



# End of Day Report

January 01, 2008 *through* January 01, 2008

Total Days in Report: 1

## Activity Information

### Daily Activity

#### Cases Assigned

Total

#### Cases Closed

Total

#### Closed Year to Date

Accounts Payable	29
Data Communications	41
EPM Budget	6
General Ledger	15
HCM Benefits	4
HCM HR	176
HCM Payroll	94
HCM Time & Labor	15
Help Desk	372
Imaging/Scanning	1
IT/Telecom Purchasing	8
Operations	2
PC Support	64
Purchasing	42
Security (Peoplesoft)	14
Server	53
Systems	11
Technical & Program Development	55
Treasurer	2
Vendors	11
VOICE	210
<b>Total</b>	<b>1225</b>

# Open Case Summary Information

## Open Case - By Severity

(All Cases)

One Hour Emergency	3
Research - 30 Calendar Days	62
Resolve Five Business Days	377
Resolve in Ten Minutes	5
Resolve Same Day	129
Target Date takes priority	30
<b>Total Open:</b>	<b>606</b>

## Open Case - By Case Type

(All Cases)

Application	332
Correct History	12
Customer Service	1
Data Communications	15
Development	136
Help Desk	20
I/T Telecom Plan	1
Imaging/Scanning	1
New Employee	6
Operations Cases	3
PC Support	31
Server Support	29
Systems Cases	3
Terminated Employee	6
Voice Communications	11
<b>Total Open:</b>	<b>607</b>

## Open Case Distribution - By Group

(Excluding Development Cases)

## Violations of Service Level Agreement

(All Cases)

Accounts Payable	27
Data Communications	15
EPM Budget	8
General Ledger	36
HCM Benefits	2
HCM HR	5
HCM Payroll	15
HCM Time & Labor	4
Help Desk	59
Imaging/Scanning	2
IT/Telecom Purchasing	2
OK.Gov (NIC)	3
Operations	10
PC Support	31
Purchasing	18
Quality Assurance	1
Security (OSF Information Security)	5
Security (Peoplesoft)	1
Server	31
Systems	8
Technical & Program Development	158
Treasurer	4
Vendors	15
VOICE	11

471

Accounts Payable	Average Business Days Open :	43
Cases: 20	Maximum Business Days Open:	162
Data Communications	Average Business Days Open :	31
Cases: 11	Maximum Business Days Open:	65
EPM Budget	Average Business Days Open :	7
Cases: 3	Maximum Business Days Open:	13
General Ledger	Average Business Days Open :	106
Cases: 32	Maximum Business Days Open:	162
HCM Benefits	Average Business Days Open :	45
Cases: 2	Maximum Business Days Open:	151
HCM HR	Average Business Days Open :	44
Cases: 5	Maximum Business Days Open:	162
HCM Payroll	Average Business Days Open :	91
Cases: 18	Maximum Business Days Open:	162
HCM Time & Labor	Average Business Days Open :	77
Cases: 3	Maximum Business Days Open:	84
Help Desk	Average Business Days Open :	24
Cases: 24	Maximum Business Days Open:	55
Imaging/Scanning	Average Business Days Open :	38
Cases: 2	Maximum Business Days Open:	41
IT/Telecom Purchasing	Average Business Days Open :	3
Cases: 1	Maximum Business Days Open:	3
OK.Gov (NIC)	Average Business Days Open :	61
Cases: 3	Maximum Business Days Open:	101
Operations	Average Business Days Open :	11
Cases: 10	Maximum Business Days Open:	35
PC Support	Average Business Days Open :	20
Cases: 12	Maximum Business Days Open:	54
Purchasing	Average Business Days Open :	54
Cases: 21	Maximum Business Days Open:	162
Quality Assurance	Average Business Days Open :	58
Cases: 1	Maximum Business Days Open:	58
Security (OSF Information Security)	Average Business Days Open :	38
Cases: 5	Maximum Business Days Open:	62
Security (Peoplesoft)	Average Business Days Open :	36
Cases: 1	Maximum Business Days Open:	36
Server	Average Business Days Open :	23
Cases: 19	Maximum Business Days Open:	56
Systems	Average Business Days Open :	46
Cases: 4	Maximum Business Days Open:	63
Technical & Program Development	Average Business Days Open :	113
Cases: 252	Maximum Business Days Open:	162
Treasurer	Average Business Days Open :	19
Cases: 3	Maximum Business Days Open:	27
Vendors	Average Business Days Open :	56
Cases: 15	Maximum Business Days Open:	150
VOICE	Average Business Days Open :	3
Cases: 7	Maximum Business Days Open:	4

