



End of Day Report

November 19, 2009 *through* November 19, 2009

Total Days in Report: 1

Activity Information

Daily Activity

Cases Assigned	
Accounts Payable	1
App Development FIN	2
Data Communications	2
EPM Budget	2
HCM Benefits	1
HCM HR	26
HCM Payroll	6
Help Desk (OSF)	98
Imaging/Scanning	1
PC Support	15
Quality Assurance	1
Security (OSF Information Security)	7
Security (Peoplesoft)	1
Server	8
Treasurer	1
Vendors	1
Voice	18
	191

Cases Closed

Accounts Payable	1
App Development FIN	2
App Development IBM	1
Customer Service	1
EPM Budget	1
HCM Benefits	2
HCM HR	69
HCM Payroll	10
HCM Time & Labor	1
Help Desk (OSF)	80
OK.Gov (NIC)	1
PC Support	10
Purchasing	1
Security (OSF Information Security)	7
Security (Peoplesoft)	2
Server	15
Voice	21
Web Portal	4
	229

Service Interruptions Reported

Cases out of SLA

486

Opened Year to Date

36,332

Closed Year to Date

36,139

Violations of Service Level Agreement

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

Accountancy Board Support Group	20	Pending,(Data Communications)	2	PeopleSoft Training	1
Carlin,Jeff	6 *	Rimmer,Terry M	1	Robards,Jeanie J	1
Cole,Shauna	6	EPM Budget	2	Project Management Office	1
Not listed - check case	8	Leflore,Jennifer B	1	Collier,Sherry L	1
Accounts Payable	8	Trail,Robin S	1	Purchasing	20
Garcia,Patricia J	8	General Ledger	10	Maxwell,Ronney K	12
App Development ENV	23	Thomason,Daniel L	7	Not listed - check case	6
Jorski,Mike J	15	Turner,Loren B	3	Wall-Daughtry,Kathy	2
Parekh,Sha R	5	HCM Benefits	6	Quality Assurance	9
Sellers,Gary W	3	Bejarano,Ed	1	Thomasson,OW W	9
App Development FIN	44	Not listed - check case	1	Security (OSF Information Security)	2
Bowman,Rita M	7	Pfenning,Maggie	3	Pending,(Information Security)	1
Carneiro,Rhonda R	12	Wilson,Tina C	1	Schlichting,John R	1
Fitzpatrick,Danny W	2	HCM HR	1	Security (Peoplesoft)	3
Lee,Barbara J	4	Binegar,Alan Martin	1	Belinski,Linda M	2
Lopez,Pete A	6	HCM Payroll	21	Pending,(PeopleSoft Security)	1
Not listed - check case	6	Bejarano,Ed	3	Server	68
Pending,(Technical AppDev - FIN)	2	Not listed - check case	17	Barnett,Josh Caleb	3
Sonaggera,Mike A	5	Wilson,Tina C	1	Cherian,Christo R	20
App Development HCM	47	HCM Time & Labor	6	Hale,Bryan L	1
Burge,Herman Earl	6	Bejarano,Ed	2	Not listed - check case	1
Motte,Nita R	7	Not listed - check case	4	Pending,(Server Group)	3
Reghunathan,Valsa	3	Help Desk (OSF)	26	Ray,Mike	21
Tatum,Mike	7	DeVaughan,Blake D	3 *	Testerman,Eric W	4
Walters,Theresa D	24	Doe,Doug	2 *	Wallace,Nick J	7
App Development IBM	11	Hall,Drew	5	Yoder,Walter C	8
Large,Elizabeth J	7	Hanner,Terri L	1 *	Systems	7
Troutman,Steve R	4	Not listed - check case	15	Hopkins,Carlos O	3 *
AR-BILLING	1	HR-OPM	2	Pending,(Systems - Mainframe)	1
Not listed - check case	1	Not listed - check case	2	Shackelford,Cyndi D	1
ARRA	1	Imaging/Scanning	2	Swart,Eleanor J	2
Paulson,Sammy S	1	Anderson,Jon K	2 *	Treasurer	4
Budget Division (Capitol)	32	IT/Telecom Purchasing	1	Pending,(Treasurer)	4
Asberry Jr.,Larry D	9	Owen,Alana L	1	Voice	17
Geiger,Jill	3	OK.Gov (NIC)	3	Field,Tech	2
Manek,Brandy J	8	Cole,Shauna	2	Moore,Michael	1
Pending,(Budget)	11	Meadows,Katie	1	Not listed - check case	6
Trail,Robin S	1	Open Books	5	Walker,Bob E	8
BUSINESSAN	14	Campbell,Derek G	3	Web Portal	5
McKeithan,Lisa M	14	McKeithan,Lisa M	1	Doe,Doug	4
Cabling Infrastructure	1	Pratt,Jennie L	1	Pending,(Web Design)	1
Pending,(Cabling Infrastructure)	1	PC Support	41		
Customer Service	7	Grigsby,Linda S	9		
Hall,Drew	2 *	Hicks,Larry R	2		
Hicks,Larry R	2	Lugo,Doug	5		
McKeithan,Lisa M	1	Nguyen,Hans	2		
Robards,Jeanie J	2	Not listed - check case	2		
Data Communications	13	Pruitt,Don E	3		
Bruxvoort,Andrew J	4	Rowe,Ron F	4		
Kiker,Michael L	6	Shelton,Mark	14		