



# End of Day Report

April 08, 2008 *through* April 08, 2008

Total Days in Report: 1

## Activity Information

### Daily Activity

Cases Assigned	
Accounts Payable	3
Data Communications	9
General Ledger	1
HCM HR	31
HCM Payroll	7
HCM Time & Labor	3
Help Desk (OSF)	44
IT/Telecom Purchasing	1
PC Support	8
Purchasing	5
Security (Peoplesoft)	1
Server	6
Technical & Program Development	5
Vendors	5
VOICE	15
Web Portal	1
<b>Total</b>	<b>145</b>

Cases Closed	
Accounts Payable	3
Data Communications	12
General Ledger	2
HCM HR	28
HCM Payroll	7
HCM Time & Labor	3
Help Desk (OSF)	49
IT/Telecom Purchasing	1
PC Support	2
Purchasing	9
Security (Peoplesoft)	1
Server	4
Technical & Program Development	6
Vendors	2
VOICE	20
<b>Total</b>	<b>149</b>

Closed Year to Date	
Accounts Payable	211
Data Communications	258
EPM Budget	41
General Ledger	113
HCM Benefits	50
HCM HR	1558
HCM Payroll	661
HCM Time & Labor	85
Help Desk (OSF)	2352
Imaging/Scanning	3
IT/Telecom Purchasing	63
OK.Gov (NIC)	1
Operations	26
PC Support	448
Purchasing	243
Security (OSF Information Security)	23
Security (Peoplesoft)	113
Server	402
Systems	81
Technical & Program Development	362
Treasurer	14
Vendors	114
VOICE	1224
Web Portal	11
<b>Total</b>	<b>8457</b>

# Open Case Summary Information

## Open Case - By Severity

(All Cases)

One Hour Emergency	7
Research - 30 Calendar Days	60
Resolve Five Business Days	428
Resolve in Ten Minutes	1
Resolve Same Day	125
Target Date takes priority	58
<b>Total Open:</b>	<b>679</b>

## Open Case - By Case Type

(All Cases)

Application	316
Correct History	18
Customer Service	2
Data Communications	20
Development	125
Documentation	1
Help Desk	40
Imaging/Scanning	3
New Employee	36
PC Support	47
Server Support	58
Systems Cases	3
Terminated Employee	2
Voice Communications	5
WEB	3
<b>Total Open:</b>	<b>679</b>

## Open Case Distribution - By Group

(Excluding Development Cases)

## Violations of Service Level Agreement

(All Cases)

Accounts Payable	20
Data Communications	20
EPM Budget	2
General Ledger	24
HCM Benefits	3
HCM HR	6
HCM Payroll	7
HCM Time & Labor	6
Help Desk (OSF)	45
Imaging/Scanning	4
IT/Telecom Purchasing	9
OK.Gov (NIC)	12
PC Support	52
Purchasing	17
Quality Assurance	1
Security (OSF Information Security)	2
Security (Peoplesoft)	4
Server	79
Systems	8
Technical & Program Development	175
Treasurer	8
Vendors	21
VOICE	5
Web Portal	1

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Accounts Payable	Average Business Days Open :	54
Cases: 15	Maximum Business Days Open:	152
Data Communications	Average Business Days Open :	36
Cases: 16	Maximum Business Days Open:	111
EPM Budget	Average Business Days Open :	41
Cases: 2	Maximum Business Days Open:	69
General Ledger	Average Business Days Open :	159
Cases: 23	Maximum Business Days Open:	225
HCM Benefits	Average Business Days Open :	15
Cases: 1	Maximum Business Days Open:	15
HCM HR	Average Business Days Open :	28
Cases: 1	Maximum Business Days Open:	28
HCM Payroll	Average Business Days Open :	81
Cases: 7	Maximum Business Days Open:	220
HCM Time & Labor	Average Business Days Open :	87
Cases: 5	Maximum Business Days Open:	147
Help Desk (OSF)	Average Business Days Open :	34
Cases: 26	Maximum Business Days Open:	97
Imaging/Scanning	Average Business Days Open :	44
Cases: 4	Maximum Business Days Open:	104
IT/Telecom Purchasing	Average Business Days Open :	16
Cases: 7	Maximum Business Days Open:	21
OK.Gov (NIC)	Average Business Days Open :	53
Cases: 9	Maximum Business Days Open:	164
PC Support	Average Business Days Open :	35
Cases: 24	Maximum Business Days Open:	117
Purchasing	Average Business Days Open :	75
Cases: 19	Maximum Business Days Open:	218
Quality Assurance	Average Business Days Open :	121
Cases: 1	Maximum Business Days Open:	121
Security (OSF Information Security)	Average Business Days Open :	14
Cases: 2	Maximum Business Days Open:	22
Security (Peoplesoft)	Average Business Days Open :	53
Cases: 3	Maximum Business Days Open:	99
Server	Average Business Days Open :	40
Cases: 31	Maximum Business Days Open:	107
Systems	Average Business Days Open :	72
Cases: 8	Maximum Business Days Open:	126
Technical & Program Development	Average Business Days Open :	153
Cases: 253	Maximum Business Days Open:	225
Treasurer	Average Business Days Open :	56
Cases: 8	Maximum Business Days Open:	80
Vendors	Average Business Days Open :	51
Cases: 16	Maximum Business Days Open:	161
VOICE	Average Business Days Open :	2
Cases: 2	Maximum Business Days Open:	2

