



# End of Day Report

January 01, 2009 *through* January 23, 2009

Total Days in Report: 23

## Activity Information

### Daily Activity

Cases Assigned	
Accountancy Board Support Group	2
Accounts Payable	34
App Development ENV	17
App Development FIN	51
App Development HCM	31
App Development IBM	18
Application Development	3
Budget Division (Capitol)	4
Customer Service	24
Data Communications	66
EPM Budget	5
General Ledger	16
HCM Benefits	44
HCM HR	397
HCM Payroll	198
HCM Time & Labor	33
Help Desk (OSF)	664
Imaging/Scanning	6
IT/Telecom Purchasing	1
OK.Gov (NIC)	2
Open Books	4
Operations	6
PC Support	158
PeopleSoft Training	4
Purchasing	19
Security (OSF Information Security)	5
Security (Peoplesoft)	20
Server	119
Systems	21
Treasurer	3
Vendors	13
Voice	250
Web Portal	25
	<b>2,263</b>

Cases Closed	
Accountancy Board Support Group	2
Accounts Payable	38
App Development ENV	18
App Development FIN	67
App Development HCM	27
App Development IBM	29
Application Development	2
Budget Division (Capitol)	2
Customer Service	12
Data Communications	65
EPM Budget	5
General Ledger	19
HCM Benefits	43
HCM HR	394
HCM Payroll	202
HCM Time & Labor	33
Help Desk (OSF)	650
Imaging/Scanning	12
IT/Telecom Purchasing	1
OK.Gov (NIC)	2
Open Books	1
Operations	6
PC Support	165
PeopleSoft Training	6
Purchasing	29
Security (OSF Information Security)	13
Security (Peoplesoft)	20
Server	106
Systems	20
Treasurer	1
Vendors	13
Voice	247
Web Portal	26
	<b>2,276</b>

### Service Interruptions Reported

13
Cases out of SLA
360
Opened Year to Date
2,263
Closed Year to Date
2,275

# Service Interruptions and SLA Violations

## Service Interruption

**Case:** 276973  
**Agency:** 0000000

**Category:**  
**Severity:** Production - System Affected  
**Priority:** Resolve Five Business Days  
**Provider Group:** Help Desk (OSF)  
**Interruption Type:** Unplanned Interruption

**Created:** 1/8/2009  
**Closed:** 1/15/2009  
**Business Days Open:** 7  
**Status:** Resolved

**Summary:** Due to an unforeseen critical problem, the network support will be unavailable today, Jan. 08, 2009 for all Tulsa State Agency offices, effective immediately due to an OG&E power outage. Currently, OG&E has not provided an estimated time of repair but is working to correct as soon as possible. This outage will affect the following services/systems:

All network services and systems for Tulsa State Agency offices.

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**Case:** 276808  
**Agency:**

**Category:** Hardware  
**Severity:** Production - System Down  
**Priority:** One Hour Emergency  
**Provider Group:** Data Communications  
**Interruption Type:** Unplanned Interruption

**Created:** 1/8/2009  
**Closed:** 1/9/2009  
**Business Days Open:** 1  
**Status:** Resolved

**Summary:** We have had a power outage at our office in Tulsa and now none of our PC's will power up except mine and it tells me that the tree or server cannot be found. Please help

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**Case:** 277439  
**Agency:** 0000000

**Category:** Email Systems  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** Help Desk (OSF)  
**Interruption Type:** None Selected

**Created:** 1/13/2009  
**Closed:** 1/13/2009  
**Business Days Open:** 1  
**Status:** Resolved

**Summary:** This is to inform that OSF server group is doing a routine maintenance on the exchange servers tonight Jan 13, 2009 from 7:00 PM - 9:00 PM. And there will be a service interruption for exchange email for all the agencies using OSF exchange server. Please refer the attachment for the list of all the agencies.

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**Case:** 277542  
**Agency:** 0000000

**Category:** Email Systems  
**Severity:** Production - System Down  
**Priority:** One Hour Emergency  
**Provider Group:** Server  
**Interruption Type:** Unplanned Interruption

**Created:** 1/14/2009  
**Closed:** 1/14/2009  
**Business Days Open:** 1  
**Status:** Resolved

**Summary:** Lotus Notes application is locked up.

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**Case:** 277733  
**Agency:**

**Category:** Network  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** Data Communications  
**Interruption Type:** None Selected

**Created:** 1/15/2009  
**Closed:** 1/16/2009  
**Business Days Open:** 1  
**Status:** Resolved

**Summary:** We have a problem with our firewall in Tulsa. Problem with the firewall and need assistance asap.

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**Case:** 277711

**Agency:**

**Category:** Email Systems  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** Server  
**Interruption Type:** Unplanned Interruption

**Created:** 1/15/2009  
**Closed:** 1/16/2009  
**Business Days Open:** 1  
**Status:** Resolved

**Summary:** I spoke to Walter Yoder yesterday and he said there was a delay in the POP Server. Now, we are not getting emails at all. My phone number is: 521-2874 ext. 26. Could someone please call me and let me know when it will be up and running again?

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**Case:** 278181

**Agency:** 0000000

**Category:** Email Systems  
**Severity:** Production - System Down  
**Priority:** One Hour Emergency  
**Provider Group:** Help Desk (OSF)  
**Interruption Type:** Unplanned Interruption

**Created:** 1/21/2009  
**Closed:** 1/21/2009  
**Business Days Open:** 1  
**Status:** Resolved

**Summary:** My Lotus Notes is not working. It says it does not have a connection to the server.

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**Case:** 278607

**Agency:**

**Category:**  
**Severity:** Production - System Down  
**Priority:** One Hour Emergency  
**Provider Group:** Help Desk (OSF)  
**Interruption Type:** Unplanned Interruption

**Created:** 1/23/2009  
**Closed:** 1/23/2009  
**Business Days Open:** 1  
**Status:** Resolved

**Summary:** Our agency's server was down this past weekend and we didn't receive any notification.

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**Case:** 278551

**Agency:**

**Category:** Email Systems  
**Severity:** Production - System Down  
**Priority:** Resolve Same Day  
**Provider Group:** Server  
**Interruption Type:** Unplanned Interruption

