



End of Day Report III

9/22/2008

Total Days in Report: 1

Activity Information

Daily Activity

Cases Assigned	
App Development FIN	4
App Development HCM	1
App Development IBM	1
Application Development	1
Budget Division	1
Data Communications	3
General Ledger	1
HCM HR	23
HCM Payroll	15
Help Desk (OSF)	48
Imaging/Scanning	1
Operations	1
PC Support	12
PeopleSoft Training	1
Security (OSF Information Security)	1
Security (Peoplesoft)	1
Server	16
Systems	6
Vendors	2
VOICE	22
Total	161

Cases Closed	
Accounts Payable	1
App Development FIN	3
App Development IBM	6
Budget Division	1
Data Communications	2
EPM Budget	1
General Ledger	3
HCM HR	22
HCM Payroll	9
Help Desk (OSF)	26
Imaging/Scanning	1
PC Support	8
Security (Peoplesoft)	3
Server	6
Systems	5
Vendors	1
VOICE	21
Total	119

Closed Year to Date	
Accounts Payable	499
App Development ENV	6
App Development FIN	32
App Development HCM	19
App Development IBM	117
Application Development	1067
Budget Division	5
Customer Service	20
Data Communications	701
EPM Budget	168
General Ledger	300
HCM Benefits	163
HCM HR	4434
HCM Payroll	1725
HCM Time & Labor	214
Help Desk (OSF)	6602
Imaging/Scanning	64
IT/Telecom Purchasing	193
OK.Gov (NIC)	26
Open Books	9
Operations	60
PC Support	1355
PeopleSoft Training	20
Project Management Office	2
Purchasing	544
Quality Assurance	2
Security (OSF Information Security)	48
Security (Peoplesoft)	271
Server	1637
Systems	206
Treasurer	33
Vendors	302
VOICE	3137
Web Portal	47
Total	24028

Open Case Summary Information

Open Case - By Severity

(All Cases)

One Hour Emergency	13
Research - 30 Calendar Days	33
Resolve Five Business Days	358
Resolve in Ten Minutes	2
Resolve Same Day	102
Target Date takes priority	93
Total Open:	601

Open Case - By Case Type

(All Cases)

Active Directory	1
Application	216
Correct History	6
Customer Service	12
Data Communications	19
Development	93
Documentation	8
Help Desk	48
Imaging/Scanning	3
IT Telecom Plan	3
New Employee	24
Open Books	2
PC Support	63
Server Support	49
Service Interruption	11
State Pay/State Per	9
Systems Cases	1
Terminated Employee	11
Training	5
Voice Communications	15
WEB	2
Total Open:	601

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

Accounts Payable	6
App Development ENV	22
App Development FIN	53
App Development HCM	21
App Development IBM	15
Application Development	11
Customer Service	5
Data Communications	19
General Ledger	16
HCM Benefits	1
HCM HR	5
HCM Payroll	14
Help Desk (OSF)	72
Imaging/Scanning	5
IT/Telecom Purchasing	2
OK.Gov (NIC)	1
Open Books	1
Operations	2
PC Support	76
PeopleSoft Training	4
Project Management Office	1
Purchasing	14
Security (OSF Information Security)	6
Security (Peoplesoft)	3
Server	71
Systems	6
Treasurer	9
Vendors	6
VOICE	13
	480

