



# End of Day Report

August 27, 2008 *through* August 27, 2008

Total Days in Report: 1

## Activity Information

### Daily Activity

Cases Assigned	
Accounts Payable	2
App Development FIN	1
App Development HCM	2
App Development IBM	6
Data Communications	2
General Ledger	1
HCM HR	18
HCM Payroll	9
Help Desk (OSF)	50
Imaging/Scanning	1
IT/Telecom Purchasing	1
Open Books	1
PC Support	18
Purchasing	2
Server	6
Systems	2
Treasurer	1
Vendors	3
VOICE	13
Web Portal	1
<b>Total</b>	<b>140</b>

Cases Closed	
Accounts Payable	4
App Development FIN	3
App Development IBM	4
Data Communications	4
General Ledger	2
HCM HR	12
HCM Payroll	7
Help Desk (OSF)	42
Imaging/Scanning	1
OK.Gov (NIC)	1
Open Books	1
PC Support	3
Security (Peoplesoft)	1
Server	6
Vendors	3
VOICE	12
Web Portal	1
<b>Total</b>	<b>107</b>

Closed Year to Date	
Accounts Payable	476
App Development FIN	5
App Development HCM	2
App Development IBM	13
Application Development	1062
Customer Service	19
Data Communications	635
EPM Budget	149
General Ledger	275
HCM Benefits	148
HCM HR	4016
HCM Payroll	1564
HCM Time & Labor	197
Help Desk (OSF)	5996
Imaging/Scanning	59
IT/Telecom Purchasing	184
OK.Gov (NIC)	28
Open Books	4
Operations	58
PC Support	1182
PeopleSoft Training	12
Project Management Office	2
Purchasing	506
Quality Assurance	2
Security (OSF Information Security)	40
Security (Peoplesoft)	255
Server	1360
Systems	189
Treasurer	31
Vendors	277
VOICE	2803
Web Portal	47
<b>Total</b>	<b>21596</b>

# Open Case Summary Information

## Open Case - By Severity

(All Cases)

One Hour Emergency	2
Research - 30 Calendar Days	33
Resolve Five Business Days	351
Resolve in Ten Minutes	1
Resolve Same Day	106
Target Date takes priority	68
<b>Total Open:</b>	<b>561</b>

## Open Case - By Case Type

(All Cases)

Application	201
Correct History	16
Customer Service	10
Data Communications	18
Development	93
Documentation	1
Help Desk	53
I/T Telecom Plan	1
Imaging/Scanning	3
Open Books	5
PC Support	75
Server Support	52
State Pay/State Per	9
Systems Cases	1
Terminated Employee	3
Training	3
Voice Communications	15
WEB	2
<b>Total Open:</b>	<b>561</b>

## Open Case Distribution - By Group

(Excluding Development Cases)

## Violations of Service Level Agreement

(All Cases)

Accounts Payable	9
App Development ENV	18
App Development FIN	60
App Development HCM	23
App Development IBM	22
Application Development	10
Customer Service	6
Data Communications	18
EPM Budget	1
General Ledger	15
HCM Benefits	1
HCM HR	13
HCM Payroll	4
Help Desk (OSF)	38
Imaging/Scanning	4
IT/Telecom Purchasing	1
OK.Gov (NIC)	1
Open Books	4
PC Support	77
PeopleSoft Training	2
Project Management Office	1
Purchasing	18
Security (OSF Information Security)	6
Security (Peoplesoft)	1
Server	56
Systems	5
Treasurer	10
Vendors	2
VOICE	14
	440

