



End of Day Report

January 29, 2008 *through* January 29, 2008

Total Days in Report: 1

Activity Information

Daily Activity

Cases Assigned

Accounts Payable	2
Data Communications	4
General Ledger	2
HCM HR	36
HCM Payroll	9
Help Desk	41
PC Support	9
Purchasing	4
Security (Peoplesoft)	1
Server	2
Technical & Program Development	8
Vendors	1
VOICE	28
Total	147

Cases Closed

Accounts Payable	1
Data Communications	3
General Ledger	1
HCM HR	28
HCM Payroll	11
HCM Time & Labor	1
Help Desk	42
PC Support	6
Purchasing	6
Server	7
Systems	2
Technical & Program Development	4
Vendors	1
VOICE	26
Total	139

Closed Year to Date

Accounts Payable	59
Data Communications	85
EPM Budget	21
General Ledger	31
HCM Benefits	14
HCM HR	411
HCM Payroll	221
HCM Time & Labor	26
Help Desk	746
Imaging/Scanning	2
IT/Telecom Purchasing	22
Operations	6
PC Support	128
Purchasing	105
Security (OSF Information Security)	12
Security (Peoplesoft)	28
Server	113
Systems	27
Technical & Program Development	146
Treasurer	4
Vendors	34
VOICE	420
Web Portal	2
Total	2663

Open Case Summary Information

Open Case - By Severity

(All Cases)

One Hour Emergency	5
Research - 30 Calendar Days	62
Resolve Five Business Days	336
Resolve in Ten Minutes	8
Resolve Same Day	122
Target Date takes priority	34
Total Open:	567

Open Case - By Case Type

(All Cases)

Application	269
Correct History	20
Customer Service	1
Data Communications	14
Development	131
Help Desk	18
I/T Telecom Plan	1
Imaging/Scanning	1
New Employee	4
Operations Cases	2
PC Support	38
Server Support	43
Systems Cases	6
Terminated Employee	7
Voice Communications	12
Total Open:	567

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

Accounts Payable	23
Data Communications	15
EPM Budget	1
General Ledger	43
HCM Benefits	1
HCM HR	16
HCM Payroll	9
HCM Time & Labor	4
Help Desk	44
Imaging/Scanning	1
IT/Telecom Purchasing	3
OK.Gov (NIC)	5
Operations	10
PC Support	36
Purchasing	10
Quality Assurance	1
Security (OSF Information Security)	3
Security (Peoplesoft)	2
Server	45
Systems	8
Technical & Program Development	125
Treasurer	5
Vendors	11
VOICE	12
Web Portal	3
	436

Accounts Payable	Average Business Days Open :	40
Cases: 19	Maximum Business Days Open:	173
Data Communications	Average Business Days Open :	32
Cases: 8	Maximum Business Days Open:	77
EPM Budget	Average Business Days Open :	18
Cases: 1	Maximum Business Days Open:	18
General Ledger	Average Business Days Open :	98
Cases: 39	Maximum Business Days Open:	174
HCM Benefits	Average Business Days Open :	9
Cases: 1	Maximum Business Days Open:	9
HCM HR	Average Business Days Open :	12
Cases: 15	Maximum Business Days Open:	174
HCM Payroll	Average Business Days Open :	69
Cases: 13	Maximum Business Days Open:	169
HCM Time & Labor	Average Business Days Open :	89
Cases: 3	Maximum Business Days Open:	96
Help Desk	Average Business Days Open :	32
Cases: 23	Maximum Business Days Open:	67
Imaging/Scanning	Average Business Days Open :	53
Cases: 1	Maximum Business Days Open:	53
IT/Telecom Purchasing	Average Business Days Open :	8
Cases: 2	Maximum Business Days Open:	12
OK.Gov (NIC)	Average Business Days Open :	47
Cases: 5	Maximum Business Days Open:	113
Operations	Average Business Days Open :	19
Cases: 10	Maximum Business Days Open:	47
PC Support	Average Business Days Open :	18
Cases: 23	Maximum Business Days Open:	66
Purchasing	Average Business Days Open :	80
Cases: 13	Maximum Business Days Open:	173
Quality Assurance	Average Business Days Open :	70
Cases: 1	Maximum Business Days Open:	70
Security (OSF Information Security)	Average Business Days Open :	6
Cases: 2	Maximum Business Days Open:	6
Security (Peoplesoft)	Average Business Days Open :	48
Cases: 1	Maximum Business Days Open:	48
Server	Average Business Days Open :	19
Cases: 33	Maximum Business Days Open:	68
Systems	Average Business Days Open :	37
Cases: 8	Maximum Business Days Open:	75
Technical & Program Development	Average Business Days Open :	125
Cases: 218	Maximum Business Days Open:	174
Treasurer	Average Business Days Open :	17
Cases: 5	Maximum Business Days Open:	29
Vendors	Average Business Days Open :	35
Cases: 10	Maximum Business Days Open:	162
VOICE	Average Business Days Open :	3
Cases: 12	Maximum Business Days Open:	12
Web Portal	Average Business Days Open :	8
Cases: 2	Maximum Business Days Open:	9

