



End of Day Report

May 02, 2008 *through* May 04, 2008

Total Days in Report: 3

Activity Information

Daily Activity

Cases Assigned	
Accounts Payable	2
Data Communications	5
General Ledger	2
HCM HR	14
HCM Payroll	7
Help Desk (OSF)	27
Open Books	1
PC Support	2
Purchasing	1
Security (Peoplesoft)	1
Server	4
Systems	1
Technical & Program Development	4
Vendors	1
VOICE	10
Total	82

Cases Closed	
Accounts Payable	3
Data Communications	1
General Ledger	1
HCM HR	15
HCM Payroll	6
HCM Time & Labor	1
Help Desk (OSF)	22
OK.Gov (NIC)	14
Operations	1
PC Support	6
Purchasing	3
Security (OSF Information Security)	2
Security (Peoplesoft)	1
Server	7
Systems	1
Technical & Program Development	5
VOICE	8
Total	97

Closed Year to Date	
Accounts Payable	266
Customer Service	1
Data Communications	326
EPM Budget	48
General Ledger	131
HCM Benefits	64
HCM HR	1920
HCM Payroll	774
HCM Time & Labor	98
Help Desk (OSF)	2945
Imaging/Scanning	3
IT/Telecom Purchasing	83
OK.Gov (NIC)	15
Operations	32
PC Support	544
Purchasing	344
Quality Assurance	1
Security (OSF Information Security)	26
Security (Peoplesoft)	135
Server	515
Systems	105
Technical & Program Development	445
Treasurer	25
Vendors	134
VOICE	1477
Web Portal	21
Total	10478

Open Case Summary Information

Open Case - By Severity

(All Cases)

One Hour Emergency	4
Research - 30 Calendar Days	53
Resolve Five Business Days	354
Resolve in Ten Minutes	4
Resolve Same Day	91
Target Date takes priority	67
Total Open:	573

Open Case - By Case Type

(All Cases)

Active Directory	1
Application	234
Correct History	12
Customer Service	8
Data Communications	17
Development	123
Help Desk	37
Imaging/Scanning	4
New Employee	11
Open Books	3
PC Support	57
Server Support	51
Systems Cases	1
Terminated Employee	3
Voice Communications	8
WEB	2
Total Open:	572

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

Accounts Payable	19
Customer Service	3
Data Communications	21
EPM Budget	1
General Ledger	25
HCM Benefits	1
HCM HR	5
HCM Payroll	1
HCM Time & Labor	3
Help Desk (OSF)	22
Imaging/Scanning	6
IT/Telecom Purchasing	1
Open Books	3
PC Support	56
Purchasing	12
Security (OSF Information Security)	1
Security (Peoplesoft)	2
Server	55
Systems	4
Technical & Program Development	147
Treasurer	2
Vendors	28
VOICE	9
	427

Accounts Payable	Average Business Days Open :	47
Cases: 18	Maximum Business Days Open:	169
Customer Service	Average Business Days Open :	9
Cases: 2	Maximum Business Days Open:	9
Data Communications	Average Business Days Open :	43
Cases: 15	Maximum Business Days Open:	128
General Ledger	Average Business Days Open :	162
Cases: 23	Maximum Business Days Open:	242
HCM HR	Average Business Days Open :	21
Cases: 3	Maximum Business Days Open:	45
HCM Payroll	Average Business Days Open :	166
Cases: 2	Maximum Business Days Open:	223
HCM Time & Labor	Average Business Days Open :	157
Cases: 3	Maximum Business Days Open:	164
Help Desk (OSF)	Average Business Days Open :	26
Cases: 20	Maximum Business Days Open:	114
Imaging/Scanning	Average Business Days Open :	45
Cases: 6	Maximum Business Days Open:	121
IT/Telecom Purchasing	Average Business Days Open :	8
Cases: 1	Maximum Business Days Open:	8
Open Books	Average Business Days Open :	9
Cases: 1	Maximum Business Days Open:	9
PC Support	Average Business Days Open :	27
Cases: 43	Maximum Business Days Open:	134
Purchasing	Average Business Days Open :	81
Cases: 17	Maximum Business Days Open:	235
Security (OSF Information Security)	Average Business Days Open :	39
Cases: 1	Maximum Business Days Open:	39
Security (Peoplesoft)	Average Business Days Open :	93
Cases: 2	Maximum Business Days Open:	116
Server	Average Business Days Open :	53
Cases: 28	Maximum Business Days Open:	124
Systems	Average Business Days Open :	70
Cases: 4	Maximum Business Days Open:	143
Technical & Program Development	Average Business Days Open :	164
Cases: 231	Maximum Business Days Open:	242
Treasurer	Average Business Days Open :	10
Cases: 2	Maximum Business Days Open:	11
Vendors	Average Business Days Open :	48
Cases: 26	Maximum Business Days Open:	178
VOICE	Average Business Days Open :	2
Cases: 8	Maximum Business Days Open:	4

