



End of Day Report

May 27, 2008 *through* May 27, 2008

Total Days in Report: 1

Activity Information

Daily Activity

| Cases Assigned | |
|---------------------------------|------------|
| Accounts Payable | 2 |
| Data Communications | 3 |
| General Ledger | 1 |
| HCM HR | 15 |
| HCM Payroll | 12 |
| Help Desk (OSF) | 45 |
| IT/Telecom Purchasing | 1 |
| Open Books | 1 |
| PC Support | 6 |
| Purchasing | 1 |
| Server | 7 |
| Technical & Program Development | 6 |
| Vendors | 1 |
| VOICE | 19 |
| Web Portal | 1 |
| Total | 121 |

| Cases Closed | |
|---------------------------------|------------|
| Data Communications | 3 |
| General Ledger | 1 |
| HCM HR | 15 |
| HCM Payroll | 9 |
| Help Desk (OSF) | 39 |
| PC Support | 2 |
| Purchasing | 2 |
| Server | 10 |
| Technical & Program Development | 1 |
| Vendors | 13 |
| VOICE | 17 |
| Web Portal | 1 |
| Total | 113 |

| Closed Year to Date | |
|-------------------------------------|--------------|
| Accounts Payable | 316 |
| Customer Service | 5 |
| Data Communications | 392 |
| EPM Budget | 62 |
| General Ledger | 163 |
| HCM Benefits | 77 |
| HCM HR | 2333 |
| HCM Payroll | 961 |
| HCM Time & Labor | 108 |
| Help Desk (OSF) | 3595 |
| Imaging/Scanning | 9 |
| IT/Telecom Purchasing | 90 |
| OK.Gov (NIC) | 16 |
| Open Books | 2 |
| Operations | 38 |
| PC Support | 662 |
| Purchasing | 396 |
| Quality Assurance | 1 |
| Security (OSF Information Security) | 27 |
| Security (Peoplesoft) | 162 |
| Server | 647 |
| Systems | 125 |
| Technical & Program Development | 529 |
| Treasurer | 25 |
| Vendors | 170 |
| VOICE | 1732 |
| Web Portal | 30 |
| Total | 12673 |

Open Case Summary Information

Open Case - By Severity

(All Cases)

| | |
|-----------------------------|------------|
| One Hour Emergency | 4 |
| Research - 30 Calendar Days | 45 |
| Resolve Five Business Days | 318 |
| Resolve in Ten Minutes | 2 |
| Resolve Same Day | 95 |
| Target Date takes priority | 82 |
| Total Open: | 546 |

Open Case - By Case Type

(All Cases)

| | |
|----------------------|------------|
| Application | 198 |
| Correct History | 15 |
| Customer Service | 13 |
| Data Communications | 19 |
| Development | 116 |
| Documentation | 4 |
| Help Desk | 47 |
| Imaging/Scanning | 2 |
| New Employee | 19 |
| Open Books | 2 |
| PC Support | 49 |
| Server Support | 49 |
| Systems Cases | 2 |
| Terminated Employee | 4 |
| Voice Communications | 2 |
| WEB | 5 |
| Total Open: | 546 |

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

| | |
|-------------------------------------|-----|
| Accounts Payable | 13 |
| Customer Service | 5 |
| Data Communications | 22 |
| General Ledger | 19 |
| HCM HR | 5 |
| HCM Payroll | 6 |
| HCM Time & Labor | 3 |
| Help Desk (OSF) | 32 |
| Imaging/Scanning | 6 |
| IT/Telecom Purchasing | 2 |
| OK.Gov (NIC) | 2 |
| Open Books | 2 |
| PC Support | 46 |
| Purchasing | 5 |
| Security (OSF Information Security) | 2 |
| Security (Peoplesoft) | 2 |
| Server | 58 |
| Systems | 3 |
| Technical & Program Development | 146 |
| Treasurer | 5 |
| Vendors | 14 |
| VOICE | 2 |
| | 400 |

| | | |
|-------------------------------------|------------------------------|-----|
| Accounts Payable | Average Business Days Open : | 59 |
| Cases: 10 | Maximum Business Days Open: | 187 |
| Customer Service | Average Business Days Open : | 19 |
| Cases: 4 | Maximum Business Days Open: | 27 |
| Data Communications | Average Business Days Open : | 29 |
| Cases: 15 | Maximum Business Days Open: | 88 |
| General Ledger | Average Business Days Open : | 173 |
| Cases: 19 | Maximum Business Days Open: | 260 |
| HCM HR | Average Business Days Open : | 34 |
| Cases: 3 | Maximum Business Days Open: | 63 |
| HCM Payroll | Average Business Days Open : | 36 |
| Cases: 4 | Maximum Business Days Open: | 127 |
| HCM Time & Labor | Average Business Days Open : | 175 |
| Cases: 3 | Maximum Business Days Open: | 182 |
| Help Desk (OSF) | Average Business Days Open : | 28 |
| Cases: 22 | Maximum Business Days Open: | 66 |
| Imaging/Scanning | Average Business Days Open : | 26 |
| Cases: 5 | Maximum Business Days Open: | 50 |
| IT/Telecom Purchasing | Average Business Days Open : | 15 |
| Cases: 2 | Maximum Business Days Open: | 26 |
| OK.Gov (NIC) | Average Business Days Open : | 17 |
| Cases: 2 | Maximum Business Days Open: | 19 |
| Open Books | Average Business Days Open : | 22 |
| Cases: 1 | Maximum Business Days Open: | 22 |
| PC Support | Average Business Days Open : | 30 |
| Cases: 30 | Maximum Business Days Open: | 152 |
| Purchasing | Average Business Days Open : | 111 |
| Cases: 8 | Maximum Business Days Open: | 253 |
| Security (OSF Information Security) | Average Business Days Open : | 33 |
| Cases: 2 | Maximum Business Days Open: | 57 |
| Security (Peoplesoft) | Average Business Days Open : | 53 |
| Cases: 2 | Maximum Business Days Open: | 87 |
| Server | Average Business Days Open : | 56 |
| Cases: 29 | Maximum Business Days Open: | 133 |
| Systems | Average Business Days Open : | 107 |
| Cases: 3 | Maximum Business Days Open: | 161 |
| Technical & Program Development | Average Business Days Open : | 176 |
| Cases: 229 | Maximum Business Days Open: | 260 |
| Treasurer | Average Business Days Open : | 17 |
| Cases: 5 | Maximum Business Days Open: | 29 |
| Vendors | Average Business Days Open : | 40 |
| Cases: 13 | Maximum Business Days Open: | 66 |

