



End of Day Report III

10/1/2008

Total Days in Report: 1

Activity Information

Daily Activity

Cases Assigned	
Accounts Payable	2
App Development FIN	2
App Development HCM	1
Data Communications	3
General Ledger	2
HCM HR	23
HCM Payroll	7
HCM Time & Labor	1
Help Desk (OSF)	46
Imaging/Scanning	4
PC Support	3
PeopleSoft Training	3
Server	11
Systems	1
Treasurer	1
VOICE	9
Total	119

Cases Closed	
Accounts Payable	2
App Development FIN	1
App Development IBM	3
Data Communications	1
HCM HR	23
HCM Payroll	6
HCM Time & Labor	1
Help Desk (OSF)	28
Imaging/Scanning	2
Operations	2
PC Support	11
PeopleSoft Training	3
Purchasing	1
Security (Peoplesoft)	1
Server	11
Systems	3
VOICE	10
Total	109

Closed Year to Date	
Accounts Payable	511
App Development ENV	11
App Development FIN	51
App Development HCM	19
App Development IBM	125
Application Development	1069
Budget Division	16
Customer Service	20
Data Communications	723
EPM Budget	173
General Ledger	306
HCM Benefits	169
HCM HR	4561
HCM Payroll	1783
HCM Time & Labor	218
Help Desk (OSF)	6889
Imaging/Scanning	72
IT/Telecom Purchasing	193
OK.Gov (NIC)	28
Open Books	9
Operations	66
PC Support	1398
PeopleSoft Training	24
Project Management Office	2
Purchasing	558
Quality Assurance	2
Security (OSF Information Security)	52
Security (Peoplesoft)	278
Server	1717
Systems	216
Treasurer	33
Vendors	308
VOICE	3241
Web Portal	47
Total	24888

Open Case Summary Information

Open Case - By Severity

(All Cases)

One Hour Emergency	8
Research - 30 Calendar Days	33
Resolve Five Business Days	346
Resolve in Ten Minutes	1
Resolve Same Day	114
Target Date takes priority	73
Total Open:	575

Open Case - By Case Type

(All Cases)

Active Directory	1
Application	202
Correct History	10
Customer Service	12
Data Communications	24
Development	92
Documentation	3
Help Desk	51
Imaging/Scanning	4
IT Telecom Plan	3
New Employee	7
Open Books	2
PC Support	63
Server Support	59
Service Interruption	7
State Pay/State Per	9
Systems Cases	3
Terminated Employee	4
Training	5
Voice Communications	13
WEB	1
Total Open:	575

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

Accounts Payable	7
App Development ENV	23
App Development FIN	55
App Development HCM	20
App Development IBM	17
Application Development	10
Customer Service	5
Data Communications	22
General Ledger	13
HCM Benefits	2
HCM HR	10
HCM Payroll	8
HCM Time & Labor	1
Help Desk (OSF)	52
Imaging/Scanning	6
IT/Telecom Purchasing	3
Open Books	1
PC Support	73
PeopleSoft Training	4
Project Management Office	1
Purchasing	15
Security (OSF Information Security)	7
Security (Peoplesoft)	1
Server	67
Systems	3
Treasurer	10
Vendors	7
VOICE	12

455

Accounts Payable	Average Business Days Open :	76
Cases: 6	Maximum Business Days Open:	121
App Development ENV	Average Business Days Open :	199
Cases: 21	Maximum Business Days Open:	349
App Development FIN	Average Business Days Open :	160
Cases: 65	Maximum Business Days Open:	349
App Development HCM	Average Business Days Open :	77
Cases: 13	Maximum Business Days Open:	180
App Development IBM	Average Business Days Open :	65
Cases: 17	Maximum Business Days Open:	147
Application Development	Average Business Days Open :	314
Cases: 72	Maximum Business Days Open:	350
Customer Service	Average Business Days Open :	50
Cases: 5	Maximum Business Days Open:	64
Data Communications	Average Business Days Open :	46
Cases: 15	Maximum Business Days Open:	182
General Ledger	Average Business Days Open :	181
Cases: 13	Maximum Business Days Open:	350
HCM Benefits	Average Business Days Open :	26
Cases: 2	Maximum Business Days Open:	34
HCM HR	Average Business Days Open :	23
Cases: 10	Maximum Business Days Open:	153
HCM Payroll	Average Business Days Open :	17
Cases: 8	Maximum Business Days Open:	35
Help Desk (OSF)	Average Business Days Open :	73
Cases: 23	Maximum Business Days Open:	153
Imaging/Scanning	Average Business Days Open :	2
Cases: 1	Maximum Business Days Open:	2
IT/Telecom Purchasing	Average Business Days Open :	16
Cases: 3	Maximum Business Days Open:	23
Open Books	Average Business Days Open :	39
Cases: 1	Maximum Business Days Open:	39
PC Support	Average Business Days Open :	34
Cases: 57	Maximum Business Days Open:	151
PeopleSoft Training	Average Business Days Open :	29
Cases: 4	Maximum Business Days Open:	60
Purchasing	Average Business Days Open :	95
Cases: 17	Maximum Business Days Open:	343
Security (OSF Information Security)	Average Business Days Open :	44
Cases: 7	Maximum Business Days Open:	83
Security (Peoplesoft)	Average Business Days Open :	73
Cases: 1	Maximum Business Days Open:	73
Server	Average Business Days Open :	48
Cases: 52	Maximum Business Days Open:	206
Systems	Average Business Days Open :	205
Cases: 2	Maximum Business Days Open:	251
Treasurer	Average Business Days Open :	79
Cases: 10	Maximum Business Days Open:	119
Vendors	Average Business Days Open :	14
Cases: 7	Maximum Business Days Open:	29



