



End of Day Report

February 29, 2008 *through* February 29, 2008

Total Days in Report: 1

Activity Information

Daily Activity

Cases Assigned

Accounts Payable	1
Data Communications	3
General Ledger	1
HCM Benefits	1
HCM HR	6
HCM Payroll	6
Help Desk	14
IT/Telecom Purchasing	2
Operations	2
PC Support	11
Security (Peoplesoft)	3
Server	6
Systems	2
Technical & Program Development	8
Vendors	2
VOICE	9
Total	77

Cases Closed

Accounts Payable	2
Data Communications	5
EPM Budget	2
General Ledger	3
HCM Benefits	1
HCM HR	8
HCM Payroll	4
Help Desk	18
PC Support	8
Purchasing	1
Security (Peoplesoft)	5
Server	10
Systems	4
Technical & Program Development	8
Vendors	3
VOICE	7
Total	89

Closed Year to Date

Accounts Payable	130
Data Communications	150
EPM Budget	32
General Ledger	70
HCM Benefits	33
HCM HR	956
HCM Payroll	453
HCM Time & Labor	41
Help Desk	1371
Imaging/Scanning	3
IT/Telecom Purchasing	43
Operations	6
PC Support	271
Purchasing	157
Security (OSF Information Security)	19
Security (Peoplesoft)	72
Server	211
Systems	62
Technical & Program Development	249
Treasurer	11
Vendors	76
VOICE	781
Web Portal	4
Total	5201

Open Case Summary Information

Open Case - By Severity

(All Cases)

One Hour Emergency	4
Research - 30 Calendar Days	57
Resolve Five Business Days	356
Resolve in Ten Minutes	10
Resolve Same Day	122
Target Date takes priority	52
Total Open:	601

Open Case - By Case Type

(All Cases)

AntiVirus Support	1
Application	265
Correct History	9
Customer Service	1
Data Communications	24
Development	126
Help Desk	18
I/T Telecom Plan	1
Imaging/Scanning	1
New Employee	7
Operations Cases	2
PC Support	50
Server Support	56
Systems Cases	6
Terminated Employee	14
Voice Communications	20
Total Open:	601

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

Accounts Payable	19
Data Communications	22
EPM Budget	1
General Ledger	38
HCM HR	1
HCM Payroll	9
HCM Time & Labor	4
Help Desk	29
Imaging/Scanning	2
IT/Telecom Purchasing	4
OK.Gov (NIC)	5
Operations	15
PC Support	51
Purchasing	10
Quality Assurance	1
Security (OSF Information Security)	4
Security (Peoplesoft)	5
Server	61
Systems	9
Technical & Program Development	144
Treasurer	7
Vendors	12
VOICE	20
Web Portal	2
	475

Accounts Payable	Average Business Days Open :	40
Cases: 16	Maximum Business Days Open:	124
Data Communications	Average Business Days Open :	28
Cases: 18	Maximum Business Days Open:	100
EPM Budget	Average Business Days Open :	41
Cases: 1	Maximum Business Days Open:	41
General Ledger	Average Business Days Open :	121
Cases: 39	Maximum Business Days Open:	197
HCM Payroll	Average Business Days Open :	80
Cases: 11	Maximum Business Days Open:	192
HCM Time & Labor	Average Business Days Open :	85
Cases: 4	Maximum Business Days Open:	119
Help Desk	Average Business Days Open :	50
Cases: 12	Maximum Business Days Open:	69
Imaging/Scanning	Average Business Days Open :	48
Cases: 2	Maximum Business Days Open:	76
IT/Telecom Purchasing	Average Business Days Open :	5
Cases: 1	Maximum Business Days Open:	5
OK.Gov (NIC)	Average Business Days Open :	70
Cases: 5	Maximum Business Days Open:	136
Operations	Average Business Days Open :	32
Cases: 14	Maximum Business Days Open:	70
PC Support	Average Business Days Open :	28
Cases: 23	Maximum Business Days Open:	89
Purchasing	Average Business Days Open :	90
Cases: 12	Maximum Business Days Open:	190
Quality Assurance	Average Business Days Open :	93
Cases: 1	Maximum Business Days Open:	93
Security (OSF Information Security)	Average Business Days Open :	19
Cases: 4	Maximum Business Days Open:	20
Security (Peoplesoft)	Average Business Days Open :	26
Cases: 4	Maximum Business Days Open:	71
Server	Average Business Days Open :	34
Cases: 38	Maximum Business Days Open:	84
Systems	Average Business Days Open :	56
Cases: 8	Maximum Business Days Open:	98
Technical & Program Development	Average Business Days Open :	137
Cases: 237	Maximum Business Days Open:	197
Treasurer	Average Business Days Open :	32
Cases: 7	Maximum Business Days Open:	52
Vendors	Average Business Days Open :	49
Cases: 10	Maximum Business Days Open:	133
VOICE	Average Business Days Open :	4
Cases: 14	Maximum Business Days Open:	6
Web Portal	Average Business Days Open :	31
Cases: 2	Maximum Business Days Open:	32

