



End of Day Report

August 04, 2008 *through* August 04, 2008

Total Days in Report: 1

Activity Information

Daily Activity

Cases Assigned	
Accounts Payable	2
Data Communications	4
General Ledger	1
HCM HR	47
HCM Payroll	11
HCM Time & Labor	2
Help Desk (OSF)	38
IT/Telecom Purchasing	1
Operations	1
PC Support	16
Security (Peoplesoft)	1
Server	14
Systems	1
Technical & Program Development	6
Vendors	1
VOICE	30
Total	176

Cases Closed	
Accounts Payable	5
Data Communications	2
HCM HR	46
HCM Payroll	11
HCM Time & Labor	2
Help Desk (OSF)	33
IT/Telecom Purchasing	3
Operations	2
PC Support	24
Security (Peoplesoft)	1
Server	21
Technical & Program Development	7
Vendors	1
VOICE	28
Total	186

Closed Year to Date	
Accounts Payable	454
Customer Service	18
Data Communications	562
EPM Budget	138
General Ledger	253
HCM Benefits	122
HCM HR	3613
HCM Payroll	1416
HCM Time & Labor	172
Help Desk (OSF)	5427
Imaging/Scanning	46
IT/Telecom Purchasing	177
OK.Gov (NIC)	26
Open Books	2
Operations	55
PC Support	1023
PeopleSoft Training	7
Project Management Office	1
Purchasing	482
Quality Assurance	2
Security (OSF Information Security)	32
Security (Peoplesoft)	231
Server	1124
Systems	170
Technical & Program Development	922
Treasurer	28
Vendors	227
VOICE	2507
Web Portal	44
Total	19281

Open Case Summary Information

Open Case - By Severity

(All Cases)

One Hour Emergency	5
Research - 30 Calendar Days	34
Resolve Five Business Days	341
Resolve in Ten Minutes	2
Resolve Same Day	103
Target Date takes priority	79
Total Open:	564

Open Case - By Case Type

(All Cases)

Active Directory	1
Application	187
Correct History	8
Customer Service	8
Data Communications	24
Development	93
Documentation	1
Help Desk	49
I/T Telecom Plan	1
Imaging/Scanning	6
New Employee	13
Open Books	4
Operations Cases	1
PC Support	64
Server Support	69
State Pay/State Per	5
Systems Cases	3
Terminated Employee	6
Training	1
Voice Communications	13
WEB	6
Total Open:	563

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

Accounts Payable	7
Customer Service	3
Data Communications	25
EPM Budget	1
General Ledger	12
HCM HR	2
HCM Payroll	7
HCM Time & Labor	1
Help Desk (OSF)	35
Imaging/Scanning	8
IT/Telecom Purchasing	1
OK.Gov (NIC)	1
Open Books	4
Operations	1
PC Support	64
PeopleSoft Training	1
Project Management Office	1
Purchasing	9
Security (OSF Information Security)	6
Security (Peoplesoft)	6
Server	84
Systems	8
Technical & Program Development	107
Treasurer	8
Vendors	29
VOICE	11
Web Portal	1
	443

Accounts Payable	Average Business Days Open :	50
Cases: 5	Maximum Business Days Open:	80
Customer Service	Average Business Days Open :	17
Cases: 3	Maximum Business Days Open:	23
Data Communications	Average Business Days Open :	45
Cases: 16	Maximum Business Days Open:	137
General Ledger	Average Business Days Open :	159
Cases: 13	Maximum Business Days Open:	309
HCM HR	Average Business Days Open :	98
Cases: 2	Maximum Business Days Open:	112
HCM Payroll	Average Business Days Open :	10
Cases: 3	Maximum Business Days Open:	15
HCM Time & Labor	Average Business Days Open :	5
Cases: 1	Maximum Business Days Open:	5
Help Desk (OSF)	Average Business Days Open :	54
Cases: 23	Maximum Business Days Open:	115
OK.Gov (NIC)	Average Business Days Open :	30
Cases: 1	Maximum Business Days Open:	30
Open Books	Average Business Days Open :	52
Cases: 4	Maximum Business Days Open:	71
PC Support	Average Business Days Open :	42
Cases: 35	Maximum Business Days Open:	201
PeopleSoft Training	Average Business Days Open :	19
Cases: 1	Maximum Business Days Open:	19
Purchasing	Average Business Days Open :	117
Cases: 11	Maximum Business Days Open:	302
Security (OSF Information Security)	Average Business Days Open :	56
Cases: 5	Maximum Business Days Open:	106
Security (Peoplesoft)	Average Business Days Open :	49
Cases: 3	Maximum Business Days Open:	136
Server	Average Business Days Open :	46
Cases: 55	Maximum Business Days Open:	165
Systems	Average Business Days Open :	69
Cases: 6	Maximum Business Days Open:	210
Technical & Program Development	Average Business Days Open :	193
Cases: 174	Maximum Business Days Open:	309
Treasurer	Average Business Days Open :	53
Cases: 8	Maximum Business Days Open:	78
Vendors	Average Business Days Open :	47
Cases: 28	Maximum Business Days Open:	102
VOICE	Average Business Days Open :	3
Cases: 6	Maximum Business Days Open:	3

