



# End of Day Report

March 25, 2008 *through* March 25, 2008

Total Days in Report: 1

## Activity Information

### Daily Activity

#### Cases Assigned

|                                 |           |
|---------------------------------|-----------|
| Accounts Payable                | 1         |
| Data Communications             | 3         |
| HCM HR                          | 14        |
| HCM Payroll                     | 4         |
| HCM Time & Labor                | 1         |
| Help Desk (OSF)                 | 35        |
| IT/Telecom Purchasing           | 1         |
| PC Support                      | 6         |
| Purchasing                      | 1         |
| Security (Peoplesoft)           | 3         |
| Server                          | 5         |
| Systems                         | 1         |
| Technical & Program Development | 4         |
| Vendors                         | 2         |
| VOICE                           | 15        |
| <b>Total</b>                    | <b>96</b> |

#### Cases Closed

|                                 |           |
|---------------------------------|-----------|
| Accounts Payable                | 1         |
| Data Communications             | 5         |
| General Ledger                  | 1         |
| HCM HR                          | 12        |
| HCM Payroll                     | 4         |
| Help Desk (OSF)                 | 33        |
| IT/Telecom Purchasing           | 1         |
| PC Support                      | 8         |
| Purchasing                      | 1         |
| Security (Peoplesoft)           | 1         |
| Server                          | 4         |
| Systems                         | 1         |
| Technical & Program Development | 2         |
| Vendors                         | 2         |
| VOICE                           | 15        |
| <b>Total</b>                    | <b>91</b> |

#### Closed Year to Date

|                                     |             |
|-------------------------------------|-------------|
| Accounts Payable                    | 182         |
| Data Communications                 | 202         |
| EPM Budget                          | 37          |
| General Ledger                      | 103         |
| HCM Benefits                        | 45          |
| HCM HR                              | 1307        |
| HCM Payroll                         | 597         |
| HCM Time & Labor                    | 71          |
| Help Desk (OSF)                     | 1974        |
| Imaging/Scanning                    | 3           |
| IT/Telecom Purchasing               | 60          |
| OK.Gov (NIC)                        | 1           |
| Operations                          | 15          |
| PC Support                          | 380         |
| Purchasing                          | 199         |
| Security (OSF Information Security) | 23          |
| Security (Peoplesoft)               | 86          |
| Server                              | 313         |
| Systems                             | 70          |
| Technical & Program Development     | 322         |
| Treasurer                           | 12          |
| Vendors                             | 96          |
| VOICE                               | 1070        |
| Web Portal                          | 6           |
| <b>Total</b>                        | <b>7174</b> |

# Open Case Summary Information

## Open Case - By Severity

(All Cases)

|                             |            |
|-----------------------------|------------|
| One Hour Emergency          | 3          |
| Research - 30 Calendar Days | 61         |
| Resolve Five Business Days  | 359        |
| Resolve in Ten Minutes      | 7          |
| Resolve Same Day            | 127        |
| Target Date takes priority  | 58         |
| <b>Total Open:</b>          | <b>615</b> |

## Open Case - By Case Type

(All Cases)

|                      |            |
|----------------------|------------|
| Active Directory     | 1          |
| Application          | 284        |
| Correct History      | 14         |
| Customer Service     | 1          |
| Data Communications  | 21         |
| Development          | 125        |
| Documentation        | 3          |
| Help Desk            | 43         |
| Imaging/Scanning     | 2          |
| New Employee         | 7          |
| Operations Cases     | 2          |
| PC Support           | 39         |
| Server Support       | 55         |
| Systems Cases        | 4          |
| Terminated Employee  | 7          |
| Voice Communications | 8          |
| <b>Total Open:</b>   | <b>616</b> |

## Open Case Distribution - By Group

(Excluding Development Cases)

## Violations of Service Level Agreement

(All Cases)

|                                     |     |
|-------------------------------------|-----|
| Accounts Payable                    | 17  |
| Data Communications                 | 21  |
| EPM Budget                          | 2   |
| General Ledger                      | 24  |
| HCM Benefits                        | 1   |
| HCM HR                              | 9   |
| HCM Payroll                         | 5   |
| HCM Time & Labor                    | 4   |
| Help Desk (OSF)                     | 39  |
| Imaging/Scanning                    | 3   |
| IT/Telecom Purchasing               | 5   |
| OK.Gov (NIC)                        | 8   |
| Operations                          | 9   |
| PC Support                          | 37  |
| Purchasing                          | 18  |
| Quality Assurance                   | 1   |
| Security (OSF Information Security) | 1   |
| Security (Peoplesoft)               | 8   |
| Server                              | 59  |
| Systems                             | 8   |
| Technical & Program Development     | 152 |
| Treasurer                           | 8   |
| Vendors                             | 19  |
| VOICE                               | 5   |

