



# End of Day Report

June 13, 2008 *through* June 13, 2008

Total Days in Report: 1

## Activity Information

### Daily Activity

#### Cases Assigned

Accounts Payable	5
Data Communications	3
EPM Budget	2
HCM HR	44
HCM Payroll	8
HCM Time & Labor	1
Help Desk (OSF)	24
Imaging/Scanning	2
IT/Telecom Purchasing	7
PC Support	2
Server	6
Systems	2
Technical & Program Development	4
Vendors	2
VOICE	12
<b>Total</b>	<b>124</b>

#### Cases Closed

Accounts Payable	4
Data Communications	2
General Ledger	4
HCM Benefits	1
HCM HR	25
HCM Payroll	8
Help Desk (OSF)	25
Imaging/Scanning	2
IT/Telecom Purchasing	10
PC Support	8
Purchasing	1
Security (OSF Information Security)	1
Server	2
Systems	1
Technical & Program Development	10
Vendors	1
VOICE	8
<b>Total</b>	<b>113</b>

#### Closed Year to Date

Accounts Payable	360
Customer Service	6
Data Communications	433
EPM Budget	82
General Ledger	189
HCM Benefits	91
HCM HR	2692
HCM Payroll	1080
HCM Time & Labor	125
Help Desk (OSF)	4060
Imaging/Scanning	16
IT/Telecom Purchasing	134
OK.Gov (NIC)	18
Open Books	2
Operations	41
PC Support	740
Project Management Office	1
Purchasing	408
Quality Assurance	1
Security (OSF Information Security)	28
Security (Peoplesoft)	179
Server	747
Systems	132
Technical & Program Development	653
Treasurer	26
Vendors	187
VOICE	1937
Web Portal	31
<b>Total</b>	<b>14399</b>

# Open Case Summary Information

## Open Case - By Severity

(All Cases)

One Hour Emergency	5
Research - 30 Calendar Days	40
Resolve Five Business Days	298
Resolve in Ten Minutes	2
Resolve Same Day	84
Target Date takes priority	81
<b>Total Open:</b>	<b>510</b>

## Open Case - By Case Type

(All Cases)

Application	173
Correct History	10
Customer Service	12
Data Communications	23
Development	104
Documentation	3
Help Desk	44
I/T Telecom Plan	1
Imaging/Scanning	14
New Employee	9
Open Books	5
OPM Mainframe	4
PC Support	48
Server Support	41
Systems Cases	5
Terminated Employee	5
Voice Communications	8
WEB	2
<b>Total Open:</b>	<b>511</b>

## Open Case Distribution - By Group

(Excluding Development Cases)

## Violations of Service Level Agreement

(All Cases)

Accounts Payable	5
Customer Service	7
Data Communications	22
EPM Budget	3
General Ledger	15
HCM HR	5
HCM Payroll	3
HCM Time & Labor	4
Help Desk (OSF)	31
Imaging/Scanning	19
IT/Telecom Purchasing	2
OK.Gov (NIC)	4
Open Books	4
PC Support	46
Project Management Office	1
Purchasing	6
Security (OSF Information Security)	4
Security (Peoplesoft)	1
Server	45
Systems	7
Technical & Program Development	115
Treasurer	6
Vendors	13
VOICE	8