Agency Statistics

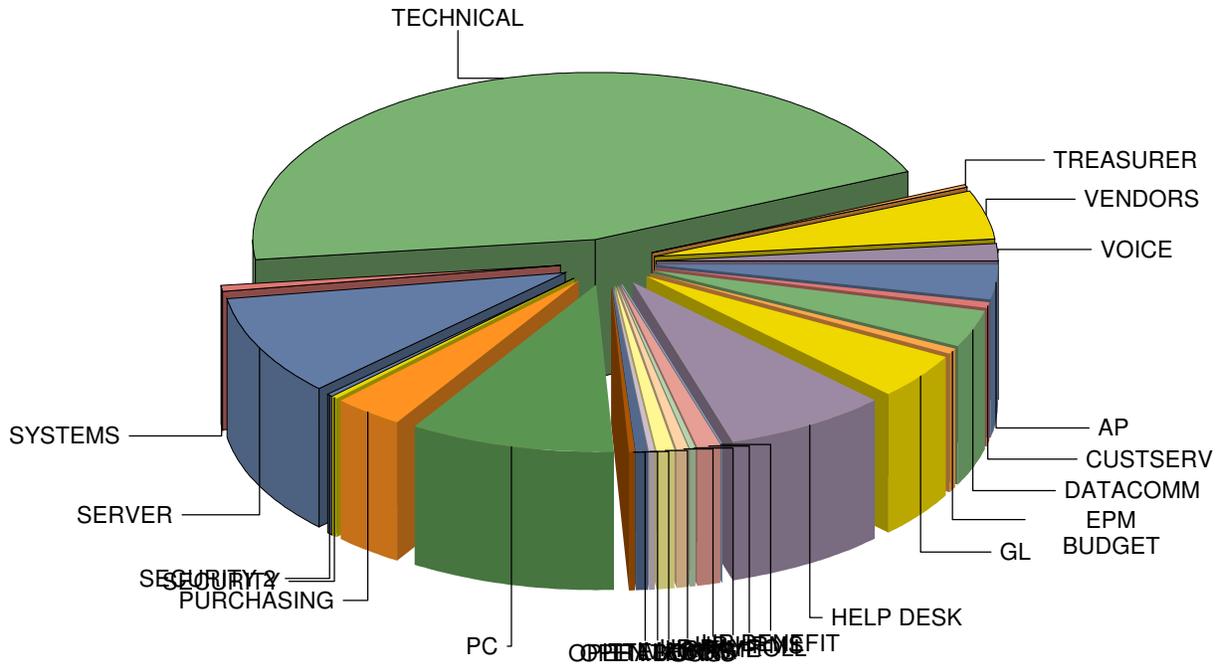
Top Agencies Reporting Cases - Year to Date

09000 - Office of State Finance	2476
83000 - Department of Human Services	1023
13100 - Department of Corrections	517
45200 - Mental Health & Subst Abuse Sv	373
65000 - Department of Veterans Affairs	345
34500 - Department of Transportation	333
34000 - Department of Health	329
58000 - Department of Central Services	261
58500 - Department of Public Safety	253
80500 - Dept of Rehabilitation Service	193

Top Agencies Reporting Cases - Month to Date

09000 - Office of State Finance	45
45200 - Mental Health & Subst Abuse Sv	15
83000 - Department of Human Services	15
34500 - Department of Transportation	12
13100 - Department of Corrections	8
34000 - Department of Health	8
56600 - Tourism & Recreation Dept	8
56600 - Tourism and Recreation Dept	8
65000 - Department of Veterans Affairs	7
02000 - Accountancy Board	5

Open Cases by Group and Assignee



VOICE

Pending,(Voice)	6
New	6
Resolve in Ten Minutes	4
Production - System Affected	4
Resolve Same Day	2
Production - System Affected	2
Field,Tech	3
Working	3
Resolve Same Day	3
Production - System Affected	3

VENDORS

Pending,(Vendor)	9
New	8
Resolve Five Business Days	6
Production - System Affected	6
Resolve Same Day	2
Production - System Affected	2
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Dvorak,Julie L	19
New	14
One Hour Emergency	1
Production - System Affected	1
Resolve Five Business Days	10

Production - System Affected	10
Resolve Same Day	3
Production - System Affected	3
Reopened	5
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	1
Production - System Affected	1

TREASURER

Pending,(Treasurer)	2
New	2
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1

