



End of Day Report III

11/26/2008

Total Days in Report: 1

Activity Information

Daily Activity

Cases Assigned	
Accounts Payable	2
App Development IBM	2
Application Development	1
Data Communications	4
Help Desk (OSF)	19
Open Books	1
Operations	1
PC Support	9
PeopleSoft Training	6
Purchasing	2
Security (Peoplesoft)	1
Server	13
Systems	1
VOICE	10
Web Portal	6
Total	78

Cases Closed	
Accounts Payable	3
App Development FIN	1
Data Communications	3
HCM Payroll	1
Help Desk (OSF)	18
PC Support	3
Security (OSF Information Security)	2
Security (Peoplesoft)	1
Server	8
Systems	3
Vendors	2
VOICE	10
Web Portal	6
Total	61

Closed Year to Date	
Accounts Payable	584
App Development ENV	27
App Development FIN	137
App Development HCM	48
App Development IBM	165
Application Development	1083
Budget Division (Capitol)	29
Customer Service	25
Data Communications	866
EPM Budget (Programmers)	222
General Ledger	362
HCM Benefits	217
HCM HR	5417
HCM Payroll	2103
HCM Time & Labor	250
Help Desk (OSF)	8352
Imaging/Scanning	104
IT/Telecom Purchasing	198
OK.Gov (NIC)	32
Open Books	11
Operations	73
PC Support	1709
PeopleSoft Training	43
Project Management Office	3
Purchasing	654
Quality Assurance	2
Security (OSF Information Security)	120
Security (Peoplesoft)	312
Server	2099
Systems	242
Treasurer	50
Vendors	349
VOICE	3884
Web Portal	114
Total	29886

Open Case Summary Information

Open Case - By Severity

(All Cases)

One Hour Emergency	3
Research - 30 Calendar Days	33
Resolve Five Business Days	321
Resolve in Ten Minutes	1
Resolve Same Day	87
Target Date takes priority	61
Total Open:	506

Open Case - By Case Type

(All Cases)

Active Directory	3
Application	173
Correct History	7
Customer Service	15
Data Communications	22
Development	91
Help Desk	28
Imaging/Scanning	4
IT Telecom Plan	4
New Employee	13
Open Books	4
PC Support	56
Security	6
Server Support	44
State Pay/State Per	8
Systems Cases	2
Terminated Employee	5
Training	7
Voice Communications	6
WEB	8
Total Open:	506

Open Case Distribution - By Group

(Excluding Development Cases)

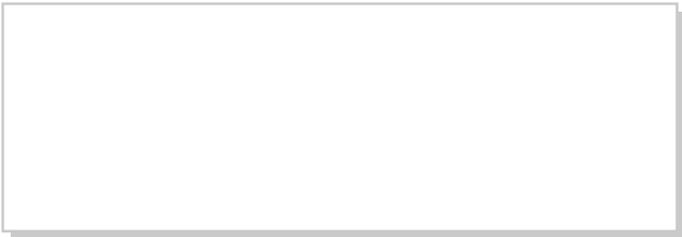
Violations of Service Level Agreement

(All Cases)

Accounts Payable	5
App Development ENV	19
App Development FIN	50
App Development HCM	25
App Development IBM	23
Application Development	8
Customer Service	5
Data Communications	28
EPM Budget (Programmers)	1
General Ledger	12
HCM Benefits	1
HCM HR	9
HCM Payroll	4
Help Desk (OSF)	37
Imaging/Scanning	6
OK.Gov (NIC)	2
Open Books	4
Operations	1
PC Support	66
PeopleSoft Training	13
Purchasing	13
Security (OSF Information Security)	18
Security (Peoplesoft)	1
Server	46
Systems	2
Vendors	2
VOICE	5
Web Portal	2

408

Accounts Payable	Average Business Days Open :	60
Cases: 5	Maximum Business Days Open:	161
App Development ENV	Average Business Days Open :	258
Cases: 17	Maximum Business Days Open:	389
App Development FIN	Average Business Days Open :	191
Cases: 62	Maximum Business Days Open:	389
App Development HCM	Average Business Days Open :	88
Cases: 16	Maximum Business Days Open:	220
App Development IBM	Average Business Days Open :	71
Cases: 22	Maximum Business Days Open:	187
Application Development	Average Business Days Open :	353
Cases: 71	Maximum Business Days Open:	390
Customer Service	Average Business Days Open :	50
Cases: 5	Maximum Business Days Open:	94
Data Communications	Average Business Days Open :	42
Cases: 22	Maximum Business Days Open:	212
EPM Budget (Programmers)	Average Business Days Open :	30
Cases: 1	Maximum Business Days Open:	30
General Ledger	Average Business Days Open :	104
Cases: 13	Maximum Business Days Open:	390
HCM Benefits	Average Business Days Open :	41
Cases: 1	Maximum Business Days Open:	41
HCM HR	Average Business Days Open :	29
Cases: 8	Maximum Business Days Open:	70
HCM Payroll	Average Business Days Open :	37
Cases: 4	Maximum Business Days Open:	75
Help Desk (OSF)	Average Business Days Open :	32
Cases: 18	Maximum Business Days Open:	101
Imaging/Scanning	Average Business Days Open :	14
Cases: 2	Maximum Business Days Open:	20
OK.Gov (NIC)	Average Business Days Open :	7
Cases: 2	Maximum Business Days Open:	11
Open Books	Average Business Days Open :	37
Cases: 3	Maximum Business Days Open:	79
Operations	Average Business Days Open :	2
Cases: 1	Maximum Business Days Open:	2
PC Support	Average Business Days Open :	31
Cases: 46	Maximum Business Days Open:	161
PeopleSoft Training	Average Business Days Open :	63
Cases: 5	Maximum Business Days Open:	100
Purchasing	Average Business Days Open :	142
Cases: 14	Maximum Business Days Open:	383
Security (OSF Information Security)	Average Business Days Open :	30
Cases: 16	Maximum Business Days Open:	114
Server	Average Business Days Open :	53
Cases: 33	Maximum Business Days Open:	228
Systems	Average Business Days Open :	147
Cases: 2	Maximum Business Days Open:	291
Vendors	Average Business Days Open :	13
Cases: 2	Maximum Business Days Open:	16



