



# End of Day Report

April 11, 2008 *through* April 13, 2008

Total Days in Report: 3

## Activity Information

### Daily Activity

Cases Assigned	
Accounts Payable	2
Data Communications	3
EPM Budget	1
General Ledger	1
HCM Benefits	1
HCM HR	16
HCM Payroll	4
HCM Time & Labor	1
Help Desk (OSF)	31
PC Support	3
Purchasing	1
Security (Peoplesoft)	1
Server	2
Systems	1
Technical & Program Development	4
Vendors	1
VOICE	8
Web Portal	1
<b>Total</b>	<b>82</b>

Cases Closed	
Accounts Payable	4
Data Communications	4
HCM Benefits	1
HCM HR	18
HCM Payroll	5
HCM Time & Labor	1
Help Desk (OSF)	27
PC Support	8
Purchasing	19
Security (OSF Information Security)	1
Security (Peoplesoft)	3
Server	3
Systems	1
Technical & Program Development	8
Vendors	1
VOICE	6
<b>Total</b>	<b>110</b>

Closed Year to Date	
Accounts Payable	221
Data Communications	267
EPM Budget	41
General Ledger	114
HCM Benefits	53
HCM HR	1613
HCM Payroll	684
HCM Time & Labor	90
Help Desk (OSF)	2455
Imaging/Scanning	3
IT/Telecom Purchasing	72
OK.Gov (NIC)	1
Operations	26
PC Support	462
Purchasing	285
Security (OSF Information Security)	24
Security (Peoplesoft)	116
Server	429
Systems	84
Technical & Program Development	377
Treasurer	14
Vendors	117
VOICE	1250
Web Portal	13
<b>Total</b>	<b>8811</b>

# Open Case Summary Information

## Open Case - By Severity

(All Cases)

One Hour Emergency	6
Research - 30 Calendar Days	60
Resolve Five Business Days	375
Resolve in Ten Minutes	2
Resolve Same Day	127
Target Date takes priority	58
<b>Total Open:</b>	<b>628</b>

## Open Case - By Case Type

(All Cases)

Application	282
Correct History	16
Customer Service	1
Data Communications	18
Development	126
Documentation	1
Help Desk	39
Imaging/Scanning	4
New Employee	21
PC Support	47
Server Support	53
Systems Cases	3
Terminated Employee	1
Voice Communications	15
WEB	1
<b>Total Open:</b>	<b>628</b>

## Open Case Distribution - By Group

(Excluding Development Cases)

## Violations of Service Level Agreement

(All Cases)

Accounts Payable	19
Data Communications	18
EPM Budget	3
General Ledger	27
HCM Benefits	1
HCM HR	7
HCM Payroll	7
HCM Time & Labor	3
Help Desk (OSF)	40
Imaging/Scanning	5
IT/Telecom Purchasing	1
OK.Gov (NIC)	12
PC Support	49
Purchasing	17
Quality Assurance	1
Security (OSF Information Security)	1
Security (Peoplesoft)	4
Server	59
Systems	9
Technical & Program Development	153
Treasurer	8
Vendors	22
VOICE	14
	480

Accounts Payable	Average Business Days Open :	53
Cases: 16	Maximum Business Days Open:	155
Data Communications	Average Business Days Open :	36
Cases: 17	Maximum Business Days Open:	114
EPM Budget	Average Business Days Open :	44
Cases: 2	Maximum Business Days Open:	72
General Ledger	Average Business Days Open :	156
Cases: 24	Maximum Business Days Open:	228
HCM Benefits	Average Business Days Open :	18
Cases: 1	Maximum Business Days Open:	18
HCM HR	Average Business Days Open :	17
Cases: 2	Maximum Business Days Open:	31
HCM Payroll	Average Business Days Open :	66
Cases: 9	Maximum Business Days Open:	223
HCM Time & Labor	Average Business Days Open :	143
Cases: 3	Maximum Business Days Open:	150
Help Desk (OSF)	Average Business Days Open :	33
Cases: 30	Maximum Business Days Open:	100
Imaging/Scanning	Average Business Days Open :	47
Cases: 4	Maximum Business Days Open:	107
IT/Telecom Purchasing	Average Business Days Open :	6
Cases: 1	Maximum Business Days Open:	6
OK.Gov (NIC)	Average Business Days Open :	51
Cases: 10	Maximum Business Days Open:	167
PC Support	Average Business Days Open :	34
Cases: 25	Maximum Business Days Open:	120
Purchasing	Average Business Days Open :	72
Cases: 17	Maximum Business Days Open:	221
Quality Assurance	Average Business Days Open :	124
Cases: 1	Maximum Business Days Open:	124
Security (OSF Information Security)	Average Business Days Open :	25
Cases: 1	Maximum Business Days Open:	25
Security (Peoplesoft)	Average Business Days Open :	53
Cases: 3	Maximum Business Days Open:	102
Server	Average Business Days Open :	43
Cases: 31	Maximum Business Days Open:	110
Systems	Average Business Days Open :	75
Cases: 8	Maximum Business Days Open:	129
Technical & Program Development	Average Business Days Open :	159
Cases: 246	Maximum Business Days Open:	228
Treasurer	Average Business Days Open :	59
Cases: 8	Maximum Business Days Open:	83
Vendors	Average Business Days Open :	49
Cases: 18	Maximum Business Days Open:	164
VOICE	Average Business Days Open :	2
Cases: 13	Maximum Business Days Open:	4

