



End of Day Report

August 18, 2008 *through* August 18, 2008

Total Days in Report: 1

Activity Information

Daily Activity

Cases Assigned	
Accounts Payable	2
Customer Service	2
Data Communications	5
EPM Budget	1
General Ledger	1
HCM Benefits	2
HCM HR	52
HCM Payroll	12
HCM Time & Labor	1
Help Desk (OSF)	62
PC Support	12
Purchasing	1
Security (Peoplesoft)	1
Server	17
Systems	1
Technical & Program Development	9
Vendors	4
VOICE	19
Total	204

Cases Closed	
Accounts Payable	1
Customer Service	1
Data Communications	5
EPM Budget	1
HCM Benefits	1
HCM HR	52
HCM Payroll	12
HCM Time & Labor	1
Help Desk (OSF)	53
PC Support	16
Security (OSF Information Security)	1
Security (Peoplesoft)	1
Server	19
Systems	1
Technical & Program Development	10
Vendors	1
VOICE	20
Total	196

Closed Year to Date	
Accounts Payable	467
Customer Service	19
Data Communications	609
EPM Budget	145
General Ledger	262
HCM Benefits	141
HCM HR	3855
HCM Payroll	1505
HCM Time & Labor	191
Help Desk (OSF)	5748
Imaging/Scanning	53
IT/Telecom Purchasing	179
OK.Gov (NIC)	26
Open Books	3
Operations	57
PC Support	1105
PeopleSoft Training	12
Project Management Office	1
Purchasing	495
Quality Assurance	2
Security (OSF Information Security)	36
Security (Peoplesoft)	250
Server	1283
Systems	186
Technical & Program Development	1023
Treasurer	30
Vendors	244
VOICE	2684
Web Portal	46
Total	20657

Open Case Summary Information

Open Case - By Severity

(All Cases)

One Hour Emergency	3
Research - 30 Calendar Days	33
Resolve Five Business Days	342
Resolve in Ten Minutes	4
Resolve Same Day	108
Target Date takes priority	62
Total Open:	552

Open Case - By Case Type

(All Cases)

Application	194
Correct History	12
Customer Service	11
Data Communications	18
Development	93
Documentation	4
Help Desk	47
I/T Telecom Plan	2
Imaging/Scanning	4
New Employee	7
Open Books	4
PC Support	54
Server Support	48
State Pay/State Per	11
Systems Cases	1
Terminated Employee	13
Training	2
Voice Communications	25
WEB	3
Total Open:	553

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

Accounts Payable	9
Customer Service	6
Data Communications	17
General Ledger	14
HCM Benefits	1
HCM HR	7
HCM Payroll	7
HCM Time & Labor	1
Help Desk (OSF)	34
Imaging/Scanning	6
IT/Telecom Purchasing	2
OK.Gov (NIC)	1
Open Books	4
PC Support	60
PeopleSoft Training	2
Project Management Office	1
Purchasing	10
Security (OSF Information Security)	5
Security (Peoplesoft)	3
Server	60
Systems	3
Technical & Program Development	125
Treasurer	8
Vendors	22
VOICE	22
	430

Accounts Payable	Average Business Days Open :	43
Cases: 7	Maximum Business Days Open:	89
Customer Service	Average Business Days Open :	19
Cases: 5	Maximum Business Days Open:	32
Data Communications	Average Business Days Open :	57
Cases: 11	Maximum Business Days Open:	150
General Ledger	Average Business Days Open :	179
Cases: 12	Maximum Business Days Open:	318
HCM HR	Average Business Days Open :	72
Cases: 3	Maximum Business Days Open:	121
HCM Payroll	Average Business Days Open :	8
Cases: 4	Maximum Business Days Open:	24
HCM Time & Labor	Average Business Days Open :	14
Cases: 1	Maximum Business Days Open:	14
Help Desk (OSF)	Average Business Days Open :	64
Cases: 20	Maximum Business Days Open:	124
IT/Telecom Purchasing	Average Business Days Open :	11
Cases: 2	Maximum Business Days Open:	12
OK.Gov (NIC)	Average Business Days Open :	39
Cases: 1	Maximum Business Days Open:	39
Open Books	Average Business Days Open :	47
Cases: 4	Maximum Business Days Open:	80
PC Support	Average Business Days Open :	42
Cases: 37	Maximum Business Days Open:	151
PeopleSoft Training	Average Business Days Open :	17
Cases: 2	Maximum Business Days Open:	28
Purchasing	Average Business Days Open :	102
Cases: 13	Maximum Business Days Open:	311
Security (OSF Information Security)	Average Business Days Open :	37
Cases: 4	Maximum Business Days Open:	51
Security (Peoplesoft)	Average Business Days Open :	15
Cases: 2	Maximum Business Days Open:	15
Server	Average Business Days Open :	43
Cases: 38	Maximum Business Days Open:	174
Systems	Average Business Days Open :	119
Cases: 3	Maximum Business Days Open:	219
Technical & Program Development	Average Business Days Open :	191
Cases: 185	Maximum Business Days Open:	318
Treasurer	Average Business Days Open :	62
Cases: 8	Maximum Business Days Open:	87
Vendors	Average Business Days Open :	32
Cases: 19	Maximum Business Days Open:	52
VOICE	Average Business Days Open :	5
Cases: 18	Maximum Business Days Open:	35

Cases with Target Dates of Today

Cases open past the target date:

Print Date: Tuesday, August 19, 2008

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

Maximum Age

Grand Total:

1

Howard,Bob Eugene	2	Average Age	76	Maximum Age	90
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	
Kiker,Michael L	1	Average Age	26	Maximum Age	26
Case ID: 258326	Case Type: Terminated Emplc	Created: 07/15/2008	Group: Data Communica	Target: 08/02/2008	
Lugo,Doug	1	Average Age	22	Maximum Age	22
Case ID: 258999	Case Type: New Employee	Created: 07/21/2008	Group: PC Group	Target: 08/18/2008	
Mott,Judi	7	Average Age	24	Maximum Age	30
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: 259262	Case Type: Help Desk	Created: 07/23/2008	Group: Help Desk	Target: 08/07/2008	
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	26	Maximum Age	26
Case ID: 258338	Case Type: Terminated Emplc	Created: 07/15/2008	Group: SECURITY 2 *	Target: 08/02/2008	
Sathyaveera,Sanjayraj	1	Average Age	179	Maximum Age	179
Case ID: 237363	Case Type: Application	Created: 12/13/2007	Group: Technical	Target: 12/28/2007	
Stovall,Debra Ann	1	Average Age	36	Maximum Age	36
Case ID: 256780	Case Type: Application	Created: 07/01/2008	Group: Accounts Payabl	Target: 08/11/2008	
Wallace,Nick J	2	Average Age	72	Maximum Age	135

