



End of Day Report

January 19, 2008 *through* January 20, 2008

Total Days in Report: 2

Activity Information

Daily Activity

Cases Assigned

Total

Cases Closed

Total

Closed Year to Date

Accounts Payable	53
Data Communications	62
EPM Budget	18
General Ledger	28
HCM Benefits	12
HCM HR	325
HCM Payroll	193
HCM Time & Labor	23
Help Desk	620
Imaging/Scanning	2
IT/Telecom Purchasing	12
Operations	6
PC Support	103
Purchasing	80
Security (OSF Information Security)	12
Security (Peoplesoft)	22
Server	87
Systems	20
Technical & Program Development	130
Treasurer	4
Vendors	29
VOICE	336
Web Portal	2
Total	2179

Open Case Summary Information

Open Case - By Severity

(All Cases)

One Hour Emergency	7
Research - 30 Calendar Days	60
Resolve Five Business Days	334
Resolve in Ten Minutes	9
Resolve Same Day	126
Target Date takes priority	29
Total Open:	565

Open Case - By Case Type

(All Cases)

Application	268
Correct History	12
Customer Service	1
Data Communications	19
Development	130
Help Desk	14
I/T Telecom Plan	1
Imaging/Scanning	1
Operations Cases	2
PC Support	37
Server Support	47
Systems Cases	5
Terminated Employee	6
Voice Communications	22
Total Open:	565

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

Accounts Payable	27
Data Communications	20
EPM Budget	2
General Ledger	40
HCM Benefits	2
HCM HR	5
HCM Payroll	12
HCM Time & Labor	5
Help Desk	41
Imaging/Scanning	1
IT/Telecom Purchasing	4
OK.Gov (NIC)	5
Operations	9
PC Support	34
Purchasing	16
Quality Assurance	1
Security (OSF Information Security)	1
Security (Peoplesoft)	1
Server	47
Systems	9
Technical & Program Development	117
Treasurer	4
Vendors	8
VOICE	22
Web Portal	2
	435

Accounts Payable	Average Business Days Open :	41
Cases: 22	Maximum Business Days Open:	170
Data Communications	Average Business Days Open :	19
Cases: 15	Maximum Business Days Open:	73
EPM Budget	Average Business Days Open :	16
Cases: 2	Maximum Business Days Open:	21
General Ledger	Average Business Days Open :	89
Cases: 41	Maximum Business Days Open:	170
HCM Benefits	Average Business Days Open :	4
Cases: 2	Maximum Business Days Open:	5
HCM HR	Average Business Days Open :	50
Cases: 5	Maximum Business Days Open:	170
HCM Payroll	Average Business Days Open :	61
Cases: 16	Maximum Business Days Open:	165
HCM Time & Labor	Average Business Days Open :	53
Cases: 5	Maximum Business Days Open:	92
Help Desk	Average Business Days Open :	30
Cases: 22	Maximum Business Days Open:	63
Imaging/Scanning	Average Business Days Open :	49
Cases: 1	Maximum Business Days Open:	49
IT/Telecom Purchasing	Average Business Days Open :	7
Cases: 2	Maximum Business Days Open:	8
OK.Gov (NIC)	Average Business Days Open :	43
Cases: 5	Maximum Business Days Open:	109
Operations	Average Business Days Open :	17
Cases: 9	Maximum Business Days Open:	43
PC Support	Average Business Days Open :	17
Cases: 22	Maximum Business Days Open:	62
Purchasing	Average Business Days Open :	62
Cases: 19	Maximum Business Days Open:	169
Quality Assurance	Average Business Days Open :	66
Cases: 1	Maximum Business Days Open:	66
Security (Peoplesoft)	Average Business Days Open :	44
Cases: 1	Maximum Business Days Open:	44
Server	Average Business Days Open :	21
Cases: 25	Maximum Business Days Open:	64
Systems	Average Business Days Open :	35
Cases: 8	Maximum Business Days Open:	71
Technical & Program Development	Average Business Days Open :	123
Cases: 214	Maximum Business Days Open:	170
Treasurer	Average Business Days Open :	16
Cases: 4	Maximum Business Days Open:	25
Vendors	Average Business Days Open :	53
Cases: 6	Maximum Business Days Open:	158
VOICE	Average Business Days Open :	3
Cases: 17	Maximum Business Days Open:	8
Web Portal	Average Business Days Open :	2
Cases: 1	Maximum Business Days Open:	2

Agency Statistics

Top Agencies Reporting Cases - Year to Date

09000 - Office of State Finance	515
83000 - Department of Human Services	191
13100 - Department of Corrections	97
34500 - Department of Transportation	77
45200 - Mental Health & Subst Abuse Sv	71
34000 - Department of Health	67
65000 - Department of Veterans Affairs	67
58000 - Department of Central Services	65
58500 - Department of Public Safety	51
18500 - Corporation Commission	50

Top Agencies Reporting Cases - Month to Date

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58500 - Department of Public Safety	51
18500 - Corporation Commission	50

