



End of Day Report III

11/14/2008

Total Days in Report: 1

Activity Information

Daily Activity

Cases Assigned	
App Development FIN	1
App Development HCM	1
App Development IBM	2
Data Communications	1
EPM Budget (Programmers)	2
General Ledger	2
HCM Benefits	3
HCM HR	53
HCM Payroll	11
Help Desk (OSF)	34
Imaging/Scanning	2
PC Support	10
Purchasing	1
Security (OSF Information Security)	3
Server	1
Systems	4
VOICE	13
Web Portal	1
Total	145

Cases Closed	
Accounts Payable	2
App Development FIN	3
App Development HCM	2
Application Development	1
Data Communications	3
EPM Budget (Programmers)	2
General Ledger	2
HCM Benefits	2
HCM HR	59
HCM Payroll	13
Help Desk (OSF)	32
Imaging/Scanning	2
Operations	2
Purchasing	2
Security (OSF Information Security)	2
Security (Peoplesoft)	2
Server	6
Systems	3
VOICE	5
Web Portal	3
Total	148

Closed Year to Date	
Accounts Payable	571
App Development ENV	26
App Development FIN	116
App Development HCM	41
App Development IBM	152
Application Development	1082
Budget Division (Capitol)	26
Customer Service	23
Data Communications	839
EPM Budget (Programmers)	219
General Ledger	347
HCM Benefits	207
HCM HR	5311
HCM Payroll	2051
HCM Time & Labor	245
Help Desk (OSF)	8062
Imaging/Scanning	103
IT/Telecom Purchasing	195
OK.Gov (NIC)	31
Open Books	11
Operations	70
PC Support	1634
PeopleSoft Training	38
Project Management Office	2
Purchasing	641
Quality Assurance	2
Security (OSF Information Security)	93
Security (Peoplesoft)	304
Server	1992
Systems	233
Treasurer	48
Vendors	340
VOICE	3748
Web Portal	84
Total	28887

Open Case Summary Information

Open Case - By Severity

(All Cases)

One Hour Emergency	7
Research - 30 Calendar Days	33
Resolve Five Business Days	321
Resolve in Ten Minutes	1
Resolve Same Day	111
Target Date takes priority	77
Total Open:	550

Open Case - By Case Type

(All Cases)

Active Directory	2
Application	186
Correct History	9
Customer Service	15
Data Communications	21
Development	92
Help Desk	24
Imaging/Scanning	3
IT Telecom Plan	4
New Employee	7
Open Books	4
PC Support	74
Security	3
Server Support	58
Service Interruption	1
State Pay/State Per	8
Systems Cases	3
Terminated Employee	5
Training	6
Voice Communications	25
Total Open:	550

Open Case Distribution - By Group

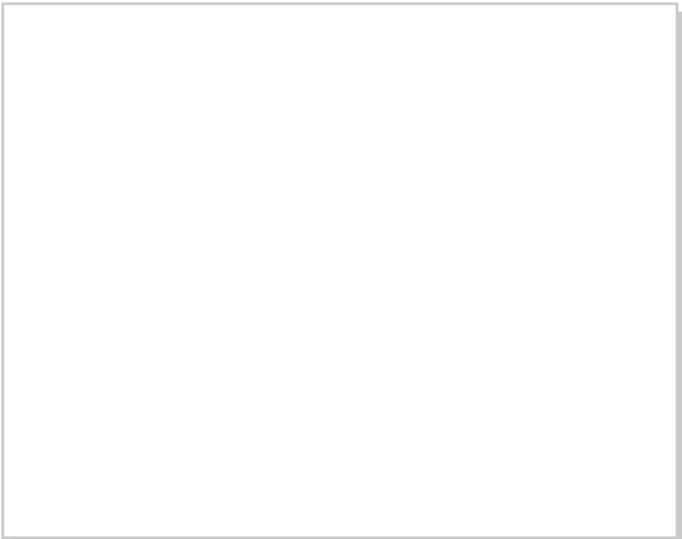
(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