Accounts Payable	Average Business Days Open :	84
Cases: 5	Maximum Business Days Open:	114
App Development ENV	Average Business Days Open :	188
Cases: 22	Maximum Business Days Open:	342
App Development FIN	Average Business Days Open :	160
Cases: 64	Maximum Business Days Open:	342
App Development HCM	Average Business Days Open :	63
Cases: 15	Maximum Business Days Open:	173
App Development IBM	Average Business Days Open :	68
Cases: 15	Maximum Business Days Open:	140
Application Development	Average Business Days Open :	307
Cases: 72	Maximum Business Days Open:	343
Customer Service	Average Business Days Open :	43
Cases: 5	Maximum Business Days Open:	57
Data Communications	Average Business Days Open :	49
Cases: 12	Maximum Business Days Open:	175
General Ledger	Average Business Days Open :	165
Cases: 15	Maximum Business Days Open:	343
HCM Benefits	Average Business Days Open :	27
Cases: 1	Maximum Business Days Open:	27
HCM HR	Average Business Days Open :	61
Cases: 5	Maximum Business Days Open:	146
HCM Payroll	Average Business Days Open :	7
Cases: 12	Maximum Business Days Open:	28
Help Desk (OSF)	Average Business Days Open :	45
Cases: 40	Maximum Business Days Open:	146
IT/Telecom Purchasing	Average Business Days Open :	15
Cases: 2	Maximum Business Days Open:	16
OK.Gov (NIC)	Average Business Days Open :	64
Cases: 1	Maximum Business Days Open:	64
Open Books	Average Business Days Open :	32
Cases: 1	Maximum Business Days Open:	32
Operations	Average Business Days Open :	2
Cases: 1	Maximum Business Days Open:	2
PC Support	Average Business Days Open :	33
Cases: 55	Maximum Business Days Open:	144
PeopleSoft Training	Average Business Days Open :	29
Cases: 3	Maximum Business Days Open:	53
Purchasing	Average Business Days Open :	107
Cases: 14	Maximum Business Days Open:	336
Security (OSF Information Security)	Average Business Days Open :	45
Cases: 6	Maximum Business Days Open:	76
Security (Peoplesoft)	Average Business Days Open :	40
Cases: 2	Maximum Business Days Open:	66
Server	Average Business Days Open :	51
Cases: 42	Maximum Business Days Open:	199
Systems	Average Business Days Open :	80
Cases: 5	Maximum Business Days Open:	244
Treasurer	Average Business Days Open :	80
Cases: 9	Maximum Business Days Open:	112



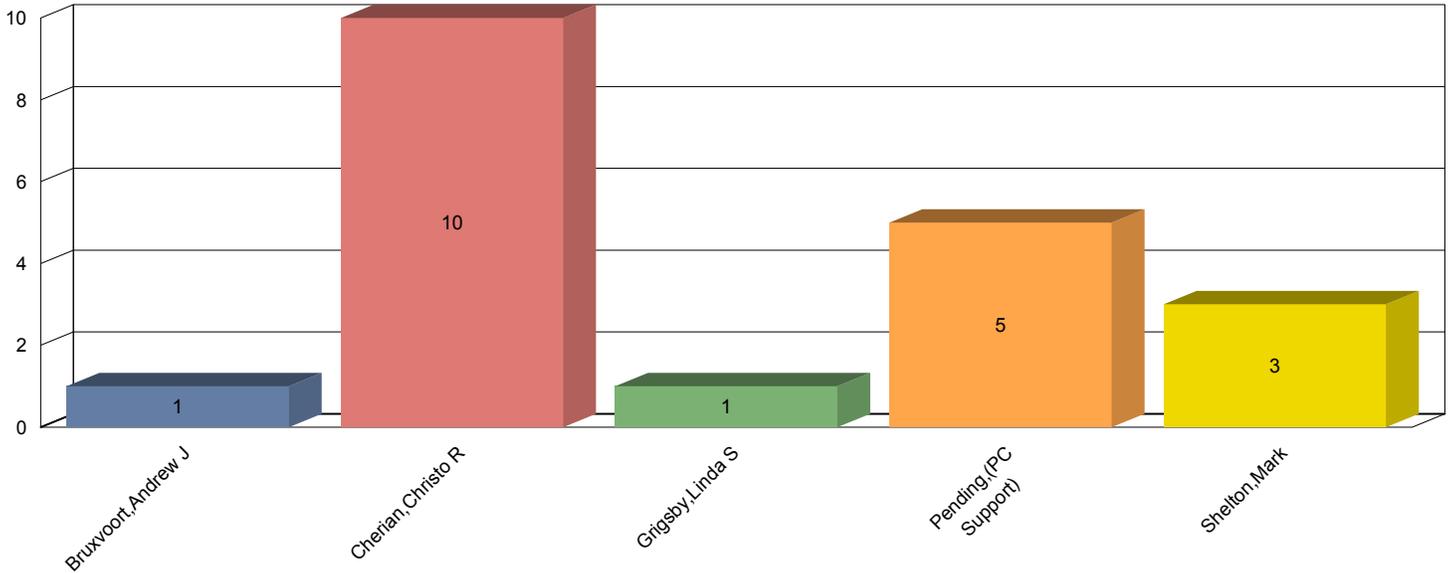
Vendors	Average Business Days Open :	13
Cases: 3	Maximum Business Days Open:	22
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VOICE	Average Business Days Open :	5
Cases: 12	Maximum Business Days Open:	26
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Cases with Target Dates of Today

