End of Day Report III

9/19/2008

Total Days in Report: 1

Activity Information

Daily Activity

Cases Assigned	
Accounts Payable	1
App Development FIN	1
Application Development	1
Data Communications	5
EPM Budget	1
General Ledger	1
HCM Benefits	3
HCM HR	21
HCM Payroll	9
HCM Time & Labor	1
Help Desk (OSF)	37
Imaging/Scanning	1
PC Support	7
PeopleSoft Training	2
Purchasing	1
Security (OSF Information Security)	1
Security (Peoplesoft)	1
Server	7
Systems	2
Vendors	4
VOICE	14
Total	121

Cases Closed	
Accounts Payable	3
App Development ENV	1
App Development FIN	1
App Development IBM	6
Budget Division	1
Data Communications	11
General Ledger	1
HCM Benefits	3
HCM HR	24
HCM Payroll	13
HCM Time & Labor	1
Help Desk (OSF)	37
IT/Telecom Purchasing	1
PC Support	8
PeopleSoft Training	1
Purchasing	3
Security (OSF Information Security)	1
Server	10
Vendors	2
VOICE	10
Total	138

Closed Year to Date	
Accounts Payable	498
App Development ENV	6
App Development FIN	29
App Development HCM	19
App Development IBM	111
Application Development	1066
Budget Division	4
Customer Service	20
Data Communications	699
EPM Budget	167
General Ledger	297
HCM Benefits	163
HCM HR	4412
HCM Payroll	1717
HCM Time & Labor	214
Help Desk (OSF)	6576
Imaging/Scanning	63
IT/Telecom Purchasing	193
OK.Gov (NIC)	26
Open Books	9
Operations	60
PC Support	1347
PeopleSoft Training	20
Project Management Office	2
Purchasing	544
Quality Assurance	2
Security (OSF Information Security)	48
Security (Peoplesoft)	268
Server	1631
Systems	201
Treasurer	33
Vendors	301
VOICE	3116
Web Portal	47
Total	23909

Open Case Summary Information

Open Case - By Severity
(*All Cases*)

One Hour Emergency	11
Research - 30 Calendar Days	34
Resolve Five Business Days	345
Resolve in Ten Minutes	1
Resolve Same Day	87
Target Date takes priority	80
Total Open:	**558**

Open Case - By Case Type
(*All Cases*)

Active Directory	1
Application	197
Correct History	5
Customer Service	12
Data Communications	18
Development	92
Documentation	4
Help Desk	47
Imaging/Scanning	3
IT Telecom Plan	2
New Employee	17
Open Books	2
PC Support	65
Server Support	45
Service Interruption	10
State Pay/State Per	9
Systems Cases	1
Terminated Employee	11
Training	4
Voice Communications	12
WEB	1
Total Open:	**558**

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	51
App Development HCM	20
App Development IBM	20
Application Development	12
Customer Service	5
Data Communications	17
EPM Budget	1
General Ledger	17
HCM Benefits	1
HCM HR	4
HCM Payroll	5
Help Desk (OSF)	49
Imaging/Scanning	5
IT/Telecom Purchasing	2
OK.Gov (NIC)	1
Open Books	1
Operations	1
PC Support	72
PeopleSoft Training	3
Project Management Office	1
Purchasing	14
Security (OSF Information Security)	6
Security (Peoplesoft)	5
Server	62
Systems	5
Treasurer	9
Vendors	7
VOICE	12
	438

Accounts Payable Cases: 5	Average Business Days Open :	82
	Maximum Business Days Open:	112
App Development ENV Cases: 19	Average Business Days Open :	203
	Maximum Business Days Open:	340
App Development FIN Cases: 63	Average Business Days Open :	160
	Maximum Business Days Open:	340
App Development HCM Cases: 14	Average Business Days Open :	65
	Maximum Business Days Open:	171
App Development IBM Cases: 21	Average Business Days Open :	58
	Maximum Business Days Open:	138
Application Development Cases: 72	Average Business Days Open :	305
	Maximum Business Days Open:	341
Customer Service Cases: 5	Average Business Days Open :	41
	Maximum Business Days Open:	55
Data Communications Cases: 9	Average Business Days Open :	62
	Maximum Business Days Open:	173
General Ledger Cases: 16	Average Business Days Open :	154
	Maximum Business Days Open:	341
HCM Benefits Cases: 1	Average Business Days Open :	25
	Maximum Business Days Open:	25
HCM HR Cases: 4	Average Business Days Open :	74
	Maximum Business Days Open:	144
HCM Payroll Cases: 5	Average Business Days Open :	12
	Maximum Business Days Open:	26
Help Desk (OSF) Cases: 38	Average Business Days Open :	46
	Maximum Business Days Open:	144
IT/Telecom Purchasing Cases: 2	Average Business Days Open :	13
	Maximum Business Days Open:	14
OK.Gov (NIC) Cases: 1	Average Business Days Open :	62
	Maximum Business Days Open:	62
Open Books Cases: 1	Average Business Days Open :	30
	Maximum Business Days Open:	30
PC Support Cases: 48	Average Business Days Open :	35
	Maximum Business Days Open:	142
PeopleSoft Training Cases: 2	Average Business Days Open :	40
	Maximum Business Days Open:	51
Purchasing Cases: 13	Average Business Days Open :	113
	Maximum Business Days Open:	334
Security (OSF Information Security) Cases: 5	Average Business Days Open :	51
	Maximum Business Days Open:	74
Security (Peoplesoft) Cases: 3	Average Business Days Open :	26
	Maximum Business Days Open:	64
Server Cases: 38	Average Business Days Open :	54
	Maximum Business Days Open:	197
Systems Cases: 2	Average Business Days Open :	196
	Maximum Business Days Open:	242
Treasurer Cases: 9	Average Business Days Open :	78
	Maximum Business Days Open:	110
Vendors Cases: 3	Average Business Days Open :	11
	Maximum Business Days Open:	20

