



End of Day Report

May 13, 2008 *through* May 13, 2008

Total Days in Report: 1

Activity Information

Daily Activity

Cases Assigned	
Accounts Payable	4
Data Communications	5
EPM Budget	1
General Ledger	2
HCM HR	44
HCM Payroll	11
HCM Time & Labor	2
Help Desk (OSF)	38
PC Support	3
Purchasing	3
Security (Peoplesoft)	2
Server	10
Systems	1
Technical & Program Development	7
Vendors	3
VOICE	18
Total	154

Cases Closed	
Accounts Payable	3
Data Communications	6
EPM Budget	1
General Ledger	5
HCM HR	14
HCM Payroll	12
HCM Time & Labor	1
Help Desk (OSF)	37
Operations	1
PC Support	9
Purchasing	1
Security (Peoplesoft)	1
Server	7
Technical & Program Development	12
Vendors	1
VOICE	15
Total	126

Closed Year to Date	
Accounts Payable	284
Customer Service	3
Data Communications	360
EPM Budget	54
General Ledger	145
HCM Benefits	74
HCM HR	2083
HCM Payroll	850
HCM Time & Labor	106
Help Desk (OSF)	3232
Imaging/Scanning	5
IT/Telecom Purchasing	85
OK.Gov (NIC)	15
Open Books	2
Operations	37
PC Support	592
Purchasing	376
Quality Assurance	1
Security (OSF Information Security)	26
Security (Peoplesoft)	144
Server	563
Systems	118
Technical & Program Development	487
Treasurer	25
Vendors	140
VOICE	1587
Web Portal	28
Total	11422

Open Case Summary Information

Open Case - By Severity

(All Cases)

One Hour Emergency	6
Research - 30 Calendar Days	49
Resolve Five Business Days	363
Resolve Same Day	127
Target Date takes priority	85
Total Open:	630

Open Case - By Case Type

(All Cases)

Active Directory	4
AntiVirus Support	1
Application	233
Correct History	32
Customer Service	13
Data Communications	18
Development	122
Help Desk	42
Imaging/Scanning	3
New Employee	28
Open Books	1
PC Support	47
Server Support	54
Systems Cases	2
Terminated Employee	16
Voice Communications	8
WEB	5
Total Open:	629

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

Accounts Payable	20
Customer Service	7
Data Communications	22
General Ledger	21
HCM HR	21
HCM Payroll	6
HCM Time & Labor	3
Help Desk (OSF)	28
Imaging/Scanning	6
IT/Telecom Purchasing	1
OK.Gov (NIC)	2
Open Books	1
Operations	2
PC Support	51
Purchasing	5
Security (OSF Information Security)	1
Security (Peoplesoft)	5
Server	82
Systems	3
Technical & Program Development	146
Treasurer	3
Vendors	30
VOICE	10
Web Portal	2
	478

Accounts Payable	Average Business Days Open :	76
Cases: 16	Maximum Business Days Open:	249
Customer Service	Average Business Days Open :	8
Cases: 6	Maximum Business Days Open:	16
Data Communications	Average Business Days Open :	50
Cases: 15	Maximum Business Days Open:	135
General Ledger	Average Business Days Open :	185
Cases: 18	Maximum Business Days Open:	249
HCM HR	Average Business Days Open :	10
Cases: 9	Maximum Business Days Open:	52
HCM Payroll	Average Business Days Open :	91
Cases: 5	Maximum Business Days Open:	230
HCM Time & Labor	Average Business Days Open :	164
Cases: 3	Maximum Business Days Open:	171
Help Desk (OSF)	Average Business Days Open :	28
Cases: 17	Maximum Business Days Open:	55
Imaging/Scanning	Average Business Days Open :	36
Cases: 5	Maximum Business Days Open:	72
IT/Telecom Purchasing	Average Business Days Open :	15
Cases: 1	Maximum Business Days Open:	15
OK.Gov (NIC)	Average Business Days Open :	8
Cases: 1	Maximum Business Days Open:	8
Open Books	Average Business Days Open :	11
Cases: 1	Maximum Business Days Open:	11
PC Support	Average Business Days Open :	25
Cases: 38	Maximum Business Days Open:	141
Purchasing	Average Business Days Open :	149
Cases: 7	Maximum Business Days Open:	242
Security (OSF Information Security)	Average Business Days Open :	46
Cases: 1	Maximum Business Days Open:	46
Security (Peoplesoft)	Average Business Days Open :	69
Cases: 3	Maximum Business Days Open:	123
Server	Average Business Days Open :	44
Cases: 35	Maximum Business Days Open:	122
Systems	Average Business Days Open :	96
Cases: 3	Maximum Business Days Open:	150
Technical & Program Development	Average Business Days Open :	172
Cases: 227	Maximum Business Days Open:	249
Treasurer	Average Business Days Open :	13
Cases: 3	Maximum Business Days Open:	18
Vendors	Average Business Days Open :	48
Cases: 29	Maximum Business Days Open:	185
VOICE	Average Business Days Open :	3
Cases: 7	Maximum Business Days Open:	4