**Created:** 1/23/2009  
**Closed:** 1/23/2009  
**Business Days Open:** 1  
**Status:** Resolved

**Summary:** No body at our agency has email. Please help

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**Case:** 278165

**Agency:** 0000000

**Category:** Email Systems  
**Severity:** Production - System Affected  
**Priority:** Resolve Five Business Days  
**Provider Group:** Data Communications  
**Interruption Type:** None Selected

**Created:** 1/21/2009  
**Closed:** 1/21/2009  
**Business Days Open:** 1  
**Status:** Resolved

**Summary:** The Server is not Responding

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**Case:** 278174

**Agency:**

**Category:** Email Systems  
**Severity:** Production - System Down  
**Priority:** One Hour Emergency  
**Provider Group:** Help Desk (OSF)  
**Interruption Type:** Unplanned Interruption

**Created:** 1/21/2009  
**Closed:** 1/22/2009  
**Business Days Open:** 1  
**Status:** Resolved

**Summary:** Service Interruption:  
**Description:** Our email is down.

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**Case:** 278168  
**Agency:** 0000000

**Category:** Email Systems  
**Severity:** Production - System Affected  
**Priority:** Resolve Five Business Days  
**Provider Group:** Help Desk (OSF)  
**Interruption Type:** None Selected

**Created:** 1/21/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** Lotus is displaying the message that "The Server is not Responding."

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**Case:** 278172  
**Agency:** 0000000

**Category:** Email Systems  
**Severity:** Production - System Affected  
**Priority:** Resolve Five Business Days  
**Provider Group:** Help Desk (OSF)  
**Interruption Type:** None Selected

**Created:** 1/21/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** Lotus is displaying the message that "The Server is not Responding."

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**Case:** 278166  
**Agency:**

**Category:** Email Systems  
**Severity:** Production - System Down  
**Priority:** One Hour Emergency  
**Provider Group:** Server  
**Interruption Type:** Unplanned Interruption

**Created:** 1/21/2009  
**Closed:** 1/21/2009  
**Business Days Open:** 1  
**Status:** Resolved

**Summary:** Service Interruption:  
**Description:** Outlook e-mail is down

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**Case:** 278182  
**Agency:**

**Category:** Email Systems  
**Severity:** Production - System Affected  
**Priority:** Resolve Five Business Days  
**Provider Group:** Help Desk (OSF)  
**Interruption Type:** None Selected

**Created:** 1/21/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** The server is not responding

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### Others (Same Day Not Closed, etc)

**Case:** 276128  
**Agency:** 0000000

**Category:** HCM - PeopleSoft  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** App Development HCM  
**Interruption Type:** Unlisted

**Created:** 1/2/2009  
**Closed:**  
**Business Days Open:**  
**Status:** Researching

**Summary:** The OLERS query use to take 30 minutes or so run and now it takes up to 4 hours. It appears that the Earning Code (TAD) does not have any GL Expense code defined. is the reason. Please look at the attached snap shot of the OLERS query.

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**Case:** 276508  
**Agency:** 0000000

**Category:** HCM - PeopleSoft  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** HCM Payroll  
**Interruption Type:** Unlisted

**Created:** 1/6/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** Agency 452, EmplID 145789 has not been included in the OPERS file for the past several months. We have had to manually work up the file info so the programmer could add the rows. Please evaluate this person to determine why they are not being picked up and correct as needed.

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**Case:** 276117  
**Agency:** 0000000

**Category:** HCM - PeopleSoft  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** App Development HCM  
**Interruption Type:** Unlisted

**Created:** 1/2/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** Please see the attached file of OCP\_OPERS\_MISSING\_EARNINGS

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**Case:** 276254  
**Agency:** 0000000

**Category:** Policy & Procedures  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** Security (OSF Information Security)  
**Interruption Type:** Unlisted

**Created:** 1/5/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** I am receiving spam. I have been out for two weeks. These emails appear to be from the old domain. They are to and from sherri.collier@osf.ok.gov. From ARS Advertising group "because you have subscribed."

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**Case:** 276272  
**Agency:**

**Category:** Financials - PeopleSoft  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** Purchasing  
**Interruption Type:** Unlisted

**Created:** 1/5/2009  
**Closed:**  
**Business Days Open:**  
**Status:** Reopened

**Summary:** When I print rfq 320000119, it is printing for each vendor on list?

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**Case:** 276575  
**Agency:** 0000000

**Category:** CRM - PeopleSoft  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** App Development FIN  
**Interruption Type:** None Selected

**Created:** 1/6/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** Please move Drew Hall's query 452\_CRM\_2003\_02DH from CRPRD Private to Public in CRDEV.

Also, Please copy his crystal report (or save it to) CRDEV from I://Dept/Helpdesk/Crystal Reports 8.9/452\_CRM\_2003\_02DH

We need a Report added to Mental Health menu under Help Desk/Reports. Mike Sonaggera was not sure if he had access to that or not. Please let me know if you need paperwork for this. Drew and I do not have access to CRDEV but someone will need to be able to test this for us before we move it further on.

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**Case:** 276865  
**Agency:**

**Category:** HCM - PeopleSoft  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** Application Development  
**Interruption Type:** Unlisted

**Created:** 1/8/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** I am looking for a query that can give me what is on the FTE activity report and funding distribution.

Want a query or report that would that I could request a certain job code and get total payroll cost [such as salary (including overtime), longevity, differential, excess benefit, state paid fica/mqfe, state paid retirement, state paid annuities].

Is there one out there if not is it possible to create this?

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**Case:** 277318  
**Agency:** 0000000

**Category:** HCM - PeopleSoft  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** App Development HCM  
**Interruption Type:** Unlisted

**Created:** 1/13/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** EBC001 Load Exception - Received an Exception report for the change file load of DHS/BIW D090113  
The load kicked out Empl #138353 with an error stating more than one empl-rcd found. In looking at the job data Empl Record 0 is active with Reg benefits with Agency 452 Empl Record 1 and Benefit record 1 is NBP and job is termed 4/15/07. The load should have applied to the record 0

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**Case:** 277016  
**Agency:**

**Category:** HCM - PeopleSoft  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** Application Development  
**Interruption Type:** Unlisted

**Created:** 1/9/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** When will HR extracts be available?

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**Case:** 276746  
**Agency:** 0000000

**Category:** HCM - PeopleSoft  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** Accounts Payable  
**Interruption Type:** Unlisted

**Created:** 1/7/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** We processed payroll for agency 635. They had a few employees that were overpaid. We recalled the direct payments and issued paper checks. One was dated 12/31/09. It had a deduction to United Way for \$2.00. Roger Wagner, 113302. We canceled and reissued by transaction processing. Now, we can not find the deduction. I ran a cash sheet with period 7, 2010 and it does not appear. Where is the deduction since it was dated 12/31/09?

