



End of Day Report

March 20, 2008 *through* March 20, 2008

Total Days in Report: 1

Activity Information

Daily Activity

Cases Assigned

Accounts Payable	6
EPM Budget	1
HCM Benefits	1
HCM HR	23
HCM Payroll	8
HCM Time & Labor	2
Help Desk (OSF)	29
IT/Telecom Purchasing	2
PC Support	1
Purchasing	2
Security (Peoplesoft)	1
Server	1
Technical & Program Development	3
VOICE	13
Total	93

Cases Closed

Accounts Payable	7
EPM Budget	2
HCM Benefits	1
HCM HR	24
HCM Payroll	8
HCM Time & Labor	2
Help Desk (OSF)	30
PC Support	5
Purchasing	2
Security (Peoplesoft)	1
Server	6
Technical & Program Development	9
VOICE	9
Total	106

Closed Year to Date

Accounts Payable	176
Data Communications	195
EPM Budget	37
General Ledger	96
HCM Benefits	43
HCM HR	1261
HCM Payroll	581
HCM Time & Labor	70
Help Desk (OSF)	1877
Imaging/Scanning	3
IT/Telecom Purchasing	56
OK.Gov (NIC)	1
Operations	14
PC Support	362
Purchasing	194
Security (OSF Information Security)	23
Security (Peoplesoft)	84
Server	297
Systems	69
Technical & Program Development	311
Treasurer	12
Vendors	92
VOICE	1020
Web Portal	5
Total	6879

Open Case Summary Information

Open Case - By Severity

(All Cases)

One Hour Emergency	4
Research - 30 Calendar Days	60
Resolve Five Business Days	346
Resolve in Ten Minutes	6
Resolve Same Day	109
Target Date takes priority	59
Total Open:	584

Open Case - By Case Type

(All Cases)

Active Directory	1
Application	273
Correct History	8
Customer Service	1
Data Communications	20
Development	125
Documentation	2
Help Desk	37
Imaging/Scanning	1
New Employee	3
Operations Cases	2
PC Support	36
Server Support	54
Systems Cases	4
Terminated Employee	9
Voice Communications	8
Total Open:	584

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

Accounts Payable	21
Data Communications	20
EPM Budget	1
General Ledger	28
HCM Benefits	2
HCM HR	3
HCM Payroll	4
HCM Time & Labor	3
Help Desk (OSF)	41
Imaging/Scanning	2
IT/Telecom Purchasing	4
OK.Gov (NIC)	5
Operations	10
PC Support	32
Purchasing	19
Quality Assurance	1
Security (OSF Information Security)	1
Security (Peoplesoft)	3
Server	52
Systems	7
Technical & Program Development	146
Treasurer	8
Vendors	19
VOICE	8
Web Portal	1
	441

Accounts Payable	Average Business Days Open :	54
Cases: 17	Maximum Business Days Open:	211
Data Communications	Average Business Days Open :	25
Cases: 18	Maximum Business Days Open:	97
EPM Budget	Average Business Days Open :	55
Cases: 1	Maximum Business Days Open:	55
General Ledger	Average Business Days Open :	125
Cases: 27	Maximum Business Days Open:	211
HCM Benefits	Average Business Days Open :	6
Cases: 2	Maximum Business Days Open:	7
HCM HR	Average Business Days Open :	10
Cases: 3	Maximum Business Days Open:	14
HCM Payroll	Average Business Days Open :	107
Cases: 5	Maximum Business Days Open:	206
HCM Time & Labor	Average Business Days Open :	126
Cases: 3	Maximum Business Days Open:	133
Help Desk (OSF)	Average Business Days Open :	35
Cases: 22	Maximum Business Days Open:	83
Imaging/Scanning	Average Business Days Open :	62
Cases: 2	Maximum Business Days Open:	90
IT/Telecom Purchasing	Average Business Days Open :	5
Cases: 3	Maximum Business Days Open:	7
OK.Gov (NIC)	Average Business Days Open :	72
Cases: 5	Maximum Business Days Open:	150
Operations	Average Business Days Open :	54
Cases: 10	Maximum Business Days Open:	84
PC Support	Average Business Days Open :	34
Cases: 19	Maximum Business Days Open:	103
Purchasing	Average Business Days Open :	73
Cases: 17	Maximum Business Days Open:	204
Quality Assurance	Average Business Days Open :	107
Cases: 1	Maximum Business Days Open:	107
Security (OSF Information Security)	Average Business Days Open :	8
Cases: 1	Maximum Business Days Open:	8
Security (Peoplesoft)	Average Business Days Open :	48
Cases: 3	Maximum Business Days Open:	85
Server	Average Business Days Open :	42
Cases: 28	Maximum Business Days Open:	98
Systems	Average Business Days Open :	68
Cases: 7	Maximum Business Days Open:	112
Technical & Program Development	Average Business Days Open :	148
Cases: 243	Maximum Business Days Open:	211
Treasurer	Average Business Days Open :	42
Cases: 8	Maximum Business Days Open:	66
Vendors	Average Business Days Open :	41
Cases: 17	Maximum Business Days Open:	147
VOICE	Average Business Days Open :	2
Cases: 6	Maximum Business Days Open:	3
Web Portal	Average Business Days Open :	46
Cases: 1	Maximum Business Days Open:	46

