



End of Day Report

June 09, 2008 *through* June 09, 2008

Total Days in Report: 1

Activity Information

Daily Activity

Cases Assigned	
Accounts Payable	3
Data Communications	5
EPM Budget	2
General Ledger	1
HCM HR	30
HCM Payroll	9
HCM Time & Labor	4
Help Desk (OSF)	47
Imaging/Scanning	4
IT/Telecom Purchasing	3
PC Support	7
Purchasing	2
Security (Peoplesoft)	2
Server	8
Technical & Program Development	10
Vendors	5
VOICE	16
Total	158

Cases Closed	
Accounts Payable	3
Data Communications	5
EPM Budget	1
HCM HR	29
HCM Payroll	8
HCM Time & Labor	4
Help Desk (OSF)	48
IT/Telecom Purchasing	4
PC Support	3
Purchasing	6
Security (Peoplesoft)	2
Server	8
Technical & Program Development	7
VOICE	13
Web Portal	1
Total	142

Closed Year to Date	
Accounts Payable	342
Customer Service	6
Data Communications	417
EPM Budget	68
General Ledger	179
HCM Benefits	83
HCM HR	2529
HCM Payroll	1030
HCM Time & Labor	119
Help Desk (OSF)	3899
Imaging/Scanning	11
IT/Telecom Purchasing	103
OK.Gov (NIC)	18
Open Books	2
Operations	41
PC Support	698
Project Management Office	1
Purchasing	403
Quality Assurance	1
Security (OSF Information Security)	27
Security (Peoplesoft)	174
Server	718
Systems	130
Technical & Program Development	592
Treasurer	25
Vendors	181
VOICE	1842
Web Portal	31
Total	13670

Open Case Summary Information

Open Case - By Severity

(All Cases)

One Hour Emergency	5
Research - 30 Calendar Days	44
Resolve Five Business Days	305
Resolve in Ten Minutes	3
Resolve Same Day	119
Target Date takes priority	83
Total Open:	559

Open Case - By Case Type

(All Cases)

Active Directory	1
Application	188
Correct History	11
Customer Service	13
Data Communications	20
Development	113
Documentation	1
Help Desk	45
Imaging/Scanning	14
New Employee	14
Open Books	2
OPM Mainframe	2
PC Support	59
Server Support	43
Systems Cases	2
Terminated Employee	5
Voice Communications	24
WEB	2
Total Open:	559

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

Accounts Payable	12
Customer Service	5
Data Communications	21
EPM Budget	2
General Ledger	13
HCM HR	6
HCM Payroll	3
HCM Time & Labor	3
Help Desk (OSF)	12
Imaging/Scanning	19
IT/Telecom Purchasing	2
OK.Gov (NIC)	4
Open Books	2
PC Support	62
Project Management Office	1
Purchasing	6
Security (OSF Information Security)	2
Security (Peoplesoft)	1
Server	50
Systems	3
Technical & Program Development	141
Treasurer	6
Vendors	16
VOICE	25
	417

Accounts Payable	Average Business Days Open :	96
Cases: 8	Maximum Business Days Open:	267
Customer Service	Average Business Days Open :	26
Cases: 4	Maximum Business Days Open:	27
Data Communications	Average Business Days Open :	39
Cases: 14	Maximum Business Days Open:	96
EPM Budget	Average Business Days Open :	4
Cases: 1	Maximum Business Days Open:	4
General Ledger	Average Business Days Open :	156
Cases: 11	Maximum Business Days Open:	268
HCM HR	Average Business Days Open :	25
Cases: 5	Maximum Business Days Open:	71
HCM Payroll	Average Business Days Open :	49
Cases: 3	Maximum Business Days Open:	135
HCM Time & Labor	Average Business Days Open :	183
Cases: 3	Maximum Business Days Open:	190
Help Desk (OSF)	Average Business Days Open :	39
Cases: 17	Maximum Business Days Open:	74
Imaging/Scanning	Average Business Days Open :	36
Cases: 3	Maximum Business Days Open:	58
IT/Telecom Purchasing	Average Business Days Open :	11
Cases: 1	Maximum Business Days Open:	11
OK.Gov (NIC)	Average Business Days Open :	16
Cases: 4	Maximum Business Days Open:	27
Open Books	Average Business Days Open :	13
Cases: 2	Maximum Business Days Open:	30
PC Support	Average Business Days Open :	24
Cases: 48	Maximum Business Days Open:	160
Purchasing	Average Business Days Open :	107
Cases: 9	Maximum Business Days Open:	261
Security (OSF Information Security)	Average Business Days Open :	41
Cases: 2	Maximum Business Days Open:	65
Security (Peoplesoft)	Average Business Days Open :	95
Cases: 1	Maximum Business Days Open:	95
Server	Average Business Days Open :	51
Cases: 27	Maximum Business Days Open:	124
Systems	Average Business Days Open :	115
Cases: 3	Maximum Business Days Open:	169
Technical & Program Development	Average Business Days Open :	183
Cases: 218	Maximum Business Days Open:	268
Treasurer	Average Business Days Open :	22
Cases: 6	Maximum Business Days Open:	37
Vendors	Average Business Days Open :	43
Cases: 15	Maximum Business Days Open:	74
VOICE	Average Business Days Open :	5
Cases: 24	Maximum Business Days Open:	9