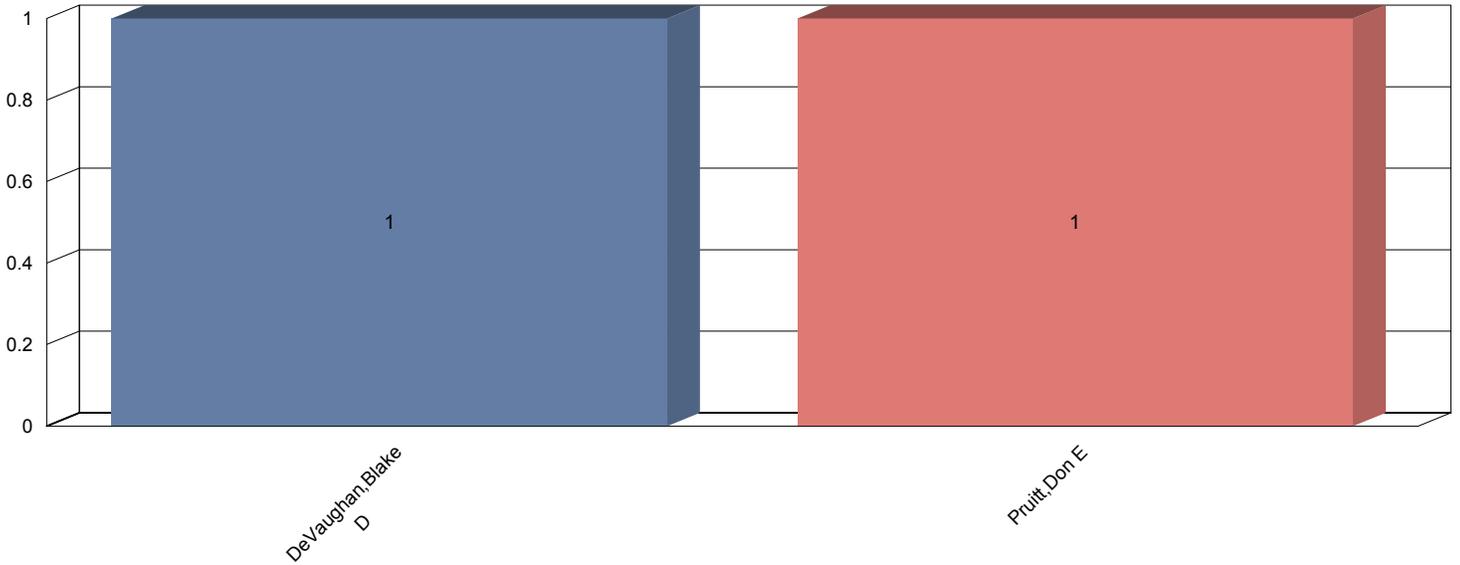
Accounts Payable	Average Business Days Open :	57
Cases: 6	Maximum Business Days Open:	96
App Development ENV	Average Business Days Open :	207
Cases: 16	Maximum Business Days Open:	324
App Development FIN	Average Business Days Open :	135
Cases: 70	Maximum Business Days Open:	324
App Development HCM	Average Business Days Open :	49
Cases: 18	Maximum Business Days Open:	155
App Development IBM	Average Business Days Open :	52
Cases: 18	Maximum Business Days Open:	122
Application Development	Average Business Days Open :	289
Cases: 72	Maximum Business Days Open:	325
Customer Service	Average Business Days Open :	24
Cases: 6	Maximum Business Days Open:	39
Data Communications	Average Business Days Open :	48
Cases: 14	Maximum Business Days Open:	157
EPM Budget	Average Business Days Open :	37
Cases: 1	Maximum Business Days Open:	37
General Ledger	Average Business Days Open :	150
Cases: 15	Maximum Business Days Open:	325
HCM Benefits	Average Business Days Open :	9
Cases: 1	Maximum Business Days Open:	9
HCM HR	Average Business Days Open :	21
Cases: 12	Maximum Business Days Open:	128
HCM Payroll	Average Business Days Open :	4
Cases: 4	Maximum Business Days Open:	10
Help Desk (OSF)	Average Business Days Open :	77
Cases: 17	Maximum Business Days Open:	131
Imaging/Scanning	Average Business Days Open :	11
Cases: 1	Maximum Business Days Open:	11
Open Books	Average Business Days Open :	54
Cases: 4	Maximum Business Days Open:	87
PC Support	Average Business Days Open :	33
Cases: 50	Maximum Business Days Open:	158
PeopleSoft Training	Average Business Days Open :	24
Cases: 2	Maximum Business Days Open:	35
Purchasing	Average Business Days Open :	107
Cases: 13	Maximum Business Days Open:	318
Security (OSF Information Security)	Average Business Days Open :	35
Cases: 5	Maximum Business Days Open:	58
Security (Peoplesoft)	Average Business Days Open :	48
Cases: 1	Maximum Business Days Open:	48
Server	Average Business Days Open :	46
Cases: 40	Maximum Business Days Open:	181
Systems	Average Business Days Open :	76
Cases: 5	Maximum Business Days Open:	226
Treasurer	Average Business Days Open :	62
Cases: 9	Maximum Business Days Open:	94
VOICE	Average Business Days Open :	4
Cases: 13	Maximum Business Days Open:	8

# Cases with Target Dates of Today

Cases open past the target date:

2

Print Date: Thursday, August 28, 2008



DeVaughan, Blake D	1	Average Age	4	Maximum Age	4
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<b>Case ID:</b> 263104	<b>Case Type:</b> Application	<b>Created:</b> 08/25/2008	<b>Group:</b> Help Desk	<b>Target:</b> 08/28/2008
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Pruitt, Don E	1	Average Age	2	Maximum Age	2
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<b>Case ID:</b> 263331	<b>Case Type:</b> PC Support	<b>Created:</b> 08/27/2008	<b>Group:</b> PC Group	<b>Target:</b> 08/28/2008
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**Grand Total:** 2

