



End of Day Report

March 28, 2008 *through* March 28, 2008

Total Days in Report: 1

Activity Information

Daily Activity

Cases Assigned

Data Communications	5
General Ledger	1
HCM HR	26
HCM Payroll	2
HCM Time & Labor	2
Help Desk (OSF)	14
IT/Telecom Purchasing	1
Operations	1
PC Support	6
Purchasing	1
Security (Peoplesoft)	1
Server	11
Systems	2
Technical & Program Development	3
Treasurer	1
VOICE	12
Total	89

Cases Closed

Accounts Payable	2
Data Communications	6
General Ledger	2
HCM HR	22
HCM Payroll	3
HCM Time & Labor	3
Help Desk (OSF)	23
IT/Telecom Purchasing	1
Operations	1
PC Support	8
Purchasing	3
Security (Peoplesoft)	6
Server	15
Systems	2
Technical & Program Development	4
VOICE	10
Total	111

Closed Year to Date

Accounts Payable	189
Data Communications	214
EPM Budget	37
General Ledger	105
HCM Benefits	46
HCM HR	1357
HCM Payroll	604
HCM Time & Labor	74
Help Desk (OSF)	2072
Imaging/Scanning	3
IT/Telecom Purchasing	61
OK.Gov (NIC)	1
Operations	16
PC Support	396
Purchasing	209
Security (OSF Information Security)	23
Security (Peoplesoft)	94
Server	337
Systems	74
Technical & Program Development	331
Treasurer	12
Vendors	101
VOICE	1105
Web Portal	6
Total	7467

Open Case Summary Information

Open Case - By Severity

(All Cases)

One Hour Emergency	5
Research - 30 Calendar Days	59
Resolve Five Business Days	351
Resolve in Ten Minutes	6
Resolve Same Day	126
Target Date takes priority	59
Total Open:	606

Open Case - By Case Type

(All Cases)

Active Directory	1
Application	271
Correct History	11
Customer Service	1
Data Communications	20
Development	125
Documentation	1
Help Desk	41
Imaging/Scanning	2
New Employee	4
Operations Cases	2
PC Support	48
Server Support	55
Systems Cases	4
Terminated Employee	8
Voice Communications	12
Total Open:	606

Open Case Distribution - By Group

(Excluding Development Cases)

Violations of Service Level Agreement

(All Cases)

Accounts Payable	20
Data Communications	20
EPM Budget	2
General Ledger	25
HCM Benefits	1
HCM HR	7
HCM Payroll	4
HCM Time & Labor	4
Help Desk (OSF)	30
Imaging/Scanning	3
IT/Telecom Purchasing	5
OK.Gov (NIC)	9
Operations	9
PC Support	42
Purchasing	14
Quality Assurance	1
Security (OSF Information Security)	1
Security (Peoplesoft)	7
Server	62
Systems	8
Technical & Program Development	151
Treasurer	9
Vendors	13
VOICE	12
	459

Accounts Payable	Average Business Days Open :	56
Cases: 18	Maximum Business Days Open:	217
Data Communications	Average Business Days Open :	30
Cases: 18	Maximum Business Days Open:	103
EPM Budget	Average Business Days Open :	61
Cases: 1	Maximum Business Days Open:	61
General Ledger	Average Business Days Open :	146
Cases: 24	Maximum Business Days Open:	217
HCM Benefits	Average Business Days Open :	7
Cases: 1	Maximum Business Days Open:	7
HCM HR	Average Business Days Open :	12
Cases: 5	Maximum Business Days Open:	20
HCM Payroll	Average Business Days Open :	113
Cases: 5	Maximum Business Days Open:	212
HCM Time & Labor	Average Business Days Open :	100
Cases: 4	Maximum Business Days Open:	139
Help Desk (OSF)	Average Business Days Open :	39
Cases: 22	Maximum Business Days Open:	89
Imaging/Scanning	Average Business Days Open :	48
Cases: 3	Maximum Business Days Open:	96
IT/Telecom Purchasing	Average Business Days Open :	9
Cases: 5	Maximum Business Days Open:	13
OK.Gov (NIC)	Average Business Days Open :	50
Cases: 8	Maximum Business Days Open:	156
Operations	Average Business Days Open :	65
Cases: 9	Maximum Business Days Open:	90
PC Support	Average Business Days Open :	34
Cases: 22	Maximum Business Days Open:	109
Purchasing	Average Business Days Open :	75
Cases: 17	Maximum Business Days Open:	210
Quality Assurance	Average Business Days Open :	113
Cases: 1	Maximum Business Days Open:	113
Security (OSF Information Security)	Average Business Days Open :	14
Cases: 1	Maximum Business Days Open:	14
Security (Peoplesoft)	Average Business Days Open :	42
Cases: 4	Maximum Business Days Open:	91
Server	Average Business Days Open :	40
Cases: 34	Maximum Business Days Open:	104
Systems	Average Business Days Open :	74
Cases: 7	Maximum Business Days Open:	118
Technical & Program Development	Average Business Days Open :	149
Cases: 249	Maximum Business Days Open:	217
Treasurer	Average Business Days Open :	48
Cases: 8	Maximum Business Days Open:	72
Vendors	Average Business Days Open :	58
Cases: 12	Maximum Business Days Open:	153
VOICE	Average Business Days Open :	3
Cases: 8	Maximum Business Days Open:	5