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**Case:** 276930  
**Agency:**

**Category:** HCM - PeopleSoft  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** App Development HCM  
**Interruption Type:** Unlisted

**Created:** 1/8/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** I am having a formatting problem with the excel version of the Funding Distribution Report (0108). I have attached an example of the format in which this report appeared prior to December 1 (11-08.xls) and an example of how it appears now (12-08.xls). The new format is not user friendly and would take many hours of work to make usable. Is there another way we should be running this report to obtain the previous format? Can this report be restored by CORE to its previous format? Please advise.

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**Case:** 276918  
**Agency:**

**Category:** Email Systems  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** Server  
**Interruption Type:** Planned Interruption

**Created:** 1/8/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** We cant see out calenders We need to get an exchange server in the next 30 days of if this is not feasible we need to look at the other fix.

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**Case:** 277154  
**Agency:** 0000000

**Category:** CRM - PeopleSoft  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** Help Desk (OSF)  
**Interruption Type:** Unlisted

**Created:** 1/12/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** The Suggested Action link is not working for the Quick code Reset Active Directory.

**Case:** 277086  
**Agency:**

**Category:** Production - System Affected  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** Server  
**Interruption Type:** Planned Interruption

**Created:** 1/9/2009  
**Closed:**  
**Business Days Open:**  
**Status:** Reopened

**Summary:** Request for a permissions change: the folder under our server name of: banking NT35 >user folder>OSBD folder, as I want user name of Bruno to have full access of this folder and the sub folders.  
Could you also consider creating a form for us to enter this type of info. (permissions change) online and submit the request?

**Case:** 277096  
**Agency:**

**Category:** HCM - PeopleSoft  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** HCM HR  
**Interruption Type:** Unlisted

**Created:** 1/9/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** We have recently implemented a school reach program, and need to know if it is possible to store additional information about an employee. Also, we need to know if we can query this information out of the PeopleSoft system and into an excel file.

**Status (Exempt, Non-Exempt)**  
**Employee Last Name**  
**Employee First Name**  
**Division #**  
**Home Phone**  
**Personal Cell Phone**  
**Pager Number**  
**Work Phone**  
**Work Phone Ext.**  
**Work e-mail**  
**Home e-mail**  
**Emergency Contact Preference (phone, e-mail, pager, etc)**  
**Stillwater Based**  
**Non-Stillwater Based**

We also need an area to capture if these employees are part of specific teams (emergency, coop, etc). Is there any place to store this information? Some could be members of more than one team.

**Case:** 277701  
**Agency:** 0000000

**Category:** HCM - PeopleSoft  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** App Development HCM  
**Interruption Type:** Unlisted

**Created:** 1/15/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** End Dates are currently End Date plus one day and should be equal to end date. The cross walk file is doing it correctly.  
**Description:** End Dates are currently using the end date from the file and adding one day. This is incorrect and should end the benefit earnings and deductions by updating the end date of the current row to be ended with the end date supplied in the input file. Empl ID 119316 is a good example in HRMP.

**Case:** 277704  
**Agency:** 0000000

**Category:** HCM - PeopleSoft  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** App Development HCM  
**Interruption Type:** Unlisted

**Created:** 1/15/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** Please assign to Technical/ HRMS - VALSA  
**Low priority**  
**Summary:** RBA amount was 0.00 on the input file but still inserted into Additional Pay table.

**Description:** The RBA earnings were 0.00 on the input file for open enrollment but the 0001 load program still inserted a new row into the additional pay data table. One example in HRPRD is EmplID 133791 however it did happen for many employees.

**Case:** 277882

**Agency:**

**Category:** HCM - PeopleSoft  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** App Development HCM  
**Interruption Type:** Unlisted

**Created:** 1/16/2009  
**Closed:**  
**Business Days Open:**  
**Status:** Reopened

**Summary:** The format of the Workers Comp report OCPY110 has been changed. When was the format of this report changed?

Why wasn't a notice of the change and the new layout of the change sent out to agencies?

We use the text version of this report to calculate our workers comp costs and funding and now the macros that we've built no longer function. Please let us know something about this as soon as possible.

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**Case:** 277779

**Agency:**

**Category:** HCM - PeopleSoft  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** HCM HR  
**Interruption Type:** Unlisted

**Created:** 1/15/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** I was wondering if you could change the set id on my job code table to 00000.

---

**Case:** 277973

**Agency:** 0000000

**Category:**  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** PC Support  
**Interruption Type:** None Selected

**Created:** 1/20/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** The following CIBER consultants at CORE (3812 Santa Fe) need to have the PeopleSoft Client (App Designer) installed. This needs to be completed as soon as possible.

Vijay Javvadi  
Nang Huynh  
Kathy Donnelly

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**Case:** 277399

**Agency:**

**Category:** Novell  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** Server  
**Interruption Type:** Planned Interruption

**Created:** 1/13/2009  
**Closed:**  
**Business Days Open:**  
**Status:** Working

**Summary:** I am getting two Novell messages appearing on my PC monitor: nss-270-5003, gov.cap is almost out of disk space. The other is same message but has nss-270-5001 gov.cap is out of disk space.

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**Case:** 277556

**Agency:**

**Category:** Voice Communications  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** Voice  
**Interruption Type:** Unlisted

**Created:** 1/14/2009  
**Closed:**  
**Business Days Open:**  
**Status:** Working

**Summary:** Customer requests service for: All of the permit clerks at the 23rd street office are complaining that there is a high level of static on the acd lines. So bad the customer's must hang up and try again to hopefully catch a clearer line. Physical Location of the phone: DEPT OF PUBLIC SAFETY SIZE AND WEIGHTS PERMIT OFFICE, 2401 NW 23rd ST. Ste45, Entrance "C" OKC, OK 73107. BUILDING: 1FLOOR:1ROOM/CUBICLE: Phone number needing service: LEN number:N/A Model number of phone:M2616 Alternate number if not working:CAROLYN OWINGS AT 522-9002. Please advise this office of repair or replacement.

