



# End of Day Report

May 19, 2009 *through* May 19, 2009

Total Days in Report: 1

## Activity Information

### Daily Activity

Cases Assigned	
Accountancy Board Support Group	5
App Development ENV	1
App Development FIN	4
HCM Benefits	3
HCM HR	24
HCM Payroll	9
HCM Time & Labor	3
Help Desk (OSF)	51
Imaging/Scanning	1
IT/Telecom Purchasing	2
OK.Gov (NIC)	1
PC Support	15
Purchasing	2
Security (Peoplesoft)	1
Server	11
Systems	6
Vendors	1
Voice	13
Web Portal	3
	<b>156</b>

### Cases Closed

Cases Closed	
Accountancy Board Support Group	11
App Development FIN	3
App Development IBM	2
Data Communications	2
HCM Benefits	5
HCM HR	24
HCM Payroll	11
HCM Time & Labor	2
Help Desk (OSF)	47
Imaging/Scanning	2
IT/Telecom Purchasing	2
PC Support	10
Purchasing	2
Security (Peoplesoft)	1
Server	7
Systems	4
Vendors	3
Voice	16
Web Portal	1
	<b>155</b>

### Service Interruptions Reported

#### Cases out of SLA

**350**

#### Opened Year to Date

**13,968**

#### Closed Year to Date

**13,972**

# Violations of Service Level Agreement

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

<b>Accountancy Board Support Group</b>	<b>59</b>	Walker,Bob E	1	Pending,(Server Group)	4
Carlin,Jeff	48	<b>EPM Budget</b>	<b>1</b>	Ray,Mike	12
Cole,Shauna	2	Trail,Robin S	1	Testerman,Eric W	3 *
Doe,Doug	1	<b>General Ledger</b>	<b>11</b>	Wallace,Nick J	6
Not listed - check case	8	Maxwell,Ronney K	1	Yoder,Walter C	7
<b>Accounts Payable</b>	<b>2</b>	Thomason,Daniel L	7	<b>Systems</b>	<b>3</b>
Garcia,Patricia J	2	Turner,Loren B	3	Keeney,Chris	1
<b>App Development ENV</b>	<b>12</b>	<b>HCM Benefits</b>	<b>6</b>	Pending,(Systems - AIX)	1
Jorski,Mike J	8	Not listed - check case	1	Swart,Eleanor J	1 *
Parekh,Sha R	2	Pfenning,Maggie	5	<b>Treasurer</b>	<b>4</b>
Pending,(Technical AppDev - ENV)	1	<b>HCM Payroll</b>	<b>11</b>	Pending,(Treasurer)	4
Sellers,Gary W	1	Minson,Hanh M	1	<b>Voice</b>	<b>8</b>
<b>App Development FIN</b>	<b>34</b>	Not listed - check case	10	Field,Tech	7
Bowman,Rita M	4	<b>HCM Time &amp; Labor</b>	<b>3</b>	Walker,Bob E	1
Carneiro,Rhonda R	9	Grisser,Michael S	1	<b>Web Portal</b>	<b>2</b>
Fitzpatrick,Danny W	2	Not listed - check case	1	Doe,Doug	2
Lee,Barbara J	3	Pending,(HCM-Time & Labor)	1		
Lopez,Pete A	7	<b>Help Desk (OSF)</b>	<b>2</b>		
Not listed - check case	2	Hall,Drew	2		
Rennels,Bonnie	6	<b>OK.Gov (NIC)</b>	<b>6</b>		
Sonaggera,Mike A	1	Cole,Shauna	4		
<b>App Development HCM</b>	<b>30</b>	Meadows,Katie	2		
Motte,Nita R	1	<b>Open Books</b>	<b>5</b>		
Not listed - check case	9	Campbell,Derek G	1		
Pending,(Technical AppDev - HCM)	1	McKeithan,Lisa M	4		
Reghunathan,Valsa	5	<b>Operations</b>	<b>1</b>		
Sathyaveera,Sanjayraj	7	Shackelford,Cyndi D	1		
Tatum,Mike	5	<b>PC Support</b>	<b>39</b>		
Walters,Theresa D	2	Grigsby,Linda S	6		
<b>App Development IBM</b>	<b>11</b>	Lugo,Doug	2		
Large,Elizabeth J	5	Nguyen,Hans	2		
Not listed - check case	2	Pruitt,Don E	1		
Pending,(Technical AppDev - IBM)	3	Rowe,Ron F	19		
Troutman,Steve R	1	Shelton,Mark	9 *		
<b>Budget Division (Capitol)</b>	<b>13</b>	<b>Purchasing</b>	<b>4</b>		
Edwards,Richard E	1	Maxwell,Ronney K	1		
Manek,Brandy J	8	Not listed - check case	3		
Pending,(Budget)	3	<b>Quality Assurance</b>	<b>1</b>		
Sherman,Thomas C	1	Thomasson,OW W	1		
<b>BUSINESSAN</b>	<b>12</b>	<b>Security (OSF Information Security)</b>	<b>5</b>		
McKeithan,Lisa M	12	Ontko,Kenneth W	1		
<b>Customer Service</b>	<b>6</b>	Pending,(Information Security)	3		
Hall,Drew	1 *	Schlichting,John R	1		
Hicks,Larry R	4	<b>Security (Peoplesoft)</b>	<b>2</b>		
McKeithan,Lisa M	1	Belinski,Linda M	2		
<b>Data Communications</b>	<b>8</b>	<b>Server</b>	<b>49</b>		
Bruxvoort,Andrew J	1	Barnett,Josh Caleb	2		
Kiker,Michael L	2	Cherian,Christo R	11		
Morgan,Jayson E	2	Hale,Bryan L	2		
Rimmer,Terry M	2	Hicks,Larry R	2		