Agency Statistics

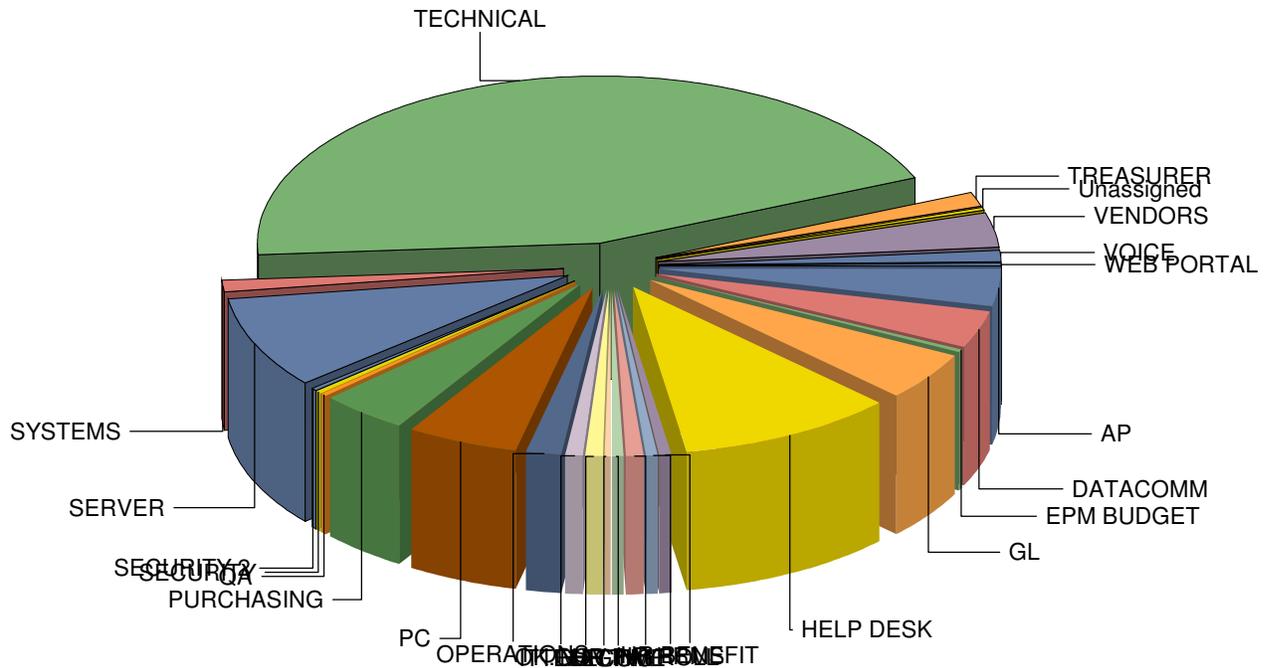
Top Agencies Reporting Cases - Year to Date