Accounts Payable	3
App Development ENV	16
App Development FIN	51
App Development HCM	20
App Development IBM	23
Application Development	7
Budget Division (Capitol)	1
Customer Service	7
Data Communications	22
EPM Budget (Programmers)	2
General Ledger	19
HCM Benefits	2
HCM HR	10
HCM Payroll	2
HCM Time & Labor	1
Help Desk (OSF)	43
Imaging/Scanning	5
IT/Telecom Purchasing	2
OK.Gov (NIC)	1
Open Books	3
Operations	2
PC Support	80
PeopleSoft Training	5
Project Management Office	1
Purchasing	10
Security (OSF Information Security)	17
Security (Peoplesoft)	3
Server	63
Systems	4
Treasurer	2
Vendors	5
VOICE	23
Web Portal	3
	458

Accounts Payable	Average Business Days Open :	59
Cases: 2	Maximum Business Days Open:	108
App Development ENV	Average Business Days Open :	267
Cases: 15	Maximum Business Days Open:	380
App Development FIN	Average Business Days Open :	186
Cases: 63	Maximum Business Days Open:	380
App Development HCM	Average Business Days Open :	106
Cases: 12	Maximum Business Days Open:	211
App Development IBM	Average Business Days Open :	70
Cases: 21	Maximum Business Days Open:	178
Application Development	Average Business Days Open :	348
Cases: 70	Maximum Business Days Open:	381
Budget Division (Capitol)	Average Business Days Open :	7
Cases: 1	Maximum Business Days Open:	7
Customer Service	Average Business Days Open :	33
Cases: 7	Maximum Business Days Open:	85
Data Communications	Average Business Days Open :	44
Cases: 16	Maximum Business Days Open:	203
EPM Budget (Programmers)	Average Business Days Open :	17
Cases: 2	Maximum Business Days Open:	21
General Ledger	Average Business Days Open :	136
Cases: 18	Maximum Business Days Open:	381
HCM Benefits	Average Business Days Open :	32
Cases: 1	Maximum Business Days Open:	32
HCM HR	Average Business Days Open :	32
Cases: 5	Maximum Business Days Open:	61
HCM Payroll	Average Business Days Open :	59
Cases: 2	Maximum Business Days Open:	66
Help Desk (OSF)	Average Business Days Open :	31
Cases: 20	Maximum Business Days Open:	92
Imaging/Scanning	Average Business Days Open :	11
Cases: 1	Maximum Business Days Open:	11
IT/Telecom Purchasing	Average Business Days Open :	53
Cases: 2	Maximum Business Days Open:	54
OK.Gov (NIC)	Average Business Days Open :	2
Cases: 1	Maximum Business Days Open:	2
Open Books	Average Business Days Open :	41
Cases: 2	Maximum Business Days Open:	70
Operations	Average Business Days Open :	19
Cases: 1	Maximum Business Days Open:	19
PC Support	Average Business Days Open :	36
Cases: 43	Maximum Business Days Open:	182
PeopleSoft Training	Average Business Days Open :	54
Cases: 5	Maximum Business Days Open:	91
Purchasing	Average Business Days Open :	155
Cases: 12	Maximum Business Days Open:	374
Security (OSF Information Security)	Average Business Days Open :	38
Cases: 15	Maximum Business Days Open:	114
Security (Peoplesoft)	Average Business Days Open :	104
Cases: 1	Maximum Business Days Open:	104



