



End of Day Report

June 23, 2008 *through* June 23, 2008

Total Days in Report: 1

Activity Information

Daily Activity

Cases Assigned	
Accounts Payable	8
Customer Service	1
Data Communications	2
EPM Budget	2
General Ledger	1
HCM Benefits	1
HCM HR	13
HCM Payroll	6
Help Desk (OSF)	51
Imaging/Scanning	2
IT/Telecom Purchasing	4
OK.Gov (NIC)	1
PC Support	5
Purchasing	2
Security (OSF Information Security)	1
Security (Peoplesoft)	1
Server	12
Systems	1
Technical & Program Development	5
VOICE	21
Total	140

Cases Closed	
Accounts Payable	10
Data Communications	5
EPM Budget	1
General Ledger	3
HCM Benefits	1
HCM HR	15
HCM Payroll	5
Help Desk (OSF)	45
Imaging/Scanning	1
IT/Telecom Purchasing	8
PC Support	4
Purchasing	5
Security (Peoplesoft)	1
Server	6
Systems	1
Technical & Program Development	2
Vendors	1
VOICE	19
Total	133

Closed Year to Date	
Accounts Payable	390
Customer Service	11
Data Communications	460
EPM Budget	99
General Ledger	200
HCM Benefits	96
HCM HR	2832
HCM Payroll	1136
HCM Time & Labor	138
Help Desk (OSF)	4332
Imaging/Scanning	22
IT/Telecom Purchasing	156
OK.Gov (NIC)	19
Open Books	2
Operations	41
PC Support	776
Project Management Office	1
Purchasing	423
Quality Assurance	1
Security (OSF Information Security)	28
Security (Peoplesoft)	182
Server	776
Systems	138
Technical & Program Development	699
Treasurer	26
Vendors	192
VOICE	2019
Web Portal	31
Total	15226

Open Case Summary Information

Open Case - By Severity

(All Cases)

One Hour Emergency	3
Research - 30 Calendar Days	34
Resolve Five Business Days	307
Resolve in Ten Minutes	2
Resolve Same Day	83
Target Date takes priority	78
Total Open:	507

Open Case - By Case Type

(All Cases)

Application	182
Correct History	7
Customer Service	12
Data Communications	18
Development	96
Help Desk	42
I/T Telecom Plan	6
Imaging/Scanning	11
New Employee	13
Open Books	4
PC Support	42
Server Support	47
State Pay/State Per	7
Systems Cases	5
Terminated Employee	4
Voice Communications	6
WEB	5
Total Open:	507

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

Accounts Payable	3
Customer Service	5
Data Communications	18
EPM Budget	4
General Ledger	14
HCM HR	4
HCM Payroll	3
Help Desk (OSF)	30
Imaging/Scanning	14
IT/Telecom Purchasing	3
OK.Gov (NIC)	2
Open Books	4
PC Support	43
Project Management Office	1
Purchasing	10
Security (OSF Information Security)	6
Security (Peoplesoft)	3
Server	60
Systems	6
Technical & Program Development	115
Treasurer	7
Vendors	19
VOICE	5
Web Portal	1
	380

Accounts Payable	Average Business Days Open :	42
Cases: 2	Maximum Business Days Open:	49
Customer Service	Average Business Days Open :	33
Cases: 2	Maximum Business Days Open:	36
Data Communications	Average Business Days Open :	39
Cases: 14	Maximum Business Days Open:	106
EPM Budget	Average Business Days Open :	10
Cases: 3	Maximum Business Days Open:	12
General Ledger	Average Business Days Open :	131
Cases: 14	Maximum Business Days Open:	278
HCM HR	Average Business Days Open :	47
Cases: 3	Maximum Business Days Open:	81
HCM Payroll	Average Business Days Open :	2
Cases: 1	Maximum Business Days Open:	2
Help Desk (OSF)	Average Business Days Open :	42
Cases: 18	Maximum Business Days Open:	84
Imaging/Scanning	Average Business Days Open :	7
Cases: 2	Maximum Business Days Open:	12
OK.Gov (NIC)	Average Business Days Open :	32
Cases: 1	Maximum Business Days Open:	32
Open Books	Average Business Days Open :	21
Cases: 4	Maximum Business Days Open:	40
PC Support	Average Business Days Open :	35
Cases: 33	Maximum Business Days Open:	170
Purchasing	Average Business Days Open :	133
Cases: 7	Maximum Business Days Open:	271
Security (OSF Information Security)	Average Business Days Open :	26
Cases: 5	Maximum Business Days Open:	75
Security (Peoplesoft)	Average Business Days Open :	105
Cases: 1	Maximum Business Days Open:	105
Server	Average Business Days Open :	52
Cases: 28	Maximum Business Days Open:	134
Systems	Average Business Days Open :	67
Cases: 6	Maximum Business Days Open:	179
Technical & Program Development	Average Business Days Open :	175
Cases: 179	Maximum Business Days Open:	278
Treasurer	Average Business Days Open :	32
Cases: 6	Maximum Business Days Open:	47
Vendors	Average Business Days Open :	38
Cases: 15	Maximum Business Days Open:	71
VOICE	Average Business Days Open :	5
Cases: 4	Maximum Business Days Open:	12
Web Portal	Average Business Days Open :	4
Cases: 1	Maximum Business Days Open:	4