---

**Case:** 277841  
**Agency:** 0000000

**Category:** HCM - PeopleSoft  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** App Development HCM  
**Interruption Type:** Unlisted

**Created:** 1/16/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** Please create a Help Desk Case to be assigned to Technical.

In HCM Production, in Create General Deductions on EmplID 137711 while adding a new effective dated row for the new year withholding for SC01 (Charitable Contributions), when trying to Save, the attached message is received. The message is regarding Savings Bonds which this employee does not even have. When clicking OK on the message, it saves but without the ending date even though it was there before the save. Please research to see what may be causing this message and the removal of the ending date when saving for an employee who does not have a bond deduction.

---

**Case:** 277611  
**Agency:** Office of State Finance

**Category:** Network  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** PC Support  
**Interruption Type:** None Selected

**Created:** 1/15/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** I had a worm on my laptop so I was "disabled" from the network. My lap top has now been cleaned up so I need to be re connected to the network on my desktop PC (not laptop). I also cannot get any of my usb ports to work affecting my mouse as well. Can you assist?

---

**Case:** 277794  
**Agency:**

**Category:** HCM - PeopleSoft  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** HCM Payroll  
**Interruption Type:** Unlisted

**Created:** 1/15/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** I was wondering if there was a report or query to assist in completion of the Dept of Labor Form OK300? I think all agencies have to complete it, so I thought there might be a query already set up for this.

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**Case:** 277981  
**Agency:**

**Category:** Disaster Recovery  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** Help Desk (OSF)  
**Interruption Type:** Child Interruption

**Created:** 1/20/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** I'm getting ready to perform Disaster recovery audit and need access to the template for Disaster Recovery

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**Case:** 277983  
**Agency:**

**Category:** Network  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** Server  
**Interruption Type:** Planned Interruption

**Created:** 1/20/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** Please end all current dhcp leases so that appropriate users can logon.

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**Case:** 276213  
**Agency:**

**Category:** CRM - PeopleSoft  
**Severity:** Stage System  
**Priority:** Resolve Same Day  
**Provider Group:** App Development FIN  
**Interruption Type:** Unlisted

**Created:** 1/5/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** Create the following queries. Set as public. Create in `Reporting Tools, Query, Query Viewer to be able to schedule each of the queries below. The priority is `Emergency` and create in the order listed below.

1. All Open Cases (selected by Assigned To):
  - a. Input parameter  $\zeta$  Assigned To
  - b. Fields: Case Number, Case, Case Subtype, Case Summary, Created Date
  - c. Grouped by: Case Number, Case Type, Case Subtype
  - d. Report Number: 452-CRM-2003-02
2. All Open Cases (selected by Provider Group):
  - a. Input parameter  $\zeta$  Provider Group
  - b. Fields: Case Number, Case, Case Subtype, Case Summary, Assigned To, Created Date
  - c. Grouped by: Assigned To, Case Number, Case Type, Case Subtype
  - d. Report Number: 452-CRM-2003-01
3. All Cases Created (from and to date range):
  - a. Input parameter  $\zeta$  from date and to date.
  - b. Fields: Case, Case Subtype, Case Summary, Assigned To, Created Date
  - c. Grouped by: Provider Group, Assigned To, Case Number
  - d. Report Number: 452-CRM- 2001-01
4. All Cases Closed (from and to date range):
  - a. Input parameter  $\zeta$  from date and to date.
  - b. Fields: Case, Case Subtype, Case Summary, Assigned To, Created Date, Closed Date
  - c. Grouped by: Provider Group, Assigned To, Case Number
  - d. Report Number: 452-CRM- 2001-02

**Case:** 278521  
**Agency:**

**Category:** HCM - PeopleSoft **Created:** 1/22/2009  
**Severity:** Production - System Affected **Closed:**  
**Priority:** Resolve Same Day **Business Days Open:**  
**Provider Group:** HCM Payroll **Status:** New  
**Interruption Type:** Unlisted

**Summary:** Robert Adams, Emp ID 122803, died on 12-24-08. We paid his remaining regular pay, annual, and partial longevity on the check issued on 1-15-09. When completing the OPERS employer certification, we noticed that retirement contributions were not taken for the regular and special longevity pay. Is the system not set up to take this properly? There is no ending date on the OPERS election.

**Case:** 278561  
**Agency:**

**Category:** Voice Communications **Created:** 1/23/2009  
**Severity:** Production - System Affected **Closed:**  
**Priority:** Resolve Same Day **Business Days Open:**  
**Provider Group:** Voice **Status:** New  
**Interruption Type:** Unlisted

**Summary:** Customer requests service for: Speakerphone is not working.

**Physical Location of the phone:** 2101 N. Lincoln, Room 305  
**Phone number needing service:** 521-2822  
**LEN number:** 21146  
**Model number of phone:** m5316  
**Alternate number if not working:**

**Case:** 278560  
**Agency:**

**Category:** Voice Communications **Created:** 1/23/2009  
**Severity:** Production - System Affected **Closed:**  
**Priority:** Resolve Same Day **Business Days Open:**  
**Provider Group:** Voice **Status:** Working  
**Interruption Type:** Unlisted

**Summary:** 521-2823 Request for a new phone cord (attaches the receiver to the base).

**OCC 2101 N. Lincoln, Room 305**  
**LEN number:** 3-1-5-5 M5316

**Case:** 278602

**Agency:**

**Category:** Voice Communications

**Severity:** Production - System Affected

**Priority:** Resolve Same Day

**Provider Group:** Voice

**Interruption Type:** Unlisted

**Created:** 1/23/2009

**Closed:**

**Business Days Open:**

**Status:** New

**Summary:** Customer requests service for: high static on my telephone on incoming calls so bad you cannot hear the caller

**Physical Location of the phone:** Bldg. 1 2nd floor ROOM/CUBICLE: 2242A.

**Phone number needing service:** 425-2358

**LEN number:** len36 st 1-0-5-6

**Model number of phone:** M5316

**Alternate number if not working:** DARLEEN DUKES EXT 2358 Please advise this office of repair or replacement.

---

**Case:** 278587

**Agency:**

**Category:** Email Systems

**Severity:** Production - System Affected

**Priority:** Resolve Same Day

**Provider Group:** Server

**Interruption Type:** Planned Interruption

**Created:** 1/23/2009

**Closed:**

**Business Days Open:**

**Status:** New

**Summary:** I have two email addresses. susan.bateman@osf.ok.gov and susan.bateman@treasurer.ok.gov. I am supposed to receive password protected emails form EBC to my treasurer's email address and then they are supposed to be automatically forwarded to my OSF email address. The problem is that is not happening. Please help

I also tried to send an email to the OSF helpdesk and EBC called stating that they got it??