# Agency Statistics

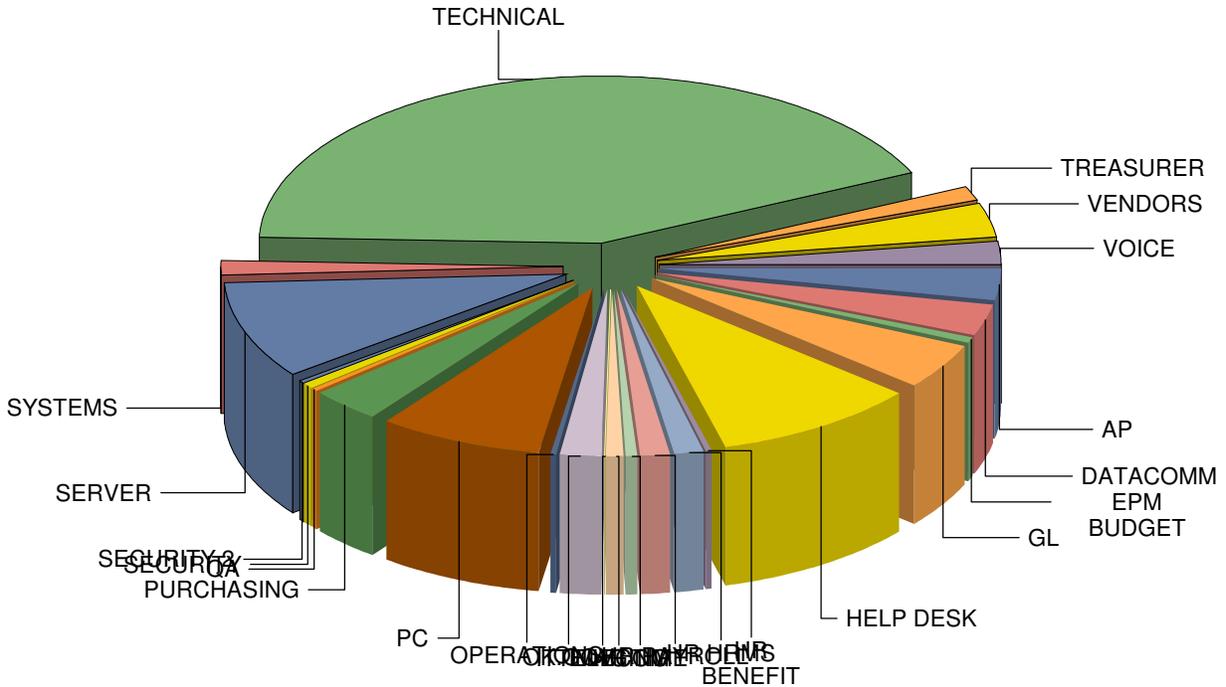
## Top Agencies Reporting Cases - Year to Date

09000 - Office of State Finance	2097
83000 - Department of Human Services	882
13100 - Department of Corrections	456
45200 - Mental Health & Subst Abuse Sv	301
34000 - Department of Health	290
65000 - Department of Veterans Affairs	285
34500 - Department of Transportation	277
58000 - Department of Central Services	228
58500 - Department of Public Safety	219
80500 - Dept of Rehabilitation Service	171

## Top Agencies Reporting Cases - Month to Date

09000 - Office of State Finance	311
83000 - Department of Human Services	138
13100 - Department of Corrections	84
34500 - Department of Transportation	47
65000 - Department of Veterans Affairs	46
45200 - Mental Health & Subst Abuse Sv	45
34000 - Department of Health	31
54800 - Office of Personnel Management	30
58500 - Department of Public Safety	29
56600 - Tourism & Recreation Dept	24

# Open Cases by Group and Assignee



## VOICE

Pending,(Voice)	1
New	1
Resolve in Ten Minutes	1
Production - System Affected	1
Field,Tech	13
New	3
Resolve Same Day	3
Production - System Affected	3
Working	10
Resolve Same Day	10
Production - System Affected	10

