



End of Day Report

January 17, 2008 *through* January 17, 2008

Total Days in Report: 1

Activity Information

Daily Activity

Cases Assigned

| | |
|---------------------------------|------------|
| Data Communications | 6 |
| General Ledger | 2 |
| HCM Benefits | 2 |
| HCM HR | 39 |
| HCM Payroll | 24 |
| Help Desk | 44 |
| Operations | 1 |
| PC Support | 9 |
| Purchasing | 4 |
| Security (Peoplesoft) | 1 |
| Server | 3 |
| Technical & Program Development | 3 |
| Vendors | 3 |
| VOICE | 17 |
| Total | 158 |

Cases Closed

| | |
|-------------------------------------|------------|
| Accounts Payable | 2 |
| Data Communications | 6 |
| EPM Budget | 1 |
| General Ledger | 2 |
| HCM Benefits | 1 |
| HCM HR | 40 |
| HCM Payroll | 26 |
| HCM Time & Labor | 1 |
| Help Desk | 35 |
| IT/Telecom Purchasing | 2 |
| PC Support | 4 |
| Purchasing | 19 |
| Security (OSF Information Security) | 4 |
| Security (Peoplesoft) | 4 |
| Server | 1 |
| Systems | 3 |
| Technical & Program Development | 4 |
| Vendors | 11 |
| VOICE | 17 |
| Total | 183 |

Closed Year to Date

| | |
|-------------------------------------|-------------|
| Accounts Payable | 38 |
| Data Communications | 56 |
| EPM Budget | 12 |
| General Ledger | 20 |
| HCM Benefits | 9 |
| HCM HR | 264 |
| HCM Payroll | 154 |
| HCM Time & Labor | 21 |
| Help Desk | 463 |
| Imaging/Scanning | 2 |
| IT/Telecom Purchasing | 12 |
| Operations | 4 |
| PC Support | 86 |
| Purchasing | 63 |
| Security (OSF Information Security) | 4 |
| Security (Peoplesoft) | 20 |
| Server | 72 |
| Systems | 15 |
| Technical & Program Development | 83 |
| Treasurer | 3 |
| Vendors | 24 |
| VOICE | 276 |
| Total | 1701 |

Open Case Summary Information

Open Case - By Severity

(All Cases)

| | |
|-----------------------------|------------|
| One Hour Emergency | 3 |
| Research - 30 Calendar Days | 61 |
| Resolve Five Business Days | 346 |
| Resolve in Ten Minutes | 7 |
| Resolve Same Day | 134 |
| Target Date takes priority | 29 |
| Total Open: | 580 |

Open Case - By Case Type

(All Cases)

| | |
|----------------------|------------|
| Application | 313 |
| Correct History | 13 |
| Customer Service | 1 |
| Data Communications | 13 |
| Development | 132 |
| Help Desk | 17 |
| Imaging/Scanning | 1 |
| New Employee | 3 |
| Operations Cases | 3 |
| PC Support | 33 |
| Server Support | 32 |
| Systems Cases | 3 |
| Terminated Employee | 7 |
| Voice Communications | 9 |
| Total Open: | 580 |

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

| | |
|-------------------------------------|-----|
| Accounts Payable | 27 |
| Data Communications | 14 |
| EPM Budget | 4 |
| General Ledger | 41 |
| HCM Benefits | 2 |
| HCM HR | 5 |
| HCM Payroll | 10 |
| HCM Time & Labor | 4 |
| Help Desk | 67 |
| Imaging/Scanning | 1 |
| IT/Telecom Purchasing | 1 |
| OK.Gov (NIC) | 3 |
| Operations | 10 |
| PC Support | 31 |
| Purchasing | 19 |
| Quality Assurance | 1 |
| Security (OSF Information Security) | 1 |
| Security (Peoplesoft) | 2 |
| Server | 35 |
| Systems | 7 |
| Technical & Program Development | 144 |
| Treasurer | 4 |
| Vendors | 5 |
| VOICE | 9 |
| Web Portal | 1 |
| | 448 |

