



End of Day Report

May 20, 2008 *through* May 20, 2008

Total Days in Report: 1

Activity Information

Daily Activity

Cases Assigned

| | |
|---------------------------------|------------|
| Accounts Payable | 2 |
| Data Communications | 2 |
| HCM HR | 27 |
| HCM Payroll | 21 |
| HCM Time & Labor | 1 |
| Help Desk (OSF) | 39 |
| PC Support | 5 |
| Server | 4 |
| Systems | 1 |
| Technical & Program Development | 4 |
| Vendors | 1 |
| VOICE | 13 |
| Total | 120 |

Cases Closed

| | |
|---------------------------------|------------|
| Accounts Payable | 3 |
| Data Communications | 5 |
| HCM HR | 33 |
| HCM Payroll | 22 |
| HCM Time & Labor | 1 |
| Help Desk (OSF) | 47 |
| PC Support | 4 |
| Security (Peoplesoft) | 1 |
| Server | 4 |
| Systems | 2 |
| Technical & Program Development | 1 |
| Vendors | 7 |
| VOICE | 22 |
| Total | 152 |

Closed Year to Date

| | |
|-------------------------------------|--------------|
| Accounts Payable | 298 |
| Customer Service | 5 |
| Data Communications | 377 |
| EPM Budget | 58 |
| General Ledger | 154 |
| HCM Benefits | 74 |
| HCM HR | 2243 |
| HCM Payroll | 922 |
| HCM Time & Labor | 108 |
| Help Desk (OSF) | 3400 |
| Imaging/Scanning | 7 |
| IT/Telecom Purchasing | 86 |
| OK.Gov (NIC) | 16 |
| Open Books | 2 |
| Operations | 37 |
| PC Support | 632 |
| Purchasing | 388 |
| Quality Assurance | 1 |
| Security (OSF Information Security) | 26 |
| Security (Peoplesoft) | 150 |
| Server | 627 |
| Systems | 123 |
| Technical & Program Development | 498 |
| Treasurer | 25 |
| Vendors | 152 |
| VOICE | 1659 |
| Web Portal | 29 |
| Total | 12097 |

Open Case Summary Information

Open Case - By Severity

(All Cases)

| | |
|-----------------------------|------------|
| One Hour Emergency | 4 |
| Research - 30 Calendar Days | 48 |
| Resolve Five Business Days | 326 |
| Resolve in Ten Minutes | 2 |
| Resolve Same Day | 92 |
| Target Date takes priority | 75 |
| Total Open: | 547 |

Open Case - By Case Type

(All Cases)

| | |
|----------------------|------------|
| Application | 221 |
| Correct History | 12 |
| Customer Service | 9 |
| Data Communications | 18 |
| Development | 119 |
| Documentation | 3 |
| Help Desk | 46 |
| Imaging/Scanning | 2 |
| New Employee | 12 |
| Open Books | 1 |
| PC Support | 46 |
| Server Support | 46 |
| Systems Cases | 2 |
| Terminated Employee | 5 |
| Voice Communications | 4 |
| WEB | 1 |
| Total Open: | 547 |

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

| | |
|-------------------------------------|-----|
| Accounts Payable | 16 |
| Customer Service | 5 |
| Data Communications | 18 |
| General Ledger | 22 |
| HCM HR | 4 |
| HCM Payroll | 5 |
| HCM Time & Labor | 3 |
| Help Desk (OSF) | 27 |
| Imaging/Scanning | 6 |
| IT/Telecom Purchasing | 1 |
| OK.Gov (NIC) | 2 |
| Open Books | 1 |
| Operations | 1 |
| PC Support | 42 |
| Purchasing | 3 |
| Security (OSF Information Security) | 2 |
| Security (Peoplesoft) | 3 |
| Server | 51 |
| Systems | 3 |
| Technical & Program Development | 151 |
| Treasurer | 3 |
| Vendors | 27 |
| VOICE | 3 |
| | 399 |

