



End of Day Report

May 19, 2008 *through* May 19, 2008

Total Days in Report: 1

Activity Information

Daily Activity

Cases Assigned	
Accounts Payable	4
Data Communications	4
EPM Budget	3
General Ledger	1
HCM HR	34
HCM Payroll	16
Help Desk (OSF)	41
Imaging/Scanning	1
IT/Telecom Purchasing	1
PC Support	8
Purchasing	3
Security (OSF Information Security)	1
Security (Peoplesoft)	2
Server	5
Systems	1
Technical & Program Development	2
Vendors	2
VOICE	28
Web Portal	1
Total	158

Cases Closed	
Accounts Payable	3
Data Communications	3
EPM Budget	3
General Ledger	1
HCM HR	31
HCM Payroll	16
Help Desk (OSF)	41
Imaging/Scanning	1
IT/Telecom Purchasing	1
PC Support	17
Purchasing	6
Security (Peoplesoft)	1
Server	10
Systems	1
Technical & Program Development	1
Vendors	1
VOICE	27
Web Portal	1
Total	165

Closed Year to Date	
Accounts Payable	295
Customer Service	5
Data Communications	373
EPM Budget	58
General Ledger	154
HCM Benefits	74
HCM HR	2222
HCM Payroll	904
HCM Time & Labor	107
Help Desk (OSF)	3366
Imaging/Scanning	7
IT/Telecom Purchasing	86
OK.Gov (NIC)	16
Open Books	2
Operations	37
PC Support	631
Purchasing	388
Quality Assurance	1
Security (OSF Information Security)	26
Security (Peoplesoft)	150
Server	621
Systems	121
Technical & Program Development	497
Treasurer	25
Vendors	152
VOICE	1652
Web Portal	29
Total	11999

Open Case Summary Information

Open Case - By Severity

(All Cases)

One Hour Emergency	5
Research - 30 Calendar Days	48
Resolve Five Business Days	326
Resolve in Ten Minutes	1
Resolve Same Day	89
Target Date takes priority	74
Total Open:	543

Open Case - By Case Type

(All Cases)

Application	216
Correct History	16
Customer Service	8
Data Communications	19
Development	119
Documentation	3
Help Desk	44
Imaging/Scanning	2
New Employee	14
Open Books	1
PC Support	41
Server Support	50
Systems Cases	2
Terminated Employee	6
Voice Communications	1
WEB	1
Total Open:	543

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

Accounts Payable	17
Customer Service	5
Data Communications	21
General Ledger	22
HCM HR	2
HCM Payroll	10
HCM Time & Labor	3
Help Desk (OSF)	25
Imaging/Scanning	5
IT/Telecom Purchasing	1
OK.Gov (NIC)	2
Open Books	1
Operations	1
PC Support	37
Purchasing	3
Security (OSF Information Security)	2
Security (Peoplesoft)	3
Server	54
Systems	4
Technical & Program Development	147
Treasurer	3
Vendors	25
	393

Accounts Payable	Average Business Days Open :	58
Cases: 13	Maximum Business Days Open:	180
Customer Service	Average Business Days Open :	12
Cases: 4	Maximum Business Days Open:	20
Data Communications	Average Business Days Open :	44
Cases: 16	Maximum Business Days Open:	139
General Ledger	Average Business Days Open :	178
Cases: 21	Maximum Business Days Open:	253
HCM HR	Average Business Days Open :	42
Cases: 2	Maximum Business Days Open:	56
HCM Payroll	Average Business Days Open :	43
Cases: 3	Maximum Business Days Open:	120
HCM Time & Labor	Average Business Days Open :	168
Cases: 3	Maximum Business Days Open:	175
Help Desk (OSF)	Average Business Days Open :	29
Cases: 17	Maximum Business Days Open:	59
Imaging/Scanning	Average Business Days Open :	44
Cases: 4	Maximum Business Days Open:	76
IT/Telecom Purchasing	Average Business Days Open :	19
Cases: 1	Maximum Business Days Open:	19
OK.Gov (NIC)	Average Business Days Open :	10
Cases: 2	Maximum Business Days Open:	12
Open Books	Average Business Days Open :	15
Cases: 1	Maximum Business Days Open:	15
PC Support	Average Business Days Open :	28
Cases: 28	Maximum Business Days Open:	145
Purchasing	Average Business Days Open :	153
Cases: 5	Maximum Business Days Open:	246
Security (OSF Information Security)	Average Business Days Open :	26
Cases: 2	Maximum Business Days Open:	50
Security (Peoplesoft)	Average Business Days Open :	33
Cases: 3	Maximum Business Days Open:	80
Server	Average Business Days Open :	54
Cases: 27	Maximum Business Days Open:	126
Systems	Average Business Days Open :	100
Cases: 3	Maximum Business Days Open:	154
Technical & Program Development	Average Business Days Open :	173
Cases: 230	Maximum Business Days Open:	253
Treasurer	Average Business Days Open :	17
Cases: 3	Maximum Business Days Open:	22
Vendors	Average Business Days Open :	29
Cases: 23	Maximum Business Days Open:	59

