



# End of Day Report

April 19, 2008 *through* April 20, 2008

Total Days in Report: 2

## Activity Information

### Daily Activity

#### Cases Assigned

Total

#### Cases Closed

General Ledger	1
<b>Total</b>	<b>1</b>

#### Closed Year to Date

Accounts Payable	246
Data Communications	294
EPM Budget	45
General Ledger	123
HCM Benefits	59
HCM HR	1793
HCM Payroll	726
HCM Time & Labor	95
Help Desk (OSF)	2702
Imaging/Scanning	3
IT/Telecom Purchasing	79
OK.Gov (NIC)	1
Operations	29
PC Support	502
Purchasing	323
Quality Assurance	1
Security (OSF Information Security)	24
Security (Peoplesoft)	122
Server	449
Systems	93
Technical & Program Development	393
Treasurer	22
Vendors	125
VOICE	1351
Web Portal	16
<b>Total</b>	<b>9616</b>

# Open Case Summary Information

## Open Case - By Severity

(All Cases)

One Hour Emergency	5
Research - 30 Calendar Days	54
Resolve Five Business Days	374
Resolve in Ten Minutes	1
Resolve Same Day	109
Target Date takes priority	63
<b>Total Open:</b>	<b>606</b>

## Open Case - By Case Type

(All Cases)

Application	259
Correct History	13
Customer Service	3
Data Communications	16
Development	125
Documentation	4
Help Desk	39
Imaging/Scanning	4
New Employee	14
PC Support	55
Server Support	58
Systems Cases	2
Terminated Employee	6
Voice Communications	6
WEB	2
<b>Total Open:</b>	<b>606</b>

## Open Case Distribution - By Group

(Excluding Development Cases)

## Violations of Service Level Agreement

(All Cases)

Accounts Payable	22
Data Communications	19
General Ledger	23
HCM Benefits	1
HCM HR	3
HCM Payroll	7
HCM Time & Labor	3
Help Desk (OSF)	27
Imaging/Scanning	5
OK.Gov (NIC)	13
PC Support	54
Purchasing	17
Security (OSF Information Security)	1
Security (Peoplesoft)	4
Server	66
Systems	5
Technical & Program Development	158
Treasurer	1
Vendors	23
VOICE	6
	458

Accounts Payable	Average Business Days Open :	46
Cases: 20	Maximum Business Days Open:	161
Data Communications	Average Business Days Open :	43
Cases: 15	Maximum Business Days Open:	120
General Ledger	Average Business Days Open :	156
Cases: 24	Maximum Business Days Open:	234
HCM Benefits	Average Business Days Open :	24
Cases: 1	Maximum Business Days Open:	24
HCM HR	Average Business Days Open :	23
Cases: 2	Maximum Business Days Open:	37
HCM Payroll	Average Business Days Open :	59
Cases: 8	Maximum Business Days Open:	215
HCM Time & Labor	Average Business Days Open :	149
Cases: 3	Maximum Business Days Open:	156
Help Desk (OSF)	Average Business Days Open :	27
Cases: 16	Maximum Business Days Open:	106
Imaging/Scanning	Average Business Days Open :	44
Cases: 5	Maximum Business Days Open:	113
OK.Gov (NIC)	Average Business Days Open :	53
Cases: 11	Maximum Business Days Open:	173
PC Support	Average Business Days Open :	29
Cases: 33	Maximum Business Days Open:	126
Purchasing	Average Business Days Open :	87
Cases: 14	Maximum Business Days Open:	227
Security (OSF Information Security)	Average Business Days Open :	31
Cases: 1	Maximum Business Days Open:	31
Security (Peoplesoft)	Average Business Days Open :	59
Cases: 3	Maximum Business Days Open:	108
Server	Average Business Days Open :	37
Cases: 43	Maximum Business Days Open:	116
Systems	Average Business Days Open :	77
Cases: 4	Maximum Business Days Open:	135
Technical & Program Development	Average Business Days Open :	162
Cases: 242	Maximum Business Days Open:	234
Treasurer	Average Business Days Open :	3
Cases: 1	Maximum Business Days Open:	3
Vendors	Average Business Days Open :	45
Cases: 23	Maximum Business Days Open:	170
VOICE	Average Business Days Open :	2
Cases: 6	Maximum Business Days Open:	3