## VENDORS

Pending,(Vendor)	6
New	5
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	2
Production - System Affected	2
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Dvorak,Julia L	16
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	4
Resolve Five Business Days	3
Production - System Affected	3
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	10
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New	3
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	2
Production - System Affected	2
Researching	2
Resolve Five Business Days	2
Production - System Affected	2
Working	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
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	7
New	6
Resolve Five Business Days	2
Production - System Affected	2
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	4
New	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
Rennels,Bonnie	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
Reghunathan,Valsamma	8
New	5
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	2
Production - System Affected	2
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)	4
New	4
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	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
Resolve Five Business Days	2
Production - System Affected	2
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	5
New	3
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	7
New	7
Resolve Five Business Days	5
Production - System Affected	5
Resolve Same Day	2
Production - System Affected	2
Jorski,Michael J	39
New	32

Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	18
Production - System Affected	17
Quality Assurance System	1
Resolve Same Day	10
Production - System Affected	10
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	13
New	11
Resolve Five Business Days	9
Production - System Affected	9
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	18
New	9
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	7
Production - System Affected	7
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	4
New	3
Research - 30 Calendar Days	2
Production - System Affected	2
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
Pending,(Systems - Mainframe)	1
New	1
Resolve Same Day	1
Production - System Affected	1
Marshall,David J	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

## SERVER

Yoder,Walter C	22
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	7
Target Date takes priority	7
Production - System Affected	7
Working	3
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	5
New	3
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	2
Production - System Affected	2
Reopened	2
Resolve Five Business Days	1
Production - System Affected	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
Researching	1
Target Date takes priority	1
Production - System Affected	1
Working	8
Research - 30 Calendar Days	2
Production - System Affected	2

Resolve Five Business Days	6
Production - System Affected	6
Glover, Jim R	2
New	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

## SECURITY

Hood, Timothy M	1
New	1
Resolve Same Day	1
Production - System Affected	1
Belinski, Linda M	3
New	2
Resolve Five Business Days	2
Production - System Affected	2
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)	6
New	5
Resolve Five Business Days	5
Production - System Affected	5
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
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	13
New	4
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	2
Production - System Affected	2
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	7
New	5
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	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
Rowe,Ron F	10
New	2
Resolve Five Business Days	1

Production - System Affected	1
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	9
New	8
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	1
Production - System Affected	1
Target Date takes priority	4
Production - System Affected	4
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Pending,(PC Support)	5
New	4
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	1
Production - System Affected	1
Waiting on Customer	1
Resolve Five Business Days	1
Production - System Affected	1
Lugo,Doug	10
New	10
Resolve Five Business Days	9
Production - System Affected	9
Resolve Same Day	1
Production - System Affected	1
Hicks,Larry R	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Grigsby,Linda S	7
New	7
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

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
Pending,(Operations)	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

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

## IMAGING

Lynn,Dorothy J	5
New	5
Resolve Five Business Days	5
Production - System Affected	5

## 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	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	7
New	6
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	4
Production - System Affected	4
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1

## HR HRMS

Pending,(HCM-HR)	7
New	7
Resolve Same Day	7
Production - System Affected	7
Binegar,Alan	2
New	2
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1

## HR BENEFIT

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	10
New	10
Resolve Five Business Days	10
Production - System Affected	10
DeVaughan,Blake D	20
New	11
Resolve Five Business Days	6
Production - System Affected	6
Resolve Same Day	5
Production - System Affected	5
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Researching	1
Resolve Same Day	1
Production - System Affected	1
Waiting on Customer	1
Resolve Five Business Days	1
Production - System Affected	1
Working	6
Target Date takes priority	6
Production - System Affected	6
Anderson,Jon K	12
New	9
Resolve Five Business Days	2
Production - System Affected	2
Target Date takes priority	7
Production - System Affected	7
Waiting on Customer	3
Resolve Five Business Days	3
Production - System Affected	3
Unassigned	1

New	1
Resolve in Ten Minutes	1
Production - System Affected	1

## GL

Turner,Loren B	9
New	7
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	6
Production - System Affected	6
Reopened	1
Resolve Same Day	1
Production - System Affected	1
Working	1
Research - 30 Calendar Days	1
Production - System Affected	1
Thomason,Daniel L	4
New	4
Resolve Five Business Days	3
Production - System Affected	3
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
Trail,Robin S	1

## EPM BUDGET

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
LeFlore,Jennifer B	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

## DATA COMM

Morgan,Jayson E	4
New	4
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	2
Production - System Affected	2
Kiker,Michael L	11
New	9
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	4
Production - System Affected	4
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

Wilson,Steve M	1
New	1
Resolve Same Day	1
Production - System Affected	1
Stovall,Debra Ann	5
New	4
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	2

Production - System Affected	2
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Pending,(Accounts Payable)	2
New	2
Resolve Five Business Days	2
Production - System Affected	2
Garcia,Patricia J	9
New	5
Resolve Five Business Days	5
Production - System Affected	5
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	3
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Working	2
Research - 30 Calendar Days	1
Development System	1
Resolve Five Business Days	1
Production - System Affected	1