Agency Statistics

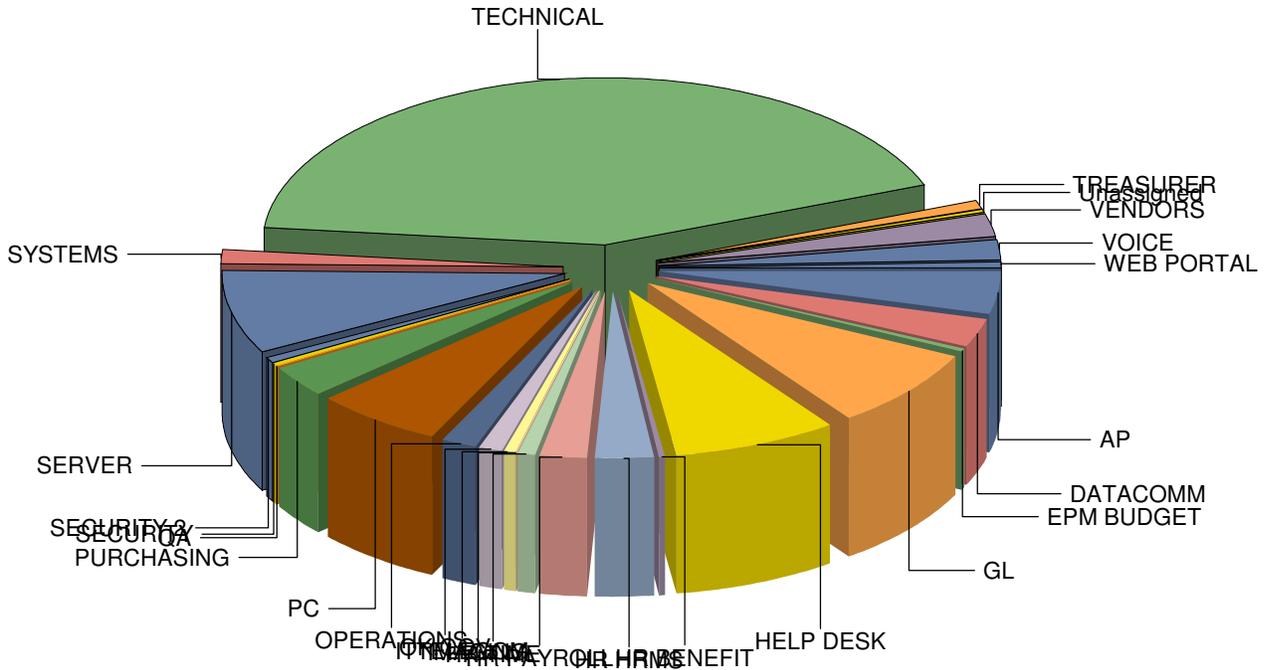
Top Agencies Reporting Cases - Year to Date

09000 - Office of State Finance	628
83000 - Department of Human Services	240
13100 - Department of Corrections	109
34000 - Department of Health	102
58000 - Department of Central Services	92
34500 - Department of Transportation	90
45200 - Mental Health & Subst Abuse Sv	87
65000 - Department of Veterans Affairs	82
58500 - Department of Public Safety	65
18500 - Corporation Commission	56

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18500 - Corporation Commission	56

Open Cases by Group and Assignee



WEB PORTAL

Pending,(Web Design)	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Hall III,Drew M	1
New	1
Resolve Same Day	1
Production - System Affected	1
Dvorak,Julia L	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

VOICE

Pending,(Voice)	1
New	1
Resolve in Ten Minutes	1
Production - System Affected	1
Field,Tech	11
Working	11
Resolve Same Day	11
Production - System Affected	11

VENDORS

Pending,(Vendor)	4
New	3
Resolve Five Business Days	3
Production - System Affected	3
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Dvorak,Julia L	8
New	5
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	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)	5
New	5
One Hour Emergency	1
Production - System Affected	1
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	2

Production - System Affected 2

TECHNICAL

Walters,Theresa D	17
New	7
Resolve Five Business Days	4
Production - System Affected	4
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 | 6 |
| New | 3 |
| Resolve Five Business Days | 3 |
| Production - System Affected | 3 |
| 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 |
| 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 | 3 |
| Production - System Affected | 3 |
| Resolve Same Day | 1 |
| Production - System Affected | 1 |
| Pending,(Technical AppDev - HCM) | 1 |
| New | 1 |
| Resolve Five Business Days | 1 |