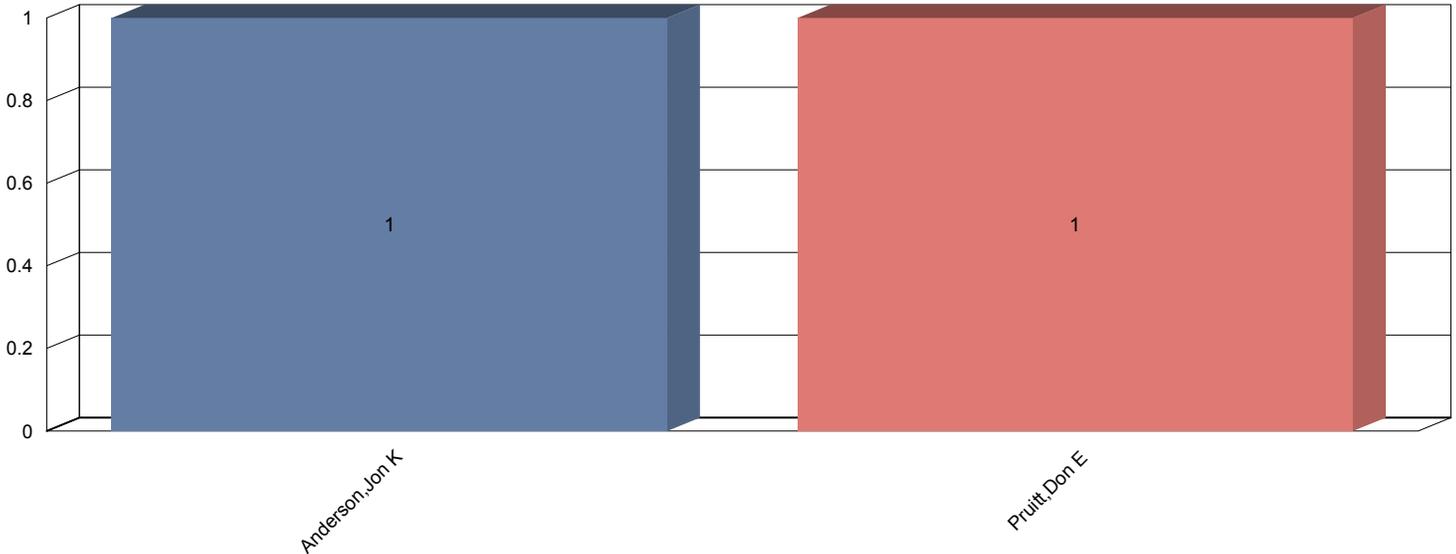
Server	Average Business Days Open :	40
Cases: 51	Maximum Business Days Open:	237
Systems	Average Business Days Open :	145
Cases: 2	Maximum Business Days Open:	282
Treasurer	Average Business Days Open :	75
Cases: 2	Maximum Business Days Open:	88
Vendors	Average Business Days Open :	25
Cases: 3	Maximum Business Days Open:	46
VOICE	Average Business Days Open :	3
Cases: 14	Maximum Business Days Open:	6
Web Portal	Average Business Days Open :	8
Cases: 3	Maximum Business Days Open:	10

Cases with Target Dates of Today

Cases open past the target date:

2

Print Date: Saturday, November 15, 2008



Anderson, Jon K	1	Average Age	13	Maximum Age	13
Case ID: 269885	Case Type: Imaging/Scanning	Created: 10/29/2008	Group: Imaging	Target: 11/14/2008	

Pruitt, Don E	1	Average Age	3	Maximum Age	3
Case ID: 271338	Case Type: PC Support	Created: 11/12/2008	Group: PC Group	Target: 11/14/2008	

Grand Total: 2

1

Case ID: 220446	Case Type: Development	Created: 06/01/2007	Group: Technical	Target: 07/31/2008
Case ID: 220942	Case Type: Development	Created: 06/05/2007	Group: Technical	Target: 07/31/2008
Case ID: 220943	Case Type: Development	Created: 06/05/2007	Group: Technical	Target: 07/31/2008
Case ID: 220945	Case Type: Development	Created: 06/05/2007	Group: Technical	Target: 07/31/2008

Cherian,Christo R	1	Average Age	13	Maximum Age	13
Case ID: 269945	Case Type: Active Directory	Created: 10/29/2008	Group: Server Group	Target: 11/03/2008	

Collier,Sherry L	1	Average Age	120	Maximum Age	120
Case ID: 253497	Case Type: Application	Created: 06/02/2008	Group: PMO *	Target: 06/20/2008	

Fitzpatrick,Danny W	1	Average Age	8	Maximum Age	8
Case ID: 270705	Case Type: Application	Created: 11/05/2008	Group: TECH - FIN *	Target: 11/07/2008	