09000 - Office of State Finance	1561
83000 - Department of Human Services	699
13100 - Department of Corrections	342
34000 - Department of Health	247
45200 - Mental Health & Subst Abuse Sv	232
65000 - Department of Veterans Affairs	219
34500 - Department of Transportation	212
58000 - Department of Central Services	190
58500 - Department of Public Safety	172
80500 - Dept of Rehabilitation Service	140

Top Agencies Reporting Cases - Month to Date

09000 - Office of State Finance	359
83000 - Department of Human Services	202
13100 - Department of Corrections	81
45200 - Mental Health & Subst Abuse Sv	61
65000 - Department of Veterans Affairs	56
34500 - Department of Transportation	54
80500 - Dept of Rehabilitation Service	46
80500 - Rehabilitation Services	46
34000 - Department of Health	45
58500 - Department of Public Safety	43

Open Cases by Group and Assignee



WEB PORTAL

Dvorak,Julia L	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

VOICE

Pending,(Voice)	2
New	2
Resolve Same Day	2
Production - System Affected	2
Field,Tech	6
Working	6
Resolve Same Day	6
Production - System Affected	6

VENDORS

Pending,(Vendor)	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
Dvorak,Julia L	11
New	8
Resolve Five Business Days	6
Production - System Affected	6
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

TREASURER

Pending,(Treasurer)	7
New	7
One Hour Emergency	1
Production - System Affected	1
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	2
Production - System Affected	2
Cosby,Lee	1
New	1
Resolve Same Day	1
Production - System Affected	1

TECHNICAL

Walters,Theresa D	11
New	5
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	2
Production - System Affected	2
Target Date takes priority	1
Production - System Affected	1
Researching	3
Resolve Five Business Days	3
Production - System Affected	3
Working	3
Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	1
Production - System Affected	1
Stewart III,Ernest H	19
New	14
Resolve Five Business Days	13
Production - System Affected	13
Resolve Same Day	1
Production - System Affected	1
Reopened	1
Resolve Same Day	1
Production - System Affected	1
Researching	1
Resolve Five Business Days	1
Production - System Affected	1
Working	3
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	1
Production - System Affected	1
Sonaggera,Michael A	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
Sellers,Gary W	2
New	2
Resolve Five Business Days	2
Production - System Affected	2
Sathyaveera,Sanjayraj	5
New	2
Resolve Same Day	2
Production - System Affected	2

Researching	2
Resolve Same Day	1
Production - System Affected	1
Target Date takes priority	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Rennels,Bonnie	5
New	1
Resolve Five Business Days	1
Production - System Affected	1
Reopened	2
Resolve Five Business Days	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
Reghunathan,Valsamma	7
New	4
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	1
Production - System Affected	1
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Working	2
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	1
Production - System Affected	1
Pending,(Technical AppDev - IBM)	4
New	4
Resolve Five Business Days	4
Production - System Affected	4
Pending,(Technical AppDev - HCM)	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Pending,(Technical AppDev - FIN)	4
New	3
Resolve Five Business Days	3
Production - System Affected	3
Reopened	1
Resolve Same Day	1
Production - System Affected	1
Pending,(Technical AppDev - ENV)	2

New	2
Resolve Five Business Days	1
Production - System Affected	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	3
New	2
Resolve Same Day	2
Production - System Affected	2
Working	1
Research - 30 Calendar Days	1
Production - System Affected	1
McKeithan,Lisa M	17
New	9
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	5
Production - System Affected	5
Resolve Same Day	2
Production - System Affected	2
Target Date takes priority	1
Production - System Affected	1
Working	8
Research - 30 Calendar Days	3
Production - System Affected	3
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	3
Production - System Affected	3
Lopez,Pete A	7
New	5
Resolve Five Business Days	5
Production - System Affected	5
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Lee,Barbara J	6
New	6
Resolve Five Business Days	5
Production - System Affected	5
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	16
Production - System Affected	15
Quality Assurance System	1
Resolve Same Day	10
Production - System Affected	10
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	21
New	12
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

