



# End of Day Report III

10/24/2008

Total Days in Report: 1

## Activity Information

### Daily Activity

Cases Assigned	
App Development ENV	1
App Development FIN	3
App Development IBM	2
Data Communications	6
General Ledger	2
HCM Benefits	1
HCM HR	16
HCM Payroll	7
Help Desk (OSF)	30
PC Support	5
PeopleSoft Training	1
Security (OSF Information Security)	6
Security (Peoplesoft)	1
Server	7
VOICE	10
<b>Total</b>	<b>98</b>

Cases Closed	
Accounts Payable	2
App Development FIN	3
App Development HCM	1
App Development IBM	1
Data Communications	3
General Ledger	1
HCM Benefits	1
HCM HR	19
HCM Payroll	6
Help Desk (OSF)	20
PC Support	10
Purchasing	1
Security (OSF Information Security)	1
Security (Peoplesoft)	1
Server	3
VOICE	13
<b>Total</b>	<b>86</b>

Closed Year to Date	
Accounts Payable	550
App Development ENV	15
App Development FIN	86
App Development HCM	27
App Development IBM	138
Application Development	1072
Budget Division	19
Customer Service	23
Data Communications	780
EPM Budget	186
General Ledger	328
HCM Benefits	194
HCM HR	4956
HCM Payroll	1935
HCM Time & Labor	234
Help Desk (OSF)	7515
Imaging/Scanning	89
IT/Telecom Purchasing	193
OK.Gov (NIC)	28
Open Books	11
Operations	67
PC Support	1534
PeopleSoft Training	30
Project Management Office	2
Purchasing	594
Quality Assurance	2
Security (OSF Information Security)	57
Security (Peoplesoft)	294
Server	1875
Systems	224
Treasurer	46
Vendors	331
VOICE	3522
Web Portal	47
<b>Total</b>	<b>27004</b>

# Open Case Summary Information

## Open Case - By Severity

(All Cases)

One Hour Emergency	10
Research - 30 Calendar Days	31
Resolve Five Business Days	330
Resolve in Ten Minutes	1
Resolve Same Day	76
Target Date takes priority	56

**Total Open: 504**

## Open Case - By Case Type

(All Cases)

Active Directory	1
Application	177
Correct History	7
Customer Service	12
Data Communications	19
Development	92
Documentation	3
Help Desk	31
Imaging/Scanning	2
IT Telecom Plan	5
New Employee	15
Open Books	2
PC Support	61
Security	2
Server Support	39
Service Interruption	6
State Pay/State Per	8
Systems Cases	3
Terminated Employee	2
Training	6
Voice Communications	8
WEB	3

**Total Open: 504**

## Open Case Distribution - By Group

(Excluding Development Cases)

## Violations of Service Level Agreement

(All Cases)

Accounts Payable	3
App Development ENV	22
App Development FIN	55
App Development HCM	22
App Development IBM	19
Application Development	13
Customer Service	4
Data Communications	22
EPM Budget	2
General Ledger	11
HCM Benefits	1
HCM HR	7
HCM Payroll	6
HCM Time & Labor	1
Help Desk (OSF)	44
Imaging/Scanning	3
IT/Telecom Purchasing	3
OK.Gov (NIC)	3
Open Books	1
Operations	1
PC Support	63
PeopleSoft Training	6
Project Management Office	1
Purchasing	12
Security (OSF Information Security)	16
Security (Peoplesoft)	2
Server	46
Systems	2
Treasurer	2
Vendors	3
VOICE	6
	402