# Agency Statistics

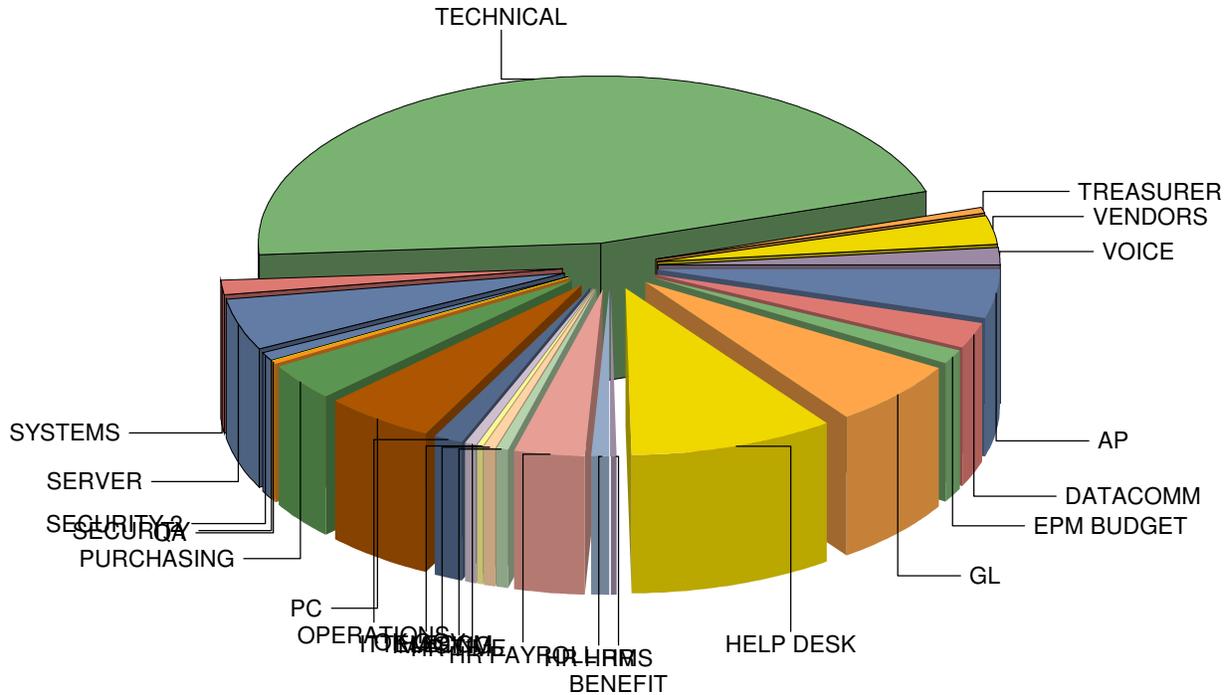
## Top Agencies Reporting Cases - Year to Date

09000 - Office of State Finance	309
83000 - Department of Human Services	118
13100 - Department of Corrections	48
34000 - Department of Health	44
34500 - Department of Transportation	42
65000 - Department of Veterans Affairs	42
45200 - Mental Health & Subst Abuse Sv	39
58000 - Department of Central Services	31
18500 - Corporation Commission	29
58500 - Department of Public Safety	28

## Top Agencies Reporting Cases - Month to Date

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# Open Cases by Group and Assignee



## VOICE

Thomas,Cheri	1
Waiting on Customer	1
Resolve Same Day	1
Production - System Affected	1
Field,Tech	10
Working	10
Resolve Same Day	10
Production - System Affected	10

Resolve Five Business Days	1
Production - System Affected	1

## TREASURER

Pending,(Treasurer)	4
New	4
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	1
Production - System Affected	1