| | | |
|-------------------------------------|------------------------------|-----|
| Accounts Payable | Average Business Days Open : | 45 |
| Cases: 22 | Maximum Business Days Open: | 166 |
| Data Communications | Average Business Days Open : | 32 |
| Cases: 9 | Maximum Business Days Open: | 69 |
| EPM Budget | Average Business Days Open : | 10 |
| Cases: 4 | Maximum Business Days Open: | 17 |
| General Ledger | Average Business Days Open : | 93 |
| Cases: 39 | Maximum Business Days Open: | 166 |
| HCM Benefits | Average Business Days Open : | 2 |
| Cases: 1 | Maximum Business Days Open: | 2 |
| HCM HR | Average Business Days Open : | 60 |
| Cases: 4 | Maximum Business Days Open: | 166 |
| HCM Payroll | Average Business Days Open : | 65 |
| Cases: 14 | Maximum Business Days Open: | 161 |
| HCM Time & Labor | Average Business Days Open : | 62 |
| Cases: 4 | Maximum Business Days Open: | 88 |
| Help Desk | Average Business Days Open : | 18 |
| Cases: 35 | Maximum Business Days Open: | 59 |
| Imaging/Scanning | Average Business Days Open : | 45 |
| Cases: 1 | Maximum Business Days Open: | 45 |
| OK.Gov (NIC) | Average Business Days Open : | 65 |
| Cases: 3 | Maximum Business Days Open: | 105 |
| Operations | Average Business Days Open : | 13 |
| Cases: 9 | Maximum Business Days Open: | 39 |
| PC Support | Average Business Days Open : | 17 |
| Cases: 17 | Maximum Business Days Open: | 58 |
| Purchasing | Average Business Days Open : | 59 |
| Cases: 22 | Maximum Business Days Open: | 165 |
| Quality Assurance | Average Business Days Open : | 62 |
| Cases: 1 | Maximum Business Days Open: | 62 |
| Security (OSF Information Security) | Average Business Days Open : | 37 |
| Cases: 1 | Maximum Business Days Open: | 37 |
| Security (Peoplesoft) | Average Business Days Open : | 15 |
| Cases: 2 | Maximum Business Days Open: | 40 |
| Server | Average Business Days Open : | 19 |
| Cases: 24 | Maximum Business Days Open: | 60 |
| Systems | Average Business Days Open : | 34 |
| Cases: 7 | Maximum Business Days Open: | 67 |
| Technical & Program Development | Average Business Days Open : | 114 |
| Cases: 240 | Maximum Business Days Open: | 166 |
| Treasurer | Average Business Days Open : | 14 |
| Cases: 3 | Maximum Business Days Open: | 21 |
| Vendors | Average Business Days Open : | 63 |
| Cases: 5 | Maximum Business Days Open: | 154 |
| VOICE | Average Business Days Open : | 3 |
| Cases: 8 | Maximum Business Days Open: | 5 |

