



End of Day Report

August 26, 2008 *through* August 26, 2008

Total Days in Report: 1

Activity Information

Daily Activity

Cases Assigned	
Accounts Payable	1
App Development FIN	3
App Development HCM	1
App Development IBM	4
Data Communications	7
General Ledger	1
HCM Benefits	2
HCM HR	18
HCM Payroll	7
HCM Time & Labor	1
Help Desk (OSF)	39
Imaging/Scanning	1
IT/Telecom Purchasing	2
OK.Gov (NIC)	1
PC Support	11
PeopleSoft Training	1
Purchasing	4
Security (OSF Information Security)	1
Security (Peoplesoft)	1
Server	2
Systems	2
Treasurer	1
Vendors	2
VOICE	24
Total	137

Cases Closed	
Accounts Payable	2
App Development FIN	2
App Development HCM	1
App Development IBM	6
Data Communications	9
General Ledger	4
HCM Benefits	2
HCM HR	17
HCM Payroll	8
HCM Time & Labor	1
Help Desk (OSF)	40
Imaging/Scanning	1
IT/Telecom Purchasing	2
OK.Gov (NIC)	1
PC Support	17
Project Management Office	1
Security (OSF Information Security)	1
Security (Peoplesoft)	1
Server	3
Systems	2
Treasurer	1
Vendors	3
VOICE	21
Total	146

Closed Year to Date	
Accounts Payable	472
App Development FIN	2
App Development HCM	2
App Development IBM	9
Application Development	1062
Customer Service	19
Data Communications	631
EPM Budget	149
General Ledger	273
HCM Benefits	148
HCM HR	4004
HCM Payroll	1557
HCM Time & Labor	197
Help Desk (OSF)	5955
Imaging/Scanning	58
IT/Telecom Purchasing	184
OK.Gov (NIC)	27
Open Books	3
Operations	58
PC Support	1176
PeopleSoft Training	12
Project Management Office	2
Purchasing	506
Quality Assurance	2
Security (OSF Information Security)	40
Security (Peoplesoft)	254
Server	1354
Systems	189
Treasurer	31
Vendors	274
VOICE	2791
Web Portal	46
Total	21487

Open Case Summary Information

Open Case - By Severity

(All Cases)

One Hour Emergency	2
Research - 30 Calendar Days	33
Resolve Five Business Days	336
Resolve in Ten Minutes	1
Resolve Same Day	90
Target Date takes priority	67
Total Open:	529

Open Case - By Case Type

(All Cases)

Application	187
Correct History	9
Customer Service	10
Data Communications	21
Development	93
Documentation	3
Help Desk	52
Imaging/Scanning	3
Open Books	4
PC Support	65
Server Support	50
State Pay/State Per	9
Systems Cases	1
Terminated Employee	3
Training	3
Voice Communications	14
WEB	2
Total Open:	529

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

Accounts Payable	11
App Development ENV	18
App Development FIN	62
App Development HCM	21
App Development IBM	20
Application Development	10
Customer Service	6
Data Communications	21
EPM Budget	1
General Ledger	16
HCM Benefits	1
HCM HR	6
HCM Payroll	2
Help Desk (OSF)	29
Imaging/Scanning	4
OK.Gov (NIC)	2
Open Books	4
PC Support	65
PeopleSoft Training	3
Project Management Office	1
Purchasing	15
Security (OSF Information Security)	6
Security (Peoplesoft)	2
Server	55
Systems	3
Treasurer	9
Vendors	2
VOICE	13