463

|                                     |                              |     |
|-------------------------------------|------------------------------|-----|
| Accounts Payable                    | Average Business Days Open : | 56  |
| Cases: 17                           | Maximum Business Days Open:  | 214 |
| Data Communications                 | Average Business Days Open : | 26  |
| Cases: 19                           | Maximum Business Days Open:  | 100 |
| EPM Budget                          | Average Business Days Open : | 58  |
| Cases: 1                            | Maximum Business Days Open:  | 58  |
| General Ledger                      | Average Business Days Open : | 137 |
| Cases: 24                           | Maximum Business Days Open:  | 214 |
| HCM Benefits                        | Average Business Days Open : | 4   |
| Cases: 1                            | Maximum Business Days Open:  | 4   |
| HCM HR                              | Average Business Days Open : | 7   |
| Cases: 7                            | Maximum Business Days Open:  | 17  |
| HCM Payroll                         | Average Business Days Open : | 110 |
| Cases: 5                            | Maximum Business Days Open:  | 209 |
| HCM Time & Labor                    | Average Business Days Open : | 97  |
| Cases: 4                            | Maximum Business Days Open:  | 136 |
| Help Desk (OSF)                     | Average Business Days Open : | 39  |
| Cases: 21                           | Maximum Business Days Open:  | 86  |
| Imaging/Scanning                    | Average Business Days Open : | 65  |
| Cases: 2                            | Maximum Business Days Open:  | 93  |
| IT/Telecom Purchasing               | Average Business Days Open : | 8   |
| Cases: 3                            | Maximum Business Days Open:  | 10  |
| OK.Gov (NIC)                        | Average Business Days Open : | 63  |
| Cases: 6                            | Maximum Business Days Open:  | 153 |
| Operations                          | Average Business Days Open : | 62  |
| Cases: 9                            | Maximum Business Days Open:  | 87  |
| PC Support                          | Average Business Days Open : | 34  |
| Cases: 20                           | Maximum Business Days Open:  | 106 |
| Purchasing                          | Average Business Days Open : | 72  |
| Cases: 18                           | Maximum Business Days Open:  | 207 |
| Quality Assurance                   | Average Business Days Open : | 110 |
| Cases: 1                            | Maximum Business Days Open:  | 110 |
| Security (OSF Information Security) | Average Business Days Open : | 11  |
| Cases: 1                            | Maximum Business Days Open:  | 11  |
| Security (Peoplesoft)               | Average Business Days Open : | 24  |
| Cases: 7                            | Maximum Business Days Open:  | 88  |
| Server                              | Average Business Days Open : | 40  |
| Cases: 32                           | Maximum Business Days Open:  | 101 |
| Systems                             | Average Business Days Open : | 71  |
| Cases: 7                            | Maximum Business Days Open:  | 115 |
| Technical & Program Development     | Average Business Days Open : | 147 |
| Cases: 248                          | Maximum Business Days Open:  | 214 |
| Treasurer                           | Average Business Days Open : | 45  |
| Cases: 8                            | Maximum Business Days Open:  | 69  |
| Vendors                             | Average Business Days Open : | 42  |
| Cases: 18                           | Maximum Business Days Open:  | 150 |
| VOICE                               | Average Business Days Open : | 2   |
| Cases: 4                            | Maximum Business Days Open:  | 2   |

# Agency Statistics

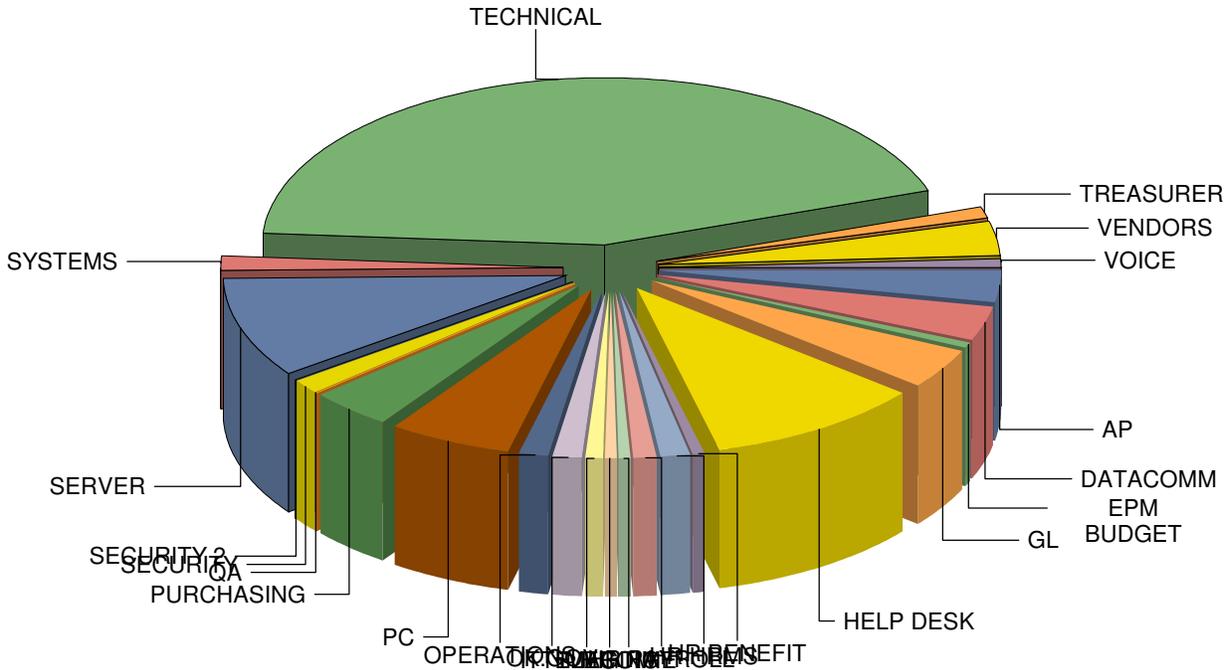
## Top Agencies Reporting Cases - Year to Date

