



End of Day Report

January 30, 2009 *through* February 01, 2009

Total Days in Report: 3

Activity Information

Daily Activity

Cases Assigned

Accounts Payable	1
App Development FIN	1
App Development HCM	2
Data Communications	6
EPM Budget	1
HCM HR	17
HCM Payroll	13
HCM Time & Labor	1
Help Desk (OSF)	31
PC Support	7
Purchasing	1
Security (Peoplesoft)	1
Server	10
Vendors	2
Voice	14
	108

Cases Closed

Accounts Payable	4
App Development ENV	1
App Development FIN	6
App Development HCM	2
Data Communications	8
EPM Budget	1
General Ledger	1
HCM HR	17
HCM Payroll	14
Help Desk (OSF)	34
PC Support	12
Purchasing	4
Security (Peoplesoft)	1
Server	13
Voice	12
Web Portal	2
	132

Service Interruptions Reported

Cases out of SLA

351

**Opened Year to Date
2,787**

**Closed Year to Date
2,834**

Service Interruptions and SLA Violations

Others (Same Day Not Closed, etc)

Case: 279111

Agency:

Category: Voice Communications

Severity: Production - System Affected

Priority: Resolve Same Day

Provider Group: Voice

Interruption Type: Unlisted

Created: 1/30/2009

Closed:

Business Days Open: 3

Status: Working

Summary: Customer requests service for: phone volume fades...already replaced set and re-programmed set

Physical Location of the phone: DHS DIAL - 2409 Kelley, Ste 506

Phone number needing service: 522-8579: incall 2-6693

LEN number: 13-0-14-21

Model number of phone: M5316

Alternate number if not working: Claudia Johnson 2-8587

Case: 279102

Agency:

Category: Voice Communications

Severity: Production - System Affected

Priority: Resolve Same Day

Provider Group: Voice

Interruption Type: Unlisted

Created: 1/30/2009

Closed:

Business Days Open: 3

Status: Working

Summary: 522-5612 : Oziee Bryant, Can't hear or be heard, phone barely rings

Sub-basement of Connors Building

LEN number: 07 1 02 08 M5212

Alternate number if not working: 521-3229

Case: 279120

Agency: 0000000

Category: HCM - PeopleSoft

Severity: Production - System Affected

Priority: Resolve Same Day

Provider Group: App Development HCM

Interruption Type: Unlisted

Created: 1/30/2009

Closed:

Business Days Open: 3

Status: New

Summary: The EBC file created on 01/30/09 does not contain the employee deduction for Deduction Code 0668. This code and amount is also not in the MDC EBC ALL Table. Please review and correct as needed.

Company: 650

ID: 134998

DED MTD: 13.18

DED CODE: 0668

Case: 279114

Agency: 0000000

Category:

Severity: Production - System Affected

Priority: Resolve Same Day

Provider Group: Server

Interruption Type: Planned Interruption

Created: 1/30/2009

Closed:

Business Days Open: 3

Status: Working

Summary: The state will be installing configuring and rolling out another PeopleSoft application called Enterprise Learning Management. For the technical team to start the intall it will be required to have a file/batch server to configure the application. Here are the specifications for the Windows ELM file/batch server.
ELM Development Batch Server Requirements

OS: Windows 2003 Server 32bit
CPU: 1-2
Memory: 2Gig
Disk: 12Gig c: partition (extendible)
50Gig d: partition
Network: NIC 1: Core development server zone 172.16.48.xx
Second Nic: utility network
Backup: TSM backups on the D partition
Antivirus: Yes
Users psoft = local admin
psoft needs admin rights to install software and remote access

Initially setup the server in a workgroup just like all of the other PeopleSoft development servers. Applications that run on this machine will right temporary files on the C: partition.

Case: 279132

Agency: University of Oklahoma

Category: Voice Communications

Severity: Production - System Affected

Priority: Resolve Same Day

Provider Group: Voice

Interruption Type: Unlisted

Created: 1/30/2009

Closed:

Business Days Open: 3

Status: Working

Summary: Customer requests service for: 522-8453 - static - tried swapping phones

DHS-CARE Shep Mall Ste 1D

Phone number needing service: 522-8453

LEN: Shep 0-1-14-20

Model: M2008

Alternate number if not working: Contact - Tom Case 2-8906 or Brian 2-8912

Case: 279176

Agency:

Category: HCM - PeopleSoft

Severity: Production - System Affected

Priority: Resolve Same Day

Provider Group: App Development HCM

Interruption Type: Unlisted

Created: 1/30/2009

Closed:

Business Days Open: 3

Status: New

Summary: I was asked by the HR Administrator, how many employee were on shared leave at this time and how many of those had used over 1500 shared leave hours.

