



End of Day Report

June 01, 2007 *through* December 31, 2007

Total Days in Report: 214

Activity Information

Daily Activity

Cases Assigned

Accounts Payable	364
Data Communications	165
EPM Budget	254
General Ledger	346
HCM Benefits	142
HCM HR	3447
HCM Payroll	1305
HCM Time & Labor	172
Help Desk	5258
Imaging/Scanning	3
IT/Telecom Purchasing	355
OK.Gov (NIC)	11
Operations	23
PC Support	290
Purchasing	540
Quality Assurance	2
Security (OSF Information Security)	53
Security (Peoplesoft)	157
Server	210
Systems	184
Technical & Program Development	084
Treasurer	36
Vendors	206
VOICE	2199
Web Portal	6
Total	16812

Cases Closed

Accounts Payable	336
Data Communications	147
EPM Budget	250
General Ledger	309
HCM Benefits	140
HCM HR	3443
HCM Payroll	1286
HCM Time & Labor	168
Help Desk	5223
Imaging/Scanning	1
IT/Telecom Purchasing	353
OK.Gov (NIC)	8
Operations	19
PC Support	267
Purchasing	511
Quality Assurance	1
Security (OSF Information Security)	48
Security (Peoplesoft)	157
Server	184
Systems	180
Technical & Program Development	818
Treasurer	33
Vendors	190
VOICE	2194
Web Portal	6
Total	16272

Closed June 1, 2007 to Date

Accounts Payable	13
Data Communications	3
EPM Budget	3
General Ledger	2
HCM HR	44
HCM Payroll	23
HCM Time & Labor	10
Help Desk	74
PC Support	8
Purchasing	10
Security (Peoplesoft)	1
Server	16
Systems	4
Technical & Program Development	12
Vendors	7
VOICE	79
Total	309

Open Case Summary Information

Open Case - By Severity

(All Cases)

One Hour Emergency	2
Research - 30 Calendar Days	62
Resolve Five Business Days	362
Resolve Same Day	117
Target Date takes priority	26
Total Open:	569

Open Case - By Case Type

(All Cases)

AntiVirus Support	1
Application	300
Correct History	20
Customer Service	1
Data Communications	24
Development	137
Help Desk	21
Imaging/Scanning	1
New Employee	1
Operations Cases	4
PC Support	25
Server Support	25
Systems Cases	2
Voice Communications	7
Total Open:	569

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

Accounts Payable	21
Data Communications	24
EPM Budget	2
General Ledger	35
HCM Benefits	2
HCM HR	5
HCM Payroll	17
HCM Time & Labor	3
Help Desk	50
Imaging/Scanning	2
IT/Telecom Purchasing	3
OK.Gov (NIC)	3
Operations	6
PC Support	26
Purchasing	25
Quality Assurance	1
Security (OSF Information Security)	5
Security (Peoplesoft)	1
Server	23
Systems	4
Technical & Program Development	150
Treasurer	4
Vendors	13
VOICE	7

432

Accounts Payable	Average Business Days Open :	30
Cases: 18	Maximum Business Days Open:	155
Data Communications	Average Business Days Open :	25
Cases: 18	Maximum Business Days Open:	59
EPM Budget	Average Business Days Open :	11
Cases: 2	Maximum Business Days Open:	13
General Ledger	Average Business Days Open :	99
Cases: 36	Maximum Business Days Open:	156
HCM Benefits	Average Business Days Open :	39
Cases: 2	Maximum Business Days Open:	145
HCM HR	Average Business Days Open :	50
Cases: 4	Maximum Business Days Open:	156
HCM Payroll	Average Business Days Open :	78
Cases: 21	Maximum Business Days Open:	156
HCM Time & Labor	Average Business Days Open :	71
Cases: 3	Maximum Business Days Open:	78
Help Desk	Average Business Days Open :	17
Cases: 30	Maximum Business Days Open:	49
Imaging/Scanning	Average Business Days Open :	32
Cases: 2	Maximum Business Days Open:	35
IT/Telecom Purchasing	Average Business Days Open :	7
Cases: 2	Maximum Business Days Open:	7
OK.Gov (NIC)	Average Business Days Open :	55
Cases: 3	Maximum Business Days Open:	95
Operations	Average Business Days Open :	13
Cases: 5	Maximum Business Days Open:	29
PC Support	Average Business Days Open :	21
Cases: 15	Maximum Business Days Open:	48
Purchasing	Average Business Days Open :	46
Cases: 26	Maximum Business Days Open:	156
Quality Assurance	Average Business Days Open :	52
Cases: 1	Maximum Business Days Open:	52
Security (OSF Information Security)	Average Business Days Open :	32
Cases: 5	Maximum Business Days Open:	56
Security (Peoplesoft)	Average Business Days Open :	30
Cases: 1	Maximum Business Days Open:	30
Server	Average Business Days Open :	21
Cases: 17	Maximum Business Days Open:	50
Systems	Average Business Days Open :	52
Cases: 3	Maximum Business Days Open:	57
Technical & Program Development	Average Business Days Open :	110
Cases: 250	Maximum Business Days Open:	156
Treasurer	Average Business Days Open :	13
Cases: 3	Maximum Business Days Open:	21
Vendors	Average Business Days Open :	54
Cases: 14	Maximum Business Days Open:	144
VOICE	Average Business Days Open :	3
Cases: 7	Maximum Business Days Open:	3

