

Case ID: 236640	Case Type: DEVEL	Created:12/05/2007	Target:
Case ID: 236640	Case Type: DEVEL	Created:12/05/2007	Target:
Case ID: 247296	Case Type: DEVEL	Created:03/31/2008	Target: 2/27/2009
Case ID: 247296	Case Type: DEVEL	Created:03/31/2008	Target: 2/27/2009
Case ID: 258317	Case Type: APPLI	Created:07/15/2008	Target:
Case ID: 258317	Case Type: APPLI	Created:07/15/2008	Target:

AppDev - Env 2

Jorski,Michael J	1	Average Age	246	Maximum Age	246
Case ID: 247519		Case Type: APPLI	Created:04/02/2008	Target:	
Jorski,Mike J	1	Average Age	246	Maximum Age	246
Case ID: 247519		Case Type: APPLI	Created:04/02/2008	Target:	
Parekh,Richard R	1	Average Age	133	Maximum Age	133
Case ID: 264536		Case Type: APPLI	Created:09/08/2008	Target:	
Parekh,Sha R	1	Average Age	133	Maximum Age	133
Case ID: 264536		Case Type: APPLI	Created:09/08/2008	Target:	

AppDev - FIN 30

Bowman,Rita M	7	Average Age	271	Maximum Age	463
Case ID: 220767		Case Type: APPLI	Created:06/04/2007	Target:	
Case ID: 220767		Case Type: APPLI	Created:06/04/2007	Target:	
Case ID: 221065		Case Type: DEVEL	Created:06/06/2007	Target:	
Case ID: 221065		Case Type: DEVEL	Created:06/06/2007	Target:	
Case ID: 222135		Case Type: DEVEL	Created:06/18/2007	Target:	
Case ID: 222135		Case Type: DEVEL	Created:06/18/2007	Target:	
Case ID: 256421		Case Type: APPLI	Created:06/26/2008	Target:	
Case ID: 256421		Case Type: APPLI	Created:06/26/2008	Target:	
Case ID: 256428		Case Type: DEVEL	Created:06/26/2008	Target:	
Case ID: 256428		Case Type: DEVEL	Created:06/26/2008	Target:	
Case ID: 271408		Case Type: APPLI	Created:11/13/2008	Target:	
Case ID: 271408		Case Type: APPLI	Created:11/13/2008	Target:	
Case ID: 273915		Case Type: APPLI	Created:12/09/2008	Target:	
Case ID: 273915		Case Type: APPLI	Created:12/09/2008	Target:	
Carneiro,Rhonda R	11	Average Age	322	Maximum Age	463
Case ID: 220765		Case Type: DEVEL	Created:06/04/2007	Target:	
Case ID: 220765		Case Type: DEVEL	Created:06/04/2007	Target:	
Case ID: 220775		Case Type: DEVEL	Created:06/04/2007	Target: 10/1/2009	
Case ID: 220775		Case Type: DEVEL	Created:06/04/2007	Target: 10/1/2009	
Case ID: 221006		Case Type: DEVEL	Created:06/06/2007	Target:	
Case ID: 221006		Case Type: DEVEL	Created:06/06/2007	Target:	
Case ID: 221428		Case Type: DEVEL	Created:06/11/2007	Target:	