TECHNICAL

Walters,Theresa D	7
New	4
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	2
Production - System Affected	2
Target Date takes priority	1
Production - System Affected	1

Researching	2
Resolve Five Business Days	1
Production - System Affected	1
Target Date takes priority	1
Production - System Affected	1
Working	1
Target Date takes priority	1
Production - System Affected	1
Troutman,Steven R	1
Working	1
Resolve Same Day	1
Production - System Affected	1
Stewart III,Ernest H	15
New	15
Resolve Five Business Days	14
Production - System Affected	14
Resolve Same Day	1
Production - System Affected	1
Sonaggera,Michael A	7
New	5
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	4
Production - System Affected	4
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
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	4
New	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	1
Resolve Five Business Days	1
Production - System Affected	1
Rennels,Bonnie	4
Working	4
Resolve Five Business Days	3
Production - System Affected	3
Target Date takes priority	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)	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 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	4
New	3
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	2
Production - System Affected	2
Working	1
Target Date takes priority	1

Production - System Affected	1
McKeithan,Lisa M	10
New	6
Resolve Five Business Days	5
Production - System Affected	5
Target Date takes priority	1
Production - System Affected	1
Working	4
Research - 30 Calendar Days	3
Production - System Affected	3
Resolve Same Day	1
Production - System Affected	1
Lopez,Pete A	14
New	8
Resolve Five Business Days	8
Production - System Affected	8
Reopened	2
Resolve Five Business Days	2
Production - System Affected	2
Researching	1
Resolve Five Business Days	1
Production - System Affected	1
Working	3
Resolve Five Business Days	3
Production - System Affected	3
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	40
New	32
Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	19
Production - System Affected	18
Quality Assurance System	1
Resolve Same Day	9
Production - System Affected	9
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
Target Date takes priority	1
Production - System Affected	1
Waiting on Customer	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	13
New	11
Resolve Five Business Days	11
Production - System Affected	11
Working	2
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	1
Production - System Affected	1
Croom,Jackie	4
New	2
Resolve Five Business Days	2
Production - System Affected	2
Working	2
Resolve Five Business Days	2
Production - System Affected	2
Carneiro,Rhonda R	18
New	10
Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	6
Production - System Affected	6
Resolve Same Day	2
Development System	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	86
New	43
Research - 30 Calendar Days	6
Production - System Affected	6
Resolve Five Business Days	22
Production - System Affected	22

Resolve Same Day	8
Production - System Affected	8
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	1
New	1
Resolve Same Day	1
Production - System Affected	1
Bowman,Rita M	6
New	5
Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	3
Production - System Affected	3
Working	1
Resolve Five Business Days	1
Production - System Affected	1

SYSTEMS

Swart,Eleanor J	2
New	1
Research - 30 Calendar Days	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Pennington,Stephen D	1
Waiting on Customer	1
Resolve Five Business Days	1
Production - System Affected	1
Keeney,Chris W	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1

SERVER

Yoder,Walter C	18
New	7
Resolve Five Business Days	6
Production - System Affected	6
Resolve Same Day	1
Production - System Affected	1
Researching	1
Resolve Same Day	1
Production - System Affected	1
Working	10
Target Date takes priority	10
Production - System Affected	10
Wiley,David L	5
New	3
Resolve Five Business Days	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
Ray,Mike	9
New	8
One Hour Emergency	1
Production - System Affected	1
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	3
Production - System Affected	3
Target Date takes priority	1
Development System	1
Working	1
Target Date takes priority	1
Production - System Affected	1
Lynn,Dorothy J	4
New	3
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	2
Production - System Affected	2
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Howard,Bob Eugene	10
Researching	2
Resolve Five Business Days	1
Production - System Affected	1
Target Date takes priority	1
Production - System Affected	1
Waiting on Customer	1

Resolve Five Business Days	1
Production - System Affected	1
Working	7
Resolve Five Business Days	3
Production - System Affected	3
Target Date takes priority	4
Production - System Affected	4
Hinkle,Jonathan David	10
New	2
Resolve Five Business Days	2
Production - System Affected	2
Researching	1
Target Date takes priority	1
Production - System Affected	1
Working	7
Resolve Five Business Days	6
Production - System Affected	6
Target Date takes priority	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	2
New	1
Resolve Five Business Days	1
Production - System Affected	1
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1

PURCHASING

Pending,(Purchasing)	2
New	1
Resolve Five Business Days	1
Production - System Affected	1
Working	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	12