|  |      |
|--|------|
| 09000 - Office of State Finance        | 1651 |
| 83000 - Department of Human Services   | 718  |
| 13100 - Department of Corrections      | 364  |
| 34000 - Department of Health           | 248  |
| 45200 - Mental Health & Subst Abuse Sv | 241  |
| 65000 - Department of Veterans Affairs | 227  |
| 34500 - Department of Transportation   | 221  |
| 58000 - Department of Central Services | 198  |
| 58500 - Department of Public Safety    | 183  |
| 80500 - Dept of Rehabilitation Service | 149  |

## Top Agencies Reporting Cases - Month to Date

|  |     |
|--|-----|
| 09000 - Office of State Finance        | 449 |
| 83000 - Department of Human Services   | 221 |
| 13100 - Department of Corrections      | 103 |
| 45200 - Mental Health & Subst Abuse Sv | 70  |
| 65000 - Department of Veterans Affairs | 64  |
| 34500 - Department of Transportation   | 63  |
| 80500 - Dept of Rehabilitation Service | 55  |
| 80500 - Rehabilitation Services        | 55  |
| 58500 - Department of Public Safety    | 54  |
| 34000 - Department of Health           | 46  |

# Open Cases by Group and Assignee



## VOICE

|                              |   |
|------------------------------|---|
| Pending,(Voice)              | 4 |
| New                          | 4 |
| Resolve in Ten Minutes       | 3 |
| Production - System Affected | 3 |
| Resolve Same Day             | 1 |
| Production - System Affected | 1 |
| Field,Tech                   | 2 |
| New                          | 1 |
| Resolve Same Day             | 1 |
| Production - System Affected | 1 |
| Working                      | 1 |
| Resolve Same Day             | 1 |
| Production - System Affected | 1 |

## VENDORS

|                              |    |
|------------------------------|----|
| Pending,(Vendor)             | 8  |
| New                          | 7  |
| Resolve Five Business Days   | 6  |
| Production - System Affected | 6  |
| Resolve Same Day             | 1  |
| Production - System Affected | 1  |
| Reopened                     | 1  |
| Resolve Five Business Days   | 1  |
| Production - System Affected | 1  |
| Dvorak,Julia L               | 11 |
| New                          | 8  |

|                              |   |
|------------------------------|---|
| Resolve Five Business Days   | 6 |
| Production - System Affected | 6 |
| Resolve Same Day             | 2 |
| Production - System Affected | 2 |
| Reopened                     | 3 |
| Resolve Five Business Days   | 2 |
| Production - System Affected | 2 |
| Resolve Same Day             | 1 |
| Production - System Affected | 1 |

## TREASURER

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

## TECHNICAL

|                   |    |
|-------------------|----|
| Walters,Theresa D | 12 |
|-------------------|----|

|                              |    |
|------------------------------|----|
| New                          | 6  |
| Resolve Five Business Days   | 2  |
| Production - System Affected | 2  |
| Resolve Same Day             | 3  |
| Production - System Affected | 3  |
| Target Date takes priority   | 1  |
| Production - System Affected | 1  |
| Researching                  | 3  |
| Resolve Five Business Days   | 3  |
| Production - System Affected | 3  |
| Working                      | 3  |
| Research - 30 Calendar Days  | 2  |
| Production - System Affected | 2  |
| Resolve Five Business Days   | 1  |
| Production - System Affected | 1  |
| Stewart III,Ernest H         | 19 |
| New                          | 14 |
| Resolve Five Business Days   | 13 |
| Production - System Affected | 13 |
| Resolve Same Day             | 1  |
| Production - System Affected | 1  |
| Reopened                     | 1  |
| Resolve Same Day             | 1  |
| Production - System Affected | 1  |
| Researching                  | 1  |
| Resolve Five Business Days   | 1  |
| Production - System Affected | 1  |
| Working                      | 3  |
| Resolve Five Business Days   | 2  |
| Production - System Affected | 2  |
| Resolve Same Day             | 1  |
| Production - System Affected | 1  |
| Sonaggera,Michael A          | 8  |
| New                          | 7  |
| Resolve Five Business Days   | 2  |
| Production - System Affected | 2  |
| Resolve Same Day             | 5  |
| Production - System Affected | 5  |
| Working                      | 1  |
| Resolve Five Business Days   | 1  |
| Production - System Affected | 1  |
| Sellers,Gary W               | 2  |
| New                          | 2  |
| Resolve Five Business Days   | 2  |
| Production - System Affected | 2  |
| Sathyaveera,Sanjayraj        | 5  |
| New                          | 2  |
| Resolve Same Day             | 2  |
| Production - System Affected | 2  |
| Researching                  | 2  |
| Resolve Same Day             | 1  |
| Production - System Affected | 1  |