Target Date takes priority	1
Production - System Affected	1
Reopened	3
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	2
Production - System Affected	2
Researching	1
Resolve Five Business Days	1
Production - System Affected	1
Working	5
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	4
Production - System Affected	4
Cantrell,Fred L	79
New	36
Research - 30 Calendar Days	6
Production - System Affected	6
Resolve Five Business Days	19
Production - System Affected	19
Resolve Same Day	4
Production - System Affected	4
Target Date takes priority	7
Production - System Affected	7
Reopened	5
Research - 30 Calendar Days	3
Production - System Affected	3
Resolve Five Business Days	2
Production - System Affected	2
Researching	7
Resolve Five Business Days	6
Production - System Affected	6
Target Date takes priority	1
Production - System Affected	1
Working	31
Research - 30 Calendar Days	13
Production - System Affected	13
Resolve Five Business Days	18
Production - System Affected	18
Burge,Herman Earl	2
New	2
Resolve Same Day	2
Production - System Affected	2
Bowman,Rita M	6
New	5
Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	3
Production - System Affected	3
Working	1
Resolve Five Business Days	1

Production - System Affected	1
Unassigned	2
New	2
Resolve Five Business Days	2
Production - System Affected	2

SYSTEMS

Swart,Eleanor J	2
Researching	1
Resolve Same Day	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Shackelford,Cynthia D	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Pennington,Stephen D	2
New	2
Resolve Five Business Days	2
Production - System Affected	2
Pending,(Systems - Printing)	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Marshall,David J	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

SERVER

Yoder,Walter C	17
New	16
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	2
Production - System Affected	2
Target Date takes priority	10
Production - System Affected	10
Reopened	1
One Hour Emergency	1
Production - System Affected	1
Wiley,David L	6
New	5
Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	3
Production - System Affected	3

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
Lynn, Dorothy J	3
New	2
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	1
Production - System Affected	1
Reopened	1
Resolve Same Day	1
Production - System Affected	1
Howard, Bob Eugene	11
Researching	1
Resolve Five Business Days	1
Production - System Affected	1
Waiting on Customer	1
Resolve Five Business Days	1
Production - System Affected	1
Working	9
Resolve Five Business Days	6
Production - System Affected	6
Target Date takes priority	3
Production - System Affected	3
Hinkle, Jonathan David	8
New	1
Resolve Five Business Days	1
Production - System Affected	1
Researching	1
Target Date takes priority	1
Production - System Affected	1
Working	6
Resolve Five Business Days	6
Production - System Affected	6
Glover, Jim R	2
New	1
Research - 30 Calendar Days	1
Production - System Affected	1
Waiting on Customer	1
Resolve Five Business Days	1
Production - System Affected	1

SECURITY 2

Schlichting, John R	1
New	1
Resolve Same Day	1
Production - System Affected	1

SECURITY

Belinski, Linda M	3
New	2
Resolve Five Business Days	2
Production - System Affected	2
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)	6
New	5
Resolve Five Business Days	5
Production - System Affected	5
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Paulson, Sammy S	2
New	2
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
Maxwell, Ronney K	15
New	7
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	3
Production - System Affected	3
Reopened	2
Research - 30 Calendar Days	1
Production - System Affected	1
Target Date takes priority	1
Production - System Affected	1
Researching	1

Resolve Five Business Days	1
Production - System Affected	1
Working	5
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	1
Production - System Affected	1
Lovell,Laura M	1
Reopened	1
Research - 30 Calendar Days	1
Production - System Affected	1

PC

Shelton,Mark	2
New	2
Resolve Five Business Days	2
Production - System Affected	2
Rowe,Ron F	10
New	3
Resolve Same Day	3
Production - System Affected	3
Researching	1
Research - 30 Calendar Days	1
Production - System Affected	1
Waiting on Customer	2
Research - 30 Calendar Days	2
Production - System Affected	2
Working	4
Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	2
Production - System Affected	2
Pruitt,Don E	5
New	5
Resolve Five Business Days	2
Production - System Affected	2
Target Date takes priority	3
Production - System Affected	3
Pending,(PC Support)	3
New	3
Resolve Five Business Days	3
Production - System Affected	3
Lugo,Doug	4
New	2
Resolve Five Business Days	2
Production - System Affected	2
Reopened	1
Resolve Same Day	1

Production - System Affected	1
Waiting on Customer	1
Resolve Five Business Days	1
Production - System Affected	1
Grigsby,Linda S	8
New	8
Resolve Five Business Days	5
Production - System Affected	5
Resolve Same Day	2
Production - System Affected	2
Target Date takes priority	1
Production - System Affected	1