New	3
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	1
Production - System Affected	1
Reopened	2
Resolve Five Business Days	2
Production - System Affected	2
Researching	1
Resolve Five Business Days	1
Production - System Affected	1
Working	6
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	4
Production - System Affected	4
Target Date takes priority	1
Production - System Affected	1
Lovell,Laura M	3
New	2
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
Reopened	1
Research - 30 Calendar Days	1
Production - System Affected	1

PC

Shelton,Mark	6
New	3
Resolve Five Business Days	3
Production - System Affected	3
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	1
Resolve Five Business Days	1
Production - System Affected	1
Rowe,Ron F	9
New	4
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	2
Production - System Affected	2
Researching	2
Research - 30 Calendar Days	2

Production - System Affected	2
Waiting on Customer	1
Research - 30 Calendar 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
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)	16
New	16
Resolve Five Business Days	16
Production - System Affected	16
Lugo,Doug	5
New	4
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	1
Production - System Affected	1
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Hicks,Larry R	2
New	2
Resolve Five Business Days	2
Production - System Affected	2
Grigsby,Linda S	14
New	13
Resolve Five Business Days	9
Production - System Affected	9
Resolve Same Day	2
Production - System Affected	2
Target Date takes priority	2
Production - System Affected	2
Waiting on Customer	1
Research - 30 Calendar Days	1
Production - System Affected	1

OPERATIONS

Shackelford,Cynthia D	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

OPEN BOOKS

Head,Jauna L	3
New	3
Resolve Five Business Days	3
Production - System Affected	3

ITTELECOM

Pending,(IT / Telecom)	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

IMAGING

Lynn,Dorothy J	6
New	6
Resolve Five Business Days	6
Production - System Affected	6

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
Barton,Carol J	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

HR HRMS

Pending,(HCM-HR)	2
New	2
Resolve Same Day	2
Production - System Affected	2
Binegar,Alan	3
New	2
Resolve Five Business Days	1

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

HR BENEFIT

Pending,(HCM-Benefits)	1
New	1
Resolve Same Day	1
Production - System Affected	1

HELP DESK

Mott,Judi	9
New	9
One Hour Emergency	1
Production - System Affected	1
Resolve Five Business Days	5
Production - System Affected	5
Target Date takes priority	3
Production - System Affected	3
Miller,Rodger Dean	9
New	2
Resolve Same Day	2
Production - System Affected	2
Working	7
Resolve Five Business Days	7
Production - System Affected	7
Hall III,Drew M	5
New	4
One Hour Emergency	1
Production - System Affected	1
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
Target Date takes priority	1
Production - System Affected	1
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Hager,Kirk K	3
New	2
Resolve Five Business Days	2
Production - System Affected	2
Waiting on Customer	1
Resolve Five Business Days	1
Production - System Affected	1

DeVaughan,Blake D	11
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
Waiting on Customer	1
Resolve Five Business Days	1
Production - System Affected	1
Working	6
Target Date takes priority	6
Production - System Affected	6
Anderson,Jon K	8
New	7
Target Date takes priority	7
Production - System Affected	7
Waiting on Customer	1
Resolve Same Day	1
Production - System Affected	1

GL

Turner,Loren B	5
New	3
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	2
Production - System Affected	2
Reopened	1
Resolve Same Day	1
Production - System Affected	1
Working	1
Research - 30 Calendar Days	1
Production - System Affected	1
Thomason,Daniel L	6
New	5
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1
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)	3
New	2
Resolve Five Business Days	2
Production - System Affected	2
Working	1
Research - 30 Calendar Days	1
Production - System Affected	1

EPM BUDGET

Manek,Brandy J	1
New	1
Target Date takes priority	1
Production - System Affected	1
LeFlore,Jennifer B	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

DATA COMM

Walker,Robert E	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Pending,(Data Communications)	2
New	2
Resolve Five Business Days	2
Production - System Affected	2
Morgan,Jayson E	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
Production - System Affected	1
Kiker,Michael L	10
New	9
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	5
Production - System Affected	5

Resolve Same Day	3
Production - System Affected	3
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Bruxvoort,Andrew J	3
New	3
Resolve Five Business Days	2
Production - System Affected	2
Target Date takes priority	1
Production - System Affected	1

CUSTSERV

McKeithan,Lisa M	3
New	3
Resolve Five Business Days	2
Production - System Affected	2
Target Date takes priority	1
Production - System Affected	1

AP

Stovall,Debra Ann	3
New	3
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	1
Production - System Affected	1
Pending,(Accounts Payable)	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Garcia,Patricia J	15
New	8
Resolve Five Business Days	6
Production - System Affected	6
Resolve Same Day	1
Production - System Affected	1
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	2
Resolve Five Business Days	2

Production - System Affected	2
Adkinson, Mark N	1
Working	1
Research - 30 Calendar Days	1
Development System	1