|                                  |   |
|----------------------------------|---|
| Target Date takes priority       | 1 |
| Production - System Affected     | 1 |
| Working                          | 1 |
| Resolve Five Business Days       | 1 |
| Production - System Affected     | 1 |
| Rennels,Bonnie                   | 3 |
| Reopened                         | 2 |
| Resolve Five Business Days       | 2 |
| Production - System Affected     | 2 |
| Working                          | 1 |
| Resolve Five Business Days       | 1 |
| Production - System Affected     | 1 |
| Reghunathan,Valsamma             | 7 |
| New                              | 4 |
| Research - 30 Calendar Days      | 1 |
| Production - System Affected     | 1 |
| Resolve Five Business Days       | 2 |
| Production - System Affected     | 2 |
| Resolve Same Day                 | 1 |
| Production - System Affected     | 1 |
| Reopened                         | 1 |
| Resolve Five Business Days       | 1 |
| Production - System Affected     | 1 |
| Working                          | 2 |
| Research - 30 Calendar Days      | 1 |
| Production - System Affected     | 1 |
| Resolve Five Business Days       | 1 |
| Production - System Affected     | 1 |
| Pending,(Technical AppDev - IBM) | 6 |
| New                              | 6 |
| Resolve Five Business Days       | 5 |
| Production - System Affected     | 5 |
| 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) | 3 |
| New                              | 3 |
| Resolve Five Business Days       | 1 |
| Production - System Affected     | 1 |
| Resolve Same Day                 | 2 |
| Production - System Affected     | 2 |
| Parekh,Richard R                 | 3 |

|                              |    |
|------------------------------|----|
| New                          | 2  |
| Resolve Five Business Days   | 2  |
| Production - System Affected | 2  |
| Researching                  | 1  |
| Resolve Same Day             | 1  |
| Production - System Affected | 1  |
| Motte,Nita R                 | 3  |
| New                          | 2  |
| Resolve Same Day             | 2  |
| Production - System Affected | 2  |
| Working                      | 1  |
| Research - 30 Calendar Days  | 1  |
| Production - System Affected | 1  |
| McKeithan,Lisa M             | 18 |
| New                          | 10 |
| 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  |
| Target Date takes priority   | 1  |
| Production - System Affected | 1  |
| Working                      | 8  |
| Research - 30 Calendar Days  | 3  |
| Production - System Affected | 3  |
| Resolve Five Business Days   | 2  |
| Production - System Affected | 2  |
| Resolve Same Day             | 3  |
| Production - System Affected | 3  |
| Lopez,Pete A                 | 8  |
| New                          | 5  |
| Resolve Five Business Days   | 5  |
| Production - System Affected | 5  |
| Reopened                     | 2  |
| Resolve Five Business Days   | 2  |
| Production - System Affected | 2  |
| Working                      | 1  |
| Resolve Five Business Days   | 1  |
| Production - System Affected | 1  |
| Lee,Barbara J                | 9  |
| New                          | 9  |
| Resolve Five Business Days   | 8  |
| Production - System Affected | 8  |
| Resolve Same Day             | 1  |
| Production - System Affected | 1  |
| Jorski,Michael J             | 36 |
| New                          | 29 |
| Research - 30 Calendar Days  | 2  |
| Production - System Affected | 2  |
| Resolve Five Business Days   | 16 |
| Production - System Affected | 15 |

|                              |    |
|------------------------------|----|
| Quality Assurance System     | 1  |
| Resolve Same Day             | 10 |
| Production - System Affected | 10 |
| Target Date takes priority   | 1  |
| Production - System Affected | 1  |
| Reopened                     | 2  |
| Resolve Five Business Days   | 1  |
| Production - System Affected | 1  |
| Resolve Same Day             | 1  |
| Production - System Affected | 1  |
| Researching                  | 1  |
| Target Date takes priority   | 1  |
| Production - System Affected | 1  |
| Working                      | 4  |
| Research - 30 Calendar Days  | 1  |
| Production - System Affected | 1  |
| Resolve Five Business Days   | 1  |
| Production - System Affected | 1  |
| Resolve Same Day             | 2  |
| Production - System Affected | 2  |
| Fitzpatrick,Danny W          | 10 |
| New                          | 8  |
| Resolve Five Business Days   | 6  |
| Production - System Affected | 6  |
| Resolve Same Day             | 2  |
| Production - System Affected | 2  |
| Working                      | 2  |
| Research - 30 Calendar Days  | 1  |
| Production - System Affected | 1  |
| Resolve Five Business Days   | 1  |
| Production - System Affected | 1  |
| Croom,Jackie                 | 4  |
| New                          | 2  |
| Resolve Five Business Days   | 2  |
| Production - System Affected | 2  |
| Working                      | 2  |
| Resolve Five Business Days   | 2  |
| Production - System Affected | 2  |
| Carneiro,Rhonda R            | 21 |
| New                          | 12 |
| Research - 30 Calendar Days  | 1  |
| Production - System Affected | 1  |
| Resolve Five Business Days   | 9  |
| Production - System Affected | 9  |
| Resolve Same Day             | 1  |
| Production - System Affected | 1  |
| Target Date takes priority   | 1  |
| Production - System Affected | 1  |
| Reopened                     | 3  |
| Research - 30 Calendar Days  | 1  |
| Production - System Affected | 1  |
| Resolve Five Business Days   | 2  |