Agency Statistics

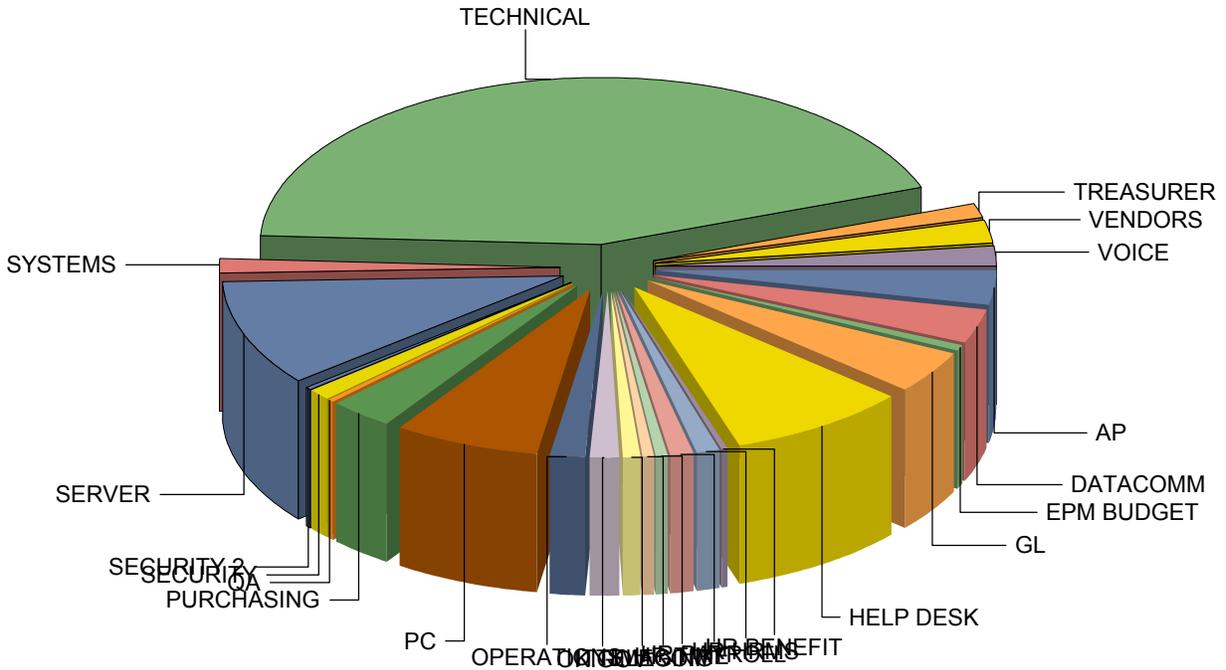
Top Agencies Reporting Cases - Year to Date