# Agency Statistics

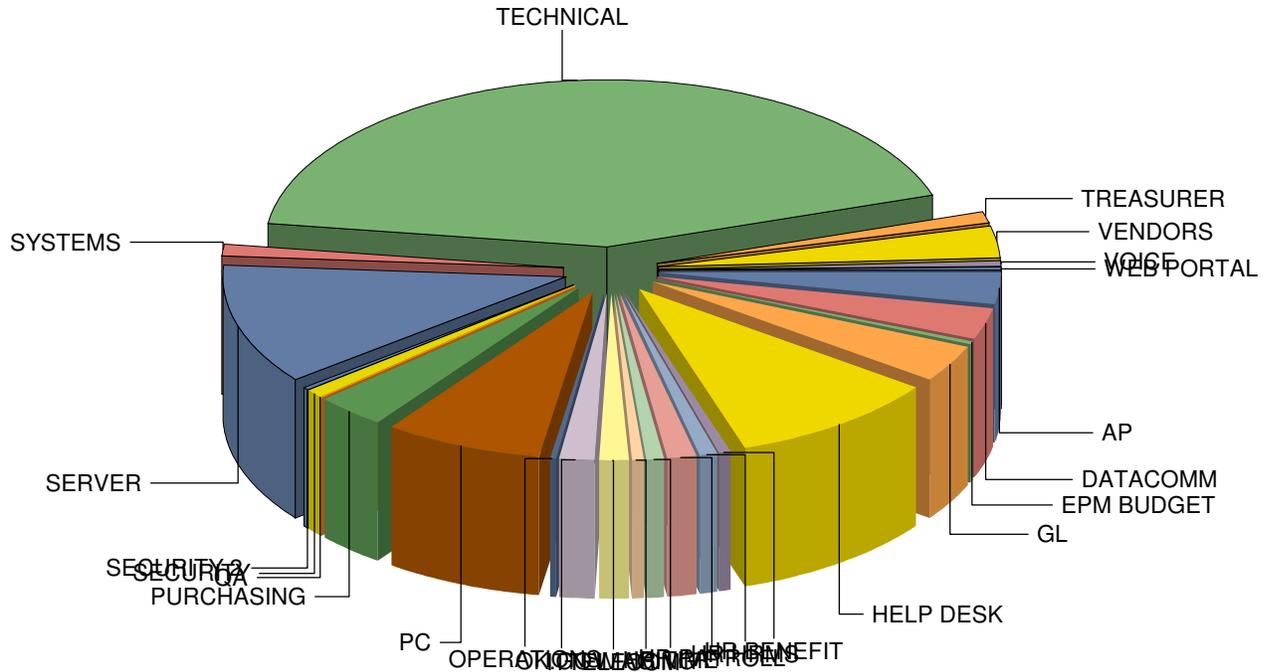
## Top Agencies Reporting Cases - Year to Date

09000 - Office of State Finance	2043
83000 - Department of Human Services	854
13100 - Department of Corrections	428
45200 - Mental Health & Subst Abuse Sv	290
34000 - Department of Health	285
65000 - Department of Veterans Affairs	266
34500 - Department of Transportation	259
58000 - Department of Central Services	225
58500 - Department of Public Safety	211
80500 - Dept of Rehabilitation Service	168