Agency Statistics

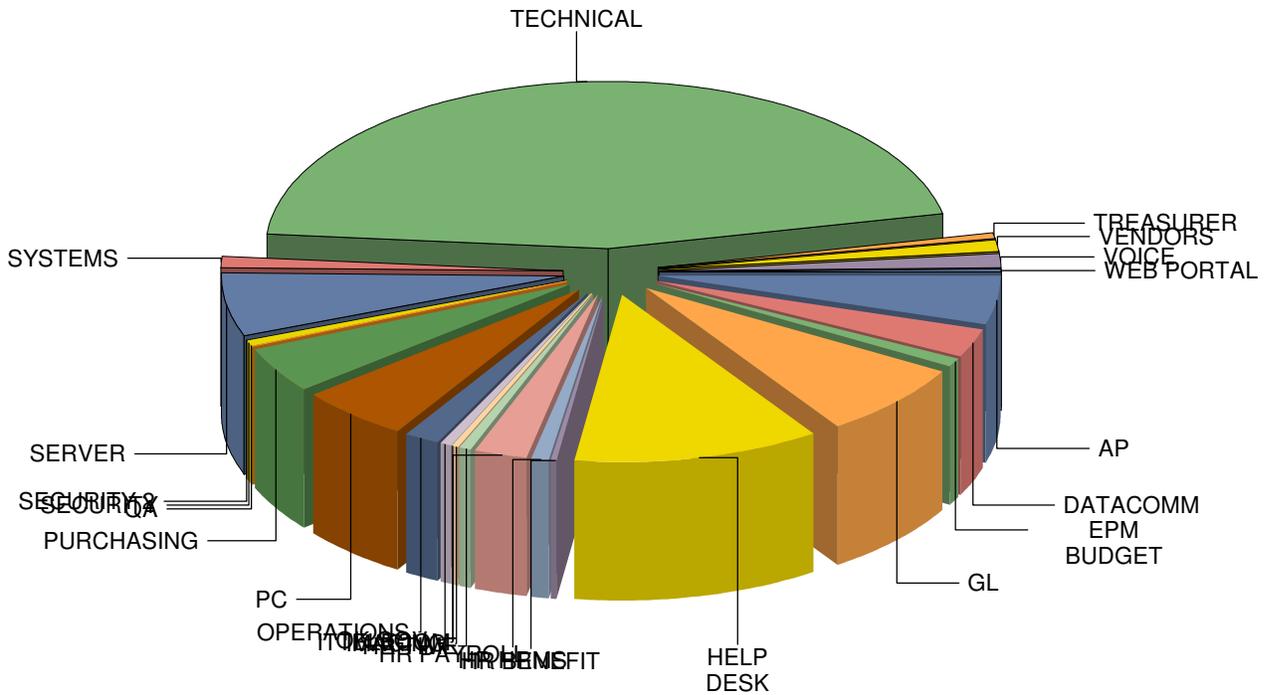
Top Agencies Reporting Cases - Year to Date

| | |
|--|-----|
| 09000 - Office of State Finance | 410 |
| 83000 - Department of Human Services | 169 |
| 13100 - Department of Corrections | 76 |
| 34500 - Department of Transportation | 64 |
| 34000 - Department of Health | 56 |
| 65000 - Department of Veterans Affairs | 56 |
| 45200 - Mental Health & Subst Abuse Sv | 55 |
| 58000 - Department of Central Services | 51 |
| 58500 - Department of Public Safety | 40 |
| 18500 - Corporation Commission | 38 |

Top Agencies Reporting Cases - Month to Date

| | |
|--|-----|
| 09000 - Office of State Finance | 410 |
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| 58000 - Department of Central Services | 51 |
| 58500 - Department of Public Safety | 40 |
| 18500 - Corporation Commission | 38 |

Open Cases by Group and Assignee



WEB PORTAL

| | |
|------------------------------|---|
| Dvorak,Julia L | 1 |
| New | 1 |
| Resolve Same Day | 1 |
| Production - System Affected | 1 |

VOICE

| | |
|------------------------------|---|
| Thomas,Cheri | 1 |
| Waiting on Customer | 1 |
| Resolve Same Day | 1 |
| Production - System Affected | 1 |
| Pending,(Voice) | 1 |
| New | 1 |
| Resolve Same Day | 1 |
| Production - System Affected | 1 |
| Field,Tech | 6 |
| Working | 6 |
| Resolve Same Day | 6 |
| Production - System Affected | 6 |
| Deubler,Danette | 1 |
| Working | 1 |
| Resolve Same Day | 1 |
| Production - System Affected | 1 |