Agency Statistics

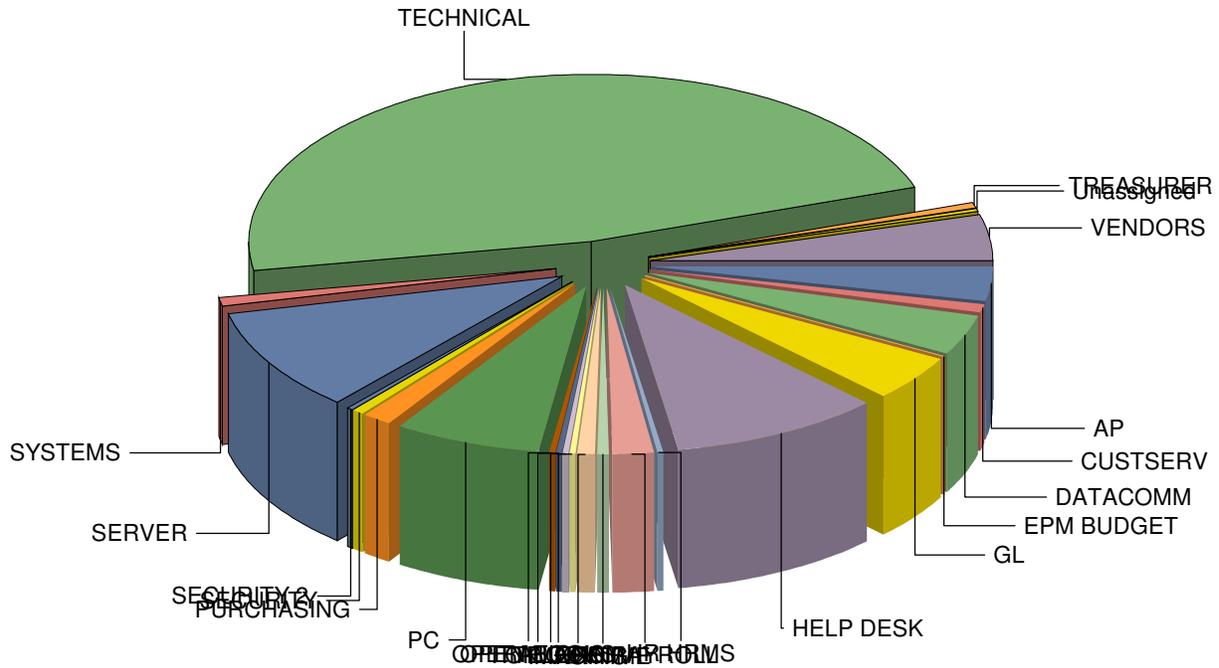
Top Agencies Reporting Cases - Year to Date

09000 - Office of State Finance	2841
83000 - Department of Human Services	1150
13100 - Department of Corrections	597
45200 - Mental Health & Subst Abuse Sv	428
65000 - Department of Veterans Affairs	399
34500 - Department of Transportation	386
34000 - Department of Health	372
58500 - Department of Public Safety	285
58000 - Department of Central Services	277
80500 - Dept of Rehabilitation Service	226

Top Agencies Reporting Cases - Month to Date

09000 - Office of State Finance	410
83000 - Department of Human Services	142
13100 - Department of Corrections	88
45200 - Mental Health & Subst Abuse Sv	70
34500 - Department of Transportation	65
65000 - Department of Veterans Affairs	61
34000 - Department of Health	51
56600 - Tourism & Recreation Dept	42
56600 - Tourism and Recreation Dept	42
58500 - Department of Public Safety	37

Open Cases by Group and Assignee



VENDORS

Pending,(Vendor)	12
New	12
Resolve Five Business Days	9
Production - System Affected	9
Resolve Same Day	3
Production - System Affected	3
Dvorak,Julie L	13
New	11
One Hour Emergency	1
Production - System Affected	1
Resolve Five Business Days	7
Production - System Affected	7
Resolve Same Day	3
Production - System Affected	3
Reopened	2
Resolve Five Business Days	2
Production - System Affected	2

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	7
New	4
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
Target Date takes priority	2
Production - System Affected	2
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	6
New	6
Resolve Five Business Days	6

Production - System Affected	6
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	4
New	2
Resolve Five Business Days	2
Production - System Affected	2
Researching	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)	3
New	2
Resolve Five Business Days	2
Production - System Affected	2
Working	1
Resolve Same Day	1
Production - System Affected	1
Pending,(Technical AppDev - HCM)	1
New	1
Resolve Same Day	1
Production - System Affected	1
Pending,(Technical AppDev - FIN)	3
New	1
Resolve Five Business Days	1
Production - System Affected	1
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	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	3
Resolve Five Business Days	3
Production - System Affected	3
Working	3
Resolve Five Business Days	3
Production - System Affected	3
Lee,Barbara J	10
New	9
Resolve Five Business Days	6
Production - System Affected	6
Resolve Same Day	3
Production - System Affected	3
Working	1
Research - 30 Calendar Days	1
Development System	1
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	23
New	12
Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	8
Production - System Affected	8
Resolve Same Day	2
Development System	1
Production - System Affected	1
Reopened	4
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	3
Production - System Affected	3
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	5
Production - System Affected	5
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	7
New	5
Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	3
Production - System Affected	3
Working	2
Resolve Five Business Days	2
Production - System Affected	2