VOICE

Cases: 7

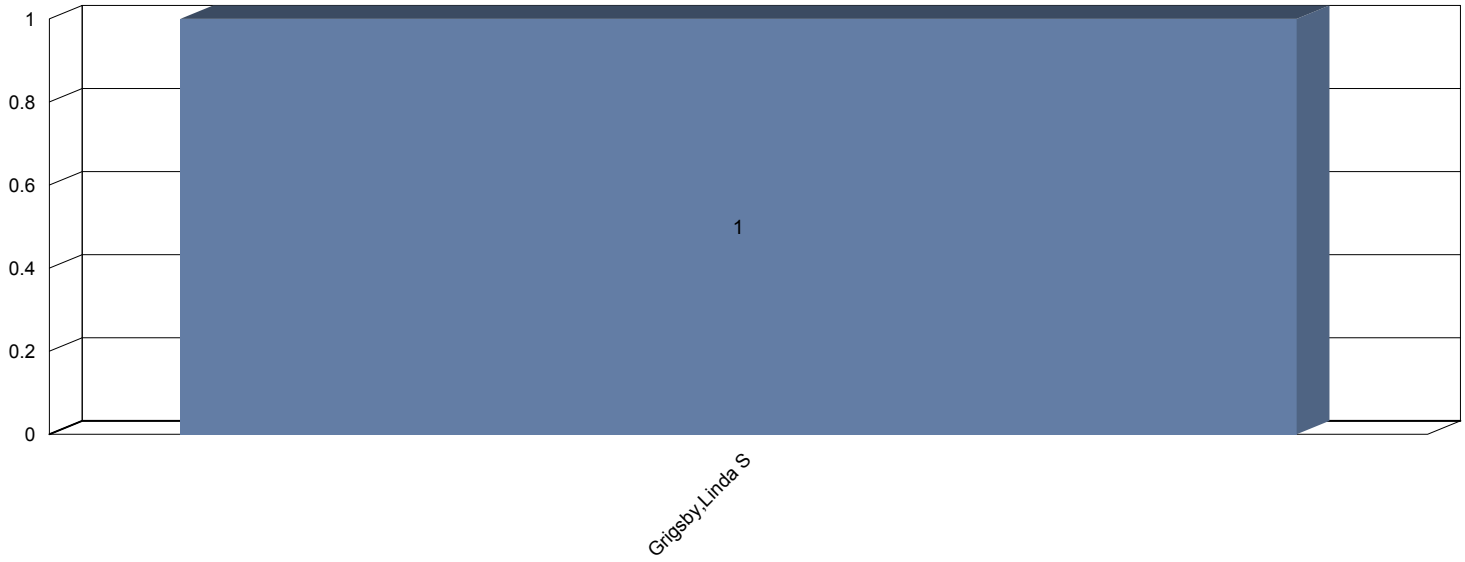
Average Business Days Open :	7
Maximum Business Days Open:	24

Cases with Target Dates of Today

Cases open past the target date:

1

Print Date: Saturday, September 20, 2008



Grigsby,Linda S 1 **Average Age** 2 **Maximum Age** 2

Case ID: 265887 **Case Type:** PC Support **Created:** 09/18/2008 **Group:** PC Group **Target:** 09/19/2008

