



End of Day Report III

11/7/2008

Total Days in Report: 1

Activity Information

Daily Activity

Cases Assigned	
App Development FIN	1
App Development IBM	2
Budget Division (Capitol)	1
Data Communications	8
EPM Budget (Programmers)	6
General Ledger	2
HCM Benefits	1
HCM HR	16
HCM Payroll	4
HCM Time & Labor	1
Help Desk (OSF)	40
Imaging/Scanning	1
PC Support	2
PeopleSoft Training	1
Purchasing	2
Server	14
VOICE	12
Total	114

Cases Closed	
App Development FIN	4
App Development HCM	6
Budget Division (Capitol)	1
Data Communications	6
EPM Budget (Programmers)	9
General Ledger	2
HCM HR	16
HCM Payroll	6
HCM Time & Labor	1
Help Desk (OSF)	41
Imaging/Scanning	2
Operations	1
PC Support	3
Purchasing	7
Security (OSF Information Security)	4
Server	9
VOICE	18
Total	136

Closed Year to Date	
Accounts Payable	562
App Development ENV	25
App Development FIN	104
App Development HCM	38
App Development IBM	150
Application Development	1082
Budget Division (Capitol)	24
Customer Service	23
Data Communications	825
EPM Budget (Programmers)	214
General Ledger	340
HCM Benefits	202
HCM HR	5199
HCM Payroll	1996
HCM Time & Labor	243
Help Desk (OSF)	7913
Imaging/Scanning	100
IT/Telecom Purchasing	195
OK.Gov (NIC)	31
Open Books	11
Operations	68
PC Support	1614
PeopleSoft Training	36
Project Management Office	2
Purchasing	628
Quality Assurance	2
Security (OSF Information Security)	77
Security (Peoplesoft)	299
Server	1958
Systems	229
Treasurer	48
Vendors	339
VOICE	3672
Web Portal	71
Total	28320

Open Case Summary Information

Open Case - By Severity

(All Cases)

One Hour Emergency	7
Research - 30 Calendar Days	33
Resolve Five Business Days	313
Resolve in Ten Minutes	1
Resolve Same Day	90
Target Date takes priority	71

Total Open: 515

Open Case - By Case Type

(All Cases)

Active Directory	3
Application	178
Correct History	5
Customer Service	16
Data Communications	22
Development	92
Help Desk	24
Imaging/Scanning	4
IT Telecom Plan	2
New Employee	4
Open Books	3
PC Support	64
Security	3
Server Support	61
Service Interruption	1
State Pay/State Per	7
Systems Cases	3
Terminated Employee	7
Training	6
Voice Communications	9
WEB	1

Total Open: 515

Open Case Distribution - By Group

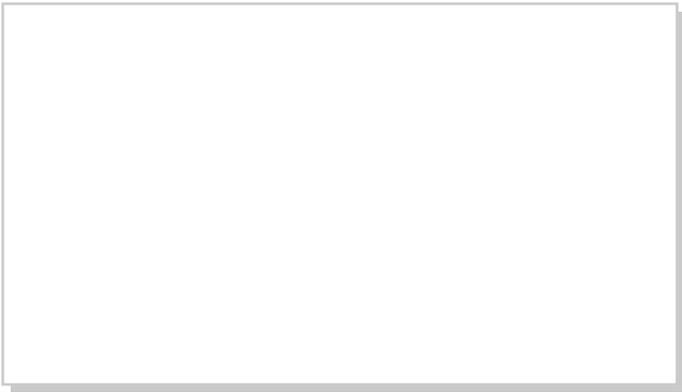
(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

Accounts Payable	5
App Development ENV	17
App Development FIN	48
App Development HCM	19
App Development IBM	22
Application Development	6
Budget Division (Capitol)	1
Customer Service	7
Data Communications	21
EPM Budget (Programmers)	2
General Ledger	19
HCM Benefits	3
HCM HR	9
HCM Payroll	3
Help Desk (OSF)	37
Imaging/Scanning	6
IT/Telecom Purchasing	2
Open Books	2
Operations	2
PC Support	67
PeopleSoft Training	6
Project Management Office	1
Purchasing	9
Security (OSF Information Security)	15
Security (Peoplesoft)	2
Server	68
Systems	3
Treasurer	2
Vendors	3
VOICE	8
Web Portal	8
	423