376

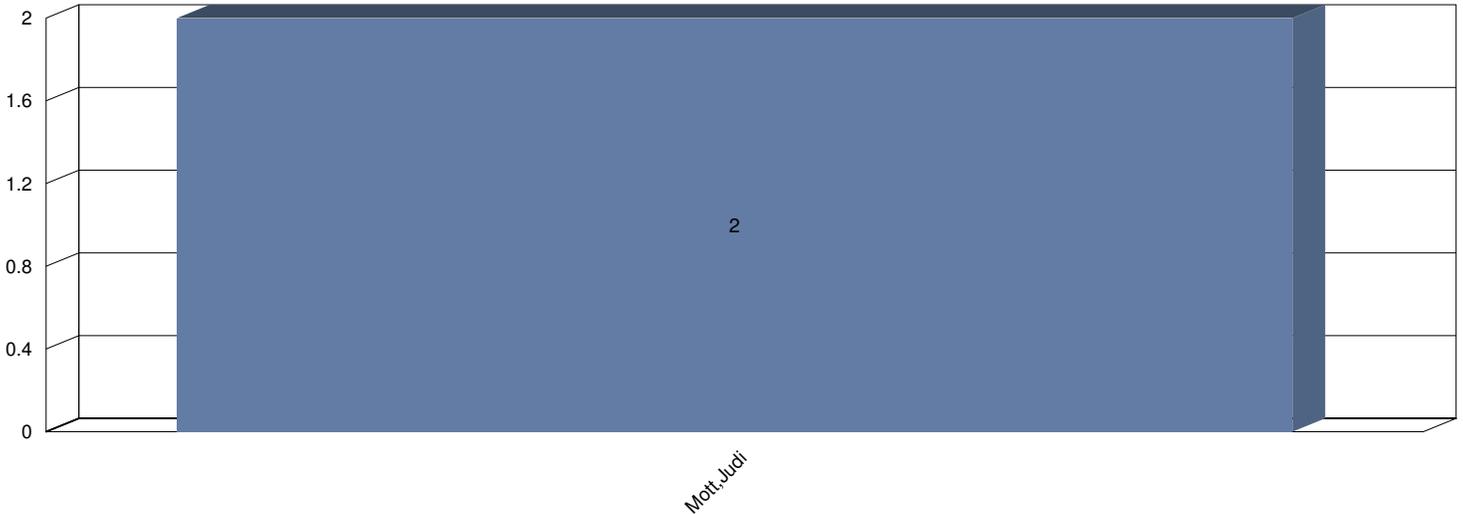
Accounts Payable	Average Business Days Open :	97
Cases: 4	Maximum Business Days Open:	199
Customer Service	Average Business Days Open :	30
Cases: 5	Maximum Business Days Open:	45
Data Communications	Average Business Days Open :	35
Cases: 17	Maximum Business Days Open:	100
EPM Budget	Average Business Days Open :	5
Cases: 2	Maximum Business Days Open:	6
General Ledger	Average Business Days Open :	157
Cases: 13	Maximum Business Days Open:	272
HCM HR	Average Business Days Open :	28
Cases: 5	Maximum Business Days Open:	75
HCM Payroll	Average Business Days Open :	15
Cases: 1	Maximum Business Days Open:	15
HCM Time & Labor	Average Business Days Open :	187
Cases: 3	Maximum Business Days Open:	194
Help Desk (OSF)	Average Business Days Open :	51
Cases: 14	Maximum Business Days Open:	78
Imaging/Scanning	Average Business Days Open :	25
Cases: 3	Maximum Business Days Open:	62
IT/Telecom Purchasing	Average Business Days Open :	4
Cases: 1	Maximum Business Days Open:	4
OK.Gov (NIC)	Average Business Days Open :	20
Cases: 4	Maximum Business Days Open:	31
Open Books	Average Business Days Open :	17
Cases: 2	Maximum Business Days Open:	34
PC Support	Average Business Days Open :	32
Cases: 33	Maximum Business Days Open:	164
Purchasing	Average Business Days Open :	129
Cases: 7	Maximum Business Days Open:	265
Security (OSF Information Security)	Average Business Days Open :	32
Cases: 3	Maximum Business Days Open:	69
Security (Peoplesoft)	Average Business Days Open :	99
Cases: 1	Maximum Business Days Open:	99
Server	Average Business Days Open :	49
Cases: 26	Maximum Business Days Open:	128
Systems	Average Business Days Open :	90
Cases: 4	Maximum Business Days Open:	173
Technical & Program Development	Average Business Days Open :	175
Cases: 186	Maximum Business Days Open:	272
Treasurer	Average Business Days Open :	26
Cases: 6	Maximum Business Days Open:	41
Vendors	Average Business Days Open :	40
Cases: 12	Maximum Business Days Open:	65
VOICE	Average Business Days Open :	3
Cases: 3	Maximum Business Days Open:	4

# Cases with Target Dates of Today

Cases open past the target date:

2

Print Date: Monday, June 16, 2008



Mott, Judi	2	Average Age	4	Maximum Age	5
<b>Case ID:</b> 254429	<b>Case Type:</b> Help Desk	<b>Created:</b> 06/10/2008	<b>Group:</b> Help Desk	<b>Target:</b> 06/16/2008	
<b>Case ID:</b> 254961	<b>Case Type:</b> Help Desk	<b>Created:</b> 06/13/2008	<b>Group:</b> Help Desk	<b>Target:</b> 06/16/2008	