|                              |    |
|------------------------------|----|
| Production - System Affected | 2  |
| Researching                  | 1  |
| Resolve Five Business Days   | 1  |
| Production - System Affected | 1  |
| Working                      | 5  |
| Research - 30 Calendar Days  | 1  |
| Production - System Affected | 1  |
| Resolve Five Business Days   | 4  |
| Production - System Affected | 4  |
| Cantrell,Fred L              | 79 |
| New                          | 36 |
| Research - 30 Calendar Days  | 6  |
| Production - System Affected | 6  |
| Resolve Five Business Days   | 20 |
| Production - System Affected | 20 |
| Resolve Same Day             | 3  |
| Production - System Affected | 3  |
| Target Date takes priority   | 7  |
| Production - System Affected | 7  |
| Reopened                     | 5  |
| Research - 30 Calendar Days  | 3  |
| Production - System Affected | 3  |
| Resolve Five Business Days   | 2  |
| Production - System Affected | 2  |
| Researching                  | 7  |
| Resolve Five Business Days   | 6  |
| Production - System Affected | 6  |
| Target Date takes priority   | 1  |
| Production - System Affected | 1  |
| Working                      | 31 |
| Research - 30 Calendar Days  | 13 |
| Production - System Affected | 13 |
| Resolve Five Business Days   | 18 |
| Production - System Affected | 18 |
| Burge,Herman Earl            | 2  |
| New                          | 2  |
| Resolve Same Day             | 2  |
| Production - System Affected | 2  |
| Bowman,Rita M                | 6  |
| New                          | 5  |
| Research - 30 Calendar Days  | 2  |
| Production - System Affected | 2  |
| Resolve Five Business Days   | 3  |
| Production - System Affected | 3  |
| Working                      | 1  |
| Resolve Five Business Days   | 1  |
| Production - System Affected | 1  |
| Unassigned                   | 2  |
| New                          | 2  |
| Resolve Five Business Days   | 2  |
| Production - System Affected | 2  |

## SYSTEMS

|                              |   |
|------------------------------|---|
| Swart,Eleanor J              | 3 |
| Researching                  | 1 |
| Resolve Same Day             | 1 |
| Production - System Affected | 1 |
| Waiting on Customer          | 1 |
| Resolve Same Day             | 1 |
| Production - System Affected | 1 |
| Working                      | 1 |
| Resolve Five Business Days   | 1 |
| Production - System Affected | 1 |
| Shackelford,Cynthia D        | 1 |
| New                          | 1 |
| Resolve Five Business Days   | 1 |
| Production - System Affected | 1 |
| Pennington,Stephen D         | 2 |
| New                          | 2 |
| Resolve Five Business Days   | 2 |
| Production - System Affected | 2 |
| Pending,(Systems - Printing) | 1 |
| New                          | 1 |
| Resolve Five Business Days   | 1 |
| Production - System Affected | 1 |
| Marshall,David J             | 1 |
| New                          | 1 |
| Resolve Five Business Days   | 1 |
| Production - System Affected | 1 |

## SERVER

|                              |    |
|------------------------------|----|
| Yoder,Walter C               | 18 |
| New                          | 17 |
| Resolve Five Business Days   | 4  |
| Production - System Affected | 4  |
| Resolve Same Day             | 3  |
| Production - System Affected | 3  |
| Target Date takes priority   | 10 |
| Production - System Affected | 10 |
| Reopened                     | 1  |
| One Hour Emergency           | 1  |
| Production - System Affected | 1  |
| Wiley,David L                | 8  |
| New                          | 7  |
| Research - 30 Calendar Days  | 2  |
| Production - System Affected | 2  |
| Resolve Five Business Days   | 5  |
| Production - System Affected | 5  |
| Working                      | 1  |
| Resolve Five Business Days   | 1  |