408

Accounts Payable	Average Business Days Open :	44
Cases: 8	Maximum Business Days Open:	95
App Development ENV	Average Business Days Open :	206
Cases: 16	Maximum Business Days Open:	323
App Development FIN	Average Business Days Open :	135
Cases: 70	Maximum Business Days Open:	323
App Development HCM	Average Business Days Open :	57
Cases: 15	Maximum Business Days Open:	154
App Development IBM	Average Business Days Open :	51
Cases: 18	Maximum Business Days Open:	121
Application Development	Average Business Days Open :	288
Cases: 72	Maximum Business Days Open:	324
Customer Service	Average Business Days Open :	23
Cases: 6	Maximum Business Days Open:	38
Data Communications	Average Business Days Open :	47
Cases: 14	Maximum Business Days Open:	156
EPM Budget	Average Business Days Open :	36
Cases: 1	Maximum Business Days Open:	36
General Ledger	Average Business Days Open :	149
Cases: 15	Maximum Business Days Open:	324
HCM Benefits	Average Business Days Open :	8
Cases: 1	Maximum Business Days Open:	8
HCM HR	Average Business Days Open :	40
Cases: 6	Maximum Business Days Open:	127
HCM Payroll	Average Business Days Open :	6
Cases: 2	Maximum Business Days Open:	9
Help Desk (OSF)	Average Business Days Open :	69
Cases: 19	Maximum Business Days Open:	130
Imaging/Scanning	Average Business Days Open :	10
Cases: 1	Maximum Business Days Open:	10
Open Books	Average Business Days Open :	53
Cases: 4	Maximum Business Days Open:	86
PC Support	Average Business Days Open :	39
Cases: 40	Maximum Business Days Open:	157
PeopleSoft Training	Average Business Days Open :	23
Cases: 2	Maximum Business Days Open:	34
Purchasing	Average Business Days Open :	106
Cases: 13	Maximum Business Days Open:	317
Security (OSF Information Security)	Average Business Days Open :	34
Cases: 5	Maximum Business Days Open:	57
Security (Peoplesoft)	Average Business Days Open :	47
Cases: 1	Maximum Business Days Open:	47
Server	Average Business Days Open :	51
Cases: 35	Maximum Business Days Open:	180
Systems	Average Business Days Open :	125
Cases: 3	Maximum Business Days Open:	225
Treasurer	Average Business Days Open :	68
Cases: 8	Maximum Business Days Open:	93
VOICE	Average Business Days Open :	3
Cases: 13	Maximum Business Days Open:	7

Cases with Target Dates of Today

Cases open past the target date:

Print Date: Wednesday, August 27, 2008

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

Grand Total:

1

Grigsby,Linda S		1	Average Age	7	Maximum Age	7
Case ID:	262546	Case Type:	PC Support	Created:	08/19/2008	Group: PC Group
				Target:	08/25/2008	
Howard,Bob Eugene		2	Average Age	82	Maximum Age	96
Case ID:	249076	Case Type:	Server Support	Created:	04/16/2008	Group: Server Group
Case ID:	252871	Case Type:	Server Support	Created:	05/27/2008	Group: Server Group
				Target:	08/01/2008	
				Target:	07/01/2008	
Kiker,Michael L		1	Average Age	32	Maximum Age	32
Case ID:	258326	Case Type:	Terminated Emplc	Created:	07/15/2008	Group: Data Communica
				Target:	08/02/2008	
Manek,Brandy J		1	Average Age	36	Maximum Age	36
Case ID:	257730	Case Type:	Help Desk	Created:	07/09/2008	Group: EPM Budget
				Target:	07/15/2008	
Mott,Judi		7	Average Age	25	Maximum Age	35
Case ID:	257849	Case Type:	Help Desk	Created:	07/10/2008	Group: Help Desk
Case ID:	257900	Case Type:	Help Desk	Created:	07/10/2008	Group: Help Desk
Case ID:	258926	Case Type:	Help Desk	Created:	07/21/2008	Group: Help Desk
Case ID:	259262	Case Type:	Help Desk	Created:	07/23/2008	Group: Help Desk
Case ID:	259676	Case Type:	Help Desk	Created:	07/25/2008	Group: Help Desk
Case ID:	259677	Case Type:	Help Desk	Created:	07/25/2008	Group: Help Desk
Case ID:	263037	Case Type:	Help Desk	Created:	08/25/2008	Group: Help Desk
				Target:	07/15/2008	
				Target:	07/14/2008	
				Target:	07/22/2008	
				Target:	08/07/2008	
				Target:	07/31/2008	
				Target:	07/31/2008	
				Target:	08/26/2008	
Pending,(Information Security)		1	Average Age	32	Maximum Age	32
Case ID:	258338	Case Type:	Terminated Emplc	Created:	07/15/2008	Group: SECURITY 2 *
				Target:	08/02/2008	
Sathyaveera,Sanjayraj		1	Average Age	185	Maximum Age	185
Case ID:	237363	Case Type:	Application	Created:	12/13/2007	Group: TECH - HCM *
				Target:	12/28/2007	
Shelton,Mark		1	Average Age	5	Maximum Age	5

Stovall,Debra Ann 1 Average Age 42 Maximum Age 42

Case ID: 256780 Case Type: Application Created: 07/01/2008 Group: Accounts Payable Target: 08/11/2008

Wallace,Nick J 2 Average Age 78 Maximum Age 141

Case ID: 243115 Case Type: Server Support Created: 02/13/2008 Group: Server Group Target: 07/01/2008

Case ID: 261210 Case Type: Server Support Created: 08/08/2008 Group: Server Group Target: 08/14/2008

Grand Total: 25