Cases with Target Dates of Today

Cases open past the target date:

Print Date: Tuesday, June 24, 2008

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

Grand Total:

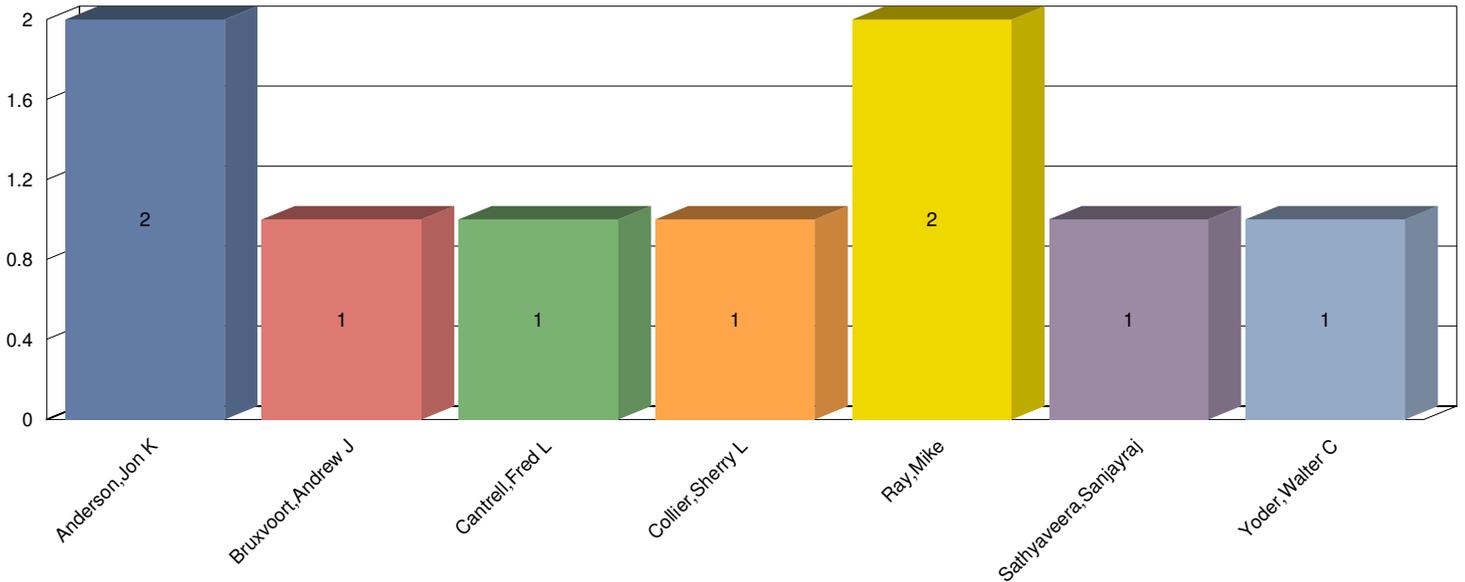
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Cases with Expired Target Dates

Cases open past the target date:

9

Print Date: Tuesday, June 24, 2008



Anderson, Jon K	2	Average Age	13	Maximum Age	14
Case ID: 254071	Case Type: Imaging/Scanni	Created: 06/05/2008	Group: Imaging	Target: 06/13/2008	
Case ID: 254300	Case Type: Imaging/Scanni	Created: 06/09/2008	Group: Imaging	Target: 06/20/2008	

Bruxvoort, Andrew J	1	Average Age	44	Maximum Age	44
Case ID: 249939	Case Type: Data Communic	Created: 04/24/2008	Group: Data Communic	Target: 06/01/2008	

Cantrell, Fred L	1	Average Age	6	Maximum Age	6
Case ID: 255258	Case Type: Customer Serv	Created: 06/17/2008	Group: Customer Servi	Target: 06/18/2008	

Collier, Sherry L	1	Average Age	17	Maximum Age	17
Case ID: 253497	Case Type: Application	Created: 06/02/2008	Group: PMO *	Target: 06/20/2008	

Ray,Mike 2 Average Age 120 Maximum Age 176

Case ID: 232521 Case Type: Server Support Created: 10/23/2007 Group: Server Group Target: 01/23/2008
Case ID: 247088 Case Type: Server Support Created: 03/27/2008 Group: Server Group Target: 04/04/2008

Sathyaveera,Sanjayraj 1 Average Age 139 Maximum Age 139

Case ID: 237363 Case Type: Application Created: 12/13/2007 Group: Technical Target: 12/28/2007

Yoder,Walter C 1 Average Age 41 Maximum Age 41

Case ID: 250229 Case Type: Server Support Created: 04/29/2008 Group: Server Group Target: 06/13/2008

Grand Total: 9

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