| | | |
|-------------------------------------|------------------------------|-----|
| Accounts Payable | Average Business Days Open : | 63 |
| Cases: 12 | Maximum Business Days Open: | 181 |
| Customer Service | Average Business Days Open : | 13 |
| Cases: 4 | Maximum Business Days Open: | 21 |
| Data Communications | Average Business Days Open : | 38 |
| Cases: 13 | Maximum Business Days Open: | 82 |
| General Ledger | Average Business Days Open : | 171 |
| Cases: 22 | Maximum Business Days Open: | 254 |
| HCM HR | Average Business Days Open : | 29 |
| Cases: 3 | Maximum Business Days Open: | 57 |
| HCM Payroll | Average Business Days Open : | 65 |
| Cases: 2 | Maximum Business Days Open: | 121 |
| HCM Time & Labor | Average Business Days Open : | 169 |
| Cases: 3 | Maximum Business Days Open: | 176 |
| Help Desk (OSF) | Average Business Days Open : | 26 |
| Cases: 21 | Maximum Business Days Open: | 60 |
| Imaging/Scanning | Average Business Days Open : | 45 |
| Cases: 4 | Maximum Business Days Open: | 77 |
| IT/Telecom Purchasing | Average Business Days Open : | 20 |
| Cases: 1 | Maximum Business Days Open: | 20 |
| OK.Gov (NIC) | Average Business Days Open : | 11 |
| Cases: 2 | Maximum Business Days Open: | 13 |
| Open Books | Average Business Days Open : | 16 |
| Cases: 1 | Maximum Business Days Open: | 16 |
| PC Support | Average Business Days Open : | 28 |
| Cases: 29 | Maximum Business Days Open: | 146 |
| Purchasing | Average Business Days Open : | 154 |
| Cases: 5 | Maximum Business Days Open: | 247 |
| Security (OSF Information Security) | Average Business Days Open : | 27 |
| Cases: 2 | Maximum Business Days Open: | 51 |
| Security (Peoplesoft) | Average Business Days Open : | 34 |
| Cases: 3 | Maximum Business Days Open: | 81 |
| Server | Average Business Days Open : | 53 |
| Cases: 28 | Maximum Business Days Open: | 127 |
| Systems | Average Business Days Open : | 101 |
| Cases: 3 | Maximum Business Days Open: | 155 |
| Technical & Program Development | Average Business Days Open : | 172 |
| Cases: 233 | Maximum Business Days Open: | 254 |
| Treasurer | Average Business Days Open : | 18 |
| Cases: 3 | Maximum Business Days Open: | 23 |
| Vendors | Average Business Days Open : | 30 |
| Cases: 23 | Maximum Business Days Open: | 60 |
| VOICE | Average Business Days Open : | 2 |
| Cases: 3 | Maximum Business Days Open: | 2 |