|                              |    |
|------------------------------|----|
| Production - System Affected | 1  |
| Ray, Mike                    | 7  |
| New                          | 7  |
| Resolve Five Business Days   | 2  |
| Production - System Affected | 2  |
| Resolve Same Day             | 4  |
| Production - System Affected | 4  |
| Target Date takes priority   | 1  |
| Development System           | 1  |
| Pending, (Server Group)      | 1  |
| New                          | 1  |
| Resolve Five Business Days   | 1  |
| Production - System Affected | 1  |
| Lynn, Dorothy J              | 3  |
| New                          | 2  |
| Research - 30 Calendar Days  | 1  |
| Production - System Affected | 1  |
| Resolve Same Day             | 1  |
| Production - System Affected | 1  |
| Reopened                     | 1  |
| Resolve Same Day             | 1  |
| Production - System Affected | 1  |
| Howard, Bob Eugene           | 11 |
| Researching                  | 1  |
| Resolve Five Business Days   | 1  |
| Production - System Affected | 1  |
| Waiting on Customer          | 1  |
| Resolve Five Business Days   | 1  |
| Production - System Affected | 1  |
| Working                      | 9  |
| Resolve Five Business Days   | 6  |
| Production - System Affected | 6  |
| Target Date takes priority   | 3  |
| Production - System Affected | 3  |
| Hinkle, Jonathan David       | 8  |
| New                          | 1  |
| Resolve Five Business Days   | 1  |
| Production - System Affected | 1  |
| Researching                  | 1  |
| Target Date takes priority   | 1  |
| Production - System Affected | 1  |
| Working                      | 6  |
| Resolve Five Business Days   | 6  |
| Production - System Affected | 6  |
| Glover, Jim R                | 4  |
| New                          | 3  |
| Research - 30 Calendar Days  | 2  |
| Production - System Affected | 2  |
| Target Date takes priority   | 1  |
| Production - System Affected | 1  |
| Waiting on Customer          | 1  |
| Resolve Five Business Days   | 1  |

|                              |   |
|------------------------------|---|
| Production - System Affected | 1 |
|------------------------------|---|

## SECURITY 2

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

## SECURITY

|                              |   |
|------------------------------|---|
| Belinski, Linda M            | 7 |
| New                          | 5 |
| Resolve Five Business Days   | 2 |
| Production - System Affected | 2 |
| Resolve Same Day             | 3 |
| Production - System Affected | 3 |
| Reopened                     | 2 |
| Resolve Five Business Days   | 1 |
| Production - System Affected | 1 |
| Resolve Same Day             | 1 |
| Production - System Affected | 1 |

## QA

|                              |   |
|------------------------------|---|
| Postman, Maria T             | 1 |
| New                          | 1 |
| Resolve Five Business Days   | 1 |
| Production - System Affected | 1 |

## PURCHASING

|                              |    |
|------------------------------|----|
| Pending, (Purchasing)        | 4  |
| New                          | 4  |
| Resolve Five Business Days   | 4  |
| Production - System Affected | 4  |
| Paulson, Sammy S             | 1  |
| New                          | 1  |
| Resolve Five Business Days   | 1  |
| Production - System Affected | 1  |
| Maxwell, Ronney K            | 16 |
| New                          | 7  |
| Resolve Five Business Days   | 3  |
| Production - System Affected | 3  |
| Resolve Same Day             | 4  |
| Production - System Affected | 4  |
| Reopened                     | 3  |
| Research - 30 Calendar Days  | 1  |
| Production - System Affected | 1  |
| Resolve Five Business Days   | 1  |

|                              |   |
|------------------------------|---|
| Production - System Affected | 1 |
| Target Date takes priority   | 1 |
| Production - System Affected | 1 |
| Researching                  | 1 |
| Resolve Five Business Days   | 1 |
| Production - System Affected | 1 |
| Working                      | 5 |
| Research - 30 Calendar Days  | 1 |
| Production - System Affected | 1 |
| Resolve Five Business Days   | 3 |
| Production - System Affected | 3 |
| Resolve Same Day             | 1 |
| Production - System Affected | 1 |
| Lovell,Laura M               | 2 |
| New                          | 1 |
| Resolve Five Business Days   | 1 |
| Production - System Affected | 1 |
| Reopened                     | 1 |
| Research - 30 Calendar Days  | 1 |
| Production - System Affected | 1 |

## PC

|                              |    |
|------------------------------|----|
| Shelton,Mark                 | 7  |
| New                          | 7  |
| Resolve Five Business Days   | 7  |
| Production - System Affected | 7  |
| Rowe,Ron F                   | 10 |
| New                          | 3  |
| Resolve Five Business Days   | 1  |
| Production - System Affected | 1  |
| Resolve Same Day             | 2  |
| Production - System Affected | 2  |
| Researching                  | 1  |
| Research - 30 Calendar Days  | 1  |
| Production - System Affected | 1  |
| Waiting on Customer          | 2  |
| Research - 30 Calendar Days  | 2  |
| Production - System Affected | 2  |
| Working                      | 4  |
| Research - 30 Calendar Days  | 2  |
| Production - System Affected | 2  |
| Resolve Five Business Days   | 2  |
| Production - System Affected | 2  |
| Pruitt,Don E                 | 3  |
| New                          | 3  |
| Resolve Five Business Days   | 1  |
| Production - System Affected | 1  |
| Target Date takes priority   | 2  |
| Production - System Affected | 2  |
| Pending,(PC Support)         | 1  |

|                              |   |
|------------------------------|---|
| New                          | 1 |
| Resolve Five Business Days   | 1 |
| Production - System Affected | 1 |
| Lugo,Doug                    | 7 |
| New                          | 5 |
| Resolve Five Business Days   | 5 |
| Production - System Affected | 5 |
| Reopened                     | 1 |
| Resolve Same Day             | 1 |
| Production - System Affected | 1 |
| Waiting on Customer          | 1 |
| Resolve Five Business Days   | 1 |
| Production - System Affected | 1 |
| Hicks,Larry R                | 1 |
| New                          | 1 |
| Resolve Five Business Days   | 1 |
| Production - System Affected | 1 |
| Grigsby,Linda S              | 8 |
| New                          | 8 |
| Resolve Five Business Days   | 7 |
| Production - System Affected | 7 |
| Resolve Same Day             | 1 |
| Production - System Affected | 1 |