Case ID:	221428	Case Type:	DEVEL	Created:	06/11/2007	Target:	
Case ID:	221641	Case Type:	DEVEL	Created:	06/13/2007	Target:	
Case ID:	221641	Case Type:	DEVEL	Created:	06/13/2007	Target:	
Case ID:	241741	Case Type:	APPLI	Created:	01/31/2008	Target:	
Case ID:	241741	Case Type:	APPLI	Created:	01/31/2008	Target:	
Case ID:	249025	Case Type:	DEVEL	Created:	04/16/2008	Target:	
Case ID:	249025	Case Type:	DEVEL	Created:	04/16/2008	Target:	
Case ID:	250366	Case Type:	DEVEL	Created:	04/30/2008	Target:	
Case ID:	250366	Case Type:	DEVEL	Created:	04/30/2008	Target:	
Case ID:	255801	Case Type:	DEVEL	Created:	06/20/2008	Target:	
Case ID:	255801	Case Type:	DEVEL	Created:	06/20/2008	Target:	
Case ID:	259211	Case Type:	APPLI	Created:	07/22/2008	Target:	
Case ID:	259211	Case Type:	APPLI	Created:	07/22/2008	Target:	
Case ID:	265384	Case Type:	APPLI	Created:	09/15/2008	Target:	
Case ID:	265384	Case Type:	APPLI	Created:	09/15/2008	Target:	

DevRequest,(AppDevFin) 3 **Average Age** 319 **Maximum Age** 460

Case ID:	221170	Case Type:	DEVEL	Created:	06/07/2007	Target:	6/30/2008
Case ID:	236115	Case Type:	DEVEL	Created:	11/29/2007	Target:	12/31/2009
Case ID:	259981	Case Type:	DEVEL	Created:	07/29/2008	Target:	12/31/2009

Fitzpatrick,Danny W 2 **Average Age** 340 **Maximum Age** 452

Case ID:	222283	Case Type:	DEVEL	Created:	06/19/2007	Target:	
Case ID:	222283	Case Type:	DEVEL	Created:	06/19/2007	Target:	
Case ID:	250169	Case Type:	DEVEL	Created:	04/28/2008	Target:	
Case ID:	250169	Case Type:	DEVEL	Created:	04/28/2008	Target:	

Lee,Barbara J 2 **Average Age** 174 **Maximum Age** 195

Case ID:	254681	Case Type:	DEVEL	Created:	06/12/2008	Target:	
Case ID:	254681	Case Type:	DEVEL	Created:	06/12/2008	Target:	
Case ID:	261328	Case Type:	APPLI	Created:	08/11/2008	Target:	
Case ID:	261328	Case Type:	APPLI	Created:	08/11/2008	Target:	

Lopez,Pedro A 3 **Average Age** 339 **Maximum Age** 452

Case ID:	222276	Case Type:	APPLI	Created:	06/19/2007	Target:	
Case ID:	237754	Case Type:	DEVEL	Created:	12/17/2007	Target:	12/31/2009
Case ID:	248322	Case Type:	DEVEL	Created:	04/09/2008	Target:	12/31/2009

Lopez,Pete A 3 **Average Age** 339 **Maximum Age** 452

Case ID:	222276	Case Type:	APPLI	Created:	06/19/2007	Target:	
Case ID:	237754	Case Type:	DEVEL	Created:	12/17/2007	Target:	12/31/2009
Case ID:	248322	Case Type:	DEVEL	Created:	04/09/2008	Target:	12/31/2009

Rennels,Bonnie 2 **Average Age** 323 **Maximum Age** 463

Case ID:	220764	Case Type:	DEVEL	Created:	06/04/2007	Target:	3/31/2009
Case ID:	220764	Case Type:	DEVEL	Created:	06/04/2007	Target:	3/31/2009
Case ID:	256751	Case Type:	DEVEL	Created:	07/01/2008	Target:	3/31/2009
Case ID:	256751	Case Type:	DEVEL	Created:	07/01/2008	Target:	3/31/2009