Agency Statistics

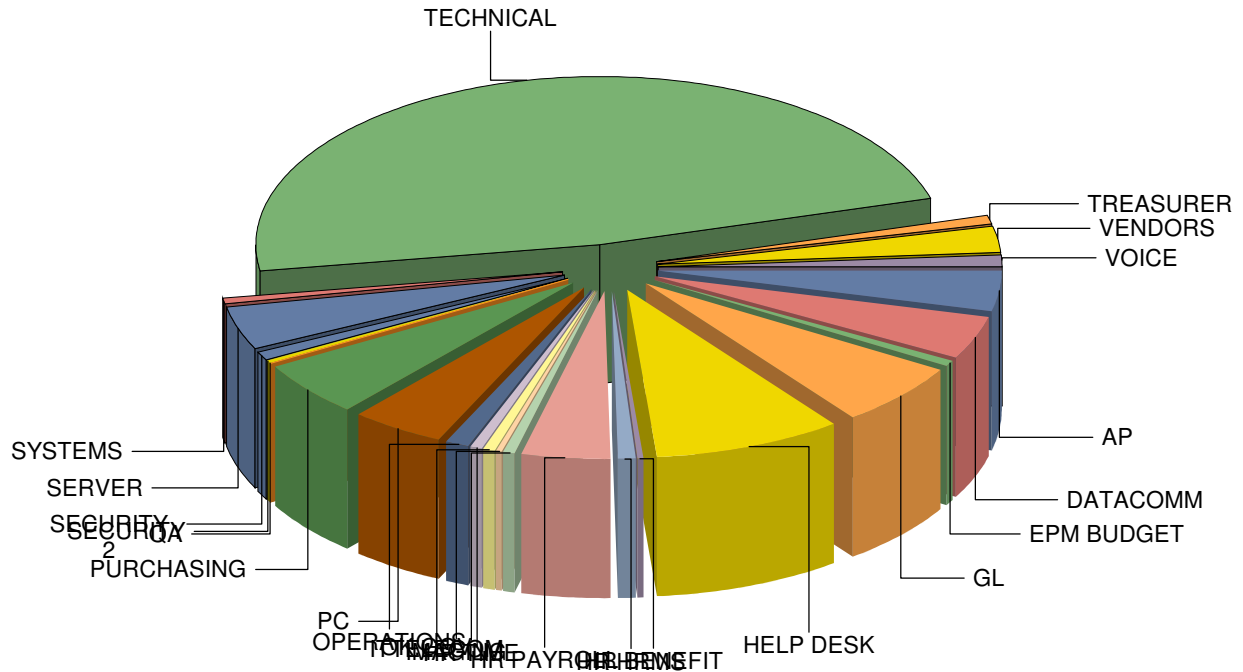
Top Agencies Reporting Cases - Year to Date

09000 - Office of State Finance	61
83000 - Department of Human Services	43
34000 - Department of Health	14
65000 - Department of Veterans Affairs	14
58000 - Department of Central Services	11
80700 - Health Care Authority	11
80700 - Oklahoma Health Care Authority	11
34500 - Department of Transportation	10
45200 - Mental Health & Subst Abuse Sv	10
58500 - Department of Public Safety	9