## VENDORS

Pending,(Vendor)	3
New	3
Resolve Five Business Days	3
Production - System Affected	3
Dvorak,Julia L	13
New	9
Resolve Five Business Days	7
Production - System Affected	7
Resolve Same Day	2
Production - System Affected	2
Reopened	3
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	1
Production - System Affected	1
Working	1

## TECHNICAL

Walters,Theresa D	15
New	6
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	1
Production - System Affected	1
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

Resolve Five Business Days	1
Production - System Affected	1
Working	6
Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	4
Production - System Affected	4
Troutman,Steven R	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Stewart III,Ernest H	13
New	9
Resolve Five Business Days	9
Production - System Affected	9
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	15
New	12
One Hour Emergency	1
Production - System Affected	1
Resolve Five Business Days	7
Production - System Affected	7
Resolve Same Day	4
Production - System Affected	4
Working	3
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	2
Production - System Affected	2
Sellers,Gary W	3
New	3
Resolve Five Business Days	3
Production - System Affected	3
Sathyaveera,Sanjayraj	3
New	3
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	2
Production - System Affected	2
Rennels,Bonnie	4
New	3
Resolve Five Business Days	3
Production - System Affected	3
Working	1
Resolve Five Business Days	1

Production - System Affected	1
Reghunathan,Valsamma	10
New	7
Research - 30 Calendar Days	1
Production - System Affected	1
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
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)	5
New	4
Resolve Five Business Days	4
Production - System Affected	4
Reopened	1
Resolve Same Day	1
Production - System Affected	1
Pending,(Technical AppDev - ENV)	17
New	16
Resolve Five Business Days	6
Production - System Affected	6
Resolve Same Day	10
Production - System Affected	10
Reopened	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	7
New	4

Resolve Same Day	4
Production - System Affected	4
Working	3
Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	1
Production - System Affected	1
McKeithan,Lisa M	21
New	13
Research - 30 Calendar Days	1
Production - System Affected	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
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	3
New	2
Resolve Five Business Days	2
Production - System Affected	2
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Lee,Barbara J	3
New	3
Resolve Five Business Days	3
Production - System Affected	3
Jorski,Michael J	40
New	31
Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	15
Production - System Affected	14
Quality Assurance System	1
Resolve Same Day	13
Production - System Affected	13
Target Date takes priority	1
Production - System Affected	1
Reopened	4
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	2
Production - System Affected	2
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	9
New	7
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	5
Production - System Affected	5
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	7
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	5
Production - System Affected	5
Resolve Same Day	1
Production - System Affected	1
Reopened	3
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
Researching	2
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	1
Production - System Affected	1
Working	6
Research - 30 Calendar Days	2
Production - System Affected	2

Resolve Five Business Days	4
Production - System Affected	4
Cantrell,Fred L	72
New	29
Research - 30 Calendar Days	7
Production - System Affected	7
Resolve Five Business Days	15
Production - System Affected	15
Resolve Same Day	1
Production - System Affected	1
Target Date takes priority	6
Production - System Affected	6
Reopened	6
Research - 30 Calendar Days	4
Development System	1
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	30
Research - 30 Calendar Days	13
Production - System Affected	13
Resolve Five Business Days	17
Production - System Affected	17
Burge,Herman Earl	4
New	3
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	2
Production - System Affected	2
Researching	1
Resolve Same Day	1
Production - System Affected	1
Bowman,Rita M	6
New	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
Working	1
Resolve Five Business Days	1
Production - System Affected	1

## SYSTEMS

Swart,Eleanor J	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	3
New	3
Resolve Five Business Days	3
Production - System Affected	3
Pending,(Systems - Mainframe)	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	7
New	6
Research - 30 Calendar Days	1
Quality Assurance System	1
Resolve Five Business Days	5
Production - System Affected	5
Reopened	1
One Hour Emergency	1
Production - System Affected	1
Wiley,David L	8
New	6
One Hour Emergency	1
Production - System Affected	1
Resolve Five Business Days	5
Production - System Affected	5
Working	2
Resolve Five Business Days	2
Production - System Affected	2
Ray,Mike	5
New	5
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	1
Production - System Affected	1