AppDev - HCM 19

Burge,Herman Earl	4	Average Age	107	Maximum Age	141
Case ID: 263347		Case Type: APPLI	Created:08/27/2008	Target:	
Case ID: 266460		Case Type: HELPD	Created:09/24/2008	Target:	
Case ID: 271305		Case Type: APPLI	Created:11/12/2008	Target:	
Case ID: 272124		Case Type: APPLI	Created:11/19/2008	Target:	12/30/2008
DevRequest,(AppDevHCM)	6	Average Age	343	Maximum Age	464
Case ID: 220446		Case Type: DEVEL	Created:06/01/2007	Target:	7/1/2009
Case ID: 221539		Case Type: DEVEL	Created:06/12/2007	Target:	7/1/2009
Case ID: 221628		Case Type: DEVEL	Created:06/13/2007	Target:	7/1/2009
Case ID: 245171		Case Type: DEVEL	Created:03/06/2008	Target:	7/1/2009
Case ID: 252446		Case Type: DEVEL	Created:05/20/2008	Target:	7/1/2009
Case ID: 253465		Case Type: DEVEL	Created:06/02/2008	Target:	7/1/2009
Motte,Genevieve R	2	Average Age	264	Maximum Age	459
Case ID: 221216		Case Type: DEVEL	Created:06/08/2007	Target:	3/31/2009
Case ID: 273600		Case Type: DEVEL	Created:12/05/2008	Target:	12/31/2009
Motte,Nita R	2	Average Age	264	Maximum Age	459
Case ID: 221216		Case Type: DEVEL	Created:06/08/2007	Target:	3/31/2009
Case ID: 273600		Case Type: DEVEL	Created:12/05/2008	Target:	12/31/2009
Reghunathan,Valsa	2	Average Age	108	Maximum Age	134
Case ID: 264390		Case Type: APPLI	Created:09/05/2008	Target:	
Case ID: 272154		Case Type: APPLI	Created:11/19/2008	Target:	
Reghunathan,Valsamma	2	Average Age	108	Maximum Age	134
Case ID: 264390		Case Type: APPLI	Created:09/05/2008	Target:	
Case ID: 272154		Case Type: APPLI	Created:11/19/2008	Target:	
Sathyaveera,Sanjayraj	1	Average Age	95	Maximum Age	95
Case ID: 270092		Case Type: DEVEL	Created:10/30/2008	Target:	2/27/2009
Walters,Theresa D	4	Average Age	284	Maximum Age	461
Case ID: 221074		Case Type: DEVEL	Created:06/06/2007	Target:	7/1/2009
Case ID: 221074		Case Type: DEVEL	Created:06/06/2007	Target:	7/1/2009
Case ID: 241169		Case Type: APPLI	Created:01/25/2008	Target:	7/1/2009
Case ID: 241169		Case Type: APPLI	Created:01/25/2008	Target:	7/1/2009
Case ID: 245326		Case Type: APPLI	Created:03/07/2008	Target:	12/31/2008
Case ID: 245326		Case Type: APPLI	Created:03/07/2008	Target:	12/31/2008
Case ID: 267152		Case Type: APPLI	Created:10/01/2008	Target:	7/1/2009

AppDev - IBM 13

DevRequest,(AppDevIBM)	2	Average Age	267	Maximum Age	273
Case ID: 244026	Case Type: DEVEL	Created:02/25/2008	Target: 7/1/2009		
Case ID: 245647	Case Type: DEVEL	Created:03/12/2008	Target: 7/1/2009		

Large,Betty Jo	11	Average Age	118	Maximum Age	257
Case ID: 246208	Case Type: APPLI	Created:03/18/2008	Target:		
Case ID: 261509	Case Type: OPMMF	Created:08/12/2008	Target:		
Case ID: 262239	Case Type: OPMMF	Created:08/18/2008	Target:		
Case ID: 266130	Case Type: APPLI	Created:09/22/2008	Target:		
Case ID: 266413	Case Type: SYSTE	Created:09/23/2008	Target:		
Case ID: 267677	Case Type:	Created:10/07/2008	Target:		
Case ID: 269595	Case Type: APPLI	Created:10/27/2008	Target:		
Case ID: 271930	Case Type: APPLI	Created:11/18/2008	Target:		
Case ID: 273550	Case Type: OPMMF	Created:12/05/2008	Target:		
Case ID: 274034	Case Type: APPLI	Created:12/10/2008	Target:		
Case ID: 274185	Case Type: APPLI	Created:12/10/2008	Target:		