Accounts Payable	Average Business Days Open :	115
Cases: 2	Maximum Business Days Open:	137
App Development ENV	Average Business Days Open :	218
Cases: 20	Maximum Business Days Open:	365
App Development FIN	Average Business Days Open :	176
Cases: 63	Maximum Business Days Open:	365
App Development HCM	Average Business Days Open :	87
Cases: 14	Maximum Business Days Open:	196
App Development IBM	Average Business Days Open :	72
Cases: 18	Maximum Business Days Open:	163
Application Development	Average Business Days Open :	318
Cases: 75	Maximum Business Days Open:	366
Customer Service	Average Business Days Open :	38
Cases: 3	Maximum Business Days Open:	57
Data Communications	Average Business Days Open :	44
Cases: 15	Maximum Business Days Open:	188
EPM Budget	Average Business Days Open :	4
Cases: 2	Maximum Business Days Open:	6
General Ledger	Average Business Days Open :	195
Cases: 11	Maximum Business Days Open:	366
HCM Benefits	Average Business Days Open :	17
Cases: 1	Maximum Business Days Open:	17
HCM HR	Average Business Days Open :	25
Cases: 5	Maximum Business Days Open:	46
HCM Payroll	Average Business Days Open :	26
Cases: 5	Maximum Business Days Open:	51
Help Desk (OSF)	Average Business Days Open :	58
Cases: 14	Maximum Business Days Open:	169
IT/Telecom Purchasing	Average Business Days Open :	32
Cases: 3	Maximum Business Days Open:	39
OK.Gov (NIC)	Average Business Days Open :	14
Cases: 3	Maximum Business Days Open:	16
Open Books	Average Business Days Open :	55
Cases: 1	Maximum Business Days Open:	55
PC Support	Average Business Days Open :	31
Cases: 44	Maximum Business Days Open:	167
PeopleSoft Training	Average Business Days Open :	39
Cases: 5	Maximum Business Days Open:	76
Purchasing	Average Business Days Open :	149
Cases: 13	Maximum Business Days Open:	359
Security (OSF Information Security)	Average Business Days Open :	53
Cases: 8	Maximum Business Days Open:	99
Security (Peoplesoft)	Average Business Days Open :	89
Cases: 1	Maximum Business Days Open:	89
Server	Average Business Days Open :	49
Cases: 28	Maximum Business Days Open:	222
Systems	Average Business Days Open :	143
Cases: 2	Maximum Business Days Open:	267
Treasurer	Average Business Days Open :	60
Cases: 2	Maximum Business Days Open:	73

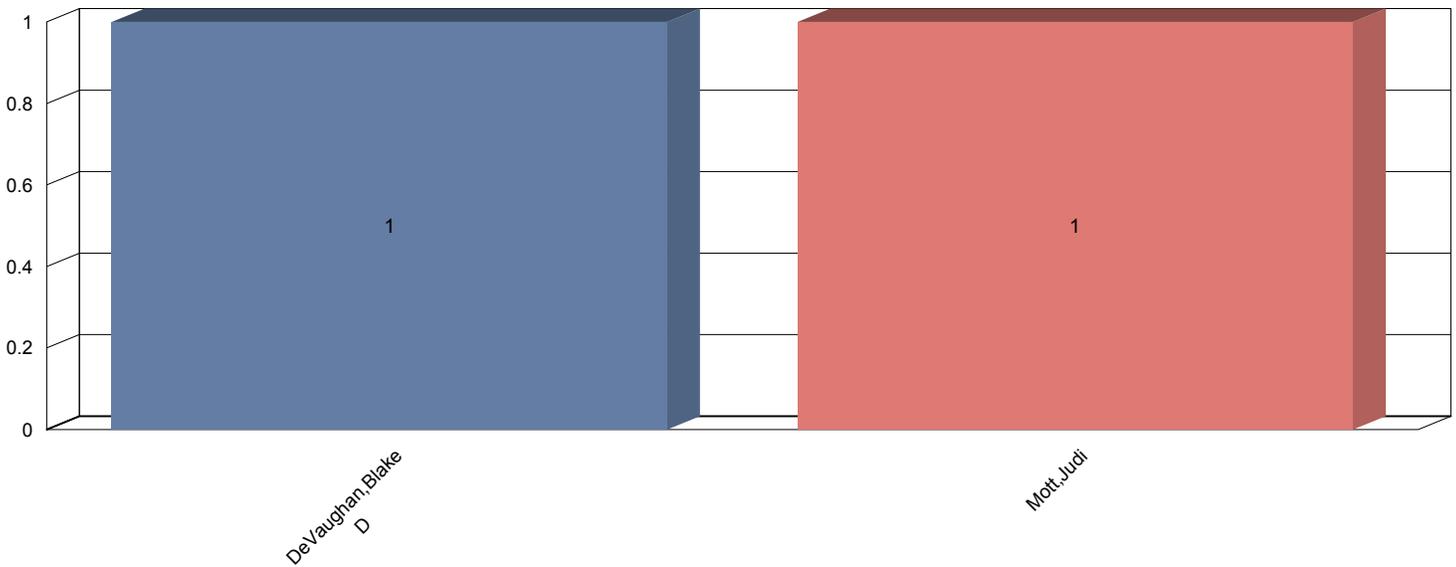
Vendors	Average Business Days Open :	19
Cases: 2	Maximum Business Days Open:	31
VOICE	Average Business Days Open :	2
Cases: 2	Maximum Business Days Open:	2

# Cases with Target Dates of Today

Cases open past the target date:

2

Print Date: Saturday, October 25, 2008



DeVaughan,Blake D	1	Average Age	2	Maximum Age	2
<b>Case ID:</b> 269366	<b>Case Type:</b> I/T Telecom Plan	<b>Created:</b> 10/23/2008	<b>Group:</b> Help Desk	<b>Target:</b> 10/24/2008	