Cases with Target Dates of Today

Cases open past the target date:

Print Date: Wednesday, August 6, 2008

		Average Age		Maximum Age
Case ID:	Case Type:	Created:	Group:	Target:

Grand Total:

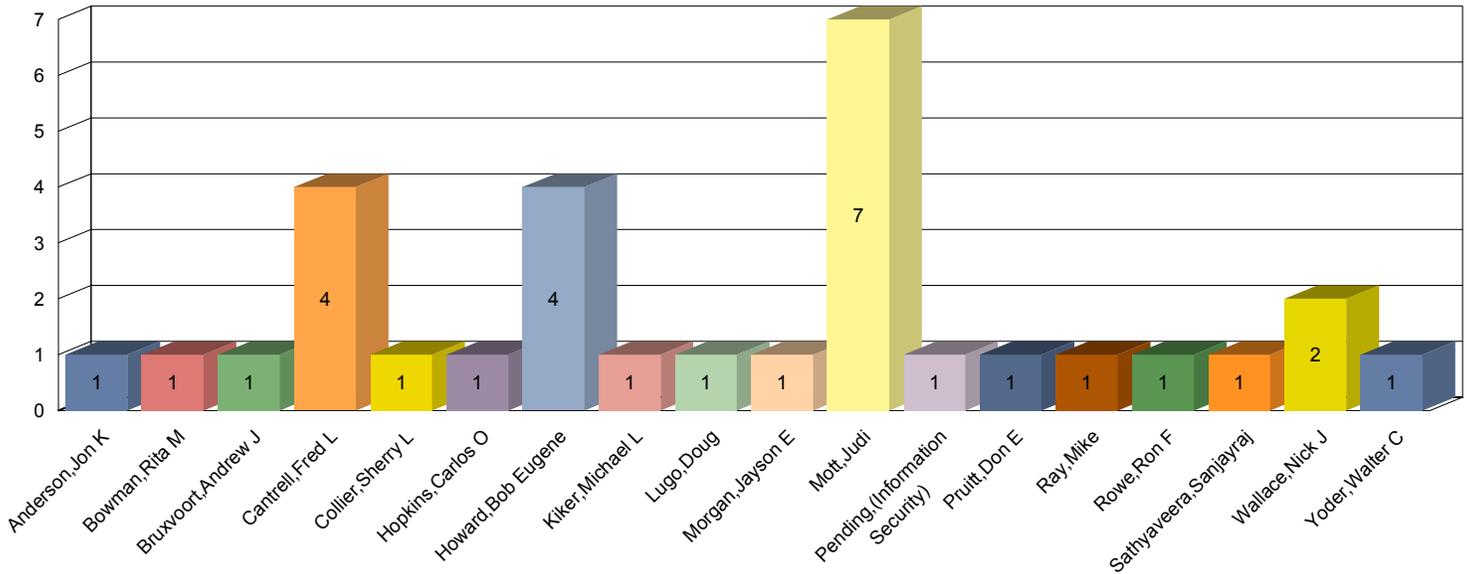
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Cases with Expired Target Dates

Cases open past the target date:

31

Print Date: Wednesday, August 6, 2008



Anderson, Jon K	1	Average Age	26	Maximum Age	26
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Case ID: 257044	Case Type: Imaging/Scannir	Created: 07/02/2008	Group: Imaging	Target: 07/31/2008	