Large,Elizabeth J	11	Average Age	118	Maximum Age	257
Case ID: 246208	Case Type: APPLI	Created:03/18/2008	Target:		
Case ID: 261509	Case Type: OPMMF	Created:08/12/2008	Target:		
Case ID: 262239	Case Type: OPMMF	Created:08/18/2008	Target:		
Case ID: 266130	Case Type: APPLI	Created:09/22/2008	Target:		
Case ID: 266413	Case Type: SYSTE	Created:09/23/2008	Target:		
Case ID: 267677	Case Type:	Created:10/07/2008	Target:		
Case ID: 269595	Case Type: APPLI	Created:10/27/2008	Target:		
Case ID: 271930	Case Type: APPLI	Created:11/18/2008	Target:		
Case ID: 273550	Case Type: OPMMF	Created:12/05/2008	Target:		
Case ID: 274034	Case Type: APPLI	Created:12/10/2008	Target:		
Case ID: 274185	Case Type: APPLI	Created:12/10/2008	Target:		

Customer Service 1

Hicks,Larry R	1	Average Age	100	Maximum Age	100
Case ID: 269379	Case Type: CUSTO	Created:10/23/2008	Target: 3/13/2009		
Case ID: 269379	Case Type: CUSTO	Created:10/23/2008	Target: 3/13/2009		

Data Communications 5

Bruxvoort,Andrew J	1	Average Age	142	Maximum Age	142
Case ID: 263292	Case Type: CUSTO	Created:08/26/2008	Target: 3/31/2009		
Case ID: 263292	Case Type: CUSTO	Created:08/26/2008	Target: 3/31/2009		

Kiker,Michael L	2	Average Age	171	Maximum Age	230
Case ID:	249939	Case Type:	DATAAC	Created:	04/24/2008
Target:				Target:	6/1/2008
Case ID:	249939	Case Type:	DATAAC	Created:	04/24/2008
Target:				Target:	6/1/2008
Case ID:	267726	Case Type:	APPLI	Created:	10/07/2008
Target:				Target:	
Case ID:	267726	Case Type:	APPLI	Created:	10/07/2008
Target:				Target:	
Morgan,Jayson E	1	Average Age	125	Maximum Age	125
Case ID:	265936	Case Type:	DATAAC	Created:	09/18/2008
Target:				Target:	4/20/2009
Case ID:	265936	Case Type:	DATAAC	Created:	09/18/2008
Target:				Target:	4/20/2009
Walker,Bob E	1	Average Age	143	Maximum Age	143
Case ID:	263051	Case Type:	CUSTO	Created:	08/25/2008
Target:				Target:	3/31/2009
Walker,Robert E	1	Average Age	143	Maximum Age	143
Case ID:	263051	Case Type:	CUSTO	Created:	08/25/2008
Target:				Target:	3/31/2009
General Ledger	8				
Pratt,Jennie L	3	Average Age	284	Maximum Age	464
Case ID:	220466	Case Type:	APPLI	Created:	06/01/2007
Target:				Target:	
Case ID:	220466	Case Type:	APPLI	Created:	06/01/2007
Target:				Target:	
Case ID:	239706	Case Type:	DEVEL	Created:	01/10/2008
Target:				Target:	
Case ID:	239706	Case Type:	DEVEL	Created:	01/10/2008
Target:				Target:	
Case ID:	271962	Case Type:	APPLI	Created:	11/18/2008
Target:				Target:	
Case ID:	271962	Case Type:	APPLI	Created:	11/18/2008
Target:				Target:	
Thomason,Daniel L	4	Average Age	204	Maximum Age	333
Case ID:	236317	Case Type:	APPLI	Created:	12/03/2007
Target:				Target:	
Case ID:	236317	Case Type:	APPLI	Created:	12/03/2007
Target:				Target:	
Case ID:	240003	Case Type:	APPLI	Created:	01/14/2008
Target:				Target:	
Case ID:	240003	Case Type:	APPLI	Created:	01/14/2008
Target:				Target:	
Case ID:	269989	Case Type:	APPLI	Created:	10/29/2008
Target:				Target:	
Case ID:	269989	Case Type:	APPLI	Created:	10/29/2008
Target:				Target:	
Case ID:	271800	Case Type:	APPLI	Created:	11/17/2008
Target:				Target:	
Case ID:	271800	Case Type:	APPLI	Created:	11/17/2008
Target:				Target:	
Turner,Loren B	1	Average Age	90	Maximum Age	90
Case ID:	270797	Case Type:	APPLI	Created:	11/06/2008
Target:				Target:	
Case ID:	270797	Case Type:	APPLI	Created:	11/06/2008
Target:				Target:	
HCM Benefits	1				
Barton,Carol J	1	Average Age	115	Maximum Age	115
Case ID:	267350	Case Type:	APPLI	Created:	10/02/2008
Target:				Target:	