TECHNICAL

Walters,Theresa D	15
New	5
Resolve Five Business Days	2
Production - System Affected	2
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	2
Resolve Five Business Days	2
Production - System Affected	2
Waiting on Customer	3
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	2
Production - System Affected	2
Working	3
Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	1
Production - System Affected	1
Stewart III,Ernest H	15
New	10
Resolve Five Business Days	9
Production - System Affected	9
Resolve Same Day	1
Production - System Affected	1
Reopened	1
One Hour Emergency	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	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	3
New	2
Resolve Five Business Days	2
Production - System Affected	2
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	2
Production - System Affected	2
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)	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	2
Working	2
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	1
Production - System Affected	1
McKeithan,Lisa M	20
New	12
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	6
Production - System Affected	6
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	5
New	5
Resolve Five Business Days	5
Production - System Affected	5
Jorski,Michael J	36
New	29
Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	14

Production - System Affected	13
Quality Assurance System	1
Resolve Same Day	12
Production - System Affected	12
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	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	16
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	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	73
New	30
Research - 30 Calendar Days	7
Production - System Affected	7
Resolve Five Business Days	16
Production - System Affected	16
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	3
New	2
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	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	2
Researching	1
Resolve Same Day	1
Production - System Affected	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
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	2
New	2
Resolve Five Business Days	2
Production - System Affected	2

SERVER

Yoder,Walter C	6
New	5
Research - 30 Calendar Days	1
Quality Assurance System	1
Resolve Five Business Days	4
Production - System Affected	4
Reopened	1
One Hour Emergency	1
Production - System Affected	1
Wiley,David L	8
New	6
Resolve Five Business Days	6
Production - System Affected	6
Waiting on Customer	1
Resolve Five Business Days	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1

Production - System Affected	1
Ray, Mike	5
New	5
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	3
Production - System Affected	3
Target Date takes priority	1
Development System	1
Pending, (Server Group)	3
New	3
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	2
Production - System Affected	2
Lynn, Dorothy J	1
New	1
Resolve Same Day	1
Production - System Affected	1
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	18
New	6
Resolve Five Business Days	6
Production - System Affected	6
Researching	1
Target Date takes priority	1
Production - System Affected	1
Working	11
Resolve Five Business Days	11
Production - System Affected	11

SECURITY 2

Engelbrecht, Sean Russel	1
New	1
Resolve Five Business Days	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)	3
New	3
Resolve Five Business Days	3
Production - System Affected	3
McMeans, Billy D	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Maxwell, Ronney K	15
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	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
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	8
New	7
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	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
Rowe,Ron F	11
New	10
One Hour Emergency	1
Production - System Affected	1
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
Working	1
Research - 30 Calendar Days	1
Production - System Affected	1
Pruitt,Don E	4
New	4
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
Target Date takes priority	2
Development System	1
Production - System Affected	1
Pending,(PC Support)	1
New	1
Resolve Same Day	1
Production - System Affected	1
Lugo,Doug	3
New	3
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	2
Production - System Affected	2
Hicks,Larry R	1
New	1

Resolve Same Day	1
Production - System Affected	1
Grigsby,Linda S	6
New	6
Resolve Five Business Days	4
Production - System Affected	4
Resolve in Ten Minutes	1
Production - System Affected	1
Target Date takes priority	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)	7
New	7
Resolve in Ten Minutes	5
Production - System Affected	5
Resolve Same Day	2
Production - System Affected	2

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 Five Business Days	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	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
Barton,Carol J	1
New	1
Resolve Same Day	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	1
Reopened	1
Resolve Same Day	1
Production - System Affected	1
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	8
New	7

Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	5
Production - System Affected	5
Working	1
Resolve Five Business Days	1
Production - System Affected	1

HR HRMS

Morrow,Leann L	5
Reopened	1
Resolve Same Day	1
Production - System Affected	1
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

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

HELP DESK

Mott,Judi	12
New	12
Resolve Five Business Days	8
Production - System Affected	8
Target Date takes priority	4
Production - System Affected	4
Miller,Rodger Dean	4
New	4
Resolve Five Business Days	4
Production - System Affected	4
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	7
New	7
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	3
Production - System Affected	3
DeVaughan,Blake D	10
New	9
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	5
Production - System Affected	5
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	3
Production - System Affected	3
Resolve Same Day	2
Production - System Affected	2

GL

Turner,Loren B	13
New	7
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	6
Production - System Affected	6
Reopened	5
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	2
Production - System Affected	2
Working	1
Research - 30 Calendar 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	13
New	11
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	9
Production - System Affected	9
Resolve Same Day	1
Production - System Affected	1
Reopened	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
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
LeFlore,Jennifer B	1
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1

DATA COMM

Pending,(Data Communications)	9
New	9

One Hour Emergency	1
Production - System Affected	1
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	7
Production - System Affected	7
Morgan,Jayson E	8
New	7
Resolve Five Business Days	6
Production - System Affected	6
Resolve Same Day	1
Production - System Affected	1
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Kiker,Michael L	3
New	3
One Hour Emergency	2
Production - System Affected	2
Resolve Same Day	1
Production - System Affected	1
Bruxvoort,Andrew J	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

Working	1
Research - 30 Calendar Days	1
Development System	1

AP

Pending,(Accounts Payable)	1
New	1
Resolve Same Day	1
Production - System Affected	1
Garcia,Patricia J	25
New	20
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	19
Production - System Affected	19
Reopened	3
Resolve Five Business Days	3
Production - System Affected	3
Researching	1
Target Date takes priority	1
Production - System Affected	1
Working	1
Research - 30 Calendar Days	1
Production - System Affected	1
Adkinson,Mark N	2
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1

