



End of Day Report

April 22, 2008 *through* April 22, 2008

Total Days in Report: 1

Activity Information

Daily Activity

Cases Assigned	
Accounts Payable	1
Data Communications	1
HCM HR	24
HCM Payroll	1
Help Desk (OSF)	45
IT/Telecom Purchasing	2
OK.Gov (NIC)	1
Operations	1
PC Support	2
Purchasing	2
Security (Peoplesoft)	1
Server	4
Systems	2
Technical & Program Development	4
Vendors	1
VOICE	18
Total	110

Cases Closed	
Accounts Payable	4
Data Communications	3
HCM HR	35
HCM Payroll	4
Help Desk (OSF)	42
IT/Telecom Purchasing	1
Operations	3
PC Support	6
Purchasing	5
Security (Peoplesoft)	2
Server	2
Systems	6
Technical & Program Development	3
Vendors	1
VOICE	25
Total	142

Closed Year to Date	
Accounts Payable	246
Data Communications	294
EPM Budget	45
General Ledger	123
HCM Benefits	59
HCM HR	1793
HCM Payroll	728
HCM Time & Labor	95
Help Desk (OSF)	2704
Imaging/Scanning	3
IT/Telecom Purchasing	80
OK.Gov (NIC)	1
Operations	29
PC Support	502
Purchasing	323
Quality Assurance	1
Security (OSF Information Security)	24
Security (Peoplesoft)	122
Server	450
Systems	93
Technical & Program Development	393
Treasurer	22
Vendors	125
VOICE	1354
Web Portal	16
Total	9625

Open Case Summary Information

Open Case - By Severity

(All Cases)

One Hour Emergency	4
Research - 30 Calendar Days	54
Resolve Five Business Days	375
Resolve Same Day	114
Target Date takes priority	63
Total Open:	610

Open Case - By Case Type

(All Cases)

Application	260
Correct History	15
Customer Service	3
Data Communications	16
Development	125
Documentation	4
Help Desk	39
Imaging/Scanning	4
New Employee	14
PC Support	55
Server Support	60
Systems Cases	2
Terminated Employee	5
Voice Communications	6
WEB	2
Total Open:	610

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

Accounts Payable	22
Data Communications	19
General Ledger	22
HCM Benefits	1
HCM HR	5
HCM Payroll	6
HCM Time & Labor	3
Help Desk (OSF)	32
Imaging/Scanning	5
OK.Gov (NIC)	13
PC Support	54
Purchasing	17
Security (OSF Information Security)	1
Security (Peoplesoft)	4
Server	65
Systems	5
Technical & Program Development	158
Treasurer	1
Vendors	23
VOICE	5
	461

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 :	163
Cases: 23	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 :	65
Cases: 7	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 :	25
Cases: 17	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 :	39
Cases: 41	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: 5	Maximum Business Days Open:	3

Agency Statistics

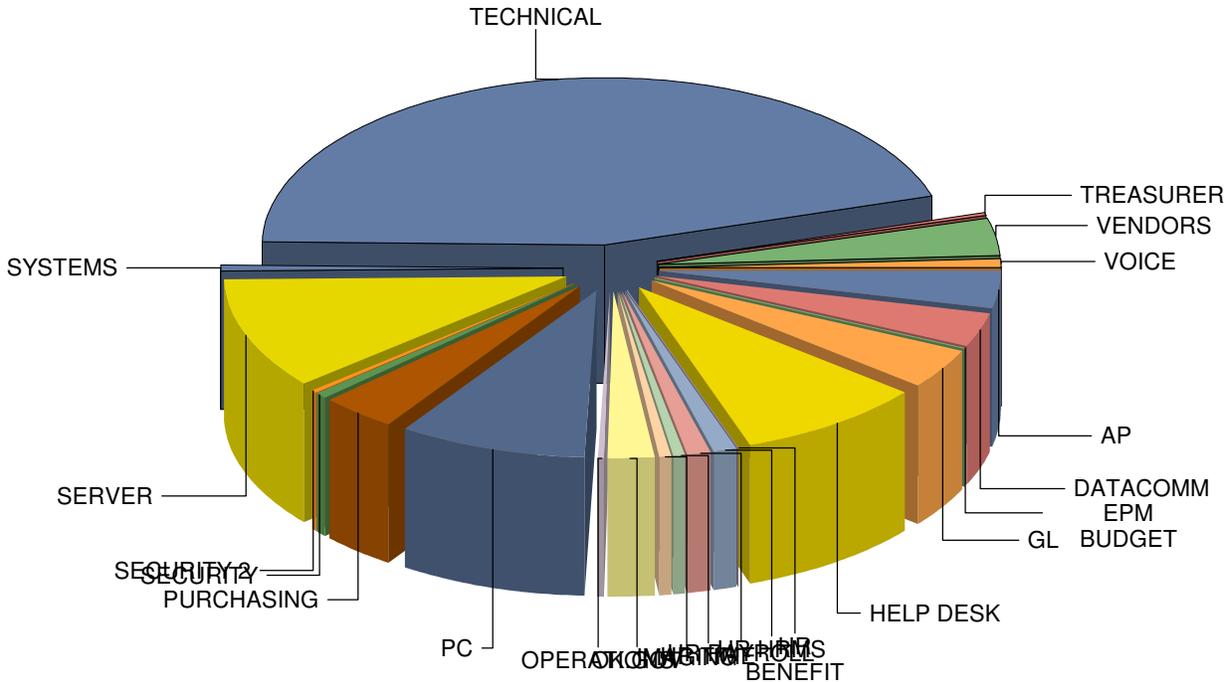
Top Agencies Reporting Cases - Year to Date

09000 - Office of State Finance	2279
83000 - Department of Human Services	955
13100 - Department of Corrections	497
45200 - Mental Health & Subst Abuse Sv	332
65000 - Department of Veterans Affairs	314
34500 - Department of Transportation	308
34000 - Department of Health	301
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	493
83000 - Department of Human Services	211
13100 - Department of Corrections	125
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

Field,Tech	5
New	1
Resolve Same Day	1
Production - System Affected	1
Working	4
Resolve Same Day	4
Production - System Affected	4

Reopened	5
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	1
Production - System Affected	1

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

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	8
New	7
One Hour Emergency	1
Production - System Affected	1
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
Working	1
Target Date takes priority	1
Production - System Affected	1

Pending,(Server Group)	2
New	2
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	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
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	4
New	3
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	2
Production - System Affected	2
Researching	1
Resolve Five Business Days	1
Production - System Affected	1

HR HRMS

Pending,(HCM-HR)	4
New	4
Resolve Same Day	4
Production - System Affected	4
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	10
New	8
Resolve Five Business Days	6
Production - System Affected	6
Target Date takes priority	2
Production - System Affected	2
Reopened	2
Resolve Same Day	1
Production - System Affected	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	2
Resolve Five Business Days	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
Hager,Kirk K	13
New	11
Resolve Five Business Days	9
Production - System Affected	9
Resolve Same Day	2
Production - System Affected	2
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Waiting on Customer	1
Resolve Same Day	1
Production - System Affected	1
DeVaughan,Blake D	13
New	7
Resolve Five Business Days	7
Production - System Affected	7
Working	6
Target Date takes priority	6
Production - System Affected	6
Anderson,Jon K	8
New	8
Resolve Five Business Days	1
Production - System Affected	1
Target Date takes priority	7
Production - System Affected	7
Unassigned	1
New	1
Resolve Same Day	1
Production - System Affected	1

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	11
New	10
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	9
Production - System Affected	9
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