## OPERATIONS

|                              |   |
|------------------------------|---|
| Shackelford,Cynthia D        | 2 |
| New                          | 1 |
| Resolve Same Day             | 1 |
| Production - System Affected | 1 |
| Working                      | 1 |
| Resolve Five Business Days   | 1 |
| Production - System Affected | 1 |
| Pending,(Operations)         | 7 |
| New                          | 7 |
| Resolve in Ten Minutes       | 5 |
| Production - System Affected | 5 |
| Resolve Same Day             | 2 |
| Production - System Affected | 2 |

## OK.GOV

|                              |   |
|------------------------------|---|
| Cole,Shauna                  | 8 |
| New                          | 8 |
| One Hour Emergency           | 1 |
| Quality Assurance System     | 1 |
| Resolve Five Business Days   | 3 |
| Production - System Affected | 3 |
| Resolve Same Day             | 3 |
| Production - System Affected | 3 |
| Target Date takes priority   | 1 |

|                              |   |
|------------------------------|---|
| Production - System Affected | 1 |
|------------------------------|---|

## ITTELECOM

|                              |   |
|------------------------------|---|
| Pending,(IT / Telecom)       | 1 |
| New                          | 1 |
| Resolve Five Business Days   | 1 |
| Production - System Affected | 1 |
| Owen,Alana L                 | 4 |
| New                          | 4 |
| Resolve Five Business Days   | 3 |
| Production - System Affected | 3 |
| Resolve Same Day             | 1 |
| Production - System Affected | 1 |

## IMAGING

|                              |   |
|------------------------------|---|
| Lynn,Dorothy J               | 3 |
| New                          | 3 |
| Resolve Five Business Days   | 3 |
| Production - System Affected | 3 |

## HR TIME

|                              |   |
|------------------------------|---|
| Wilson,Tina C                | 4 |
| New                          | 4 |
| Resolve Five Business Days   | 2 |
| Production - System Affected | 2 |
| Resolve Same Day             | 2 |
| Production - System Affected | 2 |

## HR PAYROLL

|                              |   |
|------------------------------|---|
| Wilson,Tina C                | 1 |
| New                          | 1 |
| Resolve Same Day             | 1 |
| Production - System Affected | 1 |
| Pfenning,Margaret            | 1 |
| Reopened                     | 1 |
| Resolve Same Day             | 1 |
| Production - System Affected | 1 |
| Minson,Hanh M                | 1 |
| New                          | 1 |
| Research - 30 Calendar Days  | 1 |
| Production - System Affected | 1 |
| Hicks,Lucille M              | 1 |
| New                          | 1 |
| Resolve Same Day             | 1 |
| Production - System Affected | 1 |
| Barton,Carol J               | 3 |

|                              |   |
|------------------------------|---|
| New                          | 2 |
| Resolve Five Business Days   | 1 |
| Production - System Affected | 1 |
| Resolve Same Day             | 1 |
| Production - System Affected | 1 |
| Reopened                     | 1 |
| Resolve Five Business Days   | 1 |
| Production - System Affected | 1 |

## HR HRMS

|                              |   |
|------------------------------|---|
| Pending,(HCM-HR)             | 4 |
| New                          | 4 |
| Resolve Same Day             | 4 |
| Production - System Affected | 4 |
| Hicks,Lucille M              | 1 |
| New                          | 1 |
| Resolve Same Day             | 1 |
| Production - System Affected | 1 |
| Binegar,Alan                 | 4 |
| New                          | 3 |
| Resolve Five Business Days   | 1 |
| Production - System Affected | 1 |
| Resolve Same Day             | 2 |
| Production - System Affected | 2 |
| Reopened                     | 1 |
| Resolve Same Day             | 1 |
| Production - System Affected | 1 |

## HR BENEFIT

|                              |   |
|------------------------------|---|
| Pfenning,Margaret            | 1 |
| New                          | 1 |
| Resolve Five Business Days   | 1 |
| Production - System Affected | 1 |
| Barton,Carol J               | 1 |
| New                          | 1 |
| Resolve Same Day             | 1 |
| Production - System Affected | 1 |

## HELP DESK

|                              |    |
|------------------------------|----|
| Mott,Judi                    | 16 |
| New                          | 14 |
| Resolve Five Business Days   | 8  |
| Production - System Affected | 8  |
| Target Date takes priority   | 6  |
| Production - System Affected | 6  |
| Reopened                     | 1  |
| Target Date takes priority   | 1  |
| Production - System Affected | 1  |