Agency Statistics

Top Agencies Reporting Cases - Year to Date

09000 - Office of State Finance	1206
83000 - Department of Human Services	504
13100 - Department of Corrections	266
34000 - Department of Health	202
45200 - Mental Health & Subst Abuse Sv	175
34500 - Department of Transportation	164
58000 - Department of Central Services	163
65000 - Department of Veterans Affairs	163
58500 - Department of Public Safety	131
69500 - Oklahoma Tax Commission	100

Top Agencies Reporting Cases - Month to Date

83000 - Department of Human Services	7
34500 - Department of Transportation	6
13100 - Department of Corrections	5
63500 - Commission on Consumer Credit	5
45200 - Mental Health & Subst Abuse Sv	4
09000 - Office of State Finance	3
02000 - Accountancy Board	2
02000 - Oklahoma Accountancy Board	2
26500 - Department of Education	2
26500 - State Department of Education	2

Pending,(Treasurer)	6
New	6
One Hour Emergency	1
Production - System Affected	1
Resolve Five Business Days	3
Production - System Affected	3
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
New	4
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	2
Production - System Affected	2
Target Date takes priority	1
Production - System Affected	1
Researching	3
Resolve Five Business Days	3
Production - System Affected	3
Working	3
Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	1
Production - System Affected	1
Stewart III, Ernest H	19
New	14
Resolve Five Business Days	13
Production - System Affected	13
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	9
New	7
Resolve Five Business Days	2

Production - System Affected	2
Resolve Same Day	5
Production - System Affected	5
Working	2
Research - 30 Calendar Days	1
Production - System Affected	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 Same Day	2
Production - System Affected	2
Researching	2
Resolve Same Day	1
Production - System Affected	1
Target Date takes priority	1
Production - System Affected	1
Rennels, Bonnie	4
Reopened	2
Resolve Five Business Days	2
Production - System Affected	2
Working	2
Resolve Five Business Days	2
Production - System Affected	2
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)	4
New	4
Resolve Five Business Days	4
Production - System Affected	4
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)	1
New	1
Resolve Five Business Days	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	1
Working	1
Research - 30 Calendar Days	1
Production - System Affected	1
McKeithan,Lisa M	17
New	9
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	5
Production - System Affected	5
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	8
New	5
Resolve Five Business Days	5
Production - System Affected	5
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	10
New	10
Resolve Five Business Days	9

Production - System Affected	9
Resolve Same Day	1
Production - System Affected	1
Jorski,Michael J	37
New	30
Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	16
Production - System Affected	15
Quality Assurance System	1
Resolve Same Day	11
Production - System Affected	11
Target Date takes priority	1
Production - System Affected	1
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	14
New	12
Resolve Five Business Days	9
Production - System Affected	9
Resolve Same Day	3
Production - System Affected	3
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	77
New	34
Research - 30 Calendar Days	6
Production - System Affected	6
Resolve Five Business Days	19
Production - System Affected	19
Resolve Same Day	2
Production - System Affected	2
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	5
New	4
Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	2
Production - System Affected	2
Working	1

Resolve Five Business Days	1
Production - System Affected	1
Unassigned	1
New	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
Waiting on Customer	1
Resolve Five Business Days	1
Production - System Affected	1
Working	1
Resolve Five Business Days	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
Hopkins,Carlos O	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

SERVER

Yoder,Walter C	17
New	16
Research - 30 Calendar Days	2
Production - System Affected	1
Quality Assurance System	1
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	1
Production - System Affected	1

Target Date takes priority	10
Production - System Affected	10
Reopened	1
One Hour Emergency	1
Production - System Affected	1
Wiley,David L	6
New	6
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	5
Production - System Affected	5
Ray,Mike	10
New	9
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	5
Production - System Affected	5
Target Date takes priority	1
Development System	1
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Pending,(Server Group)	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Lynn,Dorothy J	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
Howard,Bob Eugene	10
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	7
Resolve Five Business Days	4
Production - System Affected	4
Target Date takes priority	3
Production - System Affected	3
Hinkle,Jonathan David	14
New	5
Resolve Five Business Days	5
Production - System Affected	5
Researching	1

Target Date takes priority	1
Production - System Affected	1
Working	8
Resolve Five Business Days	8
Production - System Affected	8

SECURITY 2

Engelbrecht,Sean Russel	4
New	4
Resolve Five Business Days	4
Production - System Affected	4

SECURITY

Belinski,Linda M	5
New	4
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	1
Production - System Affected	1
Target Date takes priority	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)	2
New	2
Resolve Five Business Days	2
Production - System Affected	2
McMeans,Billy D	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Maxwell,Ronney K	12
New	4
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	1
Production - System Affected	1

Reopened	2
Research - 30 Calendar 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
Working	5
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	1
Production - System Affected	1