Mott,Judi	1	Average Age	10	Maximum Age	10
<b>Case ID:</b> 268269	<b>Case Type:</b> Help Desk	<b>Created:</b> 10/13/2008	<b>Group:</b> Help Desk	<b>Target:</b> 10/24/2008	

**Grand Total: 2**

1



DeVaughan,Blake D		1	<b>Average Age</b>	2	<b>Maximum Age</b>	2	
<b>Case ID:</b>	269366	<b>Case Type:</b>	I/T Telecom Plan	<b>Created:</b>	10/23/2008	<b>Group:</b> Help Desk	<b>Target:</b> 10/24/2008
Hale,Bryan L		1	<b>Average Age</b>	12	<b>Maximum Age</b>	12	
<b>Case ID:</b>	268071	<b>Case Type:</b>	Server Support	<b>Created:</b>	10/09/2008	<b>Group:</b> Server Group	<b>Target:</b> 10/10/2008
Jorski,Michael J		2	<b>Average Age</b>	18	<b>Maximum Age</b>	23	
<b>Case ID:</b>	266552	<b>Case Type:</b>	Application	<b>Created:</b>	09/24/2008	<b>Group:</b> TECH - ENV *	<b>Target:</b> 09/25/2008
<b>Case ID:</b>	267964	<b>Case Type:</b>	New Employee	<b>Created:</b>	10/08/2008	<b>Group:</b> Technical	<b>Target:</b> 10/21/2008
Manek,Brandy J		1	<b>Average Age</b>	288	<b>Maximum Age</b>	288	
<b>Case ID:</b>	229813	<b>Case Type:</b>	Development	<b>Created:</b>	09/19/2007	<b>Group:</b> BUDGET DIV *	<b>Target:</b> 08/29/2008
Mott,Judi		6	<b>Average Age</b>	58	<b>Maximum Age</b>	77	
<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>	259512	<b>Case Type:</b>	Help Desk	<b>Created:</b>	07/24/2008	<b>Group:</b> Help Desk	<b>Target:</b> 08/31/2008
<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
<b>Case ID:</b>	268269	<b>Case Type:</b>	Help Desk	<b>Created:</b>	10/13/2008	<b>Group:</b> Help Desk	<b>Target:</b> 10/24/2008
Pruitt,Don E		1	<b>Average Age</b>	15	<b>Maximum Age</b>	15	
<b>Case ID:</b>	267572	<b>Case Type:</b>	PC Support	<b>Created:</b>	10/06/2008	<b>Group:</b> PC Group	<b>Target:</b> 10/16/2008
Ray,Mike		1	<b>Average Age</b>	222	<b>Maximum Age</b>	222	
<b>Case ID:</b>	238182	<b>Case Type:</b>	Server Support	<b>Created:</b>	12/20/2007	<b>Group:</b> Server Group	<b>Target:</b> 08/31/2008
Sathyaveera,Sanjayraj		1	<b>Average Age</b>	227	<b>Maximum Age</b>	227	
<b>Case ID:</b>	237363	<b>Case Type:</b>	Application	<b>Created:</b>	12/13/2007	<b>Group:</b> TECH - HCM *	<b>Target:</b> 12/28/2007

Shelton,Mark	2	<b>Average Age</b>	19	<b>Maximum Age</b>	25
<b>Case ID:</b> 266196	<b>Case Type:</b> New Employee	<b>Created:</b> 09/22/2008	<b>Group:</b> PC Group	<b>Target:</b> 09/22/2008	
<b>Case ID:</b> 267976	<b>Case Type:</b> PC Support	<b>Created:</b> 10/08/2008	<b>Group:</b> PC Group	<b>Target:</b> 10/10/2008	

Wallace,Nick J	1	<b>Average Age</b>	183	<b>Maximum Age</b>	183
<b>Case ID:</b> 243115	<b>Case Type:</b> Server Support	<b>Created:</b> 02/13/2008	<b>Group:</b> Server Group	<b>Target:</b> 07/01/2008	

Yoder,Walter C	3	<b>Average Age</b>	172	<b>Maximum Age</b>	172
<b>Case ID:</b> 244357	<b>Case Type:</b> Server Support	<b>Created:</b> 02/28/2008	<b>Group:</b> Server Group	<b>Target:</b> 09/30/2008	
<b>Case ID:</b> 244364	<b>Case Type:</b> Server Support	<b>Created:</b> 02/28/2008	<b>Group:</b> Server Group	<b>Target:</b> 09/30/2008	
<b>Case ID:</b> 244368	<b>Case Type:</b> Server Support	<b>Created:</b> 02/28/2008	<b>Group:</b> Server Group	<b>Target:</b> 09/30/2008	

**Grand Total: 27**