# Agency Statistics

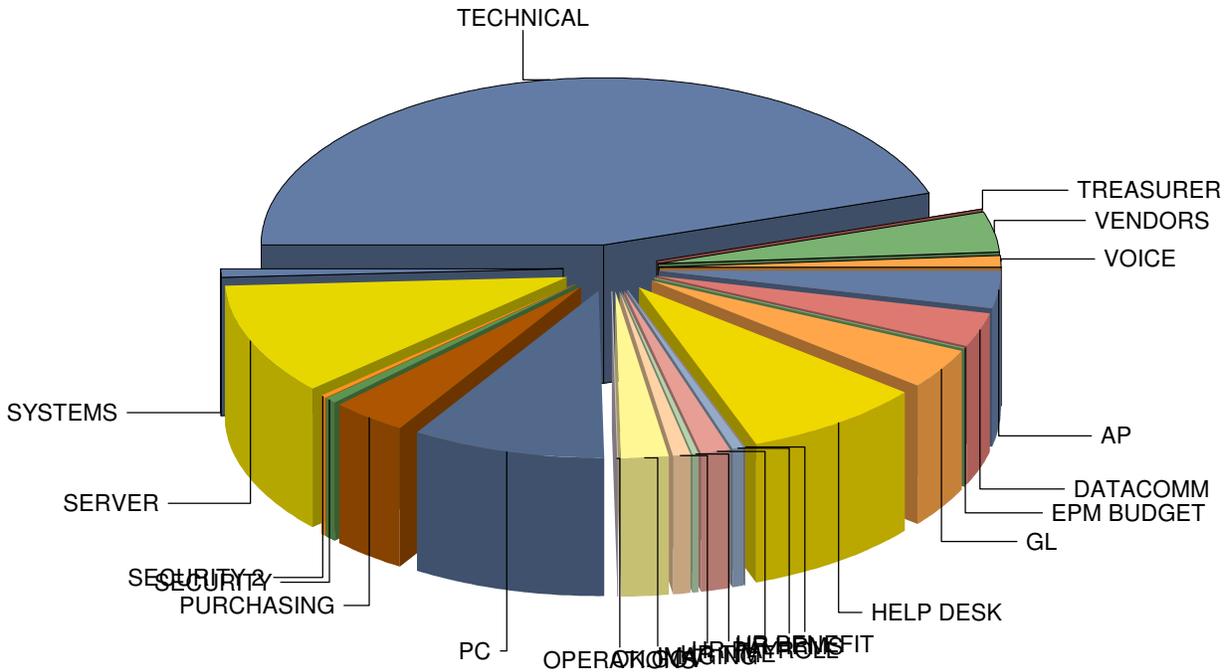
## Top Agencies Reporting Cases - Year to Date

09000 - Office of State Finance	2275
83000 - Department of Human Services	954
13100 - Department of Corrections	496
45200 - Mental Health & Subst Abuse Sv	332
65000 - Department of Veterans Affairs	314
34500 - Department of Transportation	308
34000 - Department of Health	300
58000 - Department of Central Services	247
58500 - Department of Public Safety	236
80500 - Dept of Rehabilitation Service	175

## Top Agencies Reporting Cases - Month to Date

09000 - Office of State Finance	489
83000 - Department of Human Services	210
13100 - Department of Corrections	124
34500 - Department of Transportation	78
45200 - Mental Health & Subst Abuse Sv	76
65000 - Department of Veterans Affairs	75
56600 - Tourism & Recreation Dept	49
56600 - Tourism and Recreation Dept	49
58500 - Department of Public Safety	46
80700 - Health Care Authority	46

# Open Cases by Group and Assignee



## VOICE

Pending,(Voice)	2
New	2
Resolve in Ten Minutes	2
Production - System Affected	2
Field,Tech	5
New	1
Resolve Same Day	1
Production - System Affected	1
Working	4
Resolve Same Day	4
Production - System Affected	4

## 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,Julie L	17
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	5
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	1
Production - System Affected	1

## TREASURER

Pending,(Treasurer)	1
New	1
Resolve Same Day	1
Production - System Affected	1

## TECHNICAL

Walters,Theresa D	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
Target Date takes priority	1
Production - System Affected	1
Troutman,Steven R	1
Working	1
Resolve Same Day	1
Production - System Affected	1
Stewart III,Ernest H	23
New	18
Resolve Five Business Days	17
Production - System Affected	17
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	8
New	5
Resolve Five Business Days	5

Production - System Affected	5
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Working	2
Resolve Five Business Days	2
Production - System Affected	2
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)	2
New	1
Resolve Five Business Days	1
Production - System Affected	1
Reopened	1
Resolve Same Day	1
Production - System Affected	1
Pending,(Technical AppDev - ENV)	2
New	2
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
Parekh,Richard R	6
New	5
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	2
Production - System Affected	2

Researching	1
Resolve Same Day	1
Production - System Affected	1
Motte,Nita R	4
New	3
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	2
Production - System Affected	2
Working	1
Target Date takes priority	1
Production - System Affected	1
McKeithan,Lisa M	19
New	11
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	6
Production - System Affected	6
Resolve Same Day	3
Production - System Affected	3
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	13
New	9
Resolve Five Business Days	9
Production - System Affected	9
Reopened	2
Resolve Five Business Days	2
Production - System Affected	2
Working	2
Resolve Five Business Days	2
Production - System Affected	2
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	38
New	31
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	9
Production - System Affected	9
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	10
Production - System Affected	10
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	18
New	10
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
Target Date takes priority	1
Production - System Affected	1
Reopened	2
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	1
Production - System Affected	1

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	85
New	42
Research - 30 Calendar Days	6
Production - System Affected	6
Resolve Five Business Days	22
Production - System Affected	22
Resolve Same Day	7
Production - System Affected	7
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
New	1

Resolve Five Business Days	1
Production - System Affected	1
Researching	1
Resolve Same Day	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Pennington,Stephen D	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Keeney,Chris W	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1

