



# End of Day Report

July 29, 2008 *through* July 29, 2008

Total Days in Report: 1

## Activity Information

### Daily Activity

#### Cases Assigned

Data Communications	10
General Ledger	1
HCM HR	22
HCM Payroll	3
Help Desk (OSF)	37
Imaging/Scanning	2
OK.Gov (NIC)	1
PC Support	17
Purchasing	1
Security (Peoplesoft)	2
Server	9
Technical & Program Development	4
Vendors	1
VOICE	15
<b>Total</b>	<b>125</b>

#### Cases Closed

Accounts Payable	2
Data Communications	10
General Ledger	2
HCM Benefits	1
HCM HR	15
HCM Payroll	4
Help Desk (OSF)	45
IT/Telecom Purchasing	1
PC Support	12
Security (Peoplesoft)	1
Server	11
Systems	1
Technical & Program Development	5
VOICE	15
Web Portal	1
<b>Total</b>	<b>126</b>

#### Closed Year to Date

Accounts Payable	443
Customer Service	18
Data Communications	541
EPM Budget	135
General Ledger	248
HCM Benefits	119
HCM HR	3465
HCM Payroll	1378
HCM Time & Labor	164
Help Desk (OSF)	5238
Imaging/Scanning	40
IT/Telecom Purchasing	174
OK.Gov (NIC)	23
Open Books	2
Operations	52
PC Support	959
PeopleSoft Training	6
Project Management Office	1
Purchasing	478
Quality Assurance	2
Security (OSF Information Security)	31
Security (Peoplesoft)	221
Server	1063
Systems	169
Technical & Program Development	877
Treasurer	28
Vendors	221
VOICE	2403
Web Portal	44
<b>Total</b>	<b>18543</b>

# Open Case Summary Information

## Open Case - By Severity

(All Cases)

One Hour Emergency	3
Research - 30 Calendar Days	33
Resolve Five Business Days	339
Resolve in Ten Minutes	2
Resolve Same Day	99
Target Date takes priority	93
<b>Total Open:</b>	<b>569</b>

## Open Case - By Case Type

(All Cases)

Active Directory	1
Application	182
Correct History	19
Customer Service	8
Data Communications	21
Development	94
Documentation	4
Help Desk	49
I/T Telecom Plan	5
Imaging/Scanning	7
New Employee	11
Open Books	4
PC Support	58
Server Support	72
State Pay/State Per	1
Systems Cases	4
Terminated Employee	11
Training	1
Voice Communications	13
WEB	3
<b>Total Open:</b>	<b>568</b>

## Open Case Distribution - By Group

(Excluding Development Cases)

## Violations of Service Level Agreement

(All Cases)

Accounts Payable	8
Customer Service	3
Data Communications	21
EPM Budget	1
General Ledger	11
HCM Benefits	2
HCM HR	17
HCM Payroll	6
Help Desk (OSF)	28
Imaging/Scanning	9
IT/Telecom Purchasing	3
OK.Gov (NIC)	7
Open Books	4
Operations	1
PC Support	60
PeopleSoft Training	1
Project Management Office	1
Purchasing	9
Quality Assurance	1
Security (OSF Information Security)	6
Security (Peoplesoft)	4
Server	83
Systems	6
Technical & Program Development	106
Treasurer	8
Vendors	28
VOICE	13
	447

