



End of Day Report

May 21, 2008 *through* May 21, 2008

Total Days in Report: 1

Activity Information

Daily Activity

Cases Assigned

Accounts Payable	5
Data Communications	7
EPM Budget	1
HCM Benefits	2
HCM HR	12
HCM Payroll	10
Help Desk (OSF)	33
Imaging/Scanning	1
PC Support	12
Purchasing	2
Security (OSF Information Security)	1
Security (Peoplesoft)	3
Server	6
Technical & Program Development	6
Treasurer	1
Vendors	2
VOICE	16
Total	120

Cases Closed

Accounts Payable	6
Data Communications	2
EPM Budget	1
HCM Benefits	2
HCM HR	11
HCM Payroll	10
Help Desk (OSF)	25
Imaging/Scanning	2
PC Support	4
Security (Peoplesoft)	3
Server	5
Technical & Program Development	6
Vendors	3
VOICE	13
Total	93

Closed Year to Date

Accounts Payable	303
Customer Service	5
Data Communications	378
EPM Budget	60
General Ledger	155
HCM Benefits	76
HCM HR	2256
HCM Payroll	933
HCM Time & Labor	108
Help Desk (OSF)	3429
Imaging/Scanning	9
IT/Telecom Purchasing	86
OK.Gov (NIC)	16
Open Books	2
Operations	37
PC Support	638
Purchasing	388
Quality Assurance	1
Security (OSF Information Security)	27
Security (Peoplesoft)	153
Server	630
Systems	123
Technical & Program Development	509
Treasurer	25
Vendors	155
VOICE	1677
Web Portal	29
Total	12208

Open Case Summary Information

Open Case - By Severity

(All Cases)

One Hour Emergency	4
Research - 30 Calendar Days	47
Resolve Five Business Days	337
Resolve Same Day	89
Target Date takes priority	81
Total Open:	558

Open Case - By Case Type

(All Cases)

Application	222
Correct History	12
Customer Service	10
Data Communications	23
Development	116
Documentation	3
Help Desk	46
Imaging/Scanning	2
New Employee	15
Open Books	1
PC Support	51
Server Support	46
Systems Cases	2
Terminated Employee	5
Voice Communications	3
WEB	1
Total Open:	558

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

Accounts Payable	15
Customer Service	5
Data Communications	24
General Ledger	21
HCM HR	5
HCM Payroll	3
HCM Time & Labor	3
Help Desk (OSF)	31
Imaging/Scanning	6
IT/Telecom Purchasing	1
OK.Gov (NIC)	2
Open Books	1
Operations	1
PC Support	47
Purchasing	5
Security (OSF Information Security)	2
Security (Peoplesoft)	3
Server	54
Systems	3
Technical & Program Development	148
Treasurer	4
Vendors	26
VOICE	2
	412

Accounts Payable	Average Business Days Open :	56
Cases: 11	Maximum Business Days Open:	182
Customer Service	Average Business Days Open :	14
Cases: 4	Maximum Business Days Open:	22
Data Communications	Average Business Days Open :	34
Cases: 15	Maximum Business Days Open:	83
General Ledger	Average Business Days Open :	172
Cases: 22	Maximum Business Days Open:	255
HCM HR	Average Business Days Open :	23
Cases: 4	Maximum Business Days Open:	58
HCM Payroll	Average Business Days Open :	66
Cases: 2	Maximum Business Days Open:	122
HCM Time & Labor	Average Business Days Open :	170
Cases: 3	Maximum Business Days Open:	177
Help Desk (OSF)	Average Business Days Open :	26
Cases: 21	Maximum Business Days Open:	61
Imaging/Scanning	Average Business Days Open :	35
Cases: 3	Maximum Business Days Open:	45
IT/Telecom Purchasing	Average Business Days Open :	21
Cases: 1	Maximum Business Days Open:	21
OK.Gov (NIC)	Average Business Days Open :	12
Cases: 2	Maximum Business Days Open:	14
Open Books	Average Business Days Open :	17
Cases: 1	Maximum Business Days Open:	17
PC Support	Average Business Days Open :	29
Cases: 29	Maximum Business Days Open:	147
Purchasing	Average Business Days Open :	155
Cases: 5	Maximum Business Days Open:	248
Security (OSF Information Security)	Average Business Days Open :	28
Cases: 2	Maximum Business Days Open:	52
Security (Peoplesoft)	Average Business Days Open :	35
Cases: 3	Maximum Business Days Open:	82
Server	Average Business Days Open :	52
Cases: 29	Maximum Business Days Open:	128
Systems	Average Business Days Open :	102
Cases: 3	Maximum Business Days Open:	156
Technical & Program Development	Average Business Days Open :	171
Cases: 230	Maximum Business Days Open:	255
Treasurer	Average Business Days Open :	19
Cases: 3	Maximum Business Days Open:	24
Vendors	Average Business Days Open :	30
Cases: 24	Maximum Business Days Open:	61
VOICE	Average Business Days Open :	2
Cases: 2	Maximum Business Days Open:	2