Accounts Payable	Average Business Days Open :	86
Cases: 3	Maximum Business Days Open:	147
App Development ENV	Average Business Days Open :	262
Cases: 15	Maximum Business Days Open:	375
App Development FIN	Average Business Days Open :	183
Cases: 63	Maximum Business Days Open:	375
App Development HCM	Average Business Days Open :	107
Cases: 12	Maximum Business Days Open:	206
App Development IBM	Average Business Days Open :	69
Cases: 20	Maximum Business Days Open:	173
Application Development	Average Business Days Open :	347
Cases: 69	Maximum Business Days Open:	376
Customer Service	Average Business Days Open :	28
Cases: 7	Maximum Business Days Open:	80
Data Communications	Average Business Days Open :	52
Cases: 13	Maximum Business Days Open:	198
EPM Budget (Programmers)	Average Business Days Open :	12
Cases: 2	Maximum Business Days Open:	16
General Ledger	Average Business Days Open :	138
Cases: 17	Maximum Business Days Open:	376
HCM Benefits	Average Business Days Open :	16
Cases: 2	Maximum Business Days Open:	27
HCM HR	Average Business Days Open :	28
Cases: 6	Maximum Business Days Open:	56
HCM Payroll	Average Business Days Open :	39
Cases: 3	Maximum Business Days Open:	61
Help Desk (OSF)	Average Business Days Open :	36
Cases: 16	Maximum Business Days Open:	87
Imaging/Scanning	Average Business Days Open :	6
Cases: 1	Maximum Business Days Open:	6
IT/Telecom Purchasing	Average Business Days Open :	48
Cases: 2	Maximum Business Days Open:	49
Open Books	Average Business Days Open :	36
Cases: 2	Maximum Business Days Open:	65
Operations	Average Business Days Open :	14
Cases: 1	Maximum Business Days Open:	14
PC Support	Average Business Days Open :	36
Cases: 39	Maximum Business Days Open:	177
PeopleSoft Training	Average Business Days Open :	49
Cases: 5	Maximum Business Days Open:	86
Purchasing	Average Business Days Open :	150
Cases: 12	Maximum Business Days Open:	369
Security (OSF Information Security)	Average Business Days Open :	40
Cases: 13	Maximum Business Days Open:	109
Security (Peoplesoft)	Average Business Days Open :	99
Cases: 1	Maximum Business Days Open:	99
Server	Average Business Days Open :	37
Cases: 49	Maximum Business Days Open:	232
Systems	Average Business Days Open :	143
Cases: 2	Maximum Business Days Open:	277



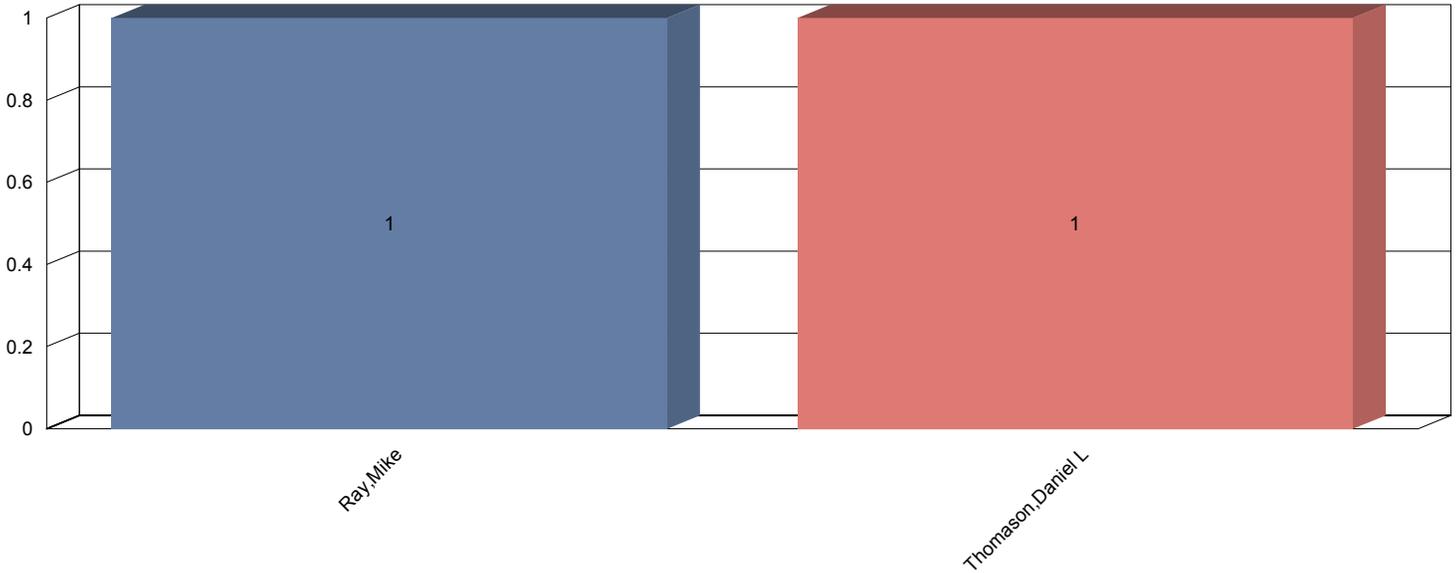
Treasurer	Average Business Days Open :	70
Cases: 2	Maximum Business Days Open:	83
Vendors	Average Business Days Open :	29
Cases: 2	Maximum Business Days Open:	41
VOICE	Average Business Days Open :	3
Cases: 4	Maximum Business Days Open:	5
Web Portal	Average Business Days Open :	3
Cases: 5	Maximum Business Days Open:	5