VENDORS

| | |
|------------------------------|---|
| Pending,(Vendor) | 1 |
| New | 1 |
| Resolve Same Day | 1 |
| Production - System Affected | 1 |
| Dvorak,Julia L | 5 |
| New | 2 |
| Resolve Five Business Days | 2 |
| Production - System Affected | 2 |
| Reopened | 2 |
| Resolve Five Business Days | 2 |
| Production - System Affected | 2 |
| Working | 1 |
| Resolve Five Business Days | 1 |
| Production - System Affected | 1 |

TREASURER

| | |
|------------------------------|---|
| Pending,(Treasurer) | 4 |
| New | 4 |
| Resolve Five Business Days | 2 |
| Production - System Affected | 2 |
| Resolve Same Day | 2 |
| Production - System Affected | 2 |

TECHNICAL

| | |
|-------------------|----|
| Walters,Theresa D | 17 |
| New | 8 |

| | |
|------------------------------|----|
| Resolve Five Business Days | 4 |
| Production - System Affected | 4 |
| Resolve Same Day | 2 |
| Production - System Affected | 2 |
| 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 |
| 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 | 6 |
| New | 4 |
| Resolve Five Business Days | 1 |
| Production - System Affected | 1 |
| 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 |
| Sellers,Gary W | 2 |
| New | 2 |
| Resolve Five Business Days | 2 |
| Production - System Affected | 2 |
| Sathyaveera,Sanjayraj | 2 |
| New | 2 |
| Resolve Same Day | 2 |
| Production - System Affected | 2 |
| Rennels,Bonnie | 5 |
| New | 4 |

| | |
|----------------------------------|----|
| Resolve Five Business Days | 4 |
| Production - System Affected | 4 |
| 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) | 3 |
| New | 3 |
| Resolve Five Business Days | 3 |
| Production - System Affected | 3 |
| 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) | 21 |
| New | 20 |
| Resolve Five Business Days | 5 |
| Production - System Affected | 5 |
| Resolve Same Day | 15 |
| Production - System Affected | 15 |
| 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 | 6 |
| New | 4 |
| Resolve Five Business Days | 1 |
| Production - System Affected | 1 |
| 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 |
| 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 | 2 |
| New | 1 |
| Resolve Five Business Days | 1 |
| Production - System Affected | 1 |
| Working | 1 |
| Resolve Five Business Days | 1 |
| Production - System Affected | 1 |
| Lee,Barbara J | 2 |
| New | 2 |
| Resolve Five Business Days | 2 |
| Production - System Affected | 2 |
| 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 | 8 |
| New | 6 |
| 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 | 19 |
| New | 8 |
| 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 |
| 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 | 1 |
| Researching | 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 |

SYSTEMS

| | |
|------------------------------|---|
| Swart,Eleanor J | 1 |
| Waiting on Customer | 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 |
| Marshall,David J | 1 |
| New | 1 |
| Resolve Five Business Days | 1 |
| Production - System Affected | 1 |
| Hopkins,Carlos O | 2 |
| New | 2 |
| Resolve Five Business Days | 2 |
| Production - System Affected | 2 |

SERVER

| | |
|------------------------------|---|
| Yoder,Walter C | 5 |
| New | 4 |
| Research - 30 Calendar Days | 1 |
| Quality Assurance System | 1 |
| Resolve Five Business Days | 3 |
| Production - System Affected | 3 |
| Reopened | 1 |
| One Hour Emergency | 1 |
| Production - System Affected | 1 |
| Wiley,David L | 9 |
| New | 7 |
| Resolve Five Business Days | 6 |
| Production - System Affected | 6 |
| Resolve Same Day | 1 |
| Production - System Affected | 1 |
| Working | 2 |
| Resolve Five Business Days | 2 |
| Production - System Affected | 2 |
| Ray,Mike | 6 |
| New | 6 |
| 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 |
| Lynn,Dorothy J | 3 |
| New | 3 |
| One Hour Emergency | 1 |
| Production - System Affected | 1 |
| Resolve Five Business Days | 2 |
| Production - System Affected | 2 |
| Howard,Bob Eugene | 6 |

| | |
|------------------------------|---|
| New | 4 |
| Resolve Five Business Days | 2 |
| Production - System Affected | 2 |
| Resolve in Ten Minutes | 1 |
| Production - System Affected | 1 |
| Resolve Same Day | 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 | 6 |
| Researching | 1 |
| Target Date takes priority | 1 |
| Production - System Affected | 1 |
| Working | 5 |
| Resolve Five Business Days | 5 |
| Production - System Affected | 5 |

