



End of Day Report

July 21, 2008 *through* July 21, 2008

Total Days in Report: 1

Activity Information

Daily Activity

Cases Assigned	
Customer Service	1
Data Communications	4
EPM Budget	2
HCM HR	50
HCM Payroll	12
HCM Time & Labor	1
Help Desk (OSF)	39
Imaging/Scanning	1
PC Support	9
Purchasing	1
Server	19
Technical & Program Development	5
VOICE	11
Web Portal	3
Total	158

Cases Closed	
Accounts Payable	1
Data Communications	3
EPM Budget	1
General Ledger	2
HCM Benefits	1
HCM HR	42
HCM Payroll	10
HCM Time & Labor	1
Help Desk (OSF)	36
Imaging/Scanning	2
PC Support	7
Purchasing	1
Security (Peoplesoft)	1
Server	9
Technical & Program Development	4
VOICE	10
Web Portal	3
Total	134

Closed Year to Date	
Accounts Payable	433
Customer Service	18
Data Communications	510
EPM Budget	134
General Ledger	239
HCM Benefits	114
HCM HR	3368
HCM Payroll	1345
HCM Time & Labor	161
Help Desk (OSF)	5071
Imaging/Scanning	40
IT/Telecom Purchasing	172
OK.Gov (NIC)	22
Open Books	2
Operations	43
PC Support	905
PeopleSoft Training	3
Project Management Office	1
Purchasing	476
Quality Assurance	2
Security (OSF Information Security)	31
Security (Peoplesoft)	207
Server	980
Systems	154
Technical & Program Development	831
Treasurer	27
Vendors	218
VOICE	2320
Web Portal	42
Total	17869

Open Case Summary Information

Open Case - By Severity

(All Cases)

One Hour Emergency	5
Research - 30 Calendar Days	33
Resolve Five Business Days	334
Resolve in Ten Minutes	4
Resolve Same Day	90
Target Date takes priority	89

Total Open: **555**

Open Case - By Case Type

(All Cases)

Active Directory	1
Application	191
Correct History	10
Customer Service	8
Data Communications	21
Development	94
Documentation	4
Help Desk	44
I/T Telecom Plan	4
Imaging/Scanning	5
New Employee	11
Open Books	4
PC Support	63
Server Support	65
State Pay/State Per	8
Systems Cases	4
Terminated Employee	10
Training	1
Voice Communications	4
WEB	3

Total Open: **555**

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

Accounts Payable	8
Customer Service	3
Data Communications	22
General Ledger	13
HCM Benefits	1
HCM HR	9
HCM Payroll	3
Help Desk (OSF)	22
Imaging/Scanning	7
IT/Telecom Purchasing	3
OK.Gov (NIC)	5
Open Books	4
Operations	1
PC Support	65
PeopleSoft Training	1
Project Management Office	1
Purchasing	12
Quality Assurance	1
Security (OSF Information Security)	6
Security (Peoplesoft)	2
Server	77
Systems	7
Technical & Program Development	119
Treasurer	9
Vendors	27
VOICE	6
Web Portal	1
	435

Accounts Payable	Average Business Days Open :	31
Cases: 7	Maximum Business Days Open:	70
Customer Service	Average Business Days Open :	10
Cases: 2	Maximum Business Days Open:	13
Data Communications	Average Business Days Open :	44
Cases: 14	Maximum Business Days Open:	127
General Ledger	Average Business Days Open :	142
Cases: 14	Maximum Business Days Open:	299
HCM Benefits	Average Business Days Open :	15
Cases: 1	Maximum Business Days Open:	15
HCM HR	Average Business Days Open :	21
Cases: 9	Maximum Business Days Open:	102
HCM Payroll	Average Business Days Open :	3
Cases: 3	Maximum Business Days Open:	5
Help Desk (OSF)	Average Business Days Open :	61
Cases: 17	Maximum Business Days Open:	105
IT/Telecom Purchasing	Average Business Days Open :	11
Cases: 3	Maximum Business Days Open:	15
OK.Gov (NIC)	Average Business Days Open :	25
Cases: 5	Maximum Business Days Open:	53
Open Books	Average Business Days Open :	42
Cases: 4	Maximum Business Days Open:	61
PC Support	Average Business Days Open :	33
Cases: 47	Maximum Business Days Open:	191
PeopleSoft Training	Average Business Days Open :	9
Cases: 1	Maximum Business Days Open:	9
Purchasing	Average Business Days Open :	110
Cases: 11	Maximum Business Days Open:	292
Quality Assurance	Average Business Days Open :	10
Cases: 1	Maximum Business Days Open:	10
Security (OSF Information Security)	Average Business Days Open :	46
Cases: 5	Maximum Business Days Open:	96
Security (Peoplesoft)	Average Business Days Open :	126
Cases: 1	Maximum Business Days Open:	126
Server	Average Business Days Open :	49
Cases: 44	Maximum Business Days Open:	155
Systems	Average Business Days Open :	84
Cases: 6	Maximum Business Days Open:	200
Technical & Program Development	Average Business Days Open :	178
Cases: 183	Maximum Business Days Open:	299
Treasurer	Average Business Days Open :	43
Cases: 8	Maximum Business Days Open:	68
Vendors	Average Business Days Open :	39
Cases: 27	Maximum Business Days Open:	92
VOICE	Average Business Days Open :	1
Cases: 5	Maximum Business Days Open:	2
Web Portal	Average Business Days Open :	2
Cases: 1	Maximum Business Days Open:	2

