



End of Day Report

January 01, 2009 through January 31, 2009

Total Days in Report: 31

Activity Information

Daily Activity

Cases Assigned	
Accountancy Board Support Group	3
Accounts Payable	43
App Development ENV	18
App Development FIN	59
App Development HCM	43
App Development IBM	21
Application Development	3
Budget Division (Capitol)	4
Customer Service	24
Data Communications	87
EPM Budget	7
General Ledger	22
HCM Benefits	47
HCM HR	452
HCM Payroll	237
HCM Time & Labor	37
Help Desk (OSF)	797
Imaging/Scanning	8
IT/Telecom Purchasing	2
OK.Gov (NIC)	3
Open Books	5
Operations	6
PC Support	200
PeopleSoft Training	5
Purchasing	24
Security (OSF Information Security)	6
Security (Peoplesoft)	25
Server	147
Systems	24
Treasurer	3
Vendors	18
Voice	318
Web Portal	33
	2,731

Cases Closed	
Accountancy Board Support Group	2
Accounts Payable	47
App Development ENV	19
App Development FIN	79
App Development HCM	29
App Development IBM	32
Application Development	2
Budget Division (Capitol)	2
Customer Service	16
Data Communications	89
EPM Budget	6
General Ledger	23
HCM Benefits	47
HCM HR	452
HCM Payroll	241
HCM Time & Labor	35
Help Desk (OSF)	801
Imaging/Scanning	12
IT/Telecom Purchasing	2
OK.Gov (NIC)	3
Open Books	7
Operations	6
PC Support	221
PeopleSoft Training	7
Purchasing	33
Security (OSF Information Security)	14
Security (Peoplesoft)	25
Server	133
Systems	22
Treasurer	1
Vendors	19
Voice	318
Web Portal	35
	2,780

Service Interruptions Reported

25
Cases out of SLA
357
Opened Year to Date
4,589
Closed Year to Date
4,625

Violations of Service Level Agreement

(A red asterisk indicates the cases are awaiting customer response)

Accountancy Board Support Group	14	HCM HR	2	Field, Tech	13
Carlin, Jeff	13	Binegar, Alan Martin	1	Pending, (Voice)	1
Hall, Drew	1	Hicks, Lucille M	1		
Accounts Payable	2	Help Desk (OSF)	11		
Garcia, Patricia J	1	DeVaughan, Blake D	3		
Swingle, Laura J	1	Hager, Kirk K	3		
App Development ENV	16	Hall, Drew	1		
Coles, Jinny L	1	Mott, Judi	3		
Jorski, Mike J	10	Pending, (Help Desk)	1		
Parekh, Sha R	2	IT/Telecom Purchasing	2		
Pending, (Technical AppDev - ENV)	1	Owen, Alana L	1		
Sellers, Gary W	2	Pending, (IT / Telecom)	1		
App Development FIN	45	OK.Gov (NIC)	8		
Bowman, Rita M	12	Cole, Shauna	8		
Carneiro, Rhonda R	13	Open Books	1		
Fitzpatrick, Danny W	3	McKeithan, Lisa M	1		
Lee, Barbara J	2	Operations	1		
Lopez, Pete A	8	Shackelford, Cyndi D	1		
Pending, (Technical AppDev - FIN)	1	PC Support	51		
Rennels, Bonnie	2	Grigsby, Linda S	14		
Sonaggera, Mike A	4	Lugo, Doug	4 *		
App Development HCM	42	Pruitt, Don E	5		
Burge, Herman Earl	3	Rowe, Ron F	17		
Motte, Nita R	8	Shelton, Mark	11		
Reghunathan, Valsa	8	PeopleSoft Training	2		
Sathyaveera, Sanjayraj	2	Robards, Jeanie J	2		
Tatum, Mike	7	Purchasing	14		
Walters, Theresa D	14	Maxwell, Ronney K	8		
App Development IBM	18	Not listed - check case	6		
Large, Elizabeth J	14	Security (OSF Information Security)	9		
Pending, (Technical AppDev - IBM)	2	Engelbrecht, Sean Russel	1		
Troutman, Steve R	2	Kershner, Luke A	1		
Application Development	14	Pending, (Information Security)	6		
Cantrell, Fred L	1	Schlichting, John R	1		
McKeithan, Lisa M	13	Security (Peoplesoft)	4		
Budget Division (Capitol)	3	Belinski, Linda M	4		
Pending, (Budget)	3	Server	45		
Customer Service	4	Cherian, Christo R	11		
Hall, Drew	1	Hale, Bryan L	1		
Hicks, Larry R	3	Hicks, Larry R	3		
Data Communications	14	Ray, Mike	7		
Bruxvoort, Andrew J	6	Wallace, Nick J	7		
Kiker, Michael L	5	Yoder, Walter C	16		
Morgan, Jayson E	2	Systems	2		
Walker, Bob E	1	Keeney, Chris	1		
General Ledger	12	Pennington, Steve D	1		
Pratt, Jennie L	4	Treasurer	5		
Thomason, Daniel L	6	Pending, (Treasurer)	5		
Turner, Loren B	2	Vendors	1		
HCM Benefits	1	Pending, (Vendor)	1		
Barton, Carol J	1	Voice	14		