Age	35	Maximum Age	45
Case ID: 257730	Case Type: Help Desk	Created: 07/09/2008	Group: Help Desk	Target: 07/15/2008	
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: 259676	Case Type: Help Desk	Created: 07/25/2008	Group: Help Desk	Target: 07/31/2008	
Case ID: 259677	Case Type: Help Desk	Created: 07/25/2008	Group: Help Desk	Target: 07/31/2008	
Case ID: 263037	Case Type: Help Desk	Created: 08/25/2008	Group: Help Desk	Target: 08/26/2008	
Pending,(Information Security)	1	Average Age	41	Maximum Age	41
Case ID: 258338	Case Type: Terminated Emplc	Created: 07/15/2008	Group: SECURITY 2 *	Target: 08/02/2008	
Ray,Mike	1	Average Age	189	Maximum Age	189
Case ID: 238182	Case Type: Server Support	Created: 12/20/2007	Group: Server Group	Target: 08/31/2008	
Rennels,Bonnie	1	Average Age	72	Maximum Age	72
Case ID: 253448	Case Type: Application	Created: 06/02/2008	Group: TECH - FIN *	Target: 09/08/2008	
Sathyaveera,Sanjayraj	1	Average Age	194	Maximum Age	194