I pulled the 'Lifetime Used Shared Leave Report' and I went into Compensatory Time and pulled up some employees individually. The numbers from the report and the numbers in the system are different.

Mista Burgess 137856, report says she has used 59 hours, the Comp Time page says 605.25

Mignon Callaway 127534, report says 338.25 hours, the Comp Time page says 1447.20

Both the report and comp time page were for the same day. There are a few on the report that are correct.

I would like to be able to pull and use this report, but since all the information has to checked, it makes the report unusable.

Violations of Service Level Agreement

(A red asterisk indicates the cases are awaiting customer response)

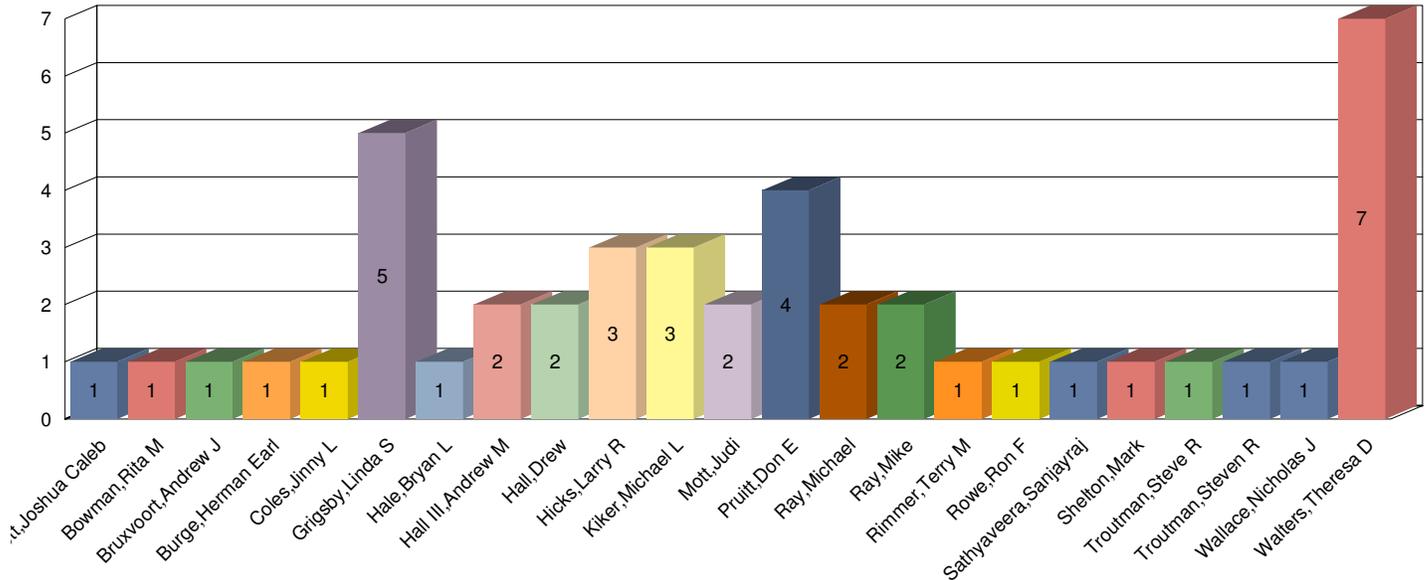
Accountancy Board Support Group 9	Turner,Loren B	1	Yoder,Walter C	9	
Carlin,Jeff	9	HCM Benefits	1	Systems	1
Accounts Payable 2	Barton,Carol J	1	Pennington,Steve D	1	
Garcia,Patricia J	1	HCM HR	1	Treasurer	4
Swingle,Laura J	1	Binegar,Alan Martin	1 *	Pending,(Treasurer)	4
App Development ENV 14	HCM Payroll	1	Voice	3	
Coles,Jinny L	1	Barton,Carol J	1	Field,Tech	3
Jorski,Mike J	9	Help Desk (OSF)	11		
Parekh,Sha R	2	DeVaughan,Blake D	1 *		
Sellers,Gary W	2	Hager,Kirk K	1		
App Development FIN 41	Hall,Drew	2			
Bowman,Rita M	10	Hanner,Terri L	1		
Carneiro,Rhonda R	13	Mott,Judi	6		
Fitzpatrick,Danny W	3	Imaging/Scanning	2		
Lee,Barbara J	2	Anderson,Jon K	2		
Lopez,Pete A	7	IT/Telecom Purchasing	1		
Pending,(Technical AppDev - FIN)	1	Owen,Alana L	1		
Rennels,Bonnie	2	OK.Gov (NIC)	9		
Sonaggera,Mike A	3	Cole,Shauna	8		
App Development HCM 52	Pending,(Ok.Gov)	1			
Burge,Herman Earl	1	Open Books	1		
Motte,Nita R	11	McKeithan,Lisa M	1		
Reghunathan,Valsa	6	Operations	1		
Sathyaveera,Sanjayraj	5	Shackelford,Cyndi D	1		
Tatum,Mike	6	PC Support	43		
Walters,Theresa D	23	Grigsby,Linda S	8		
App Development IBM 17	Lugo,Doug	5			
Large,Elizabeth J	13	Pruitt,Don E	7		
Pending,(Technical AppDev - IBM)	1	Rowe,Ron F	10		
Troutman,Steve R	3	Shelton,Mark	13		
Application Development 14	PeopleSoft Training	1			
Cantrell,Fred L	1	Robards,Jeanie J	1		
McKeithan,Lisa M	13	Purchasing	9		
Budget Division (Capitol) 2	Maxwell,Ronney K	7			
Pending,(Budget)	2	Not listed - check case	2		
Customer Service 12	Security (OSF Information Security) 10				
Hicks,Larry R	3	Engelbrecht,Sean Russel	2		
Robards,Jeanie J	9	Kershner,Luke A	1		
Data Communications 24	Pending,(Information Security)	6			
Bruxvoort,Andrew J	4	Schlichting,John R	1		
Kiker,Michael L	12	Security (Peoplesoft)	2		
Morgan,Jayson E	5	Belinski,Linda M	2		
Pending,(Data Communications)	1	Server	52		
Rimmer,Terry M	1	Barnett,Josh Caleb	2		
Walker,Bob E	1	Cherian,Christo R	6		
EPM Budget 1	Hale,Bryan L	2			
Grisser,Michael S	1	Hicks,Larry R	1		
General Ledger 10	Ray,Mike	19			
Pratt,Jennie L	4	Shackelford,Cyndi D	1		
Thomason,Daniel L	5	Wallace,Nick J	12		

