



End of Day Report

September 16, 2008 *through* September 16, 2008

Total Days in Report: 1

Activity Information

Daily Activity

Cases Assigned	
Accounts Payable	2
App Development ENV	4
App Development FIN	2
App Development HCM	1
App Development IBM	2
Budget Division	1
Data Communications	3
General Ledger	2
HCM Benefits	1
HCM HR	30
HCM Payroll	8
HCM Time & Labor	3
Help Desk (OSF)	39
Imaging/Scanning	1
PC Support	14
PeopleSoft Training	1
Purchasing	2
Security (Peoplesoft)	1
Server	14
Vendors	1
VOICE	28
Total	160

Cases Closed	
Accounts Payable	3
App Development ENV	1
App Development HCM	3
Application Development	1
Budget Division	1
Data Communications	4
General Ledger	4
HCM Benefits	1
HCM HR	41
HCM Payroll	8
HCM Time & Labor	2
Help Desk (OSF)	42
Imaging/Scanning	1
PC Support	11
PeopleSoft Training	1
Purchasing	2
Security (Peoplesoft)	1
Server	18
Vendors	1
VOICE	19
Total	165

Closed Year to Date	
Accounts Payable	494
App Development ENV	3
App Development FIN	26
App Development HCM	14
App Development IBM	89
Application Development	1065
Budget Division	2
Customer Service	20
Data Communications	685
EPM Budget	166
General Ledger	296
HCM Benefits	158
HCM HR	4348
HCM Payroll	1687
HCM Time & Labor	211
Help Desk (OSF)	6473
Imaging/Scanning	63
IT/Telecom Purchasing	189
OK.Gov (NIC)	26
Open Books	9
Operations	60
PC Support	1329
PeopleSoft Training	19
Project Management Office	2
Purchasing	540
Quality Assurance	2
Security (OSF Information Security)	47
Security (Peoplesoft)	268
Server	1588
Systems	199
Treasurer	33
Vendors	299
VOICE	3084
Web Portal	47
Total	23541

Open Case Summary Information

Open Case - By Severity

(All Cases)

One Hour Emergency	10
Research - 30 Calendar Days	33
Resolve Five Business Days	363
Resolve in Ten Minutes	6
Resolve Same Day	109
Target Date takes priority	71
Total Open:	592

Open Case - By Case Type

(All Cases)

Active Directory	1
Application	198
Correct History	12
Customer Service	12
Data Communications	19
Development	92
Documentation	2
Help Desk	47
Imaging/Scanning	2
IT Telecom Plan	4
New Employee	16
Open Books	2
PC Support	68
Server Support	49
Service Interruption	10
State Pay/State Per	31
Systems Cases	1
Terminated Employee	4
Training	4
Voice Communications	16
WEB	1
Total Open:	591

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

Accounts Payable	8
App Development ENV	23
App Development FIN	54
App Development HCM	25
App Development IBM	40
Application Development	9
Budget Division	1
Customer Service	5
Data Communications	19
General Ledger	16
HCM Benefits	2
HCM HR	7
HCM Payroll	8
HCM Time & Labor	1
Help Desk (OSF)	53
Imaging/Scanning	4
IT/Telecom Purchasing	3
OK.Gov (NIC)	1
Open Books	1
PC Support	78
PeopleSoft Training	2
Project Management Office	1
Purchasing	11
Security (OSF Information Security)	6
Security (Peoplesoft)	1
Server	65
Systems	2
Treasurer	9
Vendors	3
VOICE	14
	472