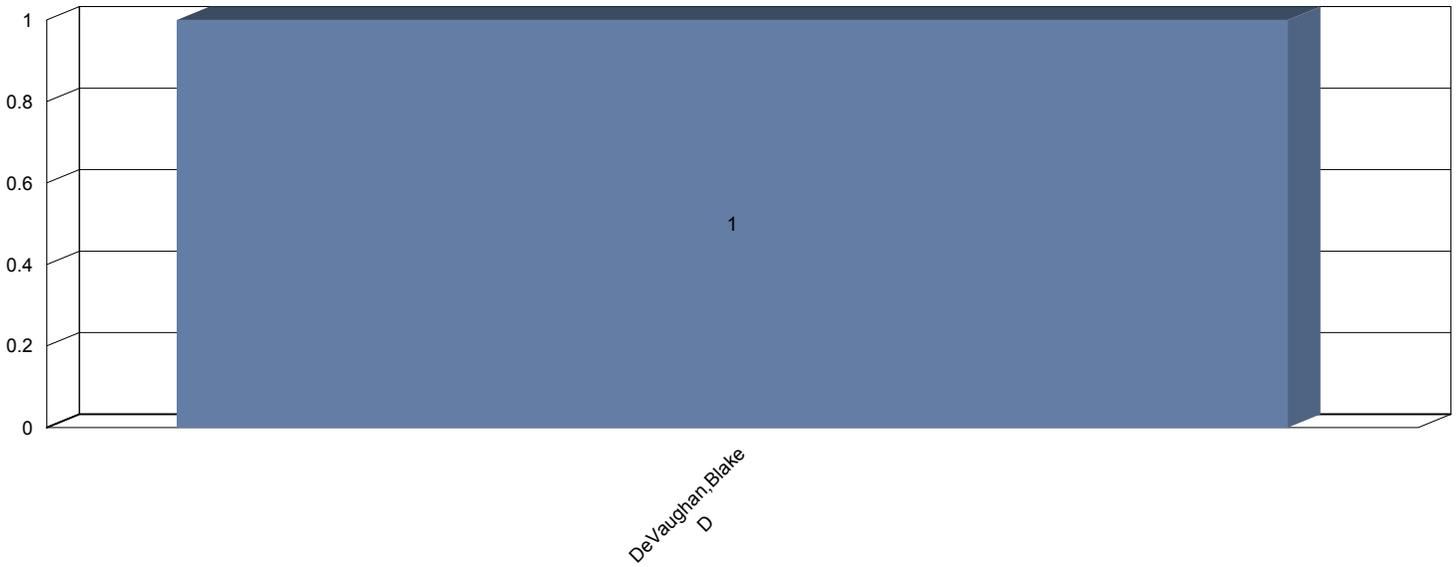
VOICE	Average Business Days Open :	3
Cases: 5	Maximum Business Days Open:	4
Web Portal	Average Business Days Open :	19
Cases: 1	Maximum Business Days Open:	19

Cases with Target Dates of Today

Cases open past the target date:

1

Print Date: Thursday, November 27, 2008



DeVaughan,Blake D	1	Average Age	3	Maximum Age	3
Case ID: 272648	Case Type: I/T Telecom Plan	Created: 11/25/2008	Group: Help Desk	Target: 11/26/2008	

Grand Total: 1

1

DeVaughan,Blake D	1	Average Age	3	Maximum Age	3
Case ID: 272648	Case Type: I/T Telecom Plan	Created: 11/25/2008	Group: Help Desk	Target: 11/26/2008	
Grigsby,Linda S	1	Average Age	23	Maximum Age	23
Case ID: 269819	Case Type: PC Support	Created: 10/28/2008	Group: PC Group	Target: 11/11/2008	
Hale,Bryan L	1	Average Age	36	Maximum Age	36
Case ID: 268071	Case Type: Server Support	Created: 10/09/2008	Group: Server Group	Target: 10/10/2008	
Jorski,Michael J	1	Average Age	47	Maximum Age	47
Case ID: 266552	Case Type: Application	Created: 09/24/2008	Group: TECH - ENV *	Target: 09/25/2008	
Lugo,Doug	1	Average Age	23	Maximum Age	23
Case ID: 269824	Case Type: PC Support	Created: 10/28/2008	Group: PC Group	Target: 11/21/2008	
Manek,Brandy J	1	Average Age	312	Maximum Age	312
Case ID: 229813	Case Type: Development	Created: 09/19/2007	Group: BUDGET DIV *	Target: 08/29/2008	
Mott,Judi	4	Average Age	76	Maximum Age	101
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: 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	
Pending,(PC Support)	5	Average Age	23	Maximum Age	23
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	