Grand Total: **1**

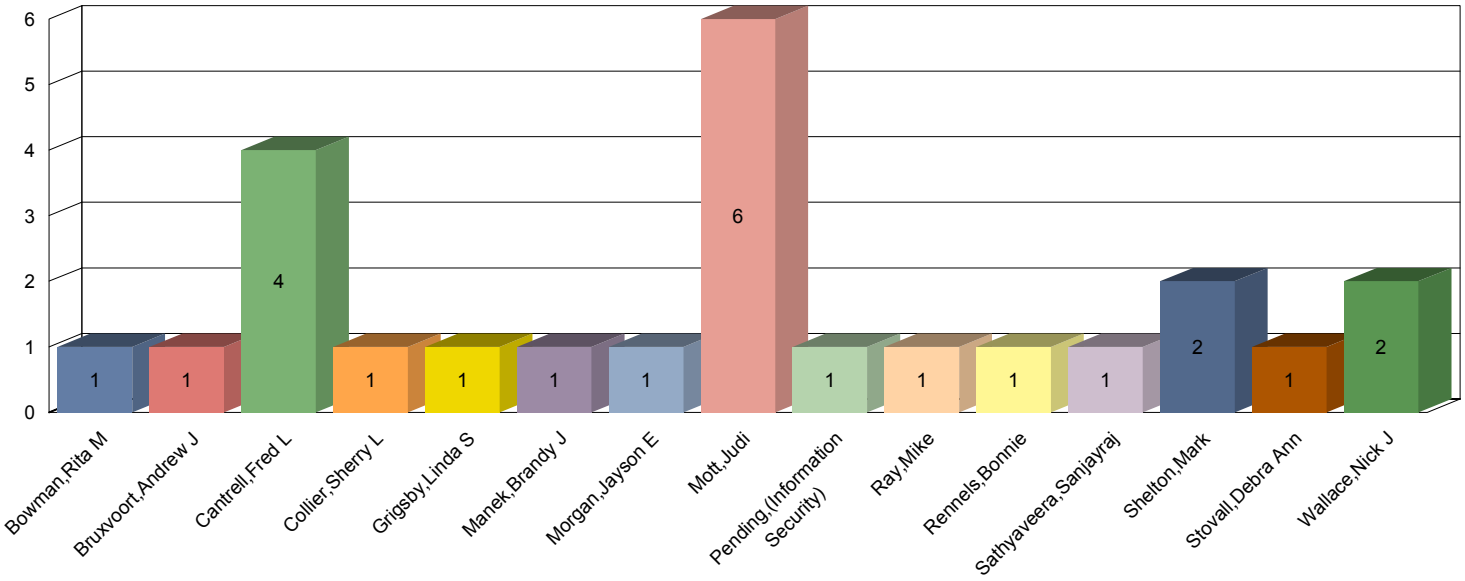
1

Cases with Expired Target Dates

Cases open past the target date:

25

Print Date: Saturday, September 20, 2008



Bowman,Rita M — 1 — **Average Age** 337 — **Maximum Age** 337

Case ID:	221170	**Case Type:**	Development	**Created:**	06/07/2007	**Group:**	TECH - FIN *	**Target:**	06/30/2008

Bruxvoort,Andrew J — 1 — **Average Age** 107 — **Maximum Age** 107

Case ID:	249939	**Case Type:**	Data Communical	**Created:**	04/24/2008	**Group:**	Data Communica	**Target:**	06/01/2008

Cantrell,Fred L — 4 — **Average Age** 340 — **Maximum Age** 341

Case ID:	220446	**Case Type:**	Development	**Created:**	06/01/2007	**Group:**	Technical	**Target:**	07/31/2008
Case ID:	220942	**Case Type:**	Development	**Created:**	06/05/2007	**Group:**	Technical	**Target:**	07/31/2008
Case ID:	220943	**Case Type:**	Development	**Created:**	06/05/2007	**Group:**	Technical	**Target:**	07/31/2008
Case ID:	220945	**Case Type:**	Development	**Created:**	06/05/2007	**Group:**	Technical	**Target:**	07/31/2008

Collier,Sherry L — 1 — **Average Age** 80 — **Maximum Age** 80

Case ID:	253497	**Case Type:**	Application	**Created:**	06/02/2008	**Group:**	PMO *	**Target:**	06/20/2008

Grigsby,Linda S 1 **Average Age** 2 **Maximum Age** 2

Case ID:	265887	**Case Type:**	PC Support	**Created:**	09/18/2008	**Group:**	PC Group	**Target:**	09/19/2008

Manek,Brandy J 1 **Average Age** 263 **Maximum Age** 263

Case ID:	229813	**Case Type:**	Development	**Created:**	09/19/2007	**Group:**	BUDGET DIV *	**Target:**	08/29/2008

Morgan,Jayson E 1 **Average Age** 25 **Maximum Age** 25

Case ID:	262242	**Case Type:**	Data Communicat	**Created:**	08/18/2008	**Group:**	Data Communica	**Target:**	09/08/2008

Mott,Judi 6 **Average Age** 44 **Maximum Age** 53

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** 49 **Maximum Age** 49

Case ID:	258338	**Case Type:**	Terminated Emplo	**Created:**	07/15/2008	**Group:**	SECURITY 2 *	**Target:**	08/02/2008

Ray,Mike 1 **Average Age** 197 **Maximum Age** 197

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

Rennels,Bonnie 1 **Average Age** 80 **Maximum Age** 80

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

Sathyaveera,Sanjayraj 1 **Average Age** 202 **Maximum Age** 202

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

Shelton,Mark	2	**Average Age**	4	**Maximum Age**	4

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**	59	**Maximum Age**	59

Case ID:	256780	**Case Type:**	Application	**Created:**	07/01/2008	**Group:**	Accounts Payable	**Target:**	08/11/2008

Wallace,Nick J	2	**Average Age**	95	**Maximum Age**	158

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

Grand Total: **25**

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