



End of Day Report

May 22, 2008 *through* May 22, 2008

Total Days in Report: 1

Activity Information

Daily Activity

Cases Assigned

Accounts Payable	3
Data Communications	2
EPM Budget	2
HCM HR	14
HCM Payroll	10
Help Desk (OSF)	37
Imaging/Scanning	2
IT/Telecom Purchasing	1
PC Support	3
Purchasing	1
Security (Peoplesoft)	5
Server	3
Technical & Program Development	5
Treasurer	1
Vendors	3
VOICE	9
Total	101

Cases Closed

Accounts Payable	6
Data Communications	8
EPM Budget	2
General Ledger	2
HCM HR	15
HCM Payroll	11
Help Desk (OSF)	42
IT/Telecom Purchasing	2
PC Support	10
Purchasing	3
Security (OSF Information Security)	1
Security (Peoplesoft)	1
Server	4
Technical & Program Development	12
Vendors	1
VOICE	10
Total	130

Closed Year to Date

Accounts Payable	309
Customer Service	5
Data Communications	386
EPM Budget	61
General Ledger	156
HCM Benefits	76
HCM HR	2269
HCM Payroll	942
HCM Time & Labor	108
Help Desk (OSF)	3467
Imaging/Scanning	9
IT/Telecom Purchasing	88
OK.Gov (NIC)	16
Open Books	2
Operations	37
PC Support	648
Purchasing	391
Quality Assurance	1
Security (OSF Information Security)	27
Security (Peoplesoft)	154
Server	634
Systems	123
Technical & Program Development	516
Treasurer	25
Vendors	157
VOICE	1681
Web Portal	29
Total	12317

Open Case Summary Information

Open Case - By Severity

(All Cases)

One Hour Emergency	4
Research - 30 Calendar Days	47
Resolve Five Business Days	316
Resolve Same Day	95
Target Date takes priority	79

Total Open: **541**

Open Case - By Case Type

(All Cases)

Application	215
Correct History	13
Customer Service	11
Data Communications	19
Development	116
Help Desk	48
Imaging/Scanning	2
New Employee	13
Open Books	1
PC Support	44
Server Support	46
Systems Cases	2
Terminated Employee	5
Voice Communications	4
WEB	1

Total Open: **540**

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

Accounts Payable	13
Customer Service	5
Data Communications	18
General Ledger	22
HCM HR	7
HCM Payroll	4
HCM Time & Labor	3
Help Desk (OSF)	16
Imaging/Scanning	6
IT/Telecom Purchasing	1
OK.Gov (NIC)	2
Open Books	1
Operations	1
PC Support	41
Purchasing	4
Security (OSF Information Security)	2
Security (Peoplesoft)	7
Server	54
Systems	4
Technical & Program Development	147
Treasurer	5
Vendors	27
VOICE	4
	394

Accounts Payable	Average Business Days Open :	57
Cases: 11	Maximum Business Days Open:	183
Customer Service	Average Business Days Open :	15
Cases: 4	Maximum Business Days Open:	23
Data Communications	Average Business Days Open :	28
Cases: 10	Maximum Business Days Open:	78
General Ledger	Average Business Days Open :	173
Cases: 22	Maximum Business Days Open:	256
HCM HR	Average Business Days Open :	31
Cases: 3	Maximum Business Days Open:	59
HCM Payroll	Average Business Days Open :	67
Cases: 2	Maximum Business Days Open:	123
HCM Time & Labor	Average Business Days Open :	171
Cases: 3	Maximum Business Days Open:	178
Help Desk (OSF)	Average Business Days Open :	33
Cases: 16	Maximum Business Days Open:	62
Imaging/Scanning	Average Business Days Open :	36
Cases: 3	Maximum Business Days Open:	46
IT/Telecom Purchasing	Average Business Days Open :	22
Cases: 1	Maximum Business Days Open:	22
OK.Gov (NIC)	Average Business Days Open :	13
Cases: 2	Maximum Business Days Open:	15
Open Books	Average Business Days Open :	18
Cases: 1	Maximum Business Days Open:	18
PC Support	Average Business Days Open :	28
Cases: 28	Maximum Business Days Open:	148
Purchasing	Average Business Days Open :	156
Cases: 5	Maximum Business Days Open:	249
Security (OSF Information Security)	Average Business Days Open :	29
Cases: 2	Maximum Business Days Open:	53
Security (Peoplesoft)	Average Business Days Open :	27
Cases: 4	Maximum Business Days Open:	83
Server	Average Business Days Open :	53
Cases: 29	Maximum Business Days Open:	129
Systems	Average Business Days Open :	103
Cases: 3	Maximum Business Days Open:	157
Technical & Program Development	Average Business Days Open :	171
Cases: 231	Maximum Business Days Open:	256
Treasurer	Average Business Days Open :	16
Cases: 4	Maximum Business Days Open:	25
Vendors	Average Business Days Open :	31
Cases: 24	Maximum Business Days Open:	62
VOICE	Average Business Days Open :	3
Cases: 4	Maximum Business Days Open:	3

