



# End of Day Report

May 23, 2008 *through* May 26, 2008

Total Days in Report: 4

## Activity Information

### Daily Activity

#### Cases Assigned

Data Communications	3
General Ledger	2
HCM Benefits	1
HCM HR	27
HCM Payroll	7
Help Desk (OSF)	22
PC Support	5
Security (Peoplesoft)	1
Server	3
Systems	1
Technical & Program Development	2
VOICE	9
<b>Total</b>	<b>83</b>

#### Cases Closed

Accounts Payable	3
Data Communications	2
General Ledger	3
HCM Benefits	2
HCM HR	27
HCM Payroll	8
Help Desk (OSF)	25
PC Support	4
Security (Peoplesoft)	5
Systems	1
Technical & Program Development	4
Vendors	1
VOICE	7
<b>Total</b>	<b>92</b>

#### Closed Year to Date

Accounts Payable	312
Customer Service	5
Data Communications	390
EPM Budget	61
General Ledger	159
HCM Benefits	77
HCM HR	2297
HCM Payroll	951
HCM Time & Labor	108
Help Desk (OSF)	3498
Imaging/Scanning	9
IT/Telecom Purchasing	88
OK.Gov (NIC)	16
Open Books	2
Operations	37
PC Support	650
Purchasing	391
Quality Assurance	1
Security (OSF Information Security)	27
Security (Peoplesoft)	159
Server	634
Systems	124
Technical & Program Development	521
Treasurer	25
Vendors	157
VOICE	1695
Web Portal	29
<b>Total</b>	<b>12423</b>

# Open Case Summary Information

## Open Case - By Severity

(All Cases)

One Hour Emergency	4
Research - 30 Calendar Days	47
Resolve Five Business Days	320
Resolve Same Day	88
Target Date takes priority	77

Total Open: **536**

## Open Case - By Case Type

(All Cases)

Application	203
Correct History	13
Customer Service	11
Data Communications	19
Development	116
Documentation	4
Help Desk	44
Imaging/Scanning	2
New Employee	13
Open Books	1
PC Support	47
Server Support	49
Systems Cases	2
Terminated Employee	5
Voice Communications	6
WEB	1

Total Open: **536**

## Open Case Distribution - By Group

(Excluding Development Cases)

## Violations of Service Level Agreement

(All Cases)

Accounts Payable	11
Customer Service	5
Data Communications	18
General Ledger	19
HCM HR	4
HCM Payroll	3
HCM Time & Labor	3
Help Desk (OSF)	21
Imaging/Scanning	6
IT/Telecom Purchasing	1
OK.Gov (NIC)	2
Open Books	1
Operations	1
PC Support	44
Purchasing	4
Security (OSF Information Security)	2
Security (Peoplesoft)	3
Server	56
Systems	3
Technical & Program Development	145
Treasurer	5
Vendors	27
VOICE	6
	390

Accounts Payable	Average Business Days Open :	52
Cases: 9	Maximum Business Days Open:	185
Customer Service	Average Business Days Open :	17
Cases: 4	Maximum Business Days Open:	25
Data Communications	Average Business Days Open :	31
Cases: 13	Maximum Business Days Open:	86
General Ledger	Average Business Days Open :	188
Cases: 20	Maximum Business Days Open:	258
HCM HR	Average Business Days Open :	32
Cases: 3	Maximum Business Days Open:	61
HCM Payroll	Average Business Days Open :	66
Cases: 2	Maximum Business Days Open:	125
HCM Time & Labor	Average Business Days Open :	173
Cases: 3	Maximum Business Days Open:	180
Help Desk (OSF)	Average Business Days Open :	32
Cases: 18	Maximum Business Days Open:	64
Imaging/Scanning	Average Business Days Open :	38
Cases: 3	Maximum Business Days Open:	48
IT/Telecom Purchasing	Average Business Days Open :	24
Cases: 1	Maximum Business Days Open:	24
OK.Gov (NIC)	Average Business Days Open :	15
Cases: 2	Maximum Business Days Open:	17
Open Books	Average Business Days Open :	20
Cases: 1	Maximum Business Days Open:	20
PC Support	Average Business Days Open :	29
Cases: 31	Maximum Business Days Open:	150
Purchasing	Average Business Days Open :	133
Cases: 6	Maximum Business Days Open:	251
Security (OSF Information Security)	Average Business Days Open :	31
Cases: 2	Maximum Business Days Open:	55
Security (Peoplesoft)	Average Business Days Open :	51
Cases: 2	Maximum Business Days Open:	85
Server	Average Business Days Open :	49
Cases: 32	Maximum Business Days Open:	131
Systems	Average Business Days Open :	105
Cases: 3	Maximum Business Days Open:	159
Technical & Program Development	Average Business Days Open :	174
Cases: 231	Maximum Business Days Open:	258
Treasurer	Average Business Days Open :	18
Cases: 4	Maximum Business Days Open:	27
Vendors	Average Business Days Open :	31
Cases: 26	Maximum Business Days Open:	64
VOICE	Average Business Days Open :	4
Cases: 6	Maximum Business Days Open:	5