09000 - Office of State Finance	1748
83000 - Department of Human Services	736
13100 - Department of Corrections	368
34000 - Department of Health	256
45200 - Mental Health & Subst Abuse Sv	247
65000 - Department of Veterans Affairs	239
34500 - Department of Transportation	228
58000 - Department of Central Services	205
58500 - Department of Public Safety	188
80500 - Dept of Rehabilitation Service	153

Top Agencies Reporting Cases - Month to Date

09000 - Office of State Finance	545
83000 - Department of Human Services	239
13100 - Department of Corrections	107
45200 - Mental Health & Subst Abuse Sv	76
65000 - Department of Veterans Affairs	76
34500 - Department of Transportation	70
58500 - Department of Public Safety	59
80500 - Dept of Rehabilitation Service	59
80500 - Rehabilitation Services	59
34000 - Department of Health	54

Open Cases by Group and Assignee



VOICE

Pending,(Voice)	4
New	4
Resolve Five Business Days	2
Production - System Affected	2
Resolve in Ten Minutes	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
Field,Tech	7
New	1
Resolve Same Day	1
Production - System Affected	1
Working	6
Resolve Same Day	6
Production - System Affected	6
Deubler,Danette	1
Working	1
Resolve Same Day	1
Production - System Affected	1

VENDORS

Pending,(Vendor)	1
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Dvorak,Julia L	12

New	9
One Hour Emergency	1
Production - System Affected	1
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
Knight,Junelle Junelle	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Cosby,Lee	1
New	1

Resolve Same Day	1
Production - System Affected	1

TECHNICAL

Walters, Theresa D	13
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
Reopened	1
Resolve Same Day	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)	1
New	1
Resolve Same Day	1
Production - System Affected	1
Parekh,Richard R	3
New	2
Resolve Five Business Days	2
Production - System Affected	2
Researching	1
Resolve Same Day	1
Production - System Affected	1
Motte,Nita R	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	17
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
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	9
New	6
Resolve Five Business Days	6
Production - System Affected	6
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	7
New	7
Resolve Five Business Days	6
Production - System Affected	6

Resolve Same Day	1
Production - System Affected	1
Jorski,Michael J	39
New	32
Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	18
Production - System Affected	17
Quality Assurance System	1
Resolve Same Day	11
Production - System Affected	11
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	11
New	9
Resolve Five Business Days	7
Production - System Affected	7
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
Coles,Jinny L	1
Working	1
Target Date takes priority	1
Production - System Affected	1
Carneiro,Rhonda R	19
New	10

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

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

SYSTEMS

Swart,Eleanor J	2
Researching	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
Pending,(Systems - Mainframe)	1
New	1
Resolve Same Day	1
Production - System Affected	1
Marshall,David J	1
New	1
Resolve Five Business Days	1
Production - System Affected	1

SERVER

Yoder,Walter C	20
New	19
Resolve Five Business Days	6
Production - System Affected	6
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	6
Research - 30 Calendar Days	2
Production - System Affected	2
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	1
Production - System Affected	1
Researching	1
Resolve Same Day	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1
Ray,Mike	7
New	6
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	3
Production - System Affected	3
Target Date takes priority	1
Development System	1
Working	1
Target Date takes priority	1
Production - System Affected	1
Pending,(Server Group)	2
New	2
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
Lynn,Dorothy J	2
New	1
Research - 30 Calendar Days	1
Production - System Affected	1
Reopened	1
Resolve Same Day	1
Production - System Affected	1
Howard,Bob Eugene	14
New	1
Resolve Five Business Days	1
Production - System Affected	1
Researching	3
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	2
Production - System Affected	2
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	11
New	2
Resolve Five Business Days	2
Production - System Affected	2
Researching	1
Target Date takes priority	1
Production - System Affected	1
Waiting on Customer	1
Resolve Same Day	1
Production - System Affected	1
Working	7
Resolve Five Business Days	6
Production - System Affected	6
Resolve Same Day	1
Production - System Affected	1

SECURITY 2

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

SECURITY

Pending,(PeopleSoft Security)	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Belinski,Linda M	6
New	5
Resolve Five Business Days	4
Production - System Affected	4
Resolve Same Day	1
Production - System Affected	1
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1