## SERVER

Yoder,Walter C	23
New	13
One Hour Emergency	1
Production - System Affected	1
Resolve Five Business Days	10
Production - System Affected	10
Resolve Same Day	2
Production - System Affected	2
Working	10
Target Date takes priority	10
Production - System Affected	10
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	10
New	8
One Hour Emergency	2
Production - System Affected	2
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	3
Production - System Affected	3
Target Date takes priority	1

Development System	1
Reopened	1
Resolve Same Day	1
Production - System Affected	1
Working	1
Target Date takes priority	1
Production - System Affected	1
Pending,(Server Group)	1
New	1
Resolve Five Business Days	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	11
Researching	2
Resolve Five Business Days	2
Production - System Affected	2
Waiting on Customer	1
Resolve Five Business Days	1
Production - System Affected	1
Working	8
Resolve Five Business Days	5
Production - System Affected	5
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	1
Working	1
Target Date takes priority	1
Production - System Affected	1

## SECURITY 2

Schlichting,John R	1
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New	1
Resolve Same Day	1
Production - System Affected	1

## SECURITY

Belinski,Linda M	4
New	3
Resolve Five Business Days	2
Production - System Affected	2
Target Date takes priority	1
Production - System Affected	1
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1

## PURCHASING

Pending,(Purchasing)	9
New	9
Resolve Five Business Days	8
Production - System Affected	8
Resolve Same Day	1
Production - System Affected	1
Paulson,Sammy S	1
Working	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	11
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
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	6
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	4

Production - System Affected	4
Target Date takes priority	1
Production - System Affected	1
Lovell,Laura M	1
Reopened	1
Research - 30 Calendar Days	1
Production - System Affected	1

## PC

Shelton,Mark	6
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
Rowe,Ron F	10
New	4
Resolve Five Business Days	3
Production - System Affected	3
Target Date takes priority	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	2
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	1
Production - System Affected	1
Pruitt,Don E	4
New	4
Resolve Five Business Days	1
Production - System Affected	1
Target Date takes priority	3
Production - System Affected	3
Pending,(PC Support)	15
New	15
Resolve Five Business Days	15
Production - System Affected	15
Lugo,Doug	8
New	8
Resolve Five Business Days	7
Production - System Affected	7
Resolve Same Day	1

Production - System Affected	1
Hicks,Larry R	2
New	2
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
Grigsby,Linda S	10
New	10
Resolve Five Business Days	6
Production - System Affected	6
Resolve Same Day	4
Production - System Affected	4

## OPERATIONS

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

## OK.GOV

Cole,Shauna	13
New	13
One Hour Emergency	1
Quality Assurance System	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

## 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
Pfenning,Margaret	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	5
New	4
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	2
Production - System Affected	2
Researching	1
Resolve Five Business Days	1
Production - System Affected	1

## HR HRMS

Pending,(HCM-HR)	1
New	1
Resolve Same Day	1
Production - System Affected	1
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	9
New	8
Resolve Five Business Days	6

Production - System Affected	6
Target Date takes priority	2
Production - System Affected	2
Reopened	1
Target Date takes priority	1
Production - System Affected	1
Miller,Rodger Dean	7
Working	7
Resolve Five Business Days	7
Production - System Affected	7
Hall III,Drew M	3
New	3
Resolve Five Business Days	2
Production - System Affected	2
Target Date takes priority	1
Production - System Affected	1
Hager,Kirk K	14
New	13
Resolve Five Business Days	9
Production - System Affected	9
Resolve Same Day	4
Production - System Affected	4
Waiting on Customer	1
Resolve Same Day	1
Production - System Affected	1
DeVaughan,Blake D	12
New	6
Resolve Five Business Days	6
Production - System Affected	6
Working	6
Target Date takes priority	6
Production - System Affected	6
Anderson,Jon K	7
New	7
Target Date takes priority	7
Production - System Affected	7

## GL

Turner,Loren B	7
New	4
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	3
Production - System Affected	3
Reopened	2
Resolve Five Business Days	1
Production - System Affected	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
Resolve Same Day	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

Manek,Brandy J	1
New	1
Target Date takes priority	1
Production - System Affected	1

## DATA COMM

Morgan,Jayson E	6
New	5
Resolve Five Business Days	4
Production - System Affected	4
Target Date takes priority	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Kiker,Michael L	9

New	8
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	3
Production - System Affected	3
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Bruxvoort,Andrew J	4
New	4
Resolve Five Business Days	3
Production - System Affected	3
Target Date takes priority	1
Production - System Affected	1

## AP

Wilson,Steve M	1
New	1
Resolve Same Day	1
Production - System Affected	1
Stovall,Debra Ann	6
New	2
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
Reopened	2
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
Working	2
Resolve Same Day	2
Production - System Affected	2
Pending,(Accounts Payable)	1
New	1
Resolve Same Day	1
Production - System Affected	1
Garcia,Patricia J	13
New	7
Resolve Five Business Days	6
Production - System Affected	6
Target Date takes priority	1
Production - System Affected	1
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
Working	2
Resolve Five Business Days	2
Production - System Affected	2
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