Agency Statistics

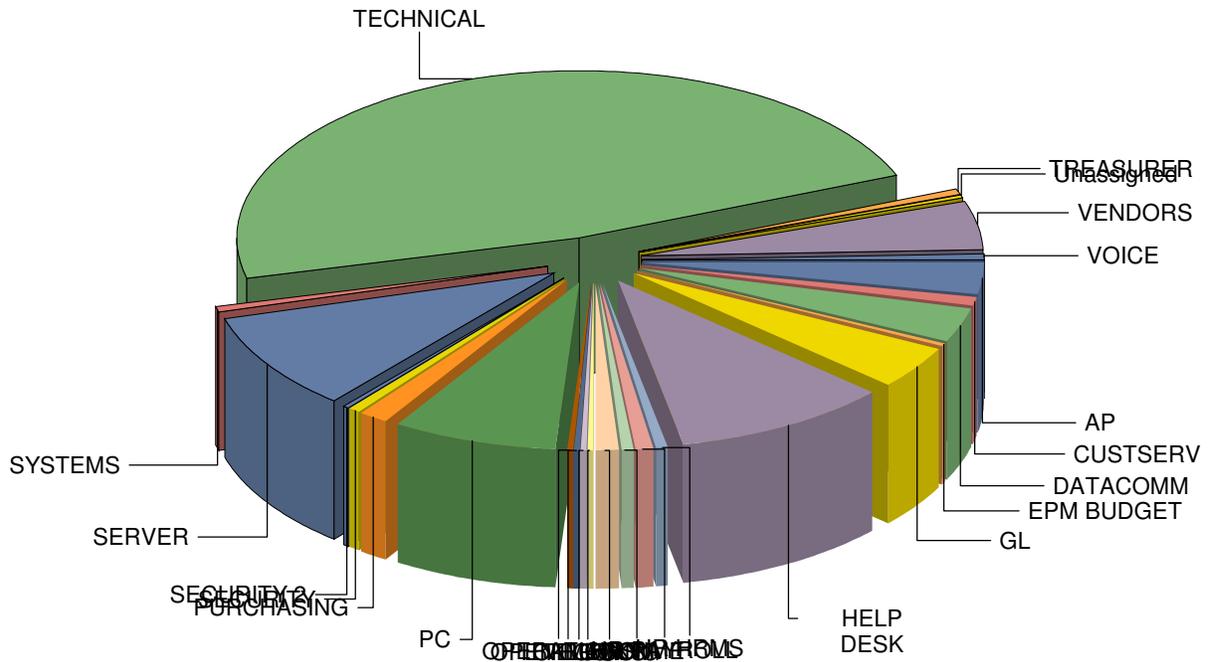
Top Agencies Reporting Cases - Year to Date

| | |
|--|------|
| 09000 - Office of State Finance | 2867 |
| 83000 - Department of Human Services | 1161 |
| 13100 - Department of Corrections | 605 |
| 45200 - Mental Health & Subst Abuse Sv | 431 |
| 65000 - Department of Veterans Affairs | 409 |
| 34500 - Department of Transportation | 386 |
| 34000 - Department of Health | 374 |
| 58500 - Department of Public Safety | 286 |
| 58000 - Department of Central Services | 278 |
| 80500 - Dept of Rehabilitation Service | 227 |

Top Agencies Reporting Cases - Month to Date

| | |
|--|-----|
| 09000 - Office of State Finance | 436 |
| 83000 - Department of Human Services | 153 |
| 13100 - Department of Corrections | 96 |
| 45200 - Mental Health & Subst Abuse Sv | 73 |
| 65000 - Department of Veterans Affairs | 71 |
| 34500 - Department of Transportation | 65 |
| 34000 - Department of Health | 53 |
| 56600 - Tourism & Recreation Dept | 43 |
| 56600 - Tourism and Recreation Dept | 43 |
| 58500 - Department of Public Safety | 38 |

Open Cases by Group and Assignee



VOICE

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

| | |
|------------------------------|---|
| 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 |

VENDORS

| | |
|------------------------------|----|
| Pending,(Vendor) | 13 |
| New | 13 |
| Resolve Five Business Days | 10 |
| Production - System Affected | 10 |
| Resolve Same Day | 3 |
| Production - System Affected | 3 |
| Dvorak,Julie L | 14 |
| New | 12 |
| One Hour Emergency | 1 |
| Production - System Affected | 1 |
| Resolve Five Business Days | 8 |
| Production - System Affected | 8 |