Agency Statistics

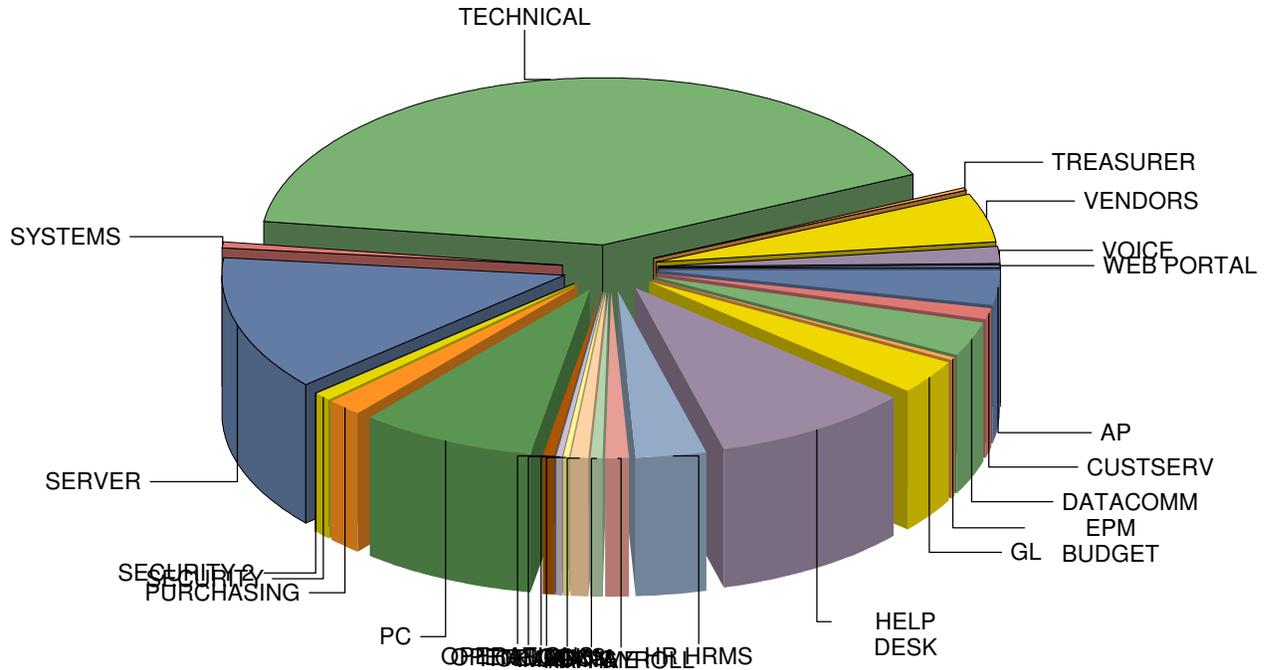
Top Agencies Reporting Cases - Year to Date

09000 - Office of State Finance	2731
83000 - Department of Human Services	1106
13100 - Department of Corrections	579
45200 - Mental Health & Subst Abuse Sv	402
65000 - Department of Veterans Affairs	378
34500 - Department of Transportation	357
34000 - Department of Health	353
58000 - Department of Central Services	274
58500 - Department of Public Safety	274
80500 - Dept of Rehabilitation Service	216

Top Agencies Reporting Cases - Month to Date

09000 - Office of State Finance	300
83000 - Department of Human Services	98
13100 - Department of Corrections	70
45200 - Mental Health & Subst Abuse Sv	44
65000 - Department of Veterans Affairs	40
34500 - Department of Transportation	36
34000 - Department of Health	32
56600 - Tourism & Recreation Dept	31
56600 - Tourism and Recreation Dept	31
80500 - Dept of Rehabilitation Service	27