Top Agencies Reporting Cases - Month to Date

09000 - Office of State Finance	61
83000 - Department of Human Services	43
34000 - Department of Health	14
65000 - Department of Veterans Affairs	14
58000 - Department of Central Services	11
80700 - Health Care Authority	11
80700 - Oklahoma Health Care Authority	11
34500 - Department of Transportation	10
45200 - Mental Health & Subst Abuse Sv	10
58500 - Department of Public Safety	9

Open Cases by Group and Assignee



VOICE

Field,Tech	7
Working	7
Resolve Same Day	7
Production - System Affected	7

VENDORS

Pending,(Vendor)	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Dvorak,Julia L	13
New	9
Resolve Five Business Days	7
Production - System Affected	7
Resolve Same Day	2
Production - System Affected	2
Reopened	3
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1

TREASURER

Pending,(Treasurer)	3
New	3
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	1
Production - System Affected	1
Cosby,Lee	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

TECHNICAL

Walters,Theresa D	14
New	5
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	1
Production - System Affected	1
Target Date takes priority	2
Production - System Affected	2
Reopened	2
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
Researching	1

Resolve Five Business Days	1
Production - System Affected	1
Working	6
Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	4
Production - System Affected	4
Troutman,Steven R	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Stewart III,Ernest H	13
New	9
Resolve Five Business Days	9
Production - System Affected	9
Researching	1
Resolve Five Business Days	1
Production - System Affected	1
Working	3
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	1
Production - System Affected	1
Sonaggera,Michael A	16
New	13
One Hour Emergency	1
Production - System Affected	1
Resolve Five Business Days	8
Production - System Affected	8
Resolve Same Day	4
Production - System Affected	4
Working	3
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	2
Production - System Affected	2
Sellers,Gary W	2
New	2
Resolve Five Business Days	2
Production - System Affected	2
Sathyaveera,Sanjayraj	3
New	3
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	2
Production - System Affected	2
Rennels,Bonnie	3
New	2
Resolve Five Business Days	2
Production - System Affected	2
Working	1
Resolve Five Business Days	1

Production - System Affected	1
Reghunathan,Valsamma	10
New	6
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	3
Production - System Affected	3
Reopened	2
Resolve Five Business Days	2
Production - System Affected	2
Working	2
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	1
Production - System Affected	1
Pending,(Technical AppDev - IBM)	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Pending,(Technical AppDev - HCM)	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Pending,(Technical AppDev - FIN)	4
New	3
Resolve Five Business Days	3
Production - System Affected	3
Reopened	1
Resolve Same Day	1
Production - System Affected	1
Pending,(Technical AppDev - ENV)	7
New	6
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	3
Production - System Affected	3
Reopened	1
Resolve Same Day	1
Production - System Affected	1
Parekh,Richard R	3
New	2
Resolve Five Business Days	2
Production - System Affected	2
Researching	1
Resolve Same Day	1
Production - System Affected	1
Motte,Nita R	9
New	6
Resolve Five Business Days	2
Production - System Affected	2

Resolve Same Day	4
Production - System Affected	4
Working	3
Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	1
Production - System Affected	1
McKeithan,Lisa M	21
New	13
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	7
Production - System Affected	7
Resolve Same Day	4
Production - System Affected	4
Target Date takes priority	1
Production - System Affected	1
Working	8
Research - 30 Calendar Days	3
Production - System Affected	3
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	3
Production - System Affected	3
Lopez,Pete A	4
New	3
Resolve Five Business Days	3
Production - System Affected	3
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Lee,Barbara J	3
New	3
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	1
Production - System Affected	1
Jorski,Michael J	38
New	29
Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	14
Production - System Affected	13
Quality Assurance System	1
Resolve Same Day	12
Production - System Affected	12
Target Date takes priority	1
Production - System Affected	1
Reopened	4
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	2

Production - System Affected	2
Researching	1
Target Date takes priority	1
Production - System Affected	1
Working	4
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	2
Production - System Affected	2
Fitzpatrick,Danny W	13
New	10
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	8
Production - System Affected	8
Resolve Same Day	1
Production - System Affected	1
Reopened	1
Resolve Same Day	1
Production - System Affected	1
Working	2
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	1
Production - System Affected	1
Croom,Jackie	4
New	2
Resolve Five Business Days	2
Production - System Affected	2
Working	2
Resolve Five Business Days	2
Production - System Affected	2
Carneiro,Rhonda R	23
New	11
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	7
Production - System Affected	7
Resolve Same Day	3
Production - System Affected	3
Reopened	4
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	2
Production - System Affected	2
Researching	2
Research - 30 Calendar Days	1
Production - System Affected	1