## Top Agencies Reporting Cases - Month to Date

09000 - Office of State Finance	257
83000 - Department of Human Services	110
13100 - Department of Corrections	56
45200 - Mental Health & Subst Abuse Sv	34
34500 - Department of Transportation	29
65000 - Department of Veterans Affairs	27
34000 - Department of Health	26
54800 - Office of Personnel Management	24
58500 - Department of Public Safety	21
80700 - Health Care Authority	20

# Open Cases by Group and Assignee



## WEB PORTAL

Hall III,Drew M	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

## VOICE

Thomas,Cheri	1
Working	1
Resolve Same Day	1
Production - System Affected	1
Pending,(Voice)	4
New	4
Resolve in Ten Minutes	1
Production - System Affected	1
Resolve Same Day	3
Production - System Affected	3

## VENDORS

Pending,(Vendor)	6
New	5
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	1
Production - System Affected	1

Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Dvorak,Julia L	15
New	12
One Hour Emergency	1
Production - System Affected	1
Resolve Five Business Days	8
Production - System Affected	8
Resolve Same Day	3
Production - System Affected	3
Reopened	3
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	1
Production - System Affected	1

## TREASURER

Pending,(Treasurer)	7
New	7
One Hour Emergency	1
Production - System Affected	1
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	2
Production - System Affected	2
Cosby,Lee	1
New	1

Resolve Same Day	1
Production - System Affected	1

## TECHNICAL

Walters,Theresa D	11
New	6
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	3
Production - System Affected	3
Researching	2
Resolve Five Business Days	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
Stewart III,Ernest H	21
New	16
Resolve Five Business Days	15
Production - System Affected	15
Resolve Same Day	1
Production - System Affected	1
Reopened	1
Resolve Same Day	1
Production - System Affected	1
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	8
New	7
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	4
Production - System Affected	4
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Sellers,Gary W	2
New	2
Resolve Five Business Days	2
Production - System Affected	2
Sathyaveera,Sanjayraj	3
New	1

Resolve Same Day	1
Production - System Affected	1
Researching	1
Target Date takes priority	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Rennels,Bonnie	21
New	19
Resolve Five Business Days	19
Production - System Affected	19
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Reghunathan,Valsamma	7
New	4
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	1
Production - System Affected	1
Reopened	1
Resolve Five Business Days	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
Pending,(Technical AppDev - IBM)	6
New	5
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	1
Production - System Affected	1
Working	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)	3
New	2
One Hour Emergency	1
Production - System Affected	1
Resolve Five Business Days	1

Production - System Affected	1
Reopened	1
Resolve Same Day	1
Production - System Affected	1
Pending,(Technical AppDev - ENV)	1
New	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	6
New	4
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	3
Production - System Affected	3
Researching	1
Resolve Five Business Days	1
Production - System Affected	1
Working	1
Research - 30 Calendar Days	1
Production - System Affected	1
McKeithan,Lisa M	18
New	10
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	6
Production - System Affected	6
Resolve Same Day	2
Production - System Affected	2
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	7
New	4
Resolve Five Business Days	4
Production - System Affected	4
Reopened	2
Resolve Five Business Days	2
Production - System Affected	2
Working	1

Resolve Five Business Days	1
Production - System Affected	1
Lee,Barbara J	6
New	6
Resolve Five Business Days	5
Production - System Affected	5
Resolve Same Day	1
Production - System Affected	1
Jorski,Michael J	41
New	34
Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	19
Production - System Affected	18
Quality Assurance System	1
Resolve Same Day	11
Production - System Affected	11
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
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	12
New	10
Resolve Five Business Days	8
Production - System Affected	8
Resolve Same Day	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
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	19
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	3
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	2
Production - System Affected	2
Researching	1
Resolve Five Business Days	1
Production - System Affected	1
Working	5
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	4
Production - System Affected	4
Cantrell,Fred L	84
New	41
Research - 30 Calendar Days	6
Production - System Affected	6
Resolve Five Business Days	22
Production - System Affected	22
Resolve Same Day	6
Production - System Affected	6
Target Date takes priority	7
Production - System Affected	7
Reopened	5
Research - 30 Calendar Days	3
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	31
Research - 30 Calendar Days	13
Production - System Affected	13
Resolve Five Business Days	18
Production - System Affected	18
Burge,Herman Earl	1
New	1
Resolve Same Day	1
Production - System Affected	1
Bowman,Rita M	6
New	4

Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	2
Production - System Affected	2
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1