---

**Case:** 278593

**Agency:**

**Category:** Voice Communications

**Severity:** Production - System Affected

**Priority:** Resolve Same Day

**Provider Group:** Voice

**Interruption Type:** Unlisted

**Created:** 1/23/2009

**Closed:**

**Business Days Open:**

**Status:** Working

**Summary:** Customer requests service for: I can barely hear the caller when using the handset as the sound is muffled. I have tried turning the volume up by pressing the arrow buttons. Also, the display is not working correctly as the info. appearing is incorrect?

**ODOT 200 NE 21st**

**Phone number needing service:** 522-3794

**LEN number:** 14-0-0-8 M5312

---

**Case:** 278620

**Agency:** 0000000

**Category:** HCM - PeopleSoft

**Severity:** Production - System Affected

**Priority:** Resolve Same Day

**Provider Group:** HCM Benefits

**Interruption Type:** Unlisted

**Created:** 1/23/2009

**Closed:**

**Business Days Open:**

**Status:** New

**Summary:** 2009 benefits for agency 022 were not loaded. Please expedite - payroll critical.

---

**Case:** 278615

**Agency:**

**Category:** Hardware

**Severity:** Production - System Affected

**Priority:** Resolve Same Day

**Provider Group:** Server

**Interruption Type:** Planned Interruption

**Created:** 1/23/2009

**Closed:**

**Business Days Open:**

**Status:** New

**Summary:** Susan Meacham's Blackberry calendar is not syncing up with PC Lotus Notes.

---

**Case:** 278611  
**Agency:** Oklahoma State University

**Category:** Financials - PeopleSoft  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** Help Desk (OSF)  
**Interruption Type:** Unlisted

**Created:** 1/23/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** Employee Sherrie Snyder SS# has quit and never picked up PayCard so this needs to be Canceled immediately on your end. Please let me know right away if you have any questions.

---

**Case:** 278388  
**Agency:**

**Category:** IT/Telecom  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** Help Desk (OSF)  
**Interruption Type:** Unlisted

**Created:** 1/22/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** Need access to the IT budget for OST.

---

**Case:** 278283  
**Agency:**

**Category:** HCM - PeopleSoft  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** HCM HR  
**Interruption Type:** Unlisted

**Created:** 1/21/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** In PeopleSoft 8.3, we had a lot of queries that let us pull them by location and they have now been replaced by one query that just doesn't help us because there is too much sorting. We understand that most of the queries have location in the query, but that means we have to run the query for the whole agency then sort and delete. That is a lot of extra work that we don't have time for. Could you please add an option to pull these queries by location. Below is a list of the queries that we use a lot.

GO\_HR\_EMPLIDLIST\_BYAGENCY  
GO\_HR\_EMPLIDLIST\_BY\_AGENCY\_2  
GO\_HR\_BIRTHDATE\_NULL  
GO\_TL\_EXCEPTIONS\_BY\_AGENCY  
GO\_TL\_WEEKLY\_ELAPSED\_TIME\_TRC  
GO\_HR\_JOB\_COMP\_VAL  
GO\_HR\_JOB\_DATA\_ETAL\_REVIEW  
GO\_HR\_NEW\_REH\_HIRE  
GO\_HR\_TERM\_ETAL\_ACTION  
GO\_PY\_COMPENSATION\_SETUP

---

**Case:** 278316  
**Agency:** 0000000

**Category:** Email Systems  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** Server  
**Interruption Type:** Planned Interruption

**Created:** 1/21/2009  
**Closed:**  
**Business Days Open:**  
**Status:** Working

**Summary:** In my Lotus Notes, Help Desk Inbox, it shows 1 unopened e-mail even if there are none in the inbox. If there are any it adds 1 to the total.

---

**Case:** 278238  
**Agency:**

**Category:** Voice Communications  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** Voice  
**Interruption Type:** Unlisted

**Created:** 1/21/2009  
**Closed:**  
**Business Days Open:**  
**Status:** Working

**Summary:** 425-7289 fax machine will send but not receive.

DOC, room 240, 3400 n, martin Luther king ave.

---

**Case:** 278375

**Agency:**

**Category:** WEB Portal

**Severity:** Production - System Affected

**Priority:** Resolve Same Day

**Provider Group:** Help Desk (OSF)

**Interruption Type:** Unlisted

**Created:** 1/22/2009

**Closed:**

**Business Days Open:**

**Status:** New

**Summary:** I have changed my email address with OK.Gov from LPointexter@marginalwells.com to Lpointexter@mwcc.ok.gov. I have requested an email with a new password so that I may access the web site WWW.OK.gov/trition/loglin. I have not recieved this email at any email address the old one or the new one, Please help.

---

**Case:** 278249

**Agency:**

**Category:**

**Severity:** Production - System Affected

**Priority:** Resolve Same Day

**Provider Group:** PC Support

**Interruption Type:** Unlisted

**Created:** 1/21/2009

**Closed:**

**Business Days Open:**

**Status:** Working

**Summary:** I have a blackberry and I am receiving an error that says "Device error 365". There is also a black bar beneath it that says "reset". I do not know what this means. Can you contact me at 580-583-1114 as I am not in the office today.

---

**Case:** 278230

**Agency:**

**Category:** Voice Communications

**Severity:** Production - System Affected

**Priority:** Resolve Same Day

**Provider Group:** Voice

**Interruption Type:** Unlisted

**Created:** 1/21/2009

**Closed:**

**Business Days Open:**

**Status:** Working

**Summary:** Customer requests service for: No dial tone  
Physical Location of the phone: 1915 N. Stiles Avenue  
Oklahoma City,OK,73105  
Phone number needing service: 405-522-8646  
LEN number:  
Model number of phone:  
Alternate number if not working: 522-8776, Norma McRae

---

**Case:** 278293

**Agency:** 0000000

**Category:** Network

**Severity:** Production - System Affected

**Priority:** Resolve Same Day

**Provider Group:** Data Communications

**Interruption Type:** None Selected

**Created:** 1/21/2009

**Closed:**

**Business Days Open:**

**Status:** New

**Summary:** We have new PeopleSoft application administrator Greg Linn and he will need network (firewall) access to ssh from his workstation to the unix servers in the core development, core training, and core production server zones. His workstation ip number 172.16.76.174. can this be added to the ps admin groups to get ssh and ftp access to the above mentioned zones.