Bowman, Rita M	1	Average Age	305	Maximum Age	305
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Case ID: 221170	Case Type: Development	Created: 06/07/2007	Group: Technical	Target: 06/30/2008	

Bruxvoort, Andrew J	1	Average Age	75	Maximum Age	75
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Case ID: 249939	Case Type: Data Communic	Created: 04/24/2008	Group: Data Communic	Target: 06/01/2008	

Cantrell, Fred L	4	Average Age	308	Maximum Age	309
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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	

Collier,Sherry L	1	Average Age	48	Maximum Age	48
Case ID: 253497	Case Type: Application	Created: 06/02/2008	Group: PMO *	Target: 06/20/2008	
Hopkins,Carlos O	1	Average Age	18	Maximum Age	18
Case ID: 258282	Case Type: Terminated Empl	Created: 07/14/2008	Group: Systems	Target: 08/02/2008	
Howard,Bob Eugene	4	Average Age	87	Maximum Age	165
Case ID: 238182	Case Type: Server Support	Created: 12/20/2007	Group: Server Group	Target: 07/31/2008	
Case ID: 249076	Case Type: Server Support	Created: 04/16/2008	Group: Server Group	Target: 08/01/2008	
Case ID: 252871	Case Type: Server Support	Created: 05/27/2008	Group: Server Group	Target: 07/01/2008	
Case ID: 253007	Case Type: Server Support	Created: 05/28/2008	Group: Server Group	Target: 07/11/2008	
Kiker,Michael L	1	Average Age	17	Maximum Age	17
Case ID: 258326	Case Type: Terminated Empl	Created: 07/15/2008	Group: Data Communic	Target: 08/02/2008	
Lugo,Doug	1	Average Age	3	Maximum Age	3
Case ID: 260474	Case Type: New Employee	Created: 08/04/2008	Group: PC Group	Target: 08/05/2008	
Morgan,Jayson E	1	Average Age	7	Maximum Age	7
Case ID: 259966	Case Type: Data Communic	Created: 07/29/2008	Group: Data Communic	Target: 08/01/2008	
Mott,Judi	7	Average Age	19	Maximum Age	41
Case ID: 254565	Case Type: Help Desk	Created: 06/11/2008	Group: Help Desk	Target: 07/11/2008	
Case ID: 257730	Case Type: Help Desk	Created: 07/09/2008	Group: Help Desk	Target: 07/15/2008	
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: 259676	Case Type: Help Desk	Created: 07/25/2008	Group: Help Desk	Target: 07/31/2008	
Case ID: 259677	Case Type: Help Desk	Created: 07/25/2008	Group: Help Desk	Target: 07/31/2008	

Pending,(Information Security)	1	Average Age	17	Maximum Age	17
Case ID: 258338	Case Type: Terminated Em	Created: 07/15/2008	Group: SECURITY 2 *	Target: 08/02/2008	
Pruitt,Don E	1	Average Age	7	Maximum Age	7
Case ID: 259908	Case Type: PC Support	Created: 07/29/2008	Group: PC Group	Target: 07/30/2008	
Ray,Mike	1	Average Age	95	Maximum Age	95
Case ID: 247088	Case Type: Server Support	Created: 03/27/2008	Group: Server Group	Target: 04/04/2008	
Rowe,Ron F	1	Average Age	34	Maximum Age	34
Case ID: 255720	Case Type: Server Support	Created: 06/20/2008	Group: PC Group	Target: 06/30/2008	
Sathyaveera,Sanjayraj	1	Average Age	170	Maximum Age	170
Case ID: 237363	Case Type: Application	Created: 12/13/2007	Group: Technical	Target: 12/28/2007	
Wallace,Nick J	2	Average Age	125	Maximum Age	126
Case ID: 243115	Case Type: Server Support	Created: 02/13/2008	Group: Server Group	Target: 07/01/2008	
Case ID: 243286	Case Type: Server Support	Created: 02/15/2008	Group: Server Group	Target: 07/01/2008	
Yoder,Walter C	1	Average Age	72	Maximum Age	72
Case ID: 250229	Case Type: Server Support	Created: 04/29/2008	Group: Server Group	Target: 06/13/2008	

Grand Total: 31