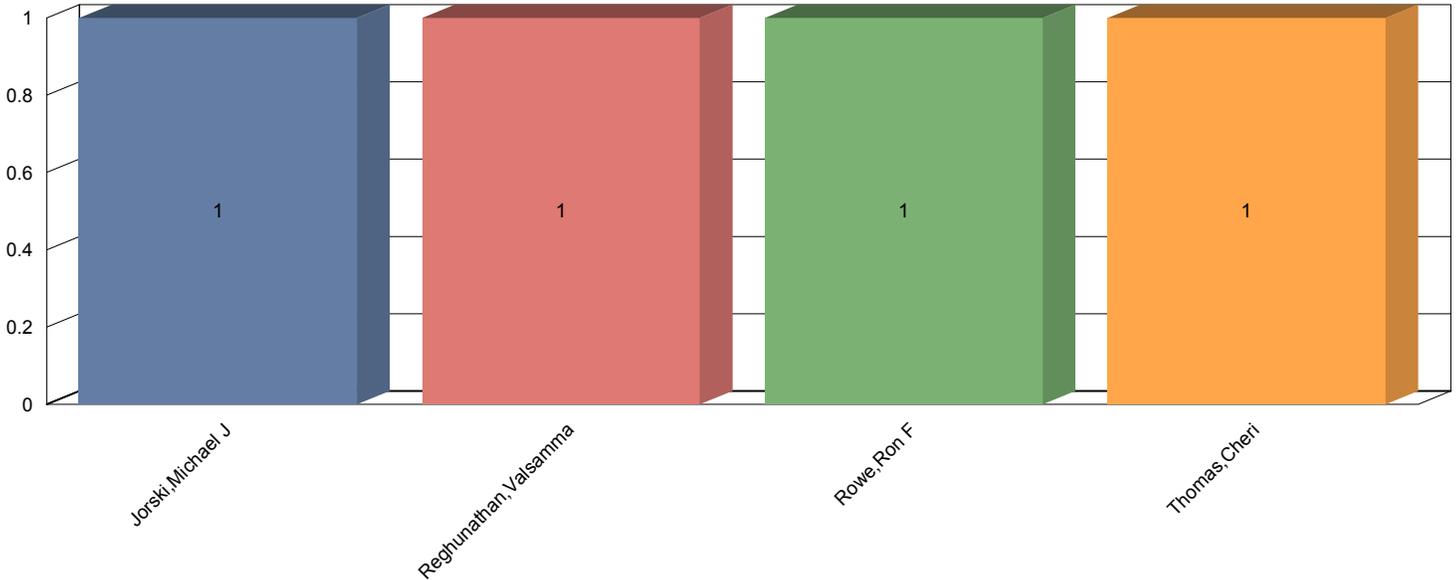
VOICE	Average Business Days Open :	5
Cases: 11	Maximum Business Days Open:	17

Cases with Target Dates of Today

Cases open past the target date:

4

Print Date: Thursday, October 2, 2008



Jorski, Michael J	1	Average Age	11	Maximum Age	11
Case ID: 265823	Case Type: Terminated Empl	Created: 09/18/2008	Group: Technical	Target: 10/01/2008	

Reghunathan, Valsamma	1	Average Age	140	Maximum Age	140
Case ID: 246566	Case Type: Application	Created: 03/21/2008	Group: TECH - HCM *	Target: 10/01/2008	

