



End of Day Report III

10/2/2008

Total Days in Report: 1

Activity Information

Daily Activity

Cases Assigned	
Accounts Payable	2
App Development ENV	1
App Development FIN	4
App Development HCM	1
Budget Division	2
Data Communications	2
General Ledger	1
HCM Benefits	3
HCM HR	26
HCM Payroll	14
HCM Time & Labor	1
Help Desk (OSF)	33
Imaging/Scanning	1
PC Support	9
Purchasing	2
Security (Peoplesoft)	1
Server	12
Systems	1
Vendors	1
VOICE	18
Total	135

Cases Closed	
Accounts Payable	4
App Development ENV	2
App Development FIN	4
Application Development	1
Budget Division	2
Data Communications	4
HCM Benefits	2
HCM HR	32
HCM Payroll	18
Help Desk (OSF)	39
Imaging/Scanning	3
PC Support	8
Purchasing	3
Security (Peoplesoft)	1
Server	15
Treasurer	1
Vendors	1
VOICE	14
Total	154

Closed Year to Date	
Accounts Payable	514
App Development ENV	13
App Development FIN	55
App Development HCM	19
App Development IBM	125
Application Development	1070
Budget Division	18
Customer Service	20
Data Communications	727
EPM Budget	173
General Ledger	306
HCM Benefits	171
HCM HR	4593
HCM Payroll	1801
HCM Time & Labor	218
Help Desk (OSF)	6928
Imaging/Scanning	75
IT/Telecom Purchasing	193
OK.Gov (NIC)	28
Open Books	9
Operations	66
PC Support	1405
PeopleSoft Training	24
Project Management Office	2
Purchasing	561
Quality Assurance	2
Security (OSF Information Security)	52
Security (Peoplesoft)	279
Server	1732
Systems	216
Treasurer	34
Vendors	309
VOICE	3255
Web Portal	47
Total	25040

Open Case Summary Information

Open Case - By Severity

(All Cases)

One Hour Emergency	5
Research - 30 Calendar Days	33
Resolve Five Business Days	343
Resolve in Ten Minutes	1
Resolve Same Day	105
Target Date takes priority	71
Total Open:	558

Open Case - By Case Type

(All Cases)

Active Directory	1
Application	195
Correct History	5
Customer Service	12
Data Communications	22
Development	92
Documentation	4
Help Desk	49
Imaging/Scanning	2
IT Telecom Plan	4
New Employee	6
Open Books	2
PC Support	64
Server Support	58
Service Interruption	3
State Pay/State Per	8
Systems Cases	3
Terminated Employee	4
Training	5
Voice Communications	17
WEB	2
Total Open:	558

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

Accounts Payable	8
App Development ENV	22
App Development FIN	56
App Development HCM	21
App Development IBM	17
Application Development	9
Budget Division	1
Customer Service	5
Data Communications	20
General Ledger	14
HCM Benefits	3
HCM HR	4
HCM Payroll	4
HCM Time & Labor	2
Help Desk (OSF)	41
Imaging/Scanning	4
IT/Telecom Purchasing	3
Open Books	1
PC Support	76
PeopleSoft Training	4
Project Management Office	1
Purchasing	15
Security (OSF Information Security)	7
Security (Peoplesoft)	1
Server	63
Systems	4
Treasurer	9
Vendors	7
VOICE	16
	438

Accounts Payable	Average Business Days Open :	77
Cases: 6	Maximum Business Days Open:	122
App Development ENV	Average Business Days Open :	209
Cases: 19	Maximum Business Days Open:	350
App Development FIN	Average Business Days Open :	163
Cases: 64	Maximum Business Days Open:	350
App Development HCM	Average Business Days Open :	73
Cases: 14	Maximum Business Days Open:	181
App Development IBM	Average Business Days Open :	63
Cases: 18	Maximum Business Days Open:	148
Application Development	Average Business Days Open :	317
Cases: 71	Maximum Business Days Open:	351
Customer Service	Average Business Days Open :	51
Cases: 5	Maximum Business Days Open:	65
Data Communications	Average Business Days Open :	49
Cases: 14	Maximum Business Days Open:	183
General Ledger	Average Business Days Open :	170
Cases: 14	Maximum Business Days Open:	351
HCM Benefits	Average Business Days Open :	18
Cases: 3	Maximum Business Days Open:	35
HCM HR	Average Business Days Open :	54
Cases: 4	Maximum Business Days Open:	154
HCM Payroll	Average Business Days Open :	20
Cases: 4	Maximum Business Days Open:	36
HCM Time & Labor	Average Business Days Open :	4
Cases: 2	Maximum Business Days Open:	6
Help Desk (OSF)	Average Business Days Open :	80
Cases: 21	Maximum Business Days Open:	154
IT/Telecom Purchasing	Average Business Days Open :	17
Cases: 3	Maximum Business Days Open:	24
Open Books	Average Business Days Open :	40
Cases: 1	Maximum Business Days Open:	40
PC Support	Average Business Days Open :	34
Cases: 60	Maximum Business Days Open:	152
PeopleSoft Training	Average Business Days Open :	30
Cases: 4	Maximum Business Days Open:	61
Purchasing	Average Business Days Open :	96
Cases: 17	Maximum Business Days Open:	344
Security (OSF Information Security)	Average Business Days Open :	45
Cases: 7	Maximum Business Days Open:	84
Security (Peoplesoft)	Average Business Days Open :	74
Cases: 1	Maximum Business Days Open:	74
Server	Average Business Days Open :	52
Cases: 49	Maximum Business Days Open:	207
Systems	Average Business Days Open :	138
Cases: 3	Maximum Business Days Open:	252
Treasurer	Average Business Days Open :	88
Cases: 9	Maximum Business Days Open:	120
Vendors	Average Business Days Open :	15
Cases: 7	Maximum Business Days Open:	30