SECURITY 2

| | |
|------------------------------|---|
| Ontko,Kenneth W | 1 |
| New | 1 |
| Resolve Same Day | 1 |
| Production - System Affected | 1 |

SECURITY

| | |
|------------------------------|---|
| Belinski,Linda M | 2 |
| New | 1 |
| Resolve Same Day | 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) | 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 | 17 |
| New | 8 |
| 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 |
| Reopened | 3 |
| Resolve Five Business Days | 2 |
| Production - System Affected | 2 |
| 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 |
| Lovell,Laura M | 4 |
| New | 3 |
| 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 |

PC

| | |
|------------------------------|---|
| Shelton,Mark | 3 |
| New | 2 |
| Resolve Five Business Days | 2 |
| Production - System Affected | 2 |
| Working | 1 |
| Resolve Five Business Days | 1 |
| Production - System Affected | 1 |

| | |
|------------------------------|----|
| Rowe,Ron F | 11 |
| New | 10 |
| Resolve Five Business Days | 8 |
| Production - System Affected | 8 |
| Resolve Same Day | 1 |
| Production - System Affected | 1 |
| Target Date takes priority | 1 |
| Production - System Affected | 1 |
| Working | 1 |
| Research - 30 Calendar Days | 1 |
| Production - System Affected | 1 |
| Pruitt,Don E | 3 |
| New | 3 |
| Resolve Five Business Days | 1 |
| Production - System Affected | 1 |
| Target Date takes priority | 2 |
| Development System | 1 |
| Production - System Affected | 1 |
| Pending,(PC Support) | 2 |
| New | 2 |
| Target Date takes priority | 2 |
| Production - System Affected | 2 |
| Lugo,Doug | 5 |
| New | 5 |
| Resolve Five Business Days | 1 |
| Production - System Affected | 1 |
| Resolve Same Day | 4 |
| Production - System Affected | 4 |
| Hicks,Larry R | 1 |
| New | 1 |
| Resolve Same Day | 1 |
| Production - System Affected | 1 |
| Grigsby,Linda S | 6 |
| New | 6 |
| Resolve Five Business Days | 5 |
| Production - System Affected | 5 |
| Resolve in Ten Minutes | 1 |
| Production - System Affected | 1 |

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 | 1 |
| New | 1 |
| Resolve Five Business Days | 1 |
| Production - System Affected | 1 |

IMAGING

| | |
|------------------------------|---|
| Landers,Aaron Floyd Kritz | 1 |
| New | 1 |
| Resolve Five Business Days | 1 |
| Production - System Affected | 1 |

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 |

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 |
| Pfenning,Margaret | 2 |

| | |
|------------------------------|---|
| New | 2 |
| Resolve Same Day | 2 |
| Production - System Affected | 2 |
| Minson,Hanh M | 3 |
| New | 1 |
| Resolve Five Business Days | 1 |
| Production - System Affected | 1 |
| Reopened | 2 |
| Resolve Same Day | 2 |
| Production - System Affected | 2 |
| Hicks,Lucille M | 1 |
| Working | 1 |
| Resolve Five Business Days | 1 |
| Production - System Affected | 1 |
| Barton,Carol J | 5 |
| New | 4 |
| Resolve Five Business Days | 1 |
| Production - System Affected | 1 |
| Resolve Same Day | 3 |
| Production - System Affected | 3 |
| 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 |
| Morrow,Leann L | 4 |
| Researching | 3 |
| Research - 30 Calendar Days | 1 |
| Production - System Affected | 1 |
| Resolve Same Day | 2 |
| Production - System Affected | 2 |
| Working | 1 |
| Resolve Five Business Days | 1 |
| Production - System Affected | 1 |