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 | 6 |
| New | 4 |
| Resolve Five Business Days | 4 |
| Production - System Affected | 4 |
| Researching | 1 |
| Resolve Five Business Days | 1 |
| Production - System Affected | 1 |
| Working | 1 |

| | |
|----------------------------------|---|
| Target Date takes priority | 1 |
| Production - System Affected | 1 |
| Reghunathan,Valsamma | 9 |
| New | 6 |
| Research - 30 Calendar Days | 1 |
| Production - System Affected | 1 |
| Resolve Five Business Days | 2 |
| Production - System Affected | 2 |
| Resolve Same Day | 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 |
| Pending,(Technical AppDev - IBM) | 4 |
| New | 3 |
| Resolve Five Business Days | 2 |
| Production - System Affected | 2 |
| Resolve Same Day | 1 |
| Production - System Affected | 1 |
| Working | 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 | 5 |
| New | 4 |
| Resolve Five Business Days | 1 |

| | |
|------------------------------|----|
| Production - System Affected | 1 |
| Resolve Same Day | 3 |
| Production - System Affected | 3 |
| 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 | 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 | 18 |
| New | 7 |
| Research - 30 Calendar Days | 1 |
| Production - System Affected | 1 |
| Resolve Five Business Days | 4 |
| Production - System Affected | 4 |
| Resolve Same Day | 1 |
| Production - System Affected | 1 |
| 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 | 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 | 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 | 5 |
| New | 3 |
| Resolve Five Business Days | 1 |
| Production - System Affected | 1 |
| Resolve Same Day | 2 |
| Production - System Affected | 2 |
| 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 | 9 |
| New | 6 |
| Resolve Five Business Days | 4 |
| Production - System Affected | 4 |
| Resolve Same Day | 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 | 2 |
| Research - 30 Calendar Days | 1 |
| Production - System Affected | 1 |
| Resolve Same Day | 1 |
| Production - System Affected | 1 |
| Pruitt,Don E | 6 |
| New | 6 |
| Resolve Five Business Days | 5 |
| Production - System Affected | 5 |
| 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 | 6 |
| New | 6 |
| Resolve Five Business Days | 4 |
| Production - System Affected | 4 |
| Target Date takes priority | 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 |
| Dawson,Sarah | 1 |
| New | 1 |
| Resolve Same Day | 1 |
| Production - System Affected | 1 |
| Barton,Carol J | 3 |
| New | 3 |
| Resolve Five Business Days | 2 |
| Demonstration System | 1 |
| Production - System Affected | 1 |
| Resolve Same Day | 1 |
| Production - System Affected | 1 |

HR HRMS

| | |
|------------------------------|---|
| Pending,(HCM-HR) | 2 |
| New | 2 |
| Resolve Same Day | 2 |
| Production - System Affected | 2 |
| 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 |
| Hall III,Drew M | 2 |
| New | 2 |
| Resolve Same Day | 2 |
| Production - System Affected | 2 |
| Hager,Kirk K | 16 |
| New | 3 |
| Resolve Five Business Days | 3 |
| Production - System Affected | 3 |
| Waiting on Customer | 6 |
| Resolve Five Business Days | 6 |
| Production - System Affected | 6 |
| Working | 7 |
| Target Date takes priority | 7 |
| Production - System Affected | 7 |
| DeVaughan,Blake D | 8 |
| New | 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 | 12 |
| New | 9 |
| Resolve Same Day | 2 |
| Production - System Affected | 2 |
| Target Date takes priority | 7 |
| Production - System Affected | 7 |

| | |
|------------------------------|---|
| Waiting on Customer | 3 |
| Resolve Five Business Days | 2 |
| Production - System Affected | 2 |
| 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 |
| Morgan, Jayson E | 3 |
| New | 2 |
| Resolve Five Business Days | 1 |
| Production - System Affected | 1 |
| Resolve Same Day | 1 |
| Production - System Affected | 1 |
| Waiting on Customer | 1 |
| Resolve Five Business Days | 1 |
| Production - System Affected | 1 |
| Kiker, Michael L | 9 |
| 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 | 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 |
| 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 |
| 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) | 1 |
| New | 1 |
| Resolve Five Business Days | 1 |
| Production - System Affected | 1 |
| 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 |