Resolve Five Business Days	1
Production - System Affected	1
Working	6
Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	4
Production - System Affected	4
Cantrell,Fred L	72
New	29
Research - 30 Calendar Days	7
Production - System Affected	7
Resolve Five Business Days	15
Production - System Affected	15
Resolve Same Day	1
Production - System Affected	1
Target Date takes priority	6
Production - System Affected	6
Reopened	6
Research - 30 Calendar Days	4
Development System	1
Production - System Affected	3
Resolve Five Business Days	2
Production - System Affected	2
Researching	7
Resolve Five Business Days	6
Production - System Affected	6
Target Date takes priority	1
Production - System Affected	1
Working	30
Research - 30 Calendar Days	13
Production - System Affected	13
Resolve Five Business Days	17
Production - System Affected	17
Burge,Herman Earl	4
New	3
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	2
Production - System Affected	2
Researching	1
Resolve Same Day	1
Production - System Affected	1
Bowman,Rita M	6
New	5
Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1

Production - System Affected	1
------------------------------	---

SYSTEMS

Shackelford,Cynthia D	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Pennington,Stephen D	3
New	3
Resolve Five Business Days	3
Production - System Affected	3

SERVER

Yoder,Walter C	5
New	4
Research - 30 Calendar Days	1
Quality Assurance System	1
Resolve Five Business Days	3
Production - System Affected	3
Reopened	1
One Hour Emergency	1
Production - System Affected	1
Wiley,David L	3
New	2
Resolve Five Business Days	2
Production - System Affected	2
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Ray,Mike	5
New	5
Resolve Five Business Days	4
Production - System Affected	4
Target Date takes priority	1
Development System	1
Lynn,Dorothy J	1
New	1
Resolve Same Day	1
Production - System Affected	1
Howard,Bob Eugene	3
New	1
Resolve Five Business Days	1
Production - System Affected	1
Researching	1
Target Date takes priority	1
Production - System Affected	1
Waiting on Customer	1
Resolve Five Business Days	1
Production - System Affected	1

Hinkle,Jonathan David	6
New	1
Resolve Five Business Days	1
Production - System Affected	1
Researching	2
Resolve Five Business Days	1
Production - System Affected	1
Target Date takes priority	1
Production - System Affected	1
Working	3
Resolve Five Business Days	3
Production - System Affected	3

SECURITY 2

Pending,(Information Security)	4
New	4
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	1
Production - System Affected	1
Ontko,Kenneth W	1
New	1
Resolve Same Day	1
Production - System Affected	1

SECURITY

Belinski,Linda M	1
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1

QA

Postman,Maria T	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

PURCHASING

Pending,(Purchasing)	8
New	5
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	1
Production - System Affected	1
Reopened	3
Resolve Five Business Days	3

Production - System Affected	3
McMeans,Billy D	2
New	2
Resolve Five Business Days	2
Production - System Affected	2
Maxwell,Ronney K	16
New	6
Resolve Five Business Days	5
Production - System Affected	5
Resolve Same Day	1
Production - System Affected	1
Reopened	3
Resolve Five Business Days	2
Production - System Affected	2
Target Date takes priority	1
Production - System Affected	1
Researching	1
Resolve Five Business Days	1
Production - System Affected	1
Working	6
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	1
Production - System Affected	1
Lovell,Laura M	3
New	2
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Adkinson,Mark N	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

PC

Shelton,Mark	6
New	6
Resolve Five Business Days	4
Production - System Affected	4
Target Date takes priority	2
Production - System Affected	2
Rowe,Ron F	4
New	3
Resolve Five Business Days	2

Production - System Affected	2
Target Date takes priority	1
Production - System Affected	1
Working	1
Research - 30 Calendar Days	1
Production - System Affected	1
Pruitt,Don E	4
New	4
Resolve Five Business Days	3
Production - System Affected	3
Target Date takes priority	1
Production - System Affected	1
Pending,(PC Support)	7
New	7
Resolve Five Business Days	7
Production - System Affected	7
Hicks,Larry R	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Grigsby,Linda S	4
New	4
Resolve Five Business Days	4
Production - System Affected	4

OPERATIONS

Shackelford,Cynthia D	2
New	1
Resolve Same Day	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Pending,(Operations)	4
New	4
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	2
Production - System Affected	2