Open Cases by Group and Assignee



WEB PORTAL

Hall III,Drew M	2
New	2
Resolve Same Day	2
Production - System Affected	2

VOICE

Thomas,Cheri	1
Working	1
Target Date takes priority	1
Production - System Affected	1
Pending,(Voice)	1
New	1
Resolve Same Day	1
Production - System Affected	1
Field,Tech	8
New	2
Resolve Same Day	2
Production - System Affected	2
Working	6
Resolve Same Day	6
Production - System Affected	6

VENDORS

Pending,(Vendor)	10
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New	10
Resolve Five Business Days	7
Production - System Affected	7
Resolve Same Day	3
Production - System Affected	3

Dvorak,Julie L	20
New	15
One Hour Emergency	1
Production - System Affected	1
Resolve Five Business Days	10
Production - System Affected	10
Resolve Same Day	4
Production - System Affected	4
Reopened	5
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	1
Production - System Affected	1

TREASURER

Pending,(Treasurer)	3
New	3
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	2
Production - System Affected	2

TECHNICAL

Walters,Theresa D	6
New	3
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
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	2
New	1
Resolve Five Business Days	1
Production - System Affected	1
Working	1
Resolve Same Day	1
Production - System Affected	1
Stewart III,Ernest H	7
New	7
Resolve Five Business Days	7
Production - System Affected	7
Sonaggera,Michael A	6
New	4
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	3
Production - System Affected	3
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	2
New	1
Resolve Five Business Days	1
Production - System Affected	1
Working	1
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)	2
New	1
Resolve Five Business Days	1
Production - System Affected	1
Working	1
Resolve Same Day	1
Production - System Affected	1
Pending,(Technical AppDev - FIN)	4
New	2
Resolve Five Business Days	2
Production - System Affected	2
Reopened	2
Resolve Five Business Days	1
Production - System Affected	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 Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
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	13
New	7
Resolve Five Business Days	7
Production - System Affected	7
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	9
New	9
Resolve Five Business Days	6
Production - System Affected	6
Resolve Same Day	3
Production - System Affected	3
Jorski,Michael J	39
New	31
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	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
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	11
New	9
Resolve Five Business Days	9
Production - System Affected	9
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	28
New	16
Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	11
Production - System Affected	11
Resolve Same Day	3
Development System	1
Production - System Affected	2
Reopened	6
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	5
Production - System Affected	5
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	87
New	44
Research - 30 Calendar Days	6
Production - System Affected	6
Resolve Five Business Days	22
Production - System Affected	22
Resolve Same Day	9
Production - System Affected	9
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

SERVER

Yoder,Walter C	35
New	23
One Hour Emergency	1
Production - System Affected	1
Resolve Five Business Days	11
Production - System Affected	11
Resolve Same Day	4
Production - System Affected	4
Target Date takes priority	7
Production - System Affected	7
Researching	1
Resolve Same Day	1
Production - System Affected	1
Working	11
Resolve Five Business Days	1
Production - System Affected	1
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	10
New	9
One Hour Emergency	1
Production - System Affected	1
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	4
Production - System Affected	4
Target Date takes priority	1
Development System	1
Working	1
Target Date takes priority	1
Production - System Affected	1

Pending,(Server Group)	8
New	8
One Hour Emergency	1
Production - System Affected	1
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	3
Production - System Affected	3
Target Date takes priority	2
Production - System Affected	2
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 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
Working	8
Resolve Five Business Days	3
Production - System Affected	3
Target Date takes priority	5
Development System	1
Production - System Affected	4
Hinkle,Jonathan David	12
New	2
Resolve Five Business Days	2
Production - System Affected	2
Working	10
Resolve Five Business Days	8
Production - System Affected	7
Test System	1
Resolve Same Day	1
Production - System Affected	1
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	5
New	4
Resolve Five Business Days	3
Production - System Affected	3
Target Date takes priority	1
Production - System Affected	1
Reopened	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
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Maxwell,Ronney K	6
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	1
Reopened	1
Research - 30 Calendar Days	1
Production - System Affected	1