Grigsby,Linda S	8	Average Age	14	Maximum Age	14
Case ID: 269805	Case Type: PC Support	Created: 10/28/2008	Group: PC Group	Target: 11/11/2008	
Case ID: 269806	Case Type: PC Support	Created: 10/28/2008	Group: PC Group	Target: 11/11/2008	
Case ID: 269811	Case Type: PC Support	Created: 10/28/2008	Group: PC Group	Target: 11/11/2008	
Case ID: 269814	Case Type: PC Support	Created: 10/28/2008	Group: PC Group	Target: 11/11/2008	
Case ID: 269819	Case Type: PC Support	Created: 10/28/2008	Group: PC Group	Target: 11/11/2008	
Case ID: 269820	Case Type: PC Support	Created: 10/28/2008	Group: PC Group	Target: 11/11/2008	
Case ID: 269825	Case Type: PC Support	Created: 10/28/2008	Group: PC Group	Target: 11/11/2008	
Case ID: 269827	Case Type: PC Support	Created: 10/28/2008	Group: PC Group	Target: 11/11/2008	

Hale,Bryan L	1	Average Age	27	Maximum Age	27
Case ID: 268071	Case Type: Server Support	Created: 10/09/2008	Group: Server Group	Target: 10/10/2008	

Hicks,Larry R	1	Average Age	124	Maximum Age	124
Case ID: 252871	Case Type: Server Support	Created: 05/27/2008	Group: Server Group	Target: 11/01/2008	

Jorski,Michael J	1	Average Age	38	Maximum Age	38
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Case ID: 266552 Case Type: Application Created: 09/24/2008 Group: TECH - ENV * Target: 09/25/2008

Kiker,Michael L 1 Average Age 13 Maximum Age 13

Case ID: 269953 Case Type: Terminated Empl Created: 10/29/2008 Group: Data Communica Target: 11/03/2008

Lugo,Doug 1 Average Age 14 Maximum Age 14

Case ID: 269815 Case Type: PC Support Created: 10/28/2008 Group: PC Group Target: 11/11/2008

Manek,Brandy J 1 Average Age 303 Maximum Age 303

Case ID: 229813 Case Type: Development Created: 09/19/2007 Group: BUDGET DIV * Target: 08/29/2008

Mott,Judi 6 Average Age 73 Maximum Age 92

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 119 Maximum Age 120

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,(Help Desk) 2 Average Age 14 Maximum Age 14

Case ID: 269812 Case Type: PC Support Created: 10/28/2008 Group: Help Desk Target: 11/11/2008

Case ID: 269816 Case Type: PC Support Created: 10/28/2008 Group: Help Desk Target: 11/11/2008

Pending,(Operations) 1 Average Age 13 Maximum Age 13

Case ID: 269954 Case Type: Terminated Empl Created: 10/29/2008 Group: Operations Target: 11/03/2008

Pending,(PC Support)		6	Average Age	14	Maximum Age	14
Case ID: 269802	Case Type: PC Support	Created: 10/28/2008	Group: PC Group	Target: 11/11/2008		
Case ID: 269808	Case Type: PC Support	Created: 10/28/2008	Group: PC Group	Target: 11/11/2008		
Case ID: 269813	Case Type: PC Support	Created: 10/28/2008	Group: PC Group	Target: 11/11/2008		
Case ID: 269821	Case Type: PC Support	Created: 10/28/2008	Group: PC Group	Target: 11/11/2008		
Case ID: 269823	Case Type: PC Support	Created: 10/28/2008	Group: PC Group	Target: 11/11/2008		
Case ID: 269826	Case Type: PC Support	Created: 10/28/2008	Group: PC Group	Target: 11/11/2008		

Pruitt,Don E		1	Average Age	3	Maximum Age	3
Case ID: 271338	Case Type: PC Support	Created: 11/12/2008	Group: PC Group	Target: 11/14/2008		

Ray,Mike		1	Average Age	237	Maximum Age	237
Case ID: 238182	Case Type: Server Support	Created: 12/20/2007	Group: Server Group	Target: 08/31/2008		

Sathyaveera,Sanjayraj		1	Average Age	242	Maximum Age	242
Case ID: 237363	Case Type: Application	Created: 12/13/2007	Group: TECH - HCM *	Target: 12/28/2007		

Shelton,Mark		2	Average Age	17	Maximum Age	28
Case ID: 267976	Case Type: PC Support	Created: 10/08/2008	Group: PC Group	Target: 10/10/2008		
Case ID: 271110	Case Type: PC Support	Created: 11/10/2008	Group: PC Group	Target: 11/12/2008		

Wallace,Nick J		2	Average Age	166	Maximum Age	198
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	187	Maximum Age	187
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: 52

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