Target Date takes priority	1
Development System	1
Lynn,Dorothy J	2
New	2
Resolve Five Business Days	2
Production - System Affected	2
Howard,Bob Eugene	3
New	1
Resolve Five Business Days	1
Production - System Affected	1
Researching	1
Target Date takes priority	1
Production - System Affected	1
Waiting on Customer	1
Resolve Five Business Days	1
Production - System Affected	1
Hinkle,Jonathan David	5
Researching	1
Target Date takes priority	1
Production - System Affected	1
Working	4
Resolve Five Business Days	4
Production - System Affected	4

## SECURITY 2

Pending,(Information Security)	4
New	4
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	1
Production - System Affected	1
Ontko,Kenneth W	1
New	1
Resolve Same Day	1
Production - System Affected	1

## SECURITY

Belinski,Linda M	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)	1
New	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	2
New	2
Resolve Five Business Days	2
Production - System Affected	2
Maxwell,Ronney K	15
New	4
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	2
Production - System Affected	2
Reopened	4
Resolve Five Business Days	3
Production - System Affected	3
Target Date takes priority	1
Production - System Affected	1
Researching	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
Resolve Same Day	1
Production - System Affected	1
Lovell,Laura M	3
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
Adkinson,Mark N	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

# PC

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

# OPERATIONS

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)	8
New	8
Resolve Five Business Days	1
Production - System Affected	1
Resolve in Ten Minutes	5
Production - System Affected	5
Resolve Same Day	2
Production - System Affected	2

# OK.GOV

Cole,Shauna	3
New	3
Resolve Five Business Days	3
Production - System Affected	3

# ITTELECOM

Owen,Alana L	2
New	2
Resolve Five Business Days	1
Production - System Affected	1
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 Five Business Days	1

Production - System Affected	1
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## HR PAYROLL

Wilson,Tina C	3
New	2
Resolve Same Day	2
Production - System Affected	2
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Pending,(HCM-Payroll)	1
New	1
Resolve Same Day	1
Production - System Affected	1
Minson,Hanh M	5
New	4
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	3
Production - System Affected	3
Reopened	1
Resolve Same Day	1
Production - System Affected	1
Hicks,Lucille M	2
New	1
Resolve Same Day	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Barton,Carol J	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
Working	2
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1

## HR HRMS

Morrow,Leann L	4
Researching	3
Research - 30 Calendar Days	1
Production - System Affected	1

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

## HR BENEFIT

Barton,Carol J	2
New	1
Resolve Same Day	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1

## HELP DESK

Pending,(Help Desk)	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Mott,Judi	17
New	16
Resolve Five Business Days	11
Production - System Affected	11
Target Date takes priority	5
Production - System Affected	5
Waiting on Customer	1
Target Date takes priority	1
Production - System Affected	1
Miller,Rodger Dean	5
New	5
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	1
Production - System Affected	1
Hall III,Drew M	3
New	3
Resolve Five Business Days	1
Production - System Affected	1
Target Date takes priority	2
Production - System Affected	2
Hager,Kirk K	16
New	15
Resolve Five Business Days	15
Production - System Affected	15

Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
DeVaughan,Blake D	11
New	10
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	8
Production - System Affected	8
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Anderson,Jon K	6
New	6
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

## GL

Turner,Loren B	12
New	6
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	5
Production - System Affected	5
Reopened	4
Resolve Five Business Days	2
Production - System Affected	2
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
Trail,Robin S	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Thomason,Daniel L	8
New	8
Resolve Five Business Days	8
Production - System Affected	8
Pratt,Jennie L	12
New	10
Research - 30 Calendar Days	1
Production - System Affected	1

Resolve Five Business Days	9
Production - System Affected	9
Reopened	2
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	1
Production - System Affected	1
Pending,(General Ledger)	3
New	2
Resolve Five Business Days	2
Production - System Affected	2
Working	1
Research - 30 Calendar 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

Trail,Robin S	4
New	4
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	1
Production - System Affected	1
Stephens,Georgiana R	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Smith,Scott L	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	2
New	1
Resolve Five Business Days	1
Production - System Affected	1
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1

# DATACOMM

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

# AP

Pending,(Accounts Payable)	3
New	3
Resolve Five Business Days	3
Production - System Affected	3
Garcia,Patricia J	22
New	17
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	16
Production - System Affected	16
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	1
Research - 30 Calendar Days	1
Production - System Affected	1
Bolander,Brenda C	1
New	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