Accounts Payable	Average Business Days Open :	62
Cases: 7	Maximum Business Days Open:	110
App Development ENV	Average Business Days Open :	195
Cases: 20	Maximum Business Days Open:	338
App Development FIN	Average Business Days Open :	161
Cases: 63	Maximum Business Days Open:	338
App Development HCM	Average Business Days Open :	59
Cases: 19	Maximum Business Days Open:	169
App Development IBM	Average Business Days Open :	52
Cases: 23	Maximum Business Days Open:	136
Application Development	Average Business Days Open :	306
Cases: 71	Maximum Business Days Open:	339
Budget Division	Average Business Days Open :	8
Cases: 1	Maximum Business Days Open:	8
Customer Service	Average Business Days Open :	39
Cases: 5	Maximum Business Days Open:	53
Data Communications	Average Business Days Open :	48
Cases: 12	Maximum Business Days Open:	171
General Ledger	Average Business Days Open :	152
Cases: 16	Maximum Business Days Open:	339
HCM Benefits	Average Business Days Open :	23
Cases: 1	Maximum Business Days Open:	23
HCM HR	Average Business Days Open :	60
Cases: 5	Maximum Business Days Open:	142
HCM Payroll	Average Business Days Open :	15
Cases: 3	Maximum Business Days Open:	24
Help Desk (OSF)	Average Business Days Open :	49
Cases: 34	Maximum Business Days Open:	142
IT/Telecom Purchasing	Average Business Days Open :	12
Cases: 3	Maximum Business Days Open:	15
OK.Gov (NIC)	Average Business Days Open :	60
Cases: 1	Maximum Business Days Open:	60
Open Books	Average Business Days Open :	28
Cases: 1	Maximum Business Days Open:	28
PC Support	Average Business Days Open :	33
Cases: 50	Maximum Business Days Open:	140
PeopleSoft Training	Average Business Days Open :	38
Cases: 2	Maximum Business Days Open:	49
Purchasing	Average Business Days Open :	120
Cases: 12	Maximum Business Days Open:	332
Security (OSF Information Security)	Average Business Days Open :	49
Cases: 5	Maximum Business Days Open:	72
Security (Peoplesoft)	Average Business Days Open :	62
Cases: 1	Maximum Business Days Open:	62
Server	Average Business Days Open :	49
Cases: 40	Maximum Business Days Open:	195
Systems	Average Business Days Open :	194
Cases: 2	Maximum Business Days Open:	240
Treasurer	Average Business Days Open :	76
Cases: 9	Maximum Business Days Open:	108

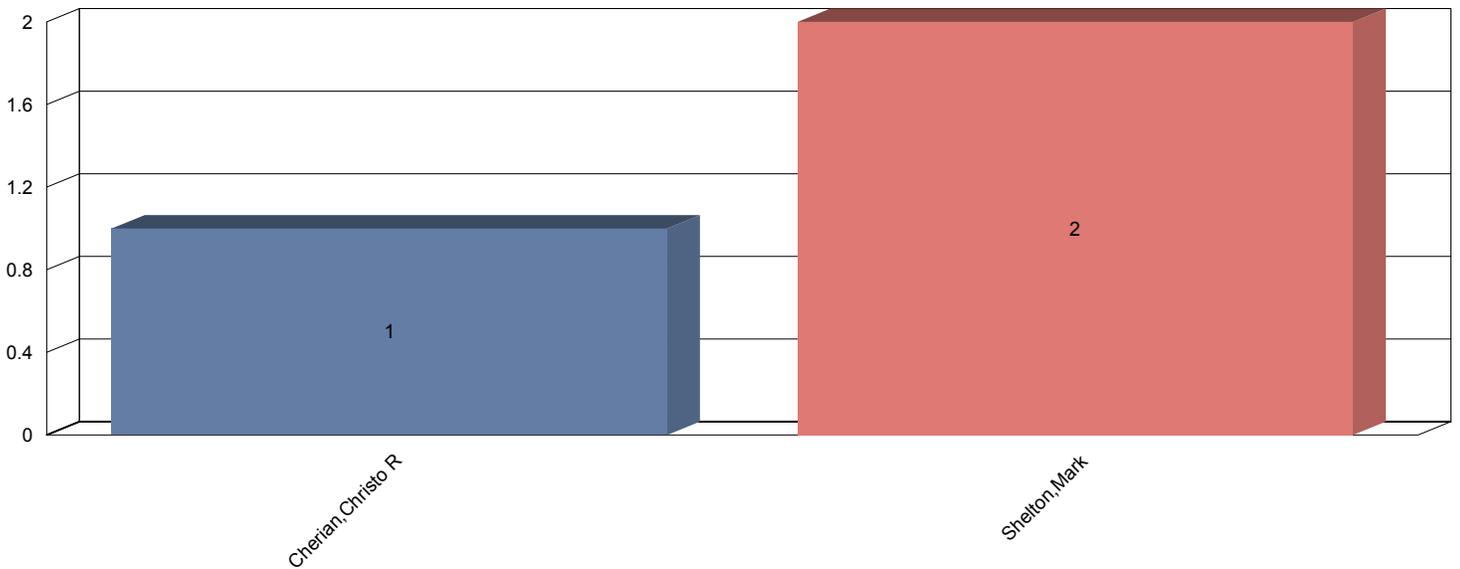
Vendors	Average Business Days Open :	18
Cases: 1	Maximum Business Days Open:	18
VOICE	Average Business Days Open :	4
Cases: 9	Maximum Business Days Open:	22