Cases with Expired Target Dates

Cases open past the target date:

40

Print Date: Monday, February 2, 2009



Barnett, Joshua Caleb	1	Average Age	6	Maximum Age	6
Case ID: 278708	Case Type: Server Support	Created: 01/26/2009	Group: Server Group	Target: 01/27/2009	
Bowman, Rita M	1	Average Age	433	Maximum Age	433
Case ID: 221170	Case Type: Development	Created: 06/07/2007	Group: TECH - FIN *	Target: 06/30/2008	
Bruxvoort, Andrew J	1	Average Age	203	Maximum Age	203
Case ID: 249939	Case Type: Data Communic	Created: 04/24/2008	Group: Data Communic	Target: 06/01/2008	
Burge, Herman Earl	1	Average Age	19	Maximum Age	19
Case ID: 276765	Case Type: Help Desk	Created: 01/07/2009	Group: TECH - HCM *	Target: 02/02/2009	
Coles, Jinny L	1	Average Age	116	Maximum Age	116
Case ID: 263037	Case Type: Help Desk	Created: 08/25/2008	Group: TECH - ENV *	Target: 08/26/2008	
Grigsby, Linda S	5	Average Age	16	Maximum Age	50
Case ID: 272621	Case Type: PC Support	Created: 11/25/2008	Group: PC Group	Target: 02/01/2009	
Case ID: 278501	Case Type: PC Support	Created: 01/22/2009	Group: PC Group	Target: 01/30/2009	
Case ID: 278506	Case Type: PC Support	Created: 01/22/2009	Group: PC Group	Target: 01/30/2009	
Case ID: 278508	Case Type: PC Support	Created: 01/22/2009	Group: PC Group	Target: 01/30/2009	
Case ID: 278511	Case Type: PC Support	Created: 01/22/2009	Group: PC Group	Target: 01/30/2009	
Hale, Bryan L	1	Average Age	83	Maximum Age	83
Case ID: 268071	Case Type: Server Support	Created: 10/09/2008	Group: Server Group	Target: 12/31/2008	
Hall III, Andrew M	2	Average Age	20	Maximum Age	21
Case ID: 276353	Case Type:	Created: 01/05/2009	Group: Help Desk	Target: 01/26/2009	