---

**Case:** 278253

**Agency:**

**Category:** Voice Communications

**Severity:** Production - System Affected

**Priority:** Resolve Same Day

**Provider Group:** Voice

**Interruption Type:** Unlisted

**Created:** 1/21/2009

**Closed:**

**Business Days Open:**

**Status:** Working

**Summary:** Customer requests service for: conference transfer key is stuck  
Physical Location of the phone: 2400 N Lincoln, 1st floor, NE corner, just inside door  
Phone number needing service: 521-3646  
LEN: 0-0-7-24 M5316 w/ M522 addon (3wc on key 9)  
Alternate number if not working:

---

**Case:** 278259

**Agency:**

**Category:**

**Severity:** Production - System Affected

**Priority:** Resolve Same Day

**Provider Group:** PC Support

**Interruption Type:** Planned Interruption

**Created:** 1/21/2009

**Closed:**

**Business Days Open:**

**Status:** Reopened

**Summary:** We have a new problem with our OutLook. Is there an easy fix for this? The calendar login keeps popping up & I don't know what to do.

---

**Case:** 278319  
**Agency:** Office of State Finance

**Category:** Voice Communications  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** Voice  
**Interruption Type:** Unlisted

**Created:** 1/21/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** please create a ticket for

**425-7327: noise on the line**  
**LEN 36st 3-1-7-18 single line connected to Cisco router**

**Location DPS, 3600 N ML King Ave**  
**Switchroom**  
**Contact Danette Deubler, 2-8800**

---

**Case:** 278455  
**Agency:**

**Category:** Network  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** Data Communications  
**Interruption Type:** None Selected

**Created:** 1/22/2009  
**Closed:**  
**Business Days Open:**  
**Status:** New

**Summary:** Please forward this request to Andrew and crew. I need to know the firewall permissions in place for \*.\*.103. Information as soon as possible.

---

**Case:** 278420  
**Agency:**

**Category:** Financials - PeopleSoft  
**Severity:** Production - System Affected  
**Priority:** Resolve Same Day  
**Provider Group:** Help Desk (OSF)  
**Interruption Type:** Unlisted

**Created:** 1/22/2009  
**Closed:**  
**Business Days Open:**  
**Status:** Waiting on Custom

**Summary:** Requisition #2700000183 - I need to change the funding distribution on Requisition #2700000183. It has been approved. When I click on the change header button it still does not allow me to access the funding lines. I have a voucher that is waiting to be paid so can we make this high priority. I want to reduce distribution line 1 and increase distribution line 3

---

# Violations of Service Level Agreement

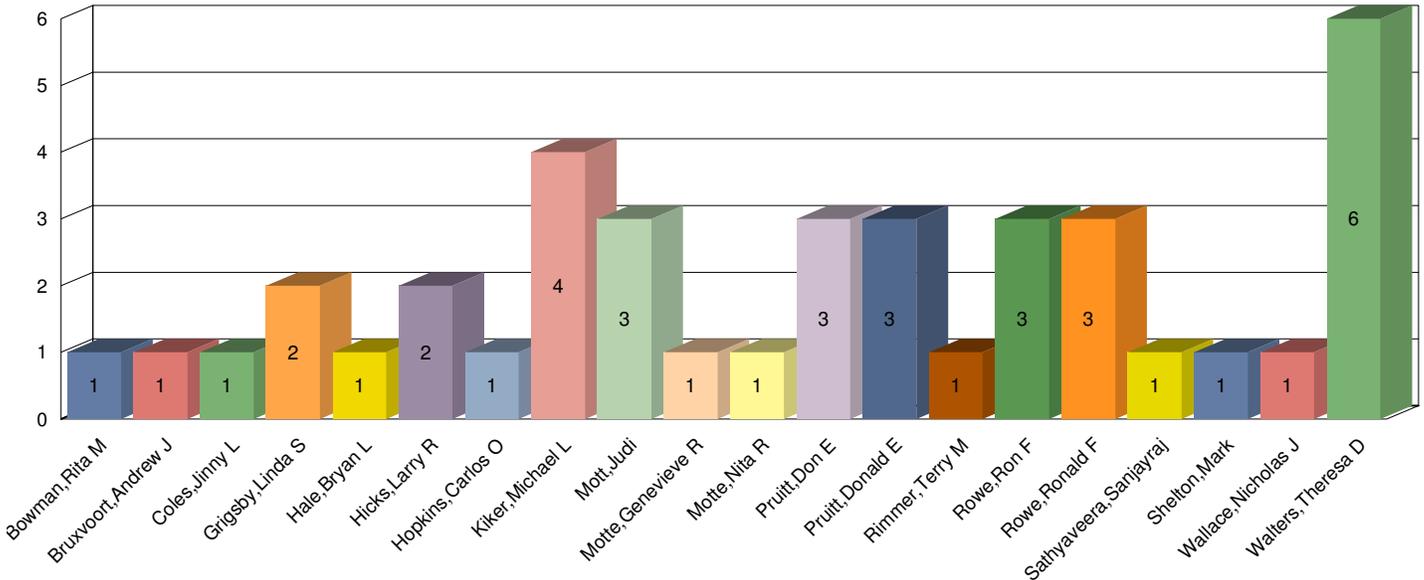
<b>Accountancy Board Support Group</b>	<b>9</b>	Thomason, Daniel L	5	Shackelford, Cyndi D	1
Carlin, Jeff	9	Turner, Loren B	1	Wallace, Nick J	11
<b>Accounts Payable</b>	<b>6</b>	<b>HCM Benefits</b>	<b>1</b>	Yoder, Walter C	7
Adkinson, Mark N	1	Barton, Carol J	1	<b>Systems</b>	<b>1</b>
Garcia, Patricia J	3	<b>HCM HR</b>	<b>3</b>	Pennington, Steve D	1
Pending, (Accounts Payable)	1	Binegar, Alan Martin	3	<b>Treasurer</b>	<b>4</b>
Swingle, Laura J	1	<b>HCM Payroll</b>	<b>4</b>	Pending, (Treasurer)	4
<b>App Development ENV</b>	<b>12</b>	Barton, Carol J	3	<b>Voice</b>	<b>5</b>
Coles, Jinny L	1	Pending, (HCM-Payroll)	1	Field, Tech	5
Jorski, Mike J	7	<b>Help Desk (OSF)</b>	<b>20</b>		
Parekh, Sha R	2	Hager, Kirk K	5		
Sellers, Gary W	2	Hall, Drew	4		
<b>App Development FIN</b>	<b>38</b>	Miller, Rodger Dean	2		
Bowman, Rita M	9	Mott, Judi	7		
Carneiro, Rhonda R	11	Pending, (Information Security)	2		
Fitzpatrick, Danny W	3	<b>IT/Telecom Purchasing</b>	<b>1</b>		
Lee, Barbara J	2	Owen, Alana L	1		
Lopez, Pete A	8	<b>OK.Gov (NIC)</b>	<b>8</b>		
Pending, (Technical AppDev - FIN)	1	Cole, Shauna	8		
Rennels, Bonnie	2	<b>Open Books</b>	<b>5</b>		
Sonaggera, Mike A	2	Funck, Steve L	2		
<b>App Development HCM</b>	<b>44</b>	Head, Jauna L	2		
Burge, Herman Earl	1	McKeithan, Lisa M	1		
Motte, Nita R	7	<b>Operations</b>	<b>1</b>		
Reghunathan, Valsa	8	Shackelford, Cyndi D	1		
Sathyaveera, Sanjayraj	3	<b>PC Support</b>	<b>52</b>		
Tatum, Mike	4	Grigsby, Linda S	6		
Walters, Theresa D	21	Lugo, Doug	6		
<b>App Development IBM</b>	<b>14</b>	Nguyen, Hans	1		
Large, Elizabeth J	12	Pruitt, Don E	10		
Troutman, Steve R	2	Rowe, Ron F	14		
<b>Application Development</b>	<b>14</b>	Shelton, Mark	15		
Cantrell, Fred L	1	<b>PeopleSoft Training</b>	<b>1</b>		
McKeithan, Lisa M	13	Robards, Jeanie J	1		
<b>Budget Division (Capitol)</b>	<b>2</b>	<b>Purchasing</b>	<b>8</b>		
Pending, (Budget)	2	Maxwell, Ronney K	6		
<b>Customer Service</b>	<b>14</b>	Not listed - check case	2		
Hicks, Larry R	2	<b>Security (OSF Information Security)</b>	<b>9</b>		
Robards, Jeanie J	12	Engelbrecht, Sean Russel	1		
<b>Data Communications</b>	<b>26</b>	Kershner, Luke A	1		
Bruxvoort, Andrew J	4	Pending, (Information Security)	6		
Kiker, Michael L	15	Schlichting, John R	1		
Morgan, Jayson E	2	<b>Security (Peoplesoft)</b>	<b>1</b>		
Pending, (Data Communications)	3	Belinski, Linda M	1		
Rimmer, Terry M	1	<b>Server</b>	<b>48</b>		
Walker, Bob E	1	Barnett, Josh Caleb	2		
<b>EPM Budget</b>	<b>1</b>	Cherian, Christo R	7		
Grisser, Michael S	1	Hale, Bryan L	3		
<b>General Ledger</b>	<b>8</b>	Pending, (Server Group)	1		
Pratt, Jennie L	2	Ray, Mike	16		