Cases open past the target date:

20

Print Date: Tuesday, September 23, 2008



Bruxvoort, Andrew J		1	Average Age	4	Maximum Age	4			
Case ID:	265893	Case Type:	Data Communicat	Created:	09/18/2008	Group:	Data Communica	Target:	09/22/2008

Cherian, Christo R		10	Average Age	2	Maximum Age	4			
Case ID:	265814	Case Type:	Server Support	Created:	09/18/2008	Group:	Server Group	Target:	09/22/2008
Case ID:	266189	Case Type:	New Employee	Created:	09/22/2008	Group:	Server Group	Target:	09/22/2008
Case ID:	266190	Case Type:	New Employee	Created:	09/22/2008	Group:	Server Group	Target:	09/22/2008
Case ID:	266191	Case Type:	New Employee	Created:	09/22/2008	Group:	Server Group	Target:	09/22/2008
Case ID:	266193	Case Type:	Server Support	Created:	09/22/2008	Group:	Server Group	Target:	09/22/2008
Case ID:	266194	Case Type:	New Employee	Created:	09/22/2008	Group:	Server Group	Target:	09/22/2008
Case ID:	266195	Case Type:	New Employee	Created:	09/22/2008	Group:	Server Group	Target:	09/22/2008
Case ID:	266200	Case Type:	New Employee	Created:	09/22/2008	Group:	Server Group	Target:	09/22/2008
Case ID:	266202	Case Type:	New Employee	Created:	09/22/2008	Group:	Server Group	Target:	09/22/2008
Case ID:	266206	Case Type:	New Employee	Created:	09/22/2008	Group:	Server Group	Target:	09/22/2008

Grigsby, Linda S		1	Average Age	2	Maximum Age	2			
Case ID:	266186	Case Type:	New Employee	Created:	09/22/2008	Group:	PC Group	Target:	09/22/2008

Pending,(PC Support)		5	Average Age	2	Maximum Age	2
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		
Case ID: 266196	Case Type: New Employee	Created: 09/22/2008	Group: PC Group	Target: 09/22/2008		
Case ID: 266201	Case Type: Server Support	Created: 09/22/2008	Group: PC Group	Target: 09/22/2008		
Case ID: 266218	Case Type: New Employee	Created: 09/22/2008	Group: PC Group	Target: 09/22/2008		

Shelton,Mark		3	Average Age	5	Maximum Age	5
Case ID: 265615	Case Type: New Employee	Created: 09/17/2008	Group: PC Group	Target: 09/22/2008		
Case ID: 265748	Case Type: New Employee	Created: 09/17/2008	Group: PC Group	Target: 09/22/2008		
Case ID: 265761	Case Type: New Employee	Created: 09/17/2008	Group: PC Group	Target: 09/22/2008		

Grand Total: 20

Pending,(PC Support)	5	Average Age	2	Maximum Age	2
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	
Case ID: 266196	Case Type: New Employee	Created: 09/22/2008	Group: PC Group	Target: 09/22/2008	
Case ID: 266201	Case Type: Server Support	Created: 09/22/2008	Group: PC Group	Target: 09/22/2008	
Case ID: 266218	Case Type: New Employee	Created: 09/22/2008	Group: PC Group	Target: 09/22/2008	

Ray,Mike	1	Average Age	199	Maximum Age	199
Case ID: 238182	Case Type: Server Support	Created: 12/20/2007	Group: Server Group	Target: 08/31/2008	

Rennels,Bonnie	1	Average Age	82	Maximum Age	82
Case ID: 253448	Case Type: Application	Created: 06/02/2008	Group: TECH - FIN *	Target: 09/08/2008	

Sathyaveera,Sanjayraj	1	Average Age	204	Maximum Age	204
Case ID: 237363	Case Type: Application	Created: 12/13/2007	Group: TECH - HCM *	Target: 12/28/2007	

Shelton,Mark	5	Average Age	5	Maximum Age	6
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	
Case ID: 265615	Case Type: New Employee	Created: 09/17/2008	Group: PC Group	Target: 09/22/2008	
Case ID: 265748	Case Type: New Employee	Created: 09/17/2008	Group: PC Group	Target: 09/22/2008	
Case ID: 265761	Case Type: New Employee	Created: 09/17/2008	Group: PC Group	Target: 09/22/2008	

Wallace,Nick J	2	Average Age	97	Maximum Age	160
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: 44