Help Desk 4

Mott,Judi	4	Average Age	169	Maximum Age	196
Case ID: 254533	Case Type: HELPD	Created:06/11/2008	Target:		
Case ID: 257849	Case Type: HELPD	Created:07/10/2008	Target:	7/15/2008	
Case ID: 260421	Case Type: HELPD	Created:08/01/2008	Target:	6/1/2009	
Case ID: 262654	Case Type: HELPD	Created:08/20/2008	Target:		

Information Security 2

Pending,(Information Security)1		Average Age	91	Maximum Age	91
Case ID: 270601	Case Type: APPLI	Created:11/05/2008	Target:		
Schlichting,John R	1	Average Age	146	Maximum Age	146
Case ID: 262702	Case Type: PCSUP	Created:08/20/2008	Target:		
Case ID: 262702	Case Type: PCSUP	Created:08/20/2008	Target:		

OAB * 1

Carlin,Jeff	1	Average Age	73	Maximum Age	73
Case ID: 272854	Case Type: CUSTO	Created:12/01/2008	Target:		

Open Books 1

McKeithan,Lisa M	1	Average Age	85	Maximum Age	85
Case ID: 271344	Case Type: OPNBK	Created:11/13/2008	Target:		
Case ID: 271344	Case Type: OPNBK	Created:11/13/2008	Target:		

PC Group 4

Grigsby,Linda S	1	Average Age	213	Maximum Age	213
Case ID: 252305	Case Type: PCSUP	Created:05/19/2008	Target:	6/30/2009	
Case ID: 252305	Case Type: PCSUP	Created:05/19/2008	Target:	6/30/2009	
Pruitt,Don E	1	Average Age	105	Maximum Age	105
Case ID: 268801	Case Type: PCSUP	Created:10/16/2008	Target:	3/31/2009	
Shelton,Mark	2	Average Age	98	Maximum Age	119
Case ID: 266784	Case Type: PCSUP	Created:09/26/2008	Target:		
Case ID: 266784	Case Type: PCSUP	Created:09/26/2008	Target:		

Case ID: 272729
Case ID: 272729

Case Type: PCSUP
Case Type: PCSUP

Created: 11/26/2008
Created: 11/26/2008

Target:
Target:

Purchasing 6

Lovell, Laura M	1	Average Age	276	Maximum Age	276
Case ID: 243613		Case Type: APPLI	Created: 02/20/2008	Target:	