PC

Shelton,Mark	6
New	3
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	1
Production - System Affected	1
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	11
New	8
Resolve Five Business Days	6
Production - System Affected	6
Resolve Same Day	2
Production - System Affected	2
Researching	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	8
New	6
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	2
Production - System Affected	2
Target Date takes priority	1
Production - System Affected	1
Reopened	2
Resolve Five Business Days	2
Production - System Affected	2
Pending,(PC Support)	8
New	8
Resolve Five Business Days	6
Production - System Affected	6
Resolve Same Day	2
Production - System Affected	2
Lugo,Doug	8
New	7
Resolve Five Business Days	6
Production - System Affected	6
Target Date takes priority	1
Production - System Affected	1
Waiting on Customer	1
Resolve Five Business Days	1
Production - System Affected	1
Hicks,Larry R	4
New	4
Resolve Five Business Days	4
Production - System Affected	4
Grigsby,Linda S	7
New	7
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	2
Production - System Affected	2
Target Date takes priority	1

Production - System Affected	1
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OPERATIONS

Shackelford,Cynthia D	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Pending,(Operations)	2
New	2
Target Date takes priority	2
Production - System Affected	2

OPEN BOOKS

Head,Jauna L	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

OK.GOV

Cole,Shauna	2
New	2
Resolve Five Business Days	2
Production - System Affected	2

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	5
Production - System Affected	5
Target Date takes priority	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

HR PAYROLL

Wilson,Tina C	1
New	1
Resolve Same Day	1
Production - System Affected	1
Pending,(HCM-Payroll)	1
New	1
Resolve Same Day	1
Production - System Affected	1
Minson,Hanh M	2
New	2
Resolve Same Day	2
Production - System Affected	2
Barton,Carol J	4
New	4
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	2
Production - System Affected	2

HR HRMS

Pending,(HCM-HR)	12
New	12
Resolve Same Day	12
Production - System Affected	12
Grisser,Michael S	7
New	7
Resolve Same Day	7
Production - System Affected	7
Binegar,Alan	2
New	2
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1

HELP DESK

Mott,Judi	8
New	8
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	1
Production - System Affected	1
Target Date takes priority	3
Demonstration System	1

Production - System Affected	2
Miller,Rodger Dean	7
Working	7
Resolve Five Business Days	7
Production - System Affected	7
Hall III,Drew M	2
New	2
One Hour Emergency	2
Production - System Affected	2
Hager,Kirk K	14
New	1
Resolve Five Business Days	1
Production - System Affected	1
Waiting on Customer	3
Resolve Five Business Days	3
Production - System Affected	3
Working	10
Resolve Five Business Days	3
Production - System Affected	3
Target Date takes priority	7
Production - System Affected	7
DeVaughan,Blake D	14
New	6
Resolve Five Business Days	6
Production - System Affected	6
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Working	7
Resolve Five Business Days	1
Production - System Affected	1
Target Date takes priority	6
Production - System Affected	6
Anderson,Jon K	14
New	10
Resolve Five Business Days	2
Production - System Affected	2
Target Date takes priority	8
Production - System Affected	8
Waiting on Customer	3
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1

GL

Turner,Loren B	3
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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
Thomason,Daniel L	3
New	2
Resolve Five Business Days	1
Production - System Affected	1
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)	4
New	4
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	3
Production - System Affected	3

EPM BUDGET

Manek,Brandy J	1
New	1
Target Date takes priority	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 Same Day	1
Production - System Affected	1
Target Date takes priority	1
Production - System Affected	1
Morgan,Jayson E	4
New	4
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	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	5
New	5
Resolve Five Business Days	4
Production - System Affected	4
Target Date takes priority	1
Production - System Affected	1

CUSTSERV

Walker,Robert E	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
McKeithan,Lisa M	3
New	3
Resolve Five Business Days	2
Production - System Affected	2
Target Date takes priority	1
Production - System Affected	1
Hall III,Drew M	2
New	2
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1

AP

Turner,Loren B	2
New	1
Resolve Five Business Days	1
Production - System Affected	1
Working	1
Research - 30 Calendar Days	1
Production - System Affected	1
Pending,(Accounts Payable)	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Garcia,Patricia J	16
New	11
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	2
Resolve Five Business Days	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	2
New	1
Resolve Five Business Days	1
Production - System Affected	1
Working	1
Research - 30 Calendar Days	1
Development System	1