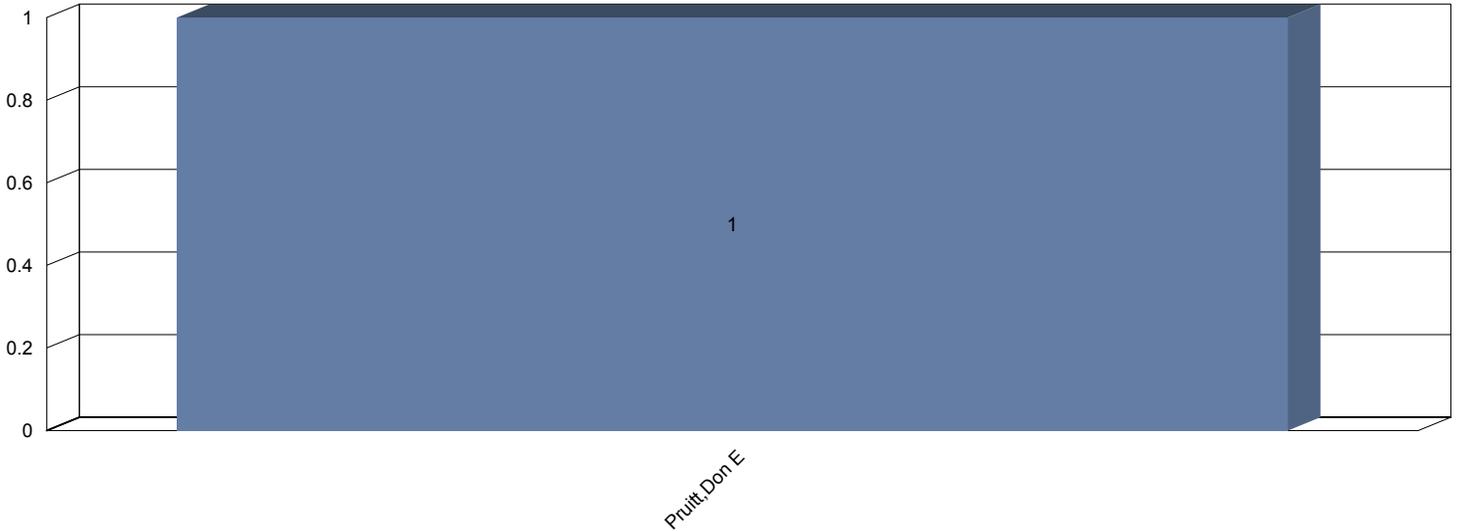
Accounts Payable	Average Business Days Open :	40
Cases: 6	Maximum Business Days Open:	75
Customer Service	Average Business Days Open :	12
Cases: 3	Maximum Business Days Open:	18
Data Communications	Average Business Days Open :	58
Cases: 11	Maximum Business Days Open:	132
EPM Budget	Average Business Days Open :	6
Cases: 1	Maximum Business Days Open:	6
General Ledger	Average Business Days Open :	167
Cases: 12	Maximum Business Days Open:	304
HCM Benefits	Average Business Days Open :	20
Cases: 1	Maximum Business Days Open:	20
HCM HR	Average Business Days Open :	13
Cases: 17	Maximum Business Days Open:	107
HCM Payroll	Average Business Days Open :	7
Cases: 6	Maximum Business Days Open:	12
Help Desk (OSF)	Average Business Days Open :	51
Cases: 22	Maximum Business Days Open:	110
IT/Telecom Purchasing	Average Business Days Open :	16
Cases: 3	Maximum Business Days Open:	20
OK.Gov (NIC)	Average Business Days Open :	25
Cases: 5	Maximum Business Days Open:	58
Open Books	Average Business Days Open :	47
Cases: 4	Maximum Business Days Open:	66
PC Support	Average Business Days Open :	44
Cases: 34	Maximum Business Days Open:	196
PeopleSoft Training	Average Business Days Open :	14
Cases: 1	Maximum Business Days Open:	14
Purchasing	Average Business Days Open :	114
Cases: 11	Maximum Business Days Open:	297
Quality Assurance	Average Business Days Open :	15
Cases: 1	Maximum Business Days Open:	15
Security (OSF Information Security)	Average Business Days Open :	51
Cases: 5	Maximum Business Days Open:	101
Security (Peoplesoft)	Average Business Days Open :	67
Cases: 2	Maximum Business Days Open:	131
Server	Average Business Days Open :	46
Cases: 52	Maximum Business Days Open:	160
Systems	Average Business Days Open :	105
Cases: 5	Maximum Business Days Open:	205
Technical & Program Development	Average Business Days Open :	192
Cases: 170	Maximum Business Days Open:	304
Treasurer	Average Business Days Open :	48
Cases: 8	Maximum Business Days Open:	73
Vendors	Average Business Days Open :	44
Cases: 27	Maximum Business Days Open:	97
VOICE	Average Business Days Open :	4
Cases: 11	Maximum Business Days Open:	7

# Cases with Target Dates of Today

Cases open past the target date:

1

Print Date: Wednesday, July 30, 2008



Pruitt, Don E	1	Average Age	2	Maximum Age	2
<b>Case ID:</b> 259908	<b>Case Type:</b> PC Support	<b>Created:</b> 07/29/2008	<b>Group:</b> PC Group	<b>Target:</b> 07/30/2008	

**Grand Total:** 1

1



Howard,Bob Eugene		5	Average Age	107	Maximum Age	200
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		

Lee,Barbara J		1	Average Age	6	Maximum Age	6
Case ID: 259333	Case Type: Application	Created: 07/23/2008	Group: Technical	Target: 07/24/2008		

Mott,Judi		6	Average Age	17	Maximum Age	36
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,(Technical AppDev - IBM)		1	Average Age	8	Maximum Age	8
Case ID: 258953	Case Type: Development	Created: 07/21/2008	Group: Technical	Target: 07/28/2008		

Pruitt,Don E		1	Average Age	2	Maximum Age	2
Case ID: 259908	Case Type: PC Support	Created: 07/29/2008	Group: PC Group	Target: 07/30/2008		

Ray,Mike		1	Average Age	90	Maximum Age	90
Case ID: 247088	Case Type: Server Support	Created: 03/27/2008	Group: Server Group	Target: 04/04/2008		

Rowe,Ron F		2	Average Age	26	Maximum Age	29
Case ID: 255720	Case Type: Server Support	Created: 06/20/2008	Group: PC Group	Target: 06/30/2008		

Sathyaveera, Sanjayraj 1 Average Age 165 Maximum Age 165

Case ID: 237363 Case Type: Application Created: 12/13/2007 Group: Technical Target: 12/28/2007

Wallace, Nick J 1 Average Age 202 Maximum Age 202

Case ID: 232521 Case Type: Server Support Created: 10/23/2007 Group: Server Group Target: 01/23/2008

Yoder, Walter C 2 Average Age 42 Maximum Age 67

Case ID: 250229 Case Type: Server Support Created: 04/29/2008 Group: Server Group Target: 06/13/2008

Case ID: 257646 Case Type: Terminated Empl Created: 07/09/2008 Group: Server Group Target: 07/09/2008

**Grand Total: 26**