OK.GOV

Cole,Shauna	3
New	3
Resolve Five Business Days	3
Production - System Affected	3

ITTELECOM

Pending,(IT / Telecom)	2
------------------------	---

New	2
Resolve Five Business Days	2
Production - System Affected	2
Owen,Alana L	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

IMAGING

Landers,Aaron Floyd Kritz	2
New	2
Resolve Five Business Days	2
Production - System Affected	2

HR TIME

Wilson,Tina C	3
New	3
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	1
Production - System Affected	1

HR PAYROLL

Wilson,Tina C	3
New	2
Resolve Same Day	2
Production - System Affected	2
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Minson,Hanh M	9
New	8
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	7
Production - System Affected	7
Reopened	1
Resolve Same Day	1
Production - System Affected	1
Hicks,Lucille M	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Barton,Carol J	10
New	7
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	4

Production - System Affected	4
Resolve Same Day	2
Production - System Affected	2
Working	3
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	2
Production - System Affected	2

HR HRMS

Morrow,Leann L	5
Reopened	1
Resolve Same Day	1
Production - System Affected	1
Researching	2
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
Waiting on Customer	1
Resolve Same Day	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1

HR BENEFIT

Barton,Carol J	2
New	1
Resolve Same Day	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1

HELP DESK

Mott,Judi	17
New	15
Resolve Five Business Days	12
Production - System Affected	12
Resolve Same Day	1
Production - System Affected	1
Target Date takes priority	2
Production - System Affected	2
Waiting on Customer	2
Resolve Five Business Days	1
Production - System Affected	1

Target Date takes priority	1
Production - System Affected	1
Miller,Rodger Dean	8
New	8
Resolve Five Business Days	5
Production - System Affected	5
Resolve Same Day	3
Production - System Affected	3
Hall III,Drew M	3
New	3
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
Target Date takes priority	1
Production - System Affected	1
Hager,Kirk K	4
New	4
Resolve Five Business Days	4
Production - System Affected	4
DeVaughan,Blake D	11
New	11
Resolve Five Business Days	5
Production - System Affected	5
Resolve Same Day	6
Production - System Affected	6
Anderson,Jon K	7
New	7
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	5
Production - System Affected	4
Stage System	1
Resolve Same Day	1
Production - System Affected	1

GL

Turner,Loren B	12
New	5
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	4
Production - System Affected	4
Reopened	4
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	2
Production - System Affected	2
Working	3
Research - 30 Calendar Days	2

Production - System Affected	2
Resolve Five Business Days	1
Production - System Affected	1
Trail,Robin S	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Thomason,Daniel L	7
New	7
Resolve Five Business Days	7
Production - System Affected	7
Pratt,Jennie L	11
New	9
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	8
Production - System Affected	8
Reopened	2
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	1
Production - System Affected	1
Pending,(General Ledger)	3
New	1
Resolve Five Business Days	1
Production - System Affected	1
Working	2
Research - 30 Calendar Days	2
Production - System Affected	2
LeFlore,Jennifer B	2
New	2
Resolve Five Business Days	2
Production - System Affected	2

EPM BUDGET

Manek,Brandy J	1
New	1
Target Date takes priority	1
Production - System Affected	1
LeFlore,Jennifer B	2
New	1
Resolve Five Business Days	1
Production - System Affected	1
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1

DATACOMM

Pending,(Data Communications)	4
-------------------------------	---

New	4
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	1
Production - System Affected	1
Morgan,Jayson E	8
New	7
Resolve Five Business Days	7
Production - System Affected	7
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Kiker,Michael L	9
New	9
One Hour Emergency	1
Production - System Affected	1
Resolve Five Business Days	5
Production - System Affected	5
Resolve Same Day	3
Production - System Affected	3
Bruxvoort,Andrew J	3
New	3
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	1
Production - System Affected	1

AP

Turner,Loren B	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Pending,(Accounts Payable)	5
New	5
Resolve Five Business Days	5
Production - System Affected	5
Garcia,Patricia J	13
New	9
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	8
Production - System Affected	8
Reopened	3
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	1
Production - System Affected	1
Researching	1
Target Date takes priority	1
Production - System Affected	1

Bolander,Brenda C	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Adkinson,Mark N	2
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Working	1
Research - 30 Calendar Days	1
Development System	1