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	2
Production - System Affected	2
Resolve Same Day	2
Production - System Affected	2

ITTELECOM

Owen,Alana L	4
New	4
Resolve Five Business Days	3
Production - System Affected	3
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

HR PAYROLL

Wilson,Tina C	1
New	1
Resolve Same Day	1
Production - System Affected	1
Pfenning,Margaret	1
Reopened	1
Resolve Same Day	1
Production - System Affected	1
Minson,Hanh M	1
New	1
Research - 30 Calendar Days	1
Production - System Affected	1
Hicks,Lucille M	1
New	1
Resolve Same Day	1
Production - System Affected	1
Barton,Carol J	2
New	1
Resolve Five Business Days	1
Production - System Affected	1
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1

HR HRMS

Hicks,Lucille M	1
New	1
Resolve Same Day	1
Production - System Affected	1
Binegar,Alan	2
New	2
Resolve Five Business Days	1

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

HELP DESK

Mott,Judi	19
New	17
One Hour Emergency	1
Production - System Affected	1
Resolve Five Business Days	9
Production - System Affected	9
Target Date takes priority	7
Production - System Affected	7
Reopened	1
Target Date takes priority	1
Production - System Affected	1
Waiting on Customer	1
Target Date takes priority	1
Production - System Affected	1
Miller,Rodger Dean	3
New	3
Resolve Five Business Days	3
Production - System Affected	3
Hall III,Drew M	3
New	3
Resolve Five Business Days	2
Production - System Affected	2
Target Date takes priority	1
Production - System Affected	1
Hager,Kirk K	9
New	9
Resolve Five Business Days	9
Production - System Affected	9
DeVaughan,Blake D	16
New	8
Resolve Five Business Days	3
Production - System Affected	3

Resolve Same Day	5
Production - System Affected	5
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Researching	1
Resolve Same Day	1
Production - System Affected	1
Working	6
Target Date takes priority	6
Production - System Affected	6
Anderson,Jon K	10
New	9
Resolve Five Business Days	2
Production - System Affected	2
Target Date takes priority	7
Production - System Affected	7
Working	1
Resolve Five Business Days	1
Production - System Affected	1

GL

Turner,Loren B	4
New	3
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	2
Production - System Affected	2
Working	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
Sprague,Roger Lee	1
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Pratt,Jennie L	11
New	10
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	9
Production - System Affected	9
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Pending,(General Ledger)	2
New	1

Resolve Five Business Days	1
Production - System Affected	1
Working	1
Research - 30 Calendar Days	1
Production - System Affected	1
Maxwell,Ronney K	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
LeFlore,Jennifer B	1
Working	1
Research - 30 Calendar Days	1
Production - System Affected	1

EPM BUDGET

Stephens,Georgiana R	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Manek,Brandy J	1
New	1
Target Date takes priority	1
Production - System Affected	1

DATA COMM

Pending,(Data Communications)	5
New	5
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	1
Production - System Affected	1
Morgan,Jayson E	3
New	3
Resolve Five Business Days	3
Production - System Affected	3
Kiker,Michael L	9
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	2
Resolve Five Business Days	2
Production - System Affected	2
Bruxvoort,Andrew J	3
New	3
Resolve Five Business Days	2

Production - System Affected	2
Resolve Same Day	1
Production - System Affected	1

AP

Wilson,Steve M	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Pending,(Accounts Payable)	2
New	2
Resolve Five Business Days	2
Production - System Affected	2
Maxwell,Ronney K	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Garcia,Patricia J	16
New	11
Resolve Five Business Days	10
Production - System Affected	10
Resolve Same Day	1
Production - System Affected	1
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
Resolve Five Business Days	1
Production - System Affected	1
Adkinson,Mark N	2
Reopened	1
Resolve Same Day	1
Production - System Affected	1
Working	1
Research - 30 Calendar Days	1
Development System	1

No Assigned Provider Group

Unassigned	2
New	2
Resolve Five Business Days	1
Production - System Affected	1
Target Date takes priority	1
Production - System Affected	1