Cases with Target Dates of Today

Cases open past the target date:

2

Print Date: Saturday, November 8, 2008



Ray, Mike	1	Average Age	10	Maximum Age	10
Case ID: 269691	Case Type: Server Support	Created: 10/27/2008	Group: Server Group	Target: 11/07/2008	

Thomason, Daniel L	1	Average Age	3	Maximum Age	3
Case ID: 270705	Case Type: Application	Created: 11/05/2008	Group: General Ledger	Target: 11/07/2008	

Grand Total: 2

1

Collier,Sherry L	1	Average Age	115	Maximum Age	115
Case ID: 253497	Case Type: Application	Created: 06/02/2008	Group: PMO *	Target: 06/20/2008	
Hale,Bryan L	1	Average Age	22	Maximum Age	22
Case ID: 268071	Case Type: Server Support	Created: 10/09/2008	Group: Server Group	Target: 10/10/2008	
Hicks,Larry R	1	Average Age	119	Maximum Age	119
Case ID: 252871	Case Type: Server Support	Created: 05/27/2008	Group: Server Group	Target: 11/01/2008	
Jorski,Michael J	1	Average Age	33	Maximum Age	33
Case ID: 266552	Case Type: Application	Created: 09/24/2008	Group: TECH - ENV *	Target: 09/25/2008	
Kiker,Michael L	1	Average Age	8	Maximum Age	8
Case ID: 269953	Case Type: Terminated Empl	Created: 10/29/2008	Group: Data Communica	Target: 11/03/2008	
Manek,Brandy J	1	Average Age	298	Maximum Age	298
Case ID: 229813	Case Type: Development	Created: 09/19/2007	Group: BUDGET DIV *	Target: 08/29/2008	
Mott,Judi	6	Average Age	68	Maximum Age	87
Case ID: 257849	Case Type: Help Desk	Created: 07/10/2008	Group: Help Desk	Target: 07/15/2008	
Case ID: 257900	Case Type: Help Desk	Created: 07/10/2008	Group: Help Desk	Target: 07/14/2008	
Case ID: 258926	Case Type: Help Desk	Created: 07/21/2008	Group: Help Desk	Target: 07/22/2008	
Case ID: 259512	Case Type: Help Desk	Created: 07/24/2008	Group: Help Desk	Target: 08/31/2008	
Case ID: 263037	Case Type: Help Desk	Created: 08/25/2008	Group: Help Desk	Target: 08/26/2008	
Case ID: 268269	Case Type: Help Desk	Created: 10/13/2008	Group: Help Desk	Target: 10/24/2008	
Motte,Nita R	2	Average Age	114	Maximum Age	115
Case ID: 253465	Case Type: Application	Created: 06/02/2008	Group: TECH - HCM *	Target: 11/01/2008	
Case ID: 253941	Case Type: Application	Created: 06/05/2008	Group: TECH - HCM *	Target: 11/01/2008	

Pending,(Operations)	1	Average Age	8	Maximum Age	8
Case ID: 269954	Case Type: Terminated Emplc	Created: 10/29/2008	Group: Operations	Target: 11/03/2008	

Ray,Mike	2	Average Age	121	Maximum Age	232
Case ID: 238182	Case Type: Server Support	Created: 12/20/2007	Group: Server Group	Target: 08/31/2008	
Case ID: 269691	Case Type: Server Support	Created: 10/27/2008	Group: Server Group	Target: 11/07/2008	

Sathyaveera,Sanjayraj	1	Average Age	237	Maximum Age	237
Case ID: 237363	Case Type: Application	Created: 12/13/2007	Group: TECH - HCM *	Target: 12/28/2007	

Shelton,Mark	1	Average Age	23	Maximum Age	23
Case ID: 267976	Case Type: PC Support	Created: 10/08/2008	Group: PC Group	Target: 10/10/2008	

Thomason,Daniel L	1	Average Age	3	Maximum Age	3
Case ID: 270705	Case Type: Application	Created: 11/05/2008	Group: General Ledger	Target: 11/07/2008	

Wallace,Nick J	2	Average Age	161	Maximum Age	193
Case ID: 243115	Case Type: Server Support	Created: 02/13/2008	Group: Server Group	Target: 07/01/2008	
Case ID: 251738	Case Type: Customer Service	Created: 05/14/2008	Group: Server Group	Target: 10/31/2008	

Yoder,Walter C	3	Average Age	182	Maximum Age	182
Case ID: 244357	Case Type: Server Support	Created: 02/28/2008	Group: Server Group	Target: 09/30/2008	
Case ID: 244364	Case Type: Server Support	Created: 02/28/2008	Group: Server Group	Target: 09/30/2008	
Case ID: 244368	Case Type: Server Support	Created: 02/28/2008	Group: Server Group	Target: 09/30/2008	

Grand Total: 32