## SYSTEMS

Swart,Eleanor J	3
Researching	1
Resolve Same Day	1
Production - System Affected	1
Working	2
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
Shackelford,Cynthia D	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Pennington,Stephen D	2
New	2
Resolve Five Business Days	2
Production - System Affected	2
Pending,(Systems - Printing)	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Marshall,David J	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

## SERVER

Yoder,Walter C	43
New	32
Resolve Five Business Days	27
Production - System Affected	27
Resolve Same Day	4
Production - System Affected	4
Target Date takes priority	1
Production - System Affected	1
Waiting on Customer	7
Target Date takes priority	7

Production - System Affected	7
Working	4
Resolve Five Business Days	1
Production - System Affected	1
Target Date takes priority	3
Production - System Affected	3
Wiley,David L	7
New	5
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	4
Production - System Affected	4
Researching	1
Resolve Same Day	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Ray,Mike	6
New	5
One Hour Emergency	1
Production - System Affected	1
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	2
Production - System Affected	2
Target Date takes priority	1
Development System	1
Working	1
Target Date takes priority	1
Production - System Affected	1
Lynn,Dorothy J	4
New	3
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	2
Production - System Affected	2
Reopened	1
Resolve Same Day	1
Production - System Affected	1
Howard,Bob Eugene	9
Researching	1
Resolve Five Business Days	1
Production - System Affected	1
Waiting on Customer	2
Resolve Five Business Days	2
Production - System Affected	2
Working	6
Resolve Five Business Days	3
Production - System Affected	3
Target Date takes priority	3
Production - System Affected	3

Hinkle,Jonathan David	9
New	1
Resolve Same Day	1
Production - System Affected	1
Researching	2
Research - 30 Calendar Days	1
Production - System Affected	1
Target Date takes priority	1
Production - System Affected	1
Working	6
Resolve Five Business Days	6
Production - System Affected	6
Glover,Jim R	3
New	2
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	1
Production - System Affected	1
Working	1
Target Date takes priority	1
Production - System Affected	1

## SECURITY 2

Schlichting,John R	1
New	1
Resolve Same Day	1
Production - System Affected	1
Pending,(Information Security)	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

## SECURITY

Belinski,Linda M	4
New	3
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	1
Production - System Affected	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)	3
New	3
Resolve Five Business Days	3
Production - System Affected	3
Paulson,Sammy S	1
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
McMeans,Billy D	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Maxwell,Ronney K	16
New	7
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	4
Production - System Affected	4
Reopened	3
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	1
Production - System Affected	1
Target Date takes priority	1
Production - System Affected	1
Researching	1
Resolve Five Business Days	1
Production - System Affected	1
Waiting on Customer	1
Resolve Five Business Days	1
Production - System Affected	1
Working	4
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	3
Production - System Affected	3
Lovell,Laura M	1
Reopened	1
Research - 30 Calendar Days	1
Production - System Affected	1

# PC

Shelton,Mark	2
New	1
Resolve Five Business Days	1
Production - System Affected	1
Working	1

Resolve Five Business Days	1
Production - System Affected	1
Rowe,Ron F	11
New	3
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	1
Production - System Affected	1
Researching	2
Research - 30 Calendar Days	2
Production - System Affected	2
Waiting on Customer	2
Research - 30 Calendar Days	2
Production - System Affected	2
Working	4
Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	2
Production - System Affected	2
Pruitt,Don E	6
New	6
Resolve Five Business Days	3
Production - System Affected	3
Target Date takes priority	3
Production - System Affected	3
Pending,(PC Support)	4
New	4
Resolve Five Business Days	4
Production - System Affected	4
Lugo,Doug	14
New	12
Resolve Five Business Days	10
Production - System Affected	10
Resolve Same Day	1
Production - System Affected	1
Target Date takes priority	1
Production - System Affected	1
Waiting on Customer	1
Resolve Five Business Days	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Hicks,Larry R	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Grigsby,Linda S	14
New	14
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	11

Production - System Affected	11
Resolve Same Day	1
Production - System Affected	1
Target Date takes priority	1
Production - System Affected	1

## OPERATIONS

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

## OK.GOV

Cole,Shauna	12
New	12
One Hour Emergency	1
Quality Assurance System	1
Resolve Five Business Days	6
Production - System Affected	6
Resolve Same Day	4
Production - System Affected	4
Target Date takes priority	1
Production - System Affected	1