SYSTEMS

Swart,Jane J	3
New	1
Research - 30 Calendar Days	1
Production - System Affected	1
Reopened	1
Target Date takes priority	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
Pending,(Systems - Mainframe)	1
New	1
One Hour Emergency	1
Production - System Affected	1

SERVER

Yoder,Walter C	20
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
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	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)	1
New	1
Resolve Same Day	1
Production - System Affected	1
Lynn,Dorothy J	2
New	1
Resolve Five Business Days	1
Production - System Affected	1
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Howard,Bob Eugene	11
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	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	6
Working	6
Resolve Five Business Days	5
Production - System Affected	5
Resolve Same Day	1
Production - System Affected	1

SECURITY 2

Schlichting,John R	1
New	1
Resolve Same Day	1
Production - System Affected	1
Pending,(Information Security)	1
New	1
One Hour Emergency	1
Production - System Affected	1

SECURITY

Belinski,Linda M	3
New	3
Resolve Five Business Days	3
Production - System Affected	3

PURCHASING

McMeans,Billy D	1
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Maxwell,Ronney K	5
New	1
Resolve Five Business Days	1
Production - System Affected	1
Working	4
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	2
Production - System Affected	2
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	3
New	1
Resolve Five Business Days	1
Production - System Affected	1
Researching	1
Resolve Five Business Days	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Rowe,Ron F	7
New	5
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	1
Production - System Affected	1
Waiting on Customer	1
Resolve Five Business Days	1
Production - System Affected	1
Working	1
Research - 30 Calendar Days	1
Production - System Affected	1
Pruitt,Don E	5
New	5
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	1
Production - System Affected	1
Pending,(PC Support)	7
New	7
Resolve Five Business Days	5
Production - System Affected	5
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
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
Grigsby,Linda S	4
New	4
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	1
Production - System Affected	1

OPERATIONS

Williams,Jackie R	1
New	1
Target Date takes priority	1
Production - System Affected	1
Shackelford,Cynthia D	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

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	5
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New	5
Resolve Five Business Days	4
Production - System Affected	4
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
Pfenning,Margaret	2
New	2
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
Pending,(HCM-Payroll)	5
New	5
One Hour Emergency	1
Production - System Affected	1
Resolve Same Day	4
Production - System Affected	4
Barton,Carol J	2
New	2
Resolve Five Business Days	1
Demonstration System	1
Resolve Same Day	1
Production - System Affected	1

HR HRMS

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	10
New	10
Resolve Five Business Days	5
Production - System Affected	5
Resolve Same Day	2
Production - System Affected	2
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
Hager,Kirk K	17
New	5
Resolve Five Business Days	5
Production - System Affected	5
Waiting on Customer	5
Resolve Five Business Days	5
Production - System Affected	5
Working	7
Target Date takes priority	7
Production - System Affected	7
DeVaughan,Blake D	8
New	2
Resolve Five Business Days	2
Production - System Affected	2
Working	6
Target Date takes priority	6
Production - System Affected	6
Anderson,Jon K	12
New	10
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	1
Production - System Affected	1
Target Date takes priority	7
Production - System Affected	7
Waiting on Customer	2
Resolve Five Business Days	1
Production - System Affected	1
Target Date takes priority	1
Production - System Affected	1
Unassigned	2
New	2
One Hour Emergency	1
Production - System Affected	1
Resolve in Ten Minutes	1
Production - System Affected	1

GL

Turner,Loren B	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
Thomason,Daniel L	6
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
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Pratt,Jennie L	14
New	12
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	11
Production - System Affected	11
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
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

DATA COMM

Walker,Robert E	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Pending,(Data Communications)	1

New	1
Target Date takes priority	1
Production - System Affected	1
Morgan,Jayson E	4
New	3
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	2
Production - System Affected	2
Waiting on Customer	1
Resolve Five Business Days	1
Production - System Affected	1
Kiker,Michael L	10
New	9
Resolve Five Business Days	6
Production - System Affected	6
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	3
Production - System Affected	3
Target Date takes priority	2
Production - System Affected	2

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	2
New	2
Resolve Five Business Days	1
Production - System Affected	1
Target Date takes priority	1
Production - System Affected	1
Hall III,Drew M	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

AP

Stovall,Debra Ann	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
Garcia,Patricia J	15
New	9
Resolve Five Business Days	7
Production - System Affected	7
Resolve Same Day	1
Production - System Affected	1
Target Date takes priority	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	2
Resolve Five Business Days	2
Production - System Affected	2

No Assigned Provider Group

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