# Cases with Expired Target Dates

Cases open past the target date:

33

Print Date: Friday, January 23, 2009



<b>Bowman, Rita M</b>	1	<b>Average Age</b>	427	<b>Maximum Age</b>	427
Case ID: 221170	Case Type: Development	Created: 06/07/2007	Group: TECH - FIN *	Target: 06/30/2008	
Case ID: 221170	Case Type: Development	Created: 06/07/2007	Group: TECH - FIN *	Target: 06/30/2008	

<b>Bruxvoort, Andrew J</b>	1	<b>Average Age</b>	197	<b>Maximum Age</b>	197
Case ID: 249939	Case Type: Data Communic	Created: 04/24/2008	Group: Data Communic	Target: 06/01/2008	
Case ID: 249939	Case Type: Data Communic	Created: 04/24/2008	Group: Data Communic	Target: 06/01/2008	

<b>Coles, Jinny L</b>	1	<b>Average Age</b>	110	<b>Maximum Age</b>	110
Case ID: 263037	Case Type: Help Desk	Created: 08/25/2008	Group: TECH - ENV *	Target: 08/26/2008	

<b>Grigsby, Linda S</b>	2	<b>Average Age</b>	34	<b>Maximum Age</b>	65
Case ID: 269658	Case Type: PC Support	Created: 10/27/2008	Group: PC Group	Target: 01/23/2009	
Case ID: 269658	Case Type: PC Support	Created: 10/27/2008	Group: PC Group	Target: 01/23/2009	
Case ID: 278502	Case Type: PC Support	Created: 01/22/2009	Group: PC Group	Target: 01/23/2009	
Case ID: 278502	Case Type: PC Support	Created: 01/22/2009	Group: PC Group	Target: 01/23/2009	

<b>Hale, Bryan L</b>	1	<b>Average Age</b>	77	<b>Maximum Age</b>	77
Case ID: 268071	Case Type: Server Support	Created: 10/09/2008	Group: Server Group	Target: 12/31/2008	

<b>Hicks, Larry R</b>	2	<b>Average Age</b>	70	<b>Maximum Age</b>	72
Case ID: 268681	Case Type: Customer Servic	Created: 10/16/2008	Group: Customer Servi	Target: 01/23/2009	
Case ID: 268681	Case Type: Customer Servic	Created: 10/16/2008	Group: Customer Servi	Target: 01/23/2009	
Case ID: 269379	Case Type: Customer Servic	Created: 10/23/2008	Group: Customer Servi	Target: 01/07/2009	
Case ID: 269379	Case Type: Customer Servic	Created: 10/23/2008	Group: Customer Servi	Target: 01/07/2009	

<b>Hopkins, Carlos O</b>	1	<b>Average Age</b>	2	<b>Maximum Age</b>	2
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Case ID: 278386 Case Type: Created: 01/22/2009 Group: Systems Target: 01/23/2009  
Case ID: 278386 Case Type: Created: 01/22/2009 Group: Systems Target: 01/23/2009