QA

Postman,Maria T	1
New	1
Resolve Five Business Days	1

Production - System Affected 1

PURCHASING

Pending,(Purchasing)	3
New	3
Resolve Five Business Days	3
Production - System Affected	3
McMeans,Billy D	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Maxwell,Ronney K	14
New	7
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	4
Production - System Affected	4
Reopened	2
Research - 30 Calendar 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	4
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	3
Production - System Affected	3
Lovell,Laura M	1
Reopened	1
Research - 30 Calendar Days	1
Production - System Affected	1

PC

Shelton,Mark	3
New	3
Resolve Five Business Days	3
Production - System Affected	3
Rowe,Ron F	11
New	4
Resolve Five Business Days	2
Production - System Affected	2
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	5
New	5
Resolve Five Business Days	3
Production - System Affected	3
Target Date takes priority	2
Production - System Affected	2
Pending,(PC Support)	5
New	5
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	1
Production - System Affected	1
Target Date takes priority	1
Production - System Affected	1
Lugo,Doug	7
New	4
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	1
Production - System Affected	1
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
Waiting on Customer	1
Resolve Five Business Days	1
Production - System Affected	1
Hicks,Larry R	2
New	2
Resolve Five Business Days	2
Production - System Affected	2
Grigsby,Linda S	10
New	10
Resolve Five Business Days	8
Production - System Affected	8
Resolve Same Day	1
Production - System Affected	1
Target Date takes priority	1
Production - System Affected	1

OPERATIONS

Shackelford,Cynthia D	3
New	2
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
Working	1
Resolve Five Business Days	1
Production - System Affected	1
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	9
New	9
One Hour Emergency	1
Quality Assurance System	1
Resolve Five Business Days	3
Production - System Affected	3
Resolve Same Day	4
Production - System Affected	4
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
Resolve Same Day	1
Production - System Affected	1
Hicks,Lucille M	1
New	1
Resolve Same Day	1
Production - System Affected	1
Barton,Carol J	2
New	1
Resolve Five Business Days	1
Production - System Affected	1
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1

HR HRMS

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

Resolve Five Business Days	2
Production - System Affected	2
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	11
New	9
Resolve Five Business Days	6
Production - System Affected	6
Target Date takes priority	3
Production - System Affected	3
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	2
New	2
Resolve Five Business Days	1
Production - System Affected	1
Target Date takes priority	1
Production - System Affected	1
Hager,Kirk K	5
New	3
Resolve Five Business Days	3
Production - System Affected	3
Waiting on Customer	2
Resolve Five Business Days	2
Production - System Affected	2
DeVaughan,Blake D	18

New	10
Resolve Five Business Days	5
Production - System Affected	5
Resolve Same Day	5
Production - System Affected	5
Researching	1
Resolve Same Day	1
Production - System Affected	1
Waiting on Customer	1
Resolve Same Day	1
Production - System Affected	1
Working	6
Target Date takes priority	6
Production - System Affected	6
Anderson,Jon K	9
New	9
One Hour Emergency	1
Production - System Affected	1
Resolve Five Business Days	1
Production - System Affected	1
Target Date takes priority	7
Production - System Affected	7

GL

Turner,Loren B	7
New	5
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	4
Production - System Affected	4
Working	2
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	1
Production - System Affected	1
Thomason,Daniel L	3
New	3
Resolve Five Business Days	3
Production - System Affected	3
Sprague,Roger Lee	1
Reopened	1
Resolve Five Business Days	1
Production - System Affected	1
Pratt,Jennie L	12
New	11
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	9
Production - System Affected	9
Target Date takes priority	1

Production - System Affected	1
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)	3
New	3
Resolve Five Business Days	2
Production - System Affected	2
Resolve Same Day	1
Production - System Affected	1
Morgan,Jayson E	2
New	2
Resolve Five Business Days	1
Production - System Affected	1
Resolve Same Day	1
Production - System Affected	1
Kiker,Michael L	11
New	9
Research - 30 Calendar Days	1
Production - System Affected	1
Resolve Five Business Days	4

Production - System Affected	4
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
Stovall,Debra Ann	1
New	1
Resolve Five Business Days	1
Production - System Affected	1
Pending,(Accounts Payable)	3
New	2
Resolve Five Business Days	2
Production - System Affected	2
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