## ITTELECOM

Pending,(IT / Telecom)	2
New	2
Resolve Five Business Days	2
Production - System Affected	2
Owen,Alana L	6
New	5
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	1
Production - System Affected	1
Reopened	1
Resolve Same Day	1
Production - System Affected	1
Hall,Jan Johnson	1
Reopened	1
Resolve Same Day	1
Production - System Affected	1

## IMAGING

Lynn,Dorothy J	4
New	4

Resolve Five Business Days	4
Production - System Affected	4

## HR TIME

Wilson,Tina C	4
New	4
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	2
Production - System Affected	2
Robards,Jeanie J	1
New	1
Resolve Same Day	1
Production - System Affected	1
Pfenning,Margaret	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

## HR PAYROLL

Wilson,Tina C	1
New	1
Resolve Same Day	1
Production - System Affected	1
Minson,Hanh M	1
New	1
Resolve Same Day	1
Production - System Affected	1
Hicks,Lucille M	1
New	1
Resolve Same Day	1
Production - System Affected	1
Barton,Carol J	6
New	5
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	4
Production - System Affected	4
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1

## HR HRMS

Pending,(HCM-HR)	3
New	3
Resolve Same Day	3
Production - System Affected	3
Hicks,Lucille M	2

New	2
Resolve Same Day	2
Production - System Affected	2
Binegar,Alan	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

## HR BENEFIT

Pfenning,Margaret	2
New	2
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
Pending,(HCM-Benefits)	1
New	1
Resolve Same Day	1
Production - System Affected	1
Barton,Carol J	1
New	1
Resolve Same Day	1
Production - System Affected	1

## HELP DESK

Mott,Judi	7
New	6
Resolve Five Business Days	4
Production - System Affected	4
Target Date takes priority	2
Production - System Affected	2
Reopened	1
Target Date takes priority	1
Production - System Affected	1
Miller,Rodger Dean	12
New	4
One Hour Emergency	2
Production - System Affected	2
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
Reopened	1
Resolve Same Day	1
Production - System Affected	1
Working	7
Resolve Five Business Days	7
Production - System Affected	7
Hall III,Drew M	1

New	1
Target Date takes priority	1
Production - System Affected	1
Hager,Kirk K	13
New	12
Resolve Five Business Days	12
Production - System Affected	12
Waiting on Customer	1
Resolve Five Business Days	1
Production - System Affected	1
DeVaughan,Blake D	21
New	12
Resolve Five Business Days	6
Production - System Affected	6
Resolve Same Day	6
Production - System Affected	6
Researching	1
Resolve Same Day	1
Production - System Affected	1
Waiting on Customer	2
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
Working	6
Target Date takes priority	6
Production - System Affected	6
Anderson,Jon K	14
New	8
Resolve Five Business Days	1
Production - System Affected	1
Target Date takes priority	7
Production - System Affected	7
Waiting on Customer	6
Resolve Five Business Days	6
Production - System Affected	6

## GL

Turner,Loren B	8
New	6
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	5
Production - System Affected	5
Reopened	1
Resolve Same Day	1
Production - System Affected	1
Working	1
Research - 30 Calendar Days	1
Production - System Affected	1

Thomason,Daniel L	2
New	2
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
Sprague,Roger Lee	1
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Pratt,Jennie L	12
New	11
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	9
Production - System Affected	9
Target Date takes priority	1
Production - System Affected	1
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Pending,(General Ledger)	1
Working	1
Research - 30 Calendar Days	1
Production - System Affected	1
Maxwell,Ronney K	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

## EPM BUDGET

Trail,Robin S	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Stephens,Georgiana R	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Manek,Brandy J	1
New	1
Target Date takes priority	1
Production - System Affected	1

## DATA COMM

Morgan,Jayson E	5
New	5
Resolve Five Business Days	5
Production - System Affected	5

Kiker,Michael L	12
New	10
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	5
Production - System Affected	5
Resolve Same Day	4
Production - System Affected	4
Reopened	2
Resolve Five Business Days	2
Production - System Affected	2
Bruxvoort,Andrew J	3
New	3
Resolve Five Business Days	3
Production - System Affected	3

## AP

Stovall,Debra Ann	5
New	3
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	1
Production - System Affected	1
Reopened	1
Resolve Same Day	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Pending,(Accounts Payable)	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Garcia,Patricia J	13
New	9
Resolve Five Business Days	9
Production - System Affected	9
Reopened	2
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
Researching	1
Target Date takes priority	1
Production - System Affected	1
Working	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

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