VOICE	Average Business Days Open :	5
Cases: 15	Maximum Business Days Open:	18

Cases with Target Dates of Today

Cases open past the target date:

Print Date: Friday, October 3, 2008

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

Grand Total:

Collier,Sherry L	1	Average Age	90	Maximum Age	90
Case ID: 253497	Case Type: Application	Created: 06/02/2008	Group: PMO *	Target: 06/20/2008	
Garcia,Patricia J	1	Average Age	69	Maximum Age	69
Case ID: 256780	Case Type: Application	Created: 07/01/2008	Group: Accounts Payable	Target: 08/11/2008	
Grigsby,Linda S	2	Average Age	10	Maximum Age	10
Case ID: 266186	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	157	Maximum Age	157
Case ID: 244356	Case Type: Server Support	Created: 02/28/2008	Group: Server Group	Target: 09/30/2008	
Jorski,Michael J	2	Average Age	10	Maximum Age	12
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	273	Maximum Age	273
Case ID: 229813	Case Type: Development	Created: 09/19/2007	Group: BUDGET DIV *	Target: 08/29/2008	
Morgan,Jayson E	1	Average Age	35	Maximum Age	35
Case ID: 262242	Case Type: Data Communicat	Created: 08/18/2008	Group: Data Communica	Target: 09/08/2008	
Mott,Judi	5	Average Age	52	Maximum Age	62
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	
Case ID: 263037	Case Type: Help Desk	Created: 08/25/2008	Group: Help Desk	Target: 08/26/2008	

Ray, Mike		1	Average Age	207	Maximum Age	207
Case ID:	238182	Case Type:	Server Support	Created:	12/20/2007	Group: Server Group
				Target:	08/31/2008	
Reghunathan, Valsamma		1	Average Age	141	Maximum Age	141
Case ID:	246566	Case Type:	Application	Created:	03/21/2008	Group: TECH - HCM *
				Target:	10/01/2008	
Rennels, Bonnie		1	Average Age	90	Maximum Age	90
Case ID:	253448	Case Type:	Application	Created:	06/02/2008	Group: TECH - FIN *
				Target:	09/08/2008	
Rowe, Ron F		2	Average Age	7	Maximum Age	10
Case ID:	266201	Case Type:	Server Support	Created:	09/22/2008	Group: PC Group
Case ID:	267013	Case Type:	PC Support	Created:	09/30/2008	Group: PC Group
				Target:	09/22/2008	
				Target:	10/01/2008	
Sathyaveera, Sanjayraj		1	Average Age	212	Maximum Age	212
Case ID:	237363	Case Type:	Application	Created:	12/13/2007	Group: TECH - HCM *
				Target:	12/28/2007	
Shelton, Mark		1	Average Age	10	Maximum Age	10
Case ID:	266196	Case Type:	New Employee	Created:	09/22/2008	Group: PC Group
				Target:	09/22/2008	
Thomas, Cheri		1	Average Age	12	Maximum Age	12
Case ID:	265817	Case Type:	Terminated Empl	Created:	09/18/2008	Group: Voice
				Target:	10/01/2008	
Wallace, Nick J		3	Average Age	80	Maximum Age	168
Case ID:	243115	Case Type:	Server Support	Created:	02/13/2008	Group: Server Group
Case ID:	261210	Case Type:	Server Support	Created:	08/08/2008	Group: Server Group
Case ID:	262932	Case Type:	Server Support	Created:	08/22/2008	Group: Server Group
				Target:	07/01/2008	
				Target:	08/14/2008	
				Target:	09/30/2008	

Yoder,Walter C

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Average Age 157

Maximum Age 157

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: 35

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