PC

Shelton,Mark	9
New	5
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	3
Production - System Affected	3
Working	4
Resolve Five Business Days	3
Production - System Affected	3
Target Date takes priority	1
Production - System Affected	1
Rowe,Ron F	16
New	14
Resolve Five Business Days	11
Production - System Affected	11
Resolve Same Day	1
Production - System Affected	1
Target Date takes priority	2
Production - System Affected	2
Working	2
Research - 30 Calendar Days	2
Production - System Affected	2
Pruitt,Don E	5
New	5
Resolve Five Business Days	3
Production - System Affected	3
Target Date takes priority	2
Production - System Affected	2
Pending,(PC Support)	4
New	3
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	1

Production - System Affected	1
Waiting on Customer	1
Resolve Five Business Days	1
Production - System Affected	1
Lugo,Doug	6
New	5
Resolve Five Business Days	5
Production - System Affected	5
Reopened	1
Resolve Same Day	1
Production - System Affected	1
Hicks,Larry R	1
New	1
Resolve Same Day	1
Production - System Affected	1
Grigsby,Linda S	9
New	9
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	3
Production - System Affected	3
Target Date takes priority	2
Production - System Affected	2
Unassigned	1
New	1
Target Date takes priority	1
Production - System Affected	1

OPERATIONS

Williams,Jackie R	1
New	1
Resolve in Ten Minutes	1
Production - System Affected	1
Shackelford,Cynthia D	2
New	1
Resolve Same Day	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Pending,(Operations)	13
New	13
Resolve Five Business Days	1
Production - System Affected	1
Resolve in Ten Minutes	7
Production - System Affected	7
Resolve Same Day	4
Production - System Affected	4
Target Date takes priority	1
Production - System Affected	1

OK.GOV

Cole,Shauna	5
New	5
One Hour Emergency	1
Quality Assurance System	1
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	1
Production - System Affected	1

ITTELECOM

Owen,Alana L	1
New	1
Resolve Same Day	1
Production - System Affected	1
Kruse,Colby G	3
New	3
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	1
Production - System Affected	1

IMAGING

Landers,Aaron Floyd Kritz	2
New	2
Resolve Five Business Days	2
Production - System Affected	2

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
Minson,Hanh M	1
New	1
Resolve Same Day	1
Production - System Affected	1

HR PAYROLL

Wilson,Tina C	2
New	1
Resolve Same Day	1

Production - System Affected	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Pfenning,Margaret	3
New	2
Resolve Same Day	2
Production - System Affected	2
Reopened	1
Resolve Same Day	1
Production - System Affected	1
Pending,(HCM-Payroll)	1
New	1
Resolve Same Day	1
Production - System Affected	1
Hicks,Lucille M	3
New	3
Resolve Same Day	3
Production - System Affected	3
Barton,Carol J	4
New	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

HR HRMS

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

HR BENEFIT

Pfenning,Margaret	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

HELP DESK

Mott,Judi	13
New	13
Resolve Five Business Days	5
Production - System Affected	5
Target Date takes priority	8

Production - System Affected	8
Hall III,Drew M	2
New	2
Resolve Five Business Days	1
Production - System Affected	1
Target Date takes priority	1
Production - System Affected	1
Hager,Kirk K	6
New	4
Resolve Five Business Days	4
Production - System Affected	4
Reopened	2
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	1
Production - System Affected	1
DeVaughan,Blake D	7
New	7
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	5
Production - System Affected	5
Anderson,Jon K	4
New	1
Resolve Five Business Days	1
Production - System Affected	1
Waiting on Customer	3
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
Target Date takes priority	1
Production - System Affected	1

GL

Turner,Loren B	13
New	6
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	5
Production - System Affected	5
Reopened	5
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	1
Production - System Affected	1
Working	2
Research - 30 Calendar Days	2
Production - System Affected	2
Thomason,Daniel L	9

New	9
Resolve Five Business Days	9
Production - System Affected	9
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)	2
New	1
Resolve Five Business Days	1
Production - System Affected	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
LeFlore,Jennifer B	2
New	1
Resolve Five Business Days	1
Production - System Affected	1
Working	1
Research - 30 Calendar Days	1
Production - System Affected	1

EPM BUDGET

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

Pending,(Data Communications)	4
New	4
Resolve Five Business Days	3

Production - System Affected	3
Resolve Same Day	1
Production - System Affected	1
Morgan,Jayson E	6
New	6
Resolve Five Business Days	5
Production - System Affected	5
Resolve Same Day	1
Production - System Affected	1
Kiker,Michael L	10
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	2
Resolve Five Business Days	2
Production - System Affected	2
Bruxvoort,Andrew J	2
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
Adkinson,Mark N	4
New	1
Resolve Five Business Days	1
Production - System Affected	1
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

AP

Stovall,Debra Ann	2
New	1
Resolve Five Business Days	1
Production - System Affected	1
Waiting on Customer	1
Resolve Same Day	1
Production - System Affected	1
Pending,(Accounts Payable)	1
New	1
Target Date takes priority	1
Production - System Affected	1
Garcia,Patricia J	13
New	10
Resolve Five Business Days	9
Production - System Affected	9
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