**Grand Total:** 2

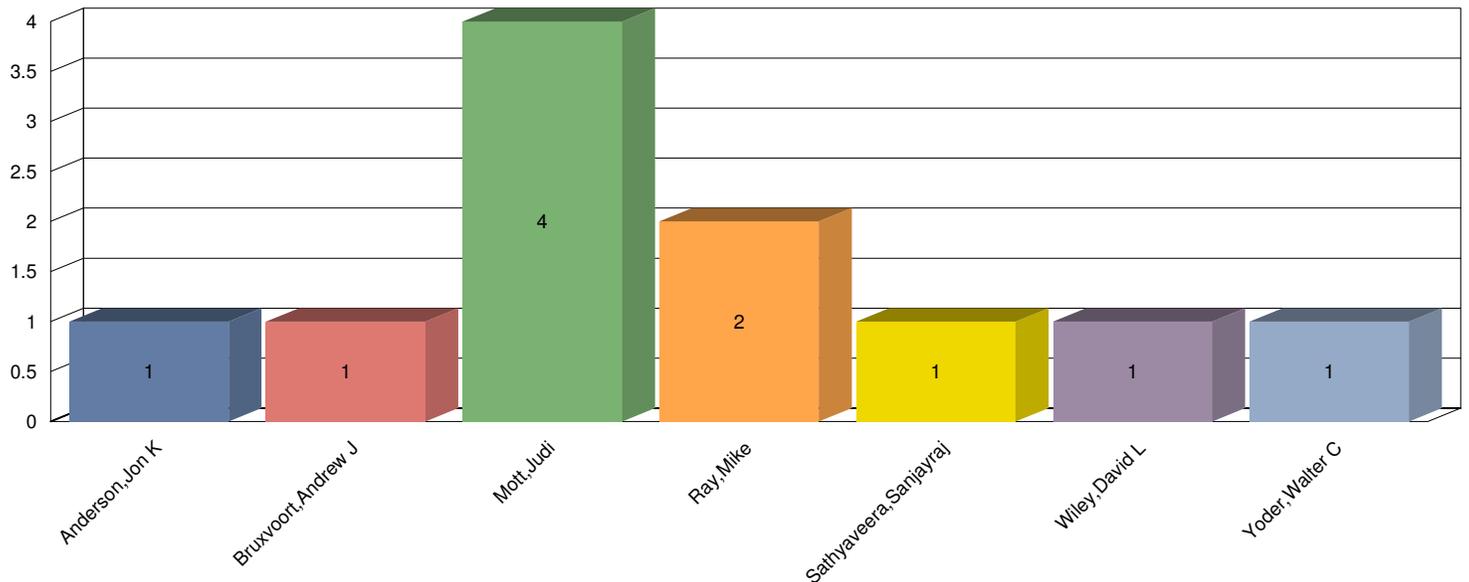
1

# Cases with Expired Target Dates

Cases open past the target date:

11

Print Date: Monday, June 16, 2008



Anderson, Jon K	1	<b>Average Age</b>	8	<b>Maximum Age</b>	8
<b>Case ID:</b> 254071	<b>Case Type:</b> Imaging/Scanni	<b>Created:</b> 06/05/2008	<b>Group:</b> Imaging	<b>Target:</b> 06/13/2008	

Bruxvoort, Andrew J	1	<b>Average Age</b>	38	<b>Maximum Age</b>	38
<b>Case ID:</b> 249939	<b>Case Type:</b> Data Communic	<b>Created:</b> 04/24/2008	<b>Group:</b> Data Communic	<b>Target:</b> 06/01/2008	

Mott, Judi	4	<b>Average Age</b>	5	<b>Maximum Age</b>	6
<b>Case ID:</b> 254334	<b>Case Type:</b> Application	<b>Created:</b> 06/09/2008	<b>Group:</b> Help Desk	<b>Target:</b> 06/12/2008	
<b>Case ID:</b> 254418	<b>Case Type:</b> New Employee	<b>Created:</b> 06/10/2008	<b>Group:</b> Help Desk	<b>Target:</b> 06/12/2008	
<b>Case ID:</b> 254429	<b>Case Type:</b> Help Desk	<b>Created:</b> 06/10/2008	<b>Group:</b> Help Desk	<b>Target:</b> 06/16/2008	
<b>Case ID:</b> 254961	<b>Case Type:</b> Help Desk	<b>Created:</b> 06/13/2008	<b>Group:</b> Help Desk	<b>Target:</b> 06/16/2008	

Ray, Mike	2	<b>Average Age</b>	114	<b>Maximum Age</b>	170
<b>Case ID:</b> 232521	<b>Case Type:</b> Server Support	<b>Created:</b> 10/23/2007	<b>Group:</b> Server Group	<b>Target:</b> 01/23/2008	
<b>Case ID:</b> 247088	<b>Case Type:</b> Server Support	<b>Created:</b> 03/27/2008	<b>Group:</b> Server Group	<b>Target:</b> 04/04/2008	