Cases with Target Dates of Today

Cases open past the target date:

Print Date: Wednesday, July 23, 2008

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

Maximum Age

Grand Total:

1

Howard,Bob Eugene	5	Average Age	102	Maximum Age	195
Case ID: 232769	Case Type: Server Support	Created: 10/25/2007	Group: Server Group	Target: 07/01/2008	
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	
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	

Lovell,Laura M	1	Average Age	21	Maximum Age	21
Case ID: 256257	Case Type: Application	Created: 06/25/2008	Group: Purchasing	Target: 06/26/2008	

Lugo,Doug	1	Average Age	3	Maximum Age	3
Case ID: 259013	Case Type: New Employee	Created: 07/21/2008	Group: PC Group	Target: 07/21/2008	

Morgan,Jayson E	1	Average Age	10	Maximum Age	10
Case ID: 257991	Case Type: Data Communic	Created: 07/10/2008	Group: Data Communic	Target: 07/14/2008	

Mott,Judi	6	Average Age	12	Maximum Age	31
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: 258018	Case Type: Help Desk	Created: 07/11/2008	Group: Help Desk	Target: 07/17/2008	
Case ID: 258926	Case Type: Help Desk	Created: 07/21/2008	Group: Help Desk	Target: 07/22/2008	

Pending,(PC Support)	1	Average Age	10	Maximum Age	10
Case ID: 257986	Case Type: New Employee	Created: 07/10/2008	Group: PC Group	Target: 07/14/2008	

Ray,Mike	1	Average Age	85	Maximum Age	85
Case ID: 247088	Case Type: Server Support	Created: 03/27/2008	Group: Server Group	Target: 04/04/2008	

Rowe,Ron F	5	Average Age	13	Maximum Age	24
Case ID: 255720	Case Type: Server Support	Created: 06/20/2008	Group: PC Group	Target: 06/30/2008	
Case ID: 256597	Case Type: PC Support	Created: 06/30/2008	Group: PC Group	Target: 07/11/2008	
Case ID: 257971	Case Type: New Employee	Created: 07/10/2008	Group: PC Group	Target: 07/14/2008	
Case ID: 258221	Case Type: PC Support	Created: 07/14/2008	Group: PC Group	Target: 07/22/2008	
Case ID: 258642	Case Type: New Employee	Created: 07/17/2008	Group: PC Group	Target: 07/22/2008	

Sathyaveera,Sanjayraj	1	Average Age	160	Maximum Age	160
Case ID: 237363	Case Type: Application	Created: 12/13/2007	Group: Technical	Target: 12/28/2007	

Wallace,Nick J	1	Average Age	197	Maximum Age	197
Case ID: 232521	Case Type: Server Support	Created: 10/23/2007	Group: Server Group	Target: 01/23/2008	

Yoder,Walter C	2	Average Age	37	Maximum Age	62
Case ID: 250229	Case Type: Server Support	Created: 04/29/2008	Group: Server Group	Target: 06/13/2008	
Case ID: 257646	Case Type: Terminated Em	Created: 07/09/2008	Group: Server Group	Target: 07/09/2008	

Grand Total: 30