Case ID: 276832	Case Type:	Created: 01/08/2009	Group: Help Desk	Target: 01/26/2009
Hall,Drew	2	Average Age	20	Maximum Age 21
Case ID: 276353	Case Type:	Created: 01/05/2009	Group: Help Desk	Target: 01/26/2009
Case ID: 276832	Case Type:	Created: 01/08/2009	Group: Help Desk	Target: 01/26/2009
Hicks,Larry R	3	Average Age	40	Maximum Age 78
Case ID: 268681	Case Type: Customer Serv	Created: 10/16/2008	Group: Customer Servi	Target: 01/30/2009
Case ID: 275796	Case Type: Customer Serv	Created: 12/30/2008	Group: Customer Servi	Target: 01/31/2009
Case ID: 276918	Case Type: Customer Serv	Created: 01/08/2009	Group: Server Group	Target: 02/02/2009
Kiker,Michael L	3	Average Age	30	Maximum Age 49
Case ID: 272786	Case Type: Data Communic	Created: 11/26/2008	Group: Data Communic	Target: 12/05/2008
Case ID: 276005	Case Type: Data Communic	Created: 12/31/2008	Group: Data Communic	Target: 01/05/2009
Case ID: 277189	Case Type: Data Communic	Created: 01/12/2009	Group: Data Communic	Target: 01/16/2009
Mott,Judi	2	Average Age	90	Maximum Age 148
Case ID: 257849	Case Type: Help Desk	Created: 07/10/2008	Group: Help Desk	Target: 07/15/2008
Case ID: 275413	Case Type: Application	Created: 12/22/2008	Group: Help Desk	Target: 12/31/2008
Pruitt,Don E	4	Average Age	12	Maximum Age 26
Case ID: 275757	Case Type: PC Support	Created: 12/29/2008	Group: PC Group	Target: 02/02/2009
Case ID: 278289	Case Type: PC Support	Created: 01/21/2009	Group: PC Group	Target: 02/02/2009
Case ID: 278786	Case Type: PC Support	Created: 01/26/2009	Group: PC Group	Target: 02/02/2009
Case ID: 278789	Case Type: PC Support	Created: 01/26/2009	Group: PC Group	Target: 02/02/2009
Ray,Michael	2	Average Age	113	Maximum Age 180
Case ID: 252871	Case Type: Server Support	Created: 05/27/2008	Group: Server Group	Target: 02/01/2009
Case ID: 273213	Case Type: PC Support	Created: 12/02/2008	Group: Server Group	Target: 02/01/2009
Ray,Mike	2	Average Age	113	Maximum Age 180
Case ID: 252871	Case Type: Server Support	Created: 05/27/2008	Group: Server Group	Target: 02/01/2009
Case ID: 273213	Case Type: PC Support	Created: 12/02/2008	Group: Server Group	Target: 02/01/2009
Rimmer,Terry M	1	Average Age	16	Maximum Age 16
Case ID: 277177	Case Type: Data Communic	Created: 01/12/2009	Group: Data Communic	Target: 01/16/2009
Rowe,Ron F	1	Average Age	31	Maximum Age 31
Case ID: 275352	Case Type: PC Support	Created: 12/22/2008	Group: PC Group	Target: 01/30/2009
Sathyaveera,Sanjayraj	1	Average Age	54	Maximum Age 54
Case ID: 272124	Case Type: Application	Created: 11/19/2008	Group: TECH - HCM *	Target: 12/30/2008
Shelton,Mark	1	Average Age	84	Maximum Age 84
Case ID: 267976	Case Type: PC Support	Created: 10/08/2008	Group: PC Group	Target: 10/10/2008
Troutman,Steve R	1	Average Age	234	Maximum Age 234
Case ID: 245647	Case Type: Development	Created: 03/12/2008	Group: TECH - IBM *	Target: 02/01/2009
Troutman,Steven R	1	Average Age	234	Maximum Age 234
Wallace,Nicholas J	1	Average Age	254	Maximum Age 254
Case ID: 243115	Case Type: Server Support	Created: 02/13/2008	Group: Server Group	Target: 07/01/2008
Walters,Theresa D	7	Average Age	280	Maximum Age 436
Case ID: 220763	Case Type: Development	Created: 06/04/2007	Group: TECH - HCM *	Target: 12/31/2008

Case ID: 223078	Case Type: Application	Created: 06/27/2007	Group: TECH - HCM *	Target: 12/31/2008
Case ID: 223205	Case Type: Development	Created: 06/28/2007	Group: TECH - HCM *	Target: 12/31/2008
Case ID: 241169	Case Type: Application	Created: 01/25/2008	Group: TECH - HCM *	Target: 12/31/2008
Case ID: 245326	Case Type: Application	Created: 03/07/2008	Group: TECH - HCM *	Target: 12/31/2008
Case ID: 266212	Case Type: Development	Created: 09/22/2008	Group: TECH - HCM *	Target: 01/30/2009
Case ID: 267152	Case Type: Application	Created: 10/01/2008	Group: TECH - HCM *	Target: 12/31/2008

Grand Total: 40