Cases with Target Dates of Today

Cases open past the target date:

3

Print Date: Wednesday, September 17, 2008



Cherian,Christo R	1	Average Age	2	Maximum Age	2
Case ID: 265603	Case Type: New Employee	Created: 09/16/2008	Group: Server Group	Target: 09/17/2008	

Shelton,Mark	2	Average Age	2	Maximum Age	2
Case ID: 265492	Case Type: PC Support	Created: 09/16/2008	Group: PC Group	Target: 09/17/2008	
Case ID: 265606	Case Type: PC Support	Created: 09/16/2008	Group: PC Group	Target: 09/17/2008	

Grand Total: 3

1

Collier,Sherry L	1	Average Age	78	Maximum Age	78
Case ID: 253497	Case Type: Application	Created: 06/02/2008	Group: PMO *	Target: 06/20/2008	

Kiker,Michael L	1	Average Age	47	Maximum Age	47
Case ID: 258326	Case Type: Terminated Emplc	Created: 07/15/2008	Group: Data Communica	Target: 08/02/2008	

Manek,Brandy J	1	Average Age	261	Maximum Age	261
Case ID: 229813	Case Type: Development	Created: 09/19/2007	Group: BUDGET DIV *	Target: 08/29/2008	

Morgan,Jayson E	1	Average Age	23	Maximum Age	23
Case ID: 262242	Case Type: Data Communicat	Created: 08/18/2008	Group: Data Communica	Target: 09/08/2008	

Mott,Judi	6	Average Age	42	Maximum Age	51
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: 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	

Pending,(Information Security)	1	Average Age	47	Maximum Age	47
Case ID: 258338	Case Type: Terminated Emplc	Created: 07/15/2008	Group: SECURITY 2 *	Target: 08/02/2008	

Ray,Mike	1	Average Age	195	Maximum Age	195
Case ID: 238182	Case Type: Server Support	Created: 12/20/2007	Group: Server Group	Target: 08/31/2008	

Rennels,Bonnie	1	Average Age	78	Maximum Age	78
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Sathyaveera, Sanjayraj	1	Average Age	200	Maximum Age	200
Case ID: 237363	Case Type: Application	Created: 12/13/2007	Group: TECH - HCM *	Target: 12/28/2007	

Shelton, Mark	2	Average Age	2	Maximum Age	2
Case ID: 265492	Case Type: PC Support	Created: 09/16/2008	Group: PC Group	Target: 09/17/2008	
Case ID: 265606	Case Type: PC Support	Created: 09/16/2008	Group: PC Group	Target: 09/17/2008	

Stovall, Debra Ann	1	Average Age	57	Maximum Age	57
Case ID: 256780	Case Type: Application	Created: 07/01/2008	Group: Accounts Payable	Target: 08/11/2008	

Wallace, Nick J	2	Average Age	93	Maximum Age	156
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	

Yoder, Walter C	2	Average Age	11	Maximum Age	15
Case ID: 263539	Case Type: Server Support	Created: 08/28/2008	Group: Server Group	Target: 09/02/2008	
Case ID: 264907	Case Type: Terminated Empl	Created: 09/10/2008	Group: Server Group	Target: 09/12/2008	

Grand Total: 29