HR BENEFIT

| | |
|------------------------------|---|
| Pending,(HCM-Benefits) | 1 |
| New | 1 |
| Resolve Same Day | 1 |
| Production - System Affected | 1 |
| Minson,Hanh M | 1 |
| New | 1 |
| Resolve Same Day | 1 |
| Production - System Affected | 1 |

HELP DESK

| | |
|------------------------------|----|
| Mott,Judi | 18 |
| New | 18 |
| Resolve Five Business Days | 14 |
| Production - System Affected | 14 |
| Target Date takes priority | 4 |
| Production - System Affected | 4 |
| 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 | 8 |
| New | 7 |
| Resolve Five Business Days | 7 |
| Production - System Affected | 7 |
| Reopened | 1 |
| Research - 30 Calendar Days | 1 |
| Production - System Affected | 1 |
| DeVaughan,Blake D | 20 |
| New | 19 |
| Resolve Five Business Days | 5 |
| Production - System Affected | 5 |
| Resolve Same Day | 14 |
| Production - System Affected | 14 |
| Working | 1 |
| Resolve Five Business Days | 1 |
| Production - System Affected | 1 |
| Anderson,Jon K | 13 |
| New | 11 |
| Research - 30 Calendar Days | 1 |
| Production - System Affected | 1 |
| Resolve Five Business Days | 5 |
| Production - System Affected | 5 |
| Resolve Same Day | 5 |
| Production - System Affected | 5 |
| Reopened | 2 |
| Resolve Five Business Days | 2 |
| Production - System Affected | 2 |

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 | 3 |
| Production - System Affected | 3 |
| 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 | 9 |
| New | 9 |
| Resolve Five Business Days | 9 |
| Production - System Affected | 9 |
| 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) | 5 |
| New | 4 |
| Resolve Five Business Days | 4 |
| Production - System Affected | 4 |
| 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

| | |
|------------------------------|---|
| Trail,Robin S | 2 |
| New | 2 |
| Resolve Five Business Days | 1 |
| Production - System Affected | 1 |
| Resolve Same Day | 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 |
| Reopened | 1 |
| Resolve Five Business Days | 1 |
| Production - System Affected | 1 |

DATA COMM

| | |
|-------------------------------|---|
| Pending,(Data Communications) | 8 |
| New | 8 |
| One Hour Emergency | 1 |
| Production - System Affected | 1 |
| Resolve Five Business Days | 7 |
| Production - System Affected | 7 |
| 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 | 1 |
| New | 1 |
| Resolve Same Day | 1 |
| Production - System Affected | 1 |
| Bruxvoort,Andrew J | 2 |
| New | 2 |
| Resolve Five Business Days | 1 |
| Production - System Affected | 1 |
| Resolve Same Day | 1 |
| Production - System Affected | 1 |

AP

| | |
|------------------------------|----|
| Pending,(Accounts Payable) | 3 |
| New | 3 |
| Resolve Five Business Days | 3 |
| Production - System Affected | 3 |
| Garcia,Patricia J | 21 |
| New | 17 |
| Research - 30 Calendar Days | 1 |
| Production - System Affected | 1 |
| Resolve Five Business Days | 16 |
| Production - System Affected | 16 |
| Reopened | 2 |
| Resolve Five Business Days | 2 |
| Production - System Affected | 2 |
| 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 | 3 |
| New | 1 |
| Resolve Five Business Days | 1 |
| Production - System Affected | 1 |
| Reopened | 1 |
| Resolve Five Business Days | 1 |
| Production - System Affected | 1 |
| Working | 1 |
| Research - 30 Calendar Days | 1 |
| Development System | 1 |