**Kiker,Michael L** 4 **Average Age** 20 **Maximum Age** 43

Case ID: 272786 Case Type: Data Communic Created: 11/26/2008 Group: Data Communic Target: 12/05/2008  
Case ID: 272786 Case Type: Data Communic Created: 11/26/2008 Group: Data Communic Target: 12/05/2008  
Case ID: 276005 Case Type: Data Communic Created: 12/31/2008 Group: Data Communic Target: 01/05/2009  
Case ID: 276005 Case Type: Data Communic Created: 12/31/2008 Group: Data Communic Target: 01/05/2009  
Case ID: 277189 Case Type: Data Communic Created: 01/12/2009 Group: Data Communic Target: 01/16/2009  
Case ID: 277189 Case Type: Data Communic Created: 01/12/2009 Group: Data Communic Target: 01/16/2009  
Case ID: 277430 Case Type: Data Communic Created: 01/13/2009 Group: Data Communic Target: 01/16/2009  
Case ID: 277430 Case Type: Data Communic Created: 01/13/2009 Group: Data Communic Target: 01/16/2009

**Mott,Judi** 3 **Average Age** 103 **Maximum Age** 142

Case ID: 257849 Case Type: Help Desk Created: 07/10/2008 Group: Help Desk Target: 07/15/2008  
Case ID: 257900 Case Type: Help Desk Created: 07/10/2008 Group: Help Desk Target: 07/14/2008  
Case ID: 275413 Case Type: Application Created: 12/22/2008 Group: Help Desk Target: 12/31/2008

**Motte,Genevieve R** 1 **Average Age** 170 **Maximum Age** 170

Case ID: 253465 Case Type: Development Created: 06/02/2008 Group: TECH - HCM \* Target: 01/01/2009

**Motte,Nita R** 1 **Average Age** 170 **Maximum Age** 170

Case ID: 253465 Case Type: Development Created: 06/02/2008 Group: TECH - HCM \* Target: 01/01/2009

**Pruitt,Don E** 3 **Average Age** 49 **Maximum Age** 72

Case ID: 268801 Case Type: PC Support Created: 10/16/2008 Group: PC Group Target: 01/15/2009  
Case ID: 268889 Case Type: Voice Communi Created: 10/17/2008 Group: PC Group Target: 01/15/2009  
Case ID: 278042 Case Type: PC Support Created: 01/20/2009 Group: PC Group Target: 01/21/2009

**Pruitt,Donald E** 3 **Average Age** 49 **Maximum Age** 72

Case ID: 268801 Case Type: PC Support Created: 10/16/2008 Group: PC Group Target: 01/15/2009  
Case ID: 268889 Case Type: Voice Communi Created: 10/17/2008 Group: PC Group Target: 01/15/2009  
Case ID: 278042 Case Type: PC Support Created: 01/20/2009 Group: PC Group Target: 01/21/2009

**Rimmer,Terry M** 1 **Average Age** 10 **Maximum Age** 10

Case ID: 277177 Case Type: Data Communic Created: 01/12/2009 Group: Data Communic Target: 01/16/2009

**Rowe,Ron F** 3 **Average Age** 18 **Maximum Age** 20

Case ID: 275729 Case Type: PC Support Created: 12/29/2008 Group: PC Group Target: 01/15/2009  
Case ID: 275748 Case Type: PC Support Created: 12/29/2008 Group: PC Group Target: 01/15/2009  
Case ID: 276231 Case Type: PC Support Created: 01/05/2009 Group: PC Group Target: 01/19/2009

**Rowe,Ronald F** 3 **Average Age** 18 **Maximum Age** 20

Case ID: 275729 Case Type: PC Support Created: 12/29/2008 Group: PC Group Target: 01/15/2009  
Case ID: 275748 Case Type: PC Support Created: 12/29/2008 Group: PC Group Target: 01/15/2009  
Case ID: 276231 Case Type: PC Support Created: 01/05/2009 Group: PC Group Target: 01/19/2009

**Sathyaveera,Sanjayraj** 1 **Average Age** 48 **Maximum Age** 48

Case ID: 272124 Case Type: Application Created: 11/19/2008 Group: TECH - HCM \* Target: 12/30/2008

**Shelton,Mark** 1 **Average Age** 78 **Maximum Age** 78

Case ID: 267976 Case Type: PC Support Created: 10/08/2008 Group: PC Group Target: 10/10/2008  
Case ID: 267976 Case Type: PC Support Created: 10/08/2008 Group: PC Group Target: 10/10/2008

**Wallace,Nicholas J** 1 **Average Age** 248 **Maximum Age** 248

Case ID: 243115 Case Type: Server Support Created: 02/13/2008 Group: Server Group Target: 07/01/2008

**Walters,Theresa D**

6

**Average Age** 305

**Maximum Age** 430

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Case ID: 220763	Case Type: Development	Created: 06/04/2007	Group: TECH - HCM *	Target: 12/31/2008
Case ID: 220763	Case Type: Development	Created: 06/04/2007	Group: TECH - HCM *	Target: 12/31/2008
Case ID: 223078	Case Type: Application	Created: 06/27/2007	Group: TECH - HCM *	Target: 12/31/2008
Case ID: 223078	Case Type: Application	Created: 06/27/2007	Group: TECH - HCM *	Target: 12/31/2008
Case ID: 223205	Case Type: Development	Created: 06/28/2007	Group: TECH - HCM *	Target: 12/31/2008
Case ID: 223205	Case Type: Development	Created: 06/28/2007	Group: TECH - HCM *	Target: 12/31/2008
Case ID: 241169	Case Type: Application	Created: 01/25/2008	Group: TECH - HCM *	Target: 12/31/2008
Case ID: 241169	Case Type: Application	Created: 01/25/2008	Group: TECH - HCM *	Target: 12/31/2008
Case ID: 245326	Case Type: Application	Created: 03/07/2008	Group: TECH - HCM *	Target: 12/31/2008
Case ID: 245326	Case Type: Application	Created: 03/07/2008	Group: TECH - HCM *	Target: 12/31/2008
Case ID: 267152	Case Type: Application	Created: 10/01/2008	Group: TECH - HCM *	Target: 12/31/2008
Case ID: 267152	Case Type: Application	Created: 10/01/2008	Group: TECH - HCM *	Target: 12/31/2008

**Grand Total: 33**