|                              |    |
|------------------------------|----|
| Waiting on Customer          | 1  |
| Target Date takes priority   | 1  |
| Production - System Affected | 1  |
| Miller,Rodger Dean           | 8  |
| New                          | 1  |
| Resolve Five Business Days   | 1  |
| Production - System Affected | 1  |
| Working                      | 7  |
| Resolve Five Business Days   | 7  |
| Production - System Affected | 7  |
| Hall III,Drew M              | 3  |
| New                          | 3  |
| Resolve Five Business Days   | 2  |
| Production - System Affected | 2  |
| Target Date takes priority   | 1  |
| Production - System Affected | 1  |
| Hager,Kirk K                 | 9  |
| New                          | 6  |
| Resolve Five Business Days   | 6  |
| Production - System Affected | 6  |
| Waiting on Customer          | 3  |
| Resolve Five Business Days   | 3  |
| Production - System Affected | 3  |
| DeVaughan,Blake D            | 18 |
| New                          | 10 |
| Resolve Five Business Days   | 5  |
| Production - System Affected | 5  |
| Resolve Same Day             | 5  |
| Production - System Affected | 5  |
| Reopened                     | 1  |
| Resolve Five Business Days   | 1  |
| Production - System Affected | 1  |
| Researching                  | 1  |
| Resolve Same Day             | 1  |
| Production - System Affected | 1  |
| Working                      | 6  |
| Target Date takes priority   | 6  |
| Production - System Affected | 6  |
| Anderson,Jon K               | 10 |
| New                          | 10 |
| Resolve Five Business Days   | 1  |
| Production - System Affected | 1  |
| Resolve Same Day             | 2  |
| Production - System Affected | 2  |
| Target Date takes priority   | 7  |
| Production - System Affected | 7  |

GL

|                |   |
|----------------|---|
| Turner,Loren B | 6 |
| New            | 4 |

|                              |    |
|------------------------------|----|
| Research - 30 Calendar Days  | 1  |
| Production - System Affected | 1  |
| 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  |
| Thomason,Daniel L            | 4  |
| New                          | 4  |
| Resolve Five Business Days   | 4  |
| Production - System Affected | 4  |
| 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)     | 1  |
| Working                      | 1  |
| Research - 30 Calendar Days  | 1  |
| Production - System Affected | 1  |
| Maxwell,Ronney K             | 1  |
| New                          | 1  |
| Resolve Five Business Days   | 1  |
| Production - System Affected | 1  |
| LeFlore,Jennifer B           | 1  |
| Working                      | 1  |
| Research - 30 Calendar Days  | 1  |
| Production - System Affected | 1  |

## EPM BUDGET

|                              |   |
|------------------------------|---|
| Trail,Robin S                | 1 |
| New                          | 1 |
| Resolve Five Business Days   | 1 |
| Production - System Affected | 1 |
| Stephens,Georgiana R         | 1 |
| New                          | 1 |
| Resolve Five Business Days   | 1 |
| Production - System Affected | 1 |
| Manek,Brandy J               | 1 |
| New                          | 1 |

|                              |   |
|------------------------------|---|
| Target Date takes priority   | 1 |
| Production - System Affected | 1 |

## DATA COMM

|                               |    |
|-------------------------------|----|
| Pending,(Data Communications) | 4  |
| New                           | 4  |
| Resolve Five Business Days    | 3  |
| Production - System Affected  | 3  |
| Resolve Same Day              | 1  |
| Production - System Affected  | 1  |
| Morgan,Jayson E               | 3  |
| New                           | 3  |
| Resolve Five Business Days    | 2  |
| Production - System Affected  | 2  |
| Resolve Same Day              | 1  |
| Production - System Affected  | 1  |
| Kiker,Michael L               | 10 |
| New                           | 8  |
| Research - 30 Calendar Days   | 1  |
| Production - System Affected  | 1  |
| Resolve Five Business Days    | 3  |
| Production - System Affected  | 3  |
| Resolve Same Day              | 4  |
| Production - System Affected  | 4  |
| Reopened                      | 2  |
| Resolve Five Business Days    | 2  |
| Production - System Affected  | 2  |
| Bruxvoort,Andrew J            | 4  |
| New                           | 4  |
| Resolve Five Business Days    | 3  |
| Production - System Affected  | 3  |
| Resolve Same Day              | 1  |
| Production - System Affected  | 1  |

## AP

|                              |    |
|------------------------------|----|
| Wilson,Steve M               | 1  |
| New                          | 1  |
| Resolve Five Business Days   | 1  |
| Production - System Affected | 1  |
| Pending,(Accounts Payable)   | 1  |
| Reopened                     | 1  |
| Resolve Same Day             | 1  |
| Production - System Affected | 1  |
| Garcia,Patricia J            | 15 |
| New                          | 10 |
| Resolve Five Business Days   | 9  |
| Production - System Affected | 9  |
| Resolve Same Day             | 1  |
| Production - System Affected | 1  |

|                              |   |
|------------------------------|---|
| Reopened                     | 3 |
| Resolve Five Business Days   | 2 |
| Production - System Affected | 2 |
| Resolve Same Day             | 1 |
| Production - System Affected | 1 |
| Researching                  | 1 |
| Target Date takes priority   | 1 |
| Production - System Affected | 1 |
| Working                      | 1 |
| Resolve Five Business Days   | 1 |
| Production - System Affected | 1 |
| Adkinson,Mark N              | 1 |
| Working                      | 1 |
| Research - 30 Calendar Days  | 1 |
| Development System           | 1 |