Rowe, Ron F	1	Average Age	3	Maximum Age	3
Case ID: 267013	Case Type: PC Support	Created: 09/30/2008	Group: PC Group	Target: 10/01/2008	

Thomas, Cheri	1	Average Age	11	Maximum Age	11
Case ID: 265817	Case Type: Terminated Empl	Created: 09/18/2008	Group: Voice	Target: 10/01/2008	

Grand Total: 4

Collier,Sherry L	1	Average Age	89	Maximum Age	89
Case ID: 253497	Case Type: Application	Created: 06/02/2008	Group: PMO *	Target: 06/20/2008	
Garcia,Patricia J	1	Average Age	68	Maximum Age	68
Case ID: 256780	Case Type: Application	Created: 07/01/2008	Group: Accounts Payable	Target: 08/11/2008	
Grigsby,Linda S	3	Average Age	9	Maximum Age	9
Case ID: 266186	Case Type: New Employee	Created: 09/22/2008	Group: PC Group	Target: 09/22/2008	
Case ID: 266187	Case Type: New Employee	Created: 09/22/2008	Group: PC Group	Target: 09/22/2008	
Case ID: 266188	Case Type: New Employee	Created: 09/22/2008	Group: PC Group	Target: 09/22/2008	
Hicks,Larry R	1	Average Age	156	Maximum Age	156
Case ID: 244356	Case Type: Server Support	Created: 02/28/2008	Group: Server Group	Target: 09/30/2008	
Jorski,Michael J	2	Average Age	9	Maximum Age	11
Case ID: 265823	Case Type: Terminated Empl	Created: 09/18/2008	Group: Technical	Target: 10/01/2008	
Case ID: 266552	Case Type: Application	Created: 09/24/2008	Group: TECH - ENV *	Target: 09/25/2008	
Manek,Brandy J	1	Average Age	272	Maximum Age	272
Case ID: 229813	Case Type: Development	Created: 09/19/2007	Group: BUDGET DIV *	Target: 08/29/2008	
Morgan,Jayson E	1	Average Age	34	Maximum Age	34
Case ID: 262242	Case Type: Data Communicat	Created: 08/18/2008	Group: Data Communica	Target: 09/08/2008	
Mott,Judi	5	Average Age	51	Maximum Age	61
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: 259512	Case Type: Help Desk	Created: 07/24/2008	Group: Help Desk	Target: 08/31/2008	

Ray, Mike 1 Average Age 206 Maximum Age 206

Case ID: 238182 Case Type: Server Support Created: 12/20/2007 Group: Server Group Target: 08/31/2008

Reghunathan, Valsamma 1 Average Age 140 Maximum Age 140

Case ID: 246566 Case Type: Application Created: 03/21/2008 Group: TECH - HCM * Target: 10/01/2008

Rennels, Bonnie 1 Average Age 89 Maximum Age 89

Case ID: 253448 Case Type: Application Created: 06/02/2008 Group: TECH - FIN * Target: 09/08/2008

Rowe, Ron F 2 Average Age 6 Maximum Age 9

Case ID: 266201 Case Type: Server Support Created: 09/22/2008 Group: PC Group Target: 09/22/2008

Case ID: 267013 Case Type: PC Support Created: 09/30/2008 Group: PC Group Target: 10/01/2008

Sathyaveera, Sanjayraj 1 Average Age 211 Maximum Age 211

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

Shelton, Mark 1 Average Age 9 Maximum Age 9

Case ID: 266196 Case Type: New Employee Created: 09/22/2008 Group: PC Group Target: 09/22/2008

Thomas, Cheri 1 Average Age 11 Maximum Age 11

Case ID: 265817 Case Type: Terminated Empl Created: 09/18/2008 Group: Voice Target: 10/01/2008

Wallace, Nick J 3 Average Age 79 Maximum Age 167

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

Case ID: 262932 Case Type: Server Support Created: 08/22/2008 Group: Server Group Target: 09/30/2008

Yoder,Walter C

3

Average Age 156

Maximum Age 156

Case ID: 244357	Case Type: Server Support	Created: 02/28/2008	Group: Server Group	Target: 09/30/2008
Case ID: 244364	Case Type: Server Support	Created: 02/28/2008	Group: Server Group	Target: 09/30/2008
Case ID: 244368	Case Type: Server Support	Created: 02/28/2008	Group: Server Group	Target: 09/30/2008

Grand Total: 36

4