1



DeVaughan,Blake D	1	<b>Average Age</b>	4	<b>Maximum Age</b>	4
<b>Case ID:</b> 263104	<b>Case Type:</b> Application	<b>Created:</b> 08/25/2008	<b>Group:</b> Help Desk	<b>Target:</b> 08/28/2008	
Grigsby,Linda S	1	<b>Average Age</b>	8	<b>Maximum Age</b>	8
<b>Case ID:</b> 262546	<b>Case Type:</b> PC Support	<b>Created:</b> 08/19/2008	<b>Group:</b> PC Group	<b>Target:</b> 08/25/2008	
Howard,Bob Eugene	2	<b>Average Age</b>	83	<b>Maximum Age</b>	97
<b>Case ID:</b> 249076	<b>Case Type:</b> Server Support	<b>Created:</b> 04/16/2008	<b>Group:</b> Server Group	<b>Target:</b> 08/01/2008	
<b>Case ID:</b> 252871	<b>Case Type:</b> Server Support	<b>Created:</b> 05/27/2008	<b>Group:</b> Server Group	<b>Target:</b> 07/01/2008	
Kiker,Michael L	1	<b>Average Age</b>	33	<b>Maximum Age</b>	33
<b>Case ID:</b> 258326	<b>Case Type:</b> Terminated Empl	<b>Created:</b> 07/15/2008	<b>Group:</b> Data Communica	<b>Target:</b> 08/02/2008	
Manek,Brandy J	1	<b>Average Age</b>	37	<b>Maximum Age</b>	37
<b>Case ID:</b> 257730	<b>Case Type:</b> Help Desk	<b>Created:</b> 07/09/2008	<b>Group:</b> EPM Budget	<b>Target:</b> 07/15/2008	
Mott,Judi	7	<b>Average Age</b>	26	<b>Maximum Age</b>	36
<b>Case ID:</b> 257849	<b>Case Type:</b> Help Desk	<b>Created:</b> 07/10/2008	<b>Group:</b> Help Desk	<b>Target:</b> 07/15/2008	
<b>Case ID:</b> 257900	<b>Case Type:</b> Help Desk	<b>Created:</b> 07/10/2008	<b>Group:</b> Help Desk	<b>Target:</b> 07/14/2008	
<b>Case ID:</b> 258926	<b>Case Type:</b> Help Desk	<b>Created:</b> 07/21/2008	<b>Group:</b> Help Desk	<b>Target:</b> 07/22/2008	
<b>Case ID:</b> 259262	<b>Case Type:</b> Help Desk	<b>Created:</b> 07/23/2008	<b>Group:</b> Help Desk	<b>Target:</b> 08/07/2008	
<b>Case ID:</b> 259676	<b>Case Type:</b> Help Desk	<b>Created:</b> 07/25/2008	<b>Group:</b> Help Desk	<b>Target:</b> 07/31/2008	
<b>Case ID:</b> 259677	<b>Case Type:</b> Help Desk	<b>Created:</b> 07/25/2008	<b>Group:</b> Help Desk	<b>Target:</b> 07/31/2008	
<b>Case ID:</b> 263037	<b>Case Type:</b> Help Desk	<b>Created:</b> 08/25/2008	<b>Group:</b> Help Desk	<b>Target:</b> 08/26/2008	
Pending,(Information Security)	1	<b>Average Age</b>	33	<b>Maximum Age</b>	33
<b>Case ID:</b> 258338	<b>Case Type:</b> Terminated Empl	<b>Created:</b> 07/15/2008	<b>Group:</b> SECURITY 2 *	<b>Target:</b> 08/02/2008	
Pruitt,Don E	1	<b>Average Age</b>	2	<b>Maximum Age</b>	2

Case ID: 263331 Case Type: PC Support Created: 08/27/2008 Group: PC Group Target: 08/28/2008

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Sathyaveera, Sanjayraj 1 Average Age 186 Maximum Age 186

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Case ID: 237363 Case Type: Application Created: 12/13/2007 Group: TECH - HCM \* Target: 12/28/2007

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Shelton, Mark 1 Average Age 6 Maximum Age 6

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Case ID: 262747 Case Type: Imaging/Scanning Created: 08/21/2008 Group: PC Group Target: 08/22/2008

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Stovall, Debra Ann 1 Average Age 43 Maximum Age 43

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

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Wallace, Nick J 2 Average Age 79 Maximum Age 142

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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: 27**

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