Production - System Affected	1
Pending,(Technical AppDev - FIN)	2
New	1
Resolve Five Business Days	1
Production - System Affected	1
Reopened	1
Resolve Same Day	1
Production - System Affected	1
Pending,(Technical AppDev - ENV)	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	3
New	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
McKeithan,Lisa M	19
New	11
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	5
Production - System Affected	5
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	5
New	5
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	1
Production - System Affected	1
Jorski,Michael J	36
New	29
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	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	10
New	8
Resolve Five Business Days	6
Production - System Affected	6
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
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	6
Production - System Affected	6
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
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	75
New	32
Research - 30 Calendar Days	7
Production - System Affected	7
Resolve Five Business Days	18
Production - System Affected	18
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	2
New	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	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

SERVER

Yoder,Walter C	8
New	7
Research - 30 Calendar Days	1
Quality Assurance System	1
Resolve Five Business Days	6
Production - System Affected	6
Reopened	1
One Hour Emergency	1
Production - System Affected	1

Wiley,David L	5
New	4
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	3
Production - System Affected	3
Waiting on Customer	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
Resolve Five Business Days	3
Production - System Affected	3
Lynn,Dorothy J	1
Reopened	1
Resolve Same Day	1
Production - System Affected	1
Howard,Bob Eugene	5
New	3
Resolve Five Business Days	3
Production - System Affected	3
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	8
Resolve Five Business Days	7
Production - System Affected	7
Resolve Same Day	1
Production - System Affected	1
Researching	1
Target Date takes priority	1
Production - System Affected	1
Working	9
Resolve Five Business Days	9
Production - System Affected	9

SECURITY 2

Pending,(Information Security)	2
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New	2
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
Engelbrecht,Sean Russel	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

SECURITY

Belinski,Linda M	2
New	1
Research - 30 Calendar Days	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

Paulson,Sammy S	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
McMeans,Billy D	2
New	1
Resolve Five Business Days	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Maxwell,Ronney K	13
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
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

PC

Shelton,Mark	7
New	4
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	2
Production - System Affected	2
Waiting on Customer	2
Resolve Same Day	1
Production - System Affected	1
Target Date takes priority	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Rowe,Ron F	7
New	6
Resolve Five Business Days	5
Production - System Affected	5
Target Date takes priority	1
Production - System Affected	1
Working	1
Research - 30 Calendar Days	1
Production - System Affected	1
Pruitt,Don E	9
New	8
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	3
Production - System Affected	3
Target Date takes priority	2
Development System	1
Production - System Affected	1
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Pending,(PC Support)	2
New	2
Resolve Same Day	1

Production - System Affected	1
Target Date takes priority	1
Production - System Affected	1
Lugo,Doug	2
New	2
Resolve Same Day	2
Production - System Affected	2
Hicks,Larry R	2
New	2
Resolve Same Day	2
Production - System Affected	2
Grigsby,Linda S	7
New	7
Resolve Five Business Days	3
Production - System Affected	3
Resolve in Ten Minutes	1
Production - System Affected	1
Resolve Same Day	2
Production - System Affected	2
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)	8
New	8
Resolve in Ten Minutes	6
Production - System Affected	6
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	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

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
Minson,Hanh M	2
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	1
Production - System Affected	1
Resolve Same Day	6

Production - System Affected	6
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	14
New	8
Resolve Same Day	8
Production - System Affected	8
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
Waiting on Customer	1
Resolve Same Day	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Binegar,Alan	1
New	1
Research - 30 Calendar Days	1
Production - System Affected	1

HR BENEFIT

Pfenning,Margaret	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

HELP DESK

Mott,Judi	16
New	15
Resolve Five Business Days	8
Production - System Affected	8

Target Date takes priority	7
Production - System Affected	7
Reopened	1
Target Date takes priority	1
Production - System Affected	1
Miller,Rodger Dean	1
New	1
Resolve Five Business Days	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	6
New	5
Resolve Five Business Days	5
Production - System Affected	5
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
DeVaughan,Blake D	13
New	13
Resolve Five Business Days	8
Production - System Affected	8
Resolve Same Day	5
Production - System Affected	5
Anderson,Jon K	5
New	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

GL

Turner,Loren B	15
New	9
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	8
Production - System Affected	8
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	7
New	7
Resolve Five Business Days	7
Production - System Affected	7
Pratt,Jennie L	13
New	11
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	10
Production - System Affected	10
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

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

DATACOMM

Pending,(Data Communications)	2
New	2
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
Morgan,Jayson E	7
New	6
One Hour Emergency	1
Production - System Affected	1
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	1
Production - System Affected	1
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Kiker,Michael L	5
New	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
Bruxvoort,Andrew J	2
New	2
Resolve Five Business Days	2
Production - System Affected	2

AP

Pending,(Accounts Payable)	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
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	3
Resolve Five Business Days	3
Production - System Affected	3
Researching	1
Target Date takes priority	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

No Assigned Provider Group

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