



End of Day Report

June 03, 2008 *through* June 03, 2008

Total Days in Report: 1

Activity Information

Daily Activity

Cases Assigned	
Accounts Payable	3
Data Communications	2
General Ledger	1
HCM Benefits	2
HCM HR	34
HCM Payroll	6
HCM Time & Labor	2
Help Desk (OSF)	38
IT/Telecom Purchasing	2
OK.Gov (NIC)	1
PC Support	12
Project Management Office	1
Purchasing	1
Security (Peoplesoft)	2
Server	12
Technical & Program Development	3
VOICE	22
Total	144

Cases Closed	
Accounts Payable	2
Customer Service	1
Data Communications	4
General Ledger	2
HCM Benefits	2
HCM HR	39
HCM Payroll	6
HCM Time & Labor	2
Help Desk (OSF)	43
IT/Telecom Purchasing	4
PC Support	1
Security (Peoplesoft)	4
Server	19
Technical & Program Development	7
VOICE	18
Total	154

Closed Year to Date	
Accounts Payable	332
Customer Service	6
Data Communications	403
EPM Budget	67
General Ledger	178
HCM Benefits	82
HCM HR	2462
HCM Payroll	1011
HCM Time & Labor	113
Help Desk (OSF)	3813
Imaging/Scanning	11
IT/Telecom Purchasing	98
OK.Gov (NIC)	17
Open Books	2
Operations	40
PC Support	690
Project Management Office	1
Purchasing	398
Quality Assurance	1
Security (OSF Information Security)	27
Security (Peoplesoft)	171
Server	704
Systems	129
Technical & Program Development	558
Treasurer	25
Vendors	175
VOICE	1814
Web Portal	30
Total	13358

Open Case Summary Information

Open Case - By Severity

(All Cases)

One Hour Emergency	6
Research - 30 Calendar Days	44
Resolve Five Business Days	324
Resolve in Ten Minutes	2
Resolve Same Day	108
Target Date takes priority	81
Total Open:	565

Open Case - By Case Type

(All Cases)

Application	199
Correct History	17
Customer Service	12
Data Communications	23
Development	115
Help Desk	45
Imaging/Scanning	4
New Employee	15
Open Books	2
OPM Mainframe	10
PC Support	52
Server Support	41
Systems Cases	2
Terminated Employee	4
Voice Communications	21
WEB	3
Total Open:	565

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

Accounts Payable	18
Customer Service	4
Data Communications	24
General Ledger	13
HCM HR	8
HCM Payroll	4
HCM Time & Labor	4
Help Desk (OSF)	19
Imaging/Scanning	7
IT/Telecom Purchasing	2
OK.Gov (NIC)	5
Open Books	2
PC Support	54
Project Management Office	1
Purchasing	13
Security (OSF Information Security)	2
Security (Peoplesoft)	1
Server	45
Systems	3
Technical & Program Development	149
Treasurer	6
Vendors	14
VOICE	21
	419

Accounts Payable	Average Business Days Open :	74
Cases: 14	Maximum Business Days Open:	264
Customer Service	Average Business Days Open :	23
Cases: 3	Maximum Business Days Open:	24
Data Communications	Average Business Days Open :	32
Cases: 16	Maximum Business Days Open:	93
General Ledger	Average Business Days Open :	176
Cases: 11	Maximum Business Days Open:	265
HCM HR	Average Business Days Open :	23
Cases: 5	Maximum Business Days Open:	68
HCM Payroll	Average Business Days Open :	70
Cases: 2	Maximum Business Days Open:	132
HCM Time & Labor	Average Business Days Open :	180
Cases: 3	Maximum Business Days Open:	187
Help Desk (OSF)	Average Business Days Open :	43
Cases: 14	Maximum Business Days Open:	71
Imaging/Scanning	Average Business Days Open :	33
Cases: 3	Maximum Business Days Open:	55
IT/Telecom Purchasing	Average Business Days Open :	20
Cases: 2	Maximum Business Days Open:	31
OK.Gov (NIC)	Average Business Days Open :	16
Cases: 4	Maximum Business Days Open:	24
Open Books	Average Business Days Open :	10
Cases: 2	Maximum Business Days Open:	27
PC Support	Average Business Days Open :	31
Cases: 31	Maximum Business Days Open:	157
Purchasing	Average Business Days Open :	116
Cases: 8	Maximum Business Days Open:	258
Security (OSF Information Security)	Average Business Days Open :	38
Cases: 2	Maximum Business Days Open:	62
Security (Peoplesoft)	Average Business Days Open :	92
Cases: 1	Maximum Business Days Open:	92
Server	Average Business Days Open :	58
Cases: 23	Maximum Business Days Open:	121
Systems	Average Business Days Open :	112
Cases: 3	Maximum Business Days Open:	166
Technical & Program Development	Average Business Days Open :	184
Cases: 221	Maximum Business Days Open:	265
Treasurer	Average Business Days Open :	19
Cases: 6	Maximum Business Days Open:	34
Vendors	Average Business Days Open :	45
Cases: 13	Maximum Business Days Open:	71
VOICE	Average Business Days Open :	4
Cases: 13	Maximum Business Days Open:	6