Maxwell, Ronney K	5	Average Age	331	Maximum Age	457
Case ID: 221515		Case Type: DEVEL	Created: 06/12/2007	Target:	12/31/2009
Case ID: 221515		Case Type: DEVEL	Created: 06/12/2007	Target:	12/31/2009
Case ID: 221626		Case Type: DEVEL	Created: 06/13/2007	Target:	12/31/2009
Case ID: 221626		Case Type: DEVEL	Created: 06/13/2007	Target:	12/31/2009
Case ID: 228808		Case Type: DEVEL	Created: 09/06/2007	Target:	12/31/2009
Case ID: 228808		Case Type: DEVEL	Created: 09/06/2007	Target:	12/31/2009
Case ID: 252374		Case Type: APPLI	Created: 05/19/2008	Target:	12/31/2009
Case ID: 252374		Case Type: APPLI	Created: 05/19/2008	Target:	12/31/2009
Case ID: 264316		Case Type: APPLI	Created: 09/05/2008	Target:	
Case ID: 264316		Case Type: APPLI	Created: 09/05/2008	Target:	

Server Group 17

Hale, Bryan L	1	Average Age	110	Maximum Age	110
Case ID: 268071		Case Type: SERVE	Created: 10/09/2008	Target:	2/28/2009

Ray, Michael	5	Average Age	157	Maximum Age	248
Case ID: 247199		Case Type:	Created: 03/29/2008	Target:	
Case ID: 252871		Case Type: SERVE	Created: 05/27/2008	Target:	2/1/2009
Case ID: 267179		Case Type: SERVE	Created: 10/01/2008	Target:	
Case ID: 267269		Case Type: SERVE	Created: 10/02/2008	Target:	
Case ID: 269404		Case Type: ACTD	Created: 10/23/2008	Target:	

Ray, Mike	5	Average Age	157	Maximum Age	248
Case ID: 247199		Case Type:	Created: 03/29/2008	Target:	
Case ID: 252871		Case Type: SERVE	Created: 05/27/2008	Target:	2/1/2009
Case ID: 267179		Case Type: SERVE	Created: 10/01/2008	Target:	
Case ID: 267269		Case Type: SERVE	Created: 10/02/2008	Target:	
Case ID: 269404		Case Type: ACTD	Created: 10/23/2008	Target:	

Wallace, Nicholas J	6	Average Age	140	Maximum Age	281
Case ID: 243115		Case Type: SERVE	Created: 02/13/2008	Target:	7/1/2008
Case ID: 256181		Case Type: SERVE	Created: 06/25/2008	Target:	
Case ID: 268783		Case Type: PCSUP	Created: 10/16/2008	Target:	
Case ID: 270065		Case Type: SERVE	Created: 10/30/2008	Target:	
Case ID: 270980		Case Type: SERVE	Created: 11/07/2008	Target:	
Case ID: 272060		Case Type: SERVE	Created: 11/18/2008	Target:	

Yoder,Walter C		5	Average Age	190	Maximum Age	270	
Case ID:	244357	Case Type:	SERVE	Created:	02/28/2008	Target:	9/30/2009
Case ID:	244357	Case Type:	SERVE	Created:	02/28/2008	Target:	9/30/2009
Case ID:	244364	Case Type:	SERVE	Created:	02/28/2008	Target:	9/30/2009
Case ID:	244364	Case Type:	SERVE	Created:	02/28/2008	Target:	9/30/2009
Case ID:	254059	Case Type:	TERMI	Created:	06/05/2008	Target:	
Case ID:	254059	Case Type:	TERMI	Created:	06/05/2008	Target:	
Case ID:	266453	Case Type:	SERVE	Created:	09/24/2008	Target:	
Case ID:	266453	Case Type:	SERVE	Created:	09/24/2008	Target:	
Case ID:	270922	Case Type:	SERVE	Created:	11/07/2008	Target:	
Case ID:	270922	Case Type:	SERVE	Created:	11/07/2008	Target:	

Systems 1

Keeney,Chris		1	Average Age	365	Maximum Age	365	
Case ID:	232068	Case Type:	SERVE	Created:	10/18/2007	Target:	

Keeney,Christopher W		1	Average Age	365	Maximum Age	365	
Case ID:	232068	Case Type:	SERVE	Created:	10/18/2007	Target:	

Grand Total: 127