Weekly Reporting 2017-11-03 - 2017-11-09

This Week's Tickets

Service Desk

	Last Week		Weekly Average (YTD)
Roll-over	61	2	150
New	152	2	210
Resolved	188	54	200
Total Open	**97**	**0**	**175**

Trend
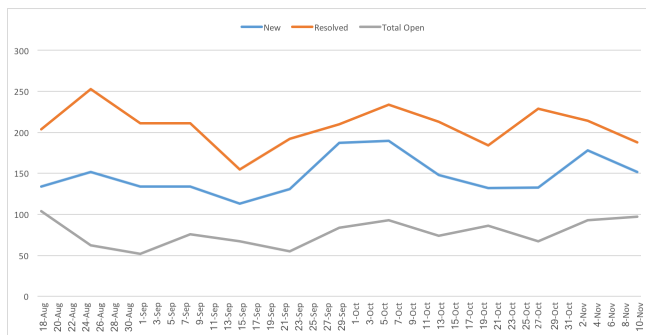
Systems

|	INS & FS	Weekly Average (90d)	Team	Weekly Average (90d)
New	37	42	73	63
Resolved	49	41	92	59
Total Open	**72**	**65i**	**620**	**594**

INS & FS Trend
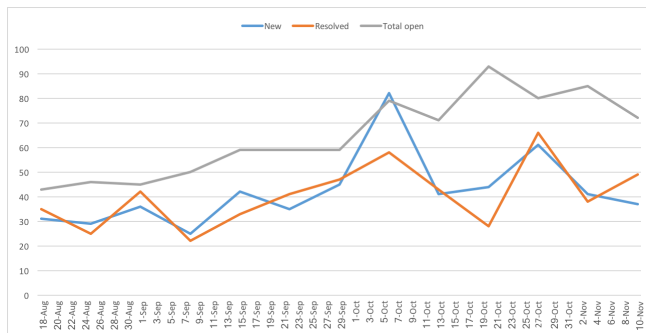
Team Trend

Projects and Issues

Yellow projects/issues are issues being worked on by both the Service Desk and Systems teams

Project/Issue	Person/People	Status	Notes	Ticket(s)
Shibboleth (SSO) certificate expiration	Sean Carnes Ryan Williams Yogi Saxena Tyler Penn John Evans	COMPLETED	This was completed without issue.	CITSYS- CLOSED
BMS updates	Scott Meltzer Andrew Westfall Tyler Penn	IN PROGRESS	Aiming to give access to the folks on the 5th floor this week and then this is complete.	CITSYS 1 OPEN
Cosign usability enhancements	Yogi Saxena	IN PROGRESS	Cosign IP address switch issue has been fixed. Investigating cosign behavior when cosign cookie expires.	CITDEV- IN PROGRESS
Firewall replacements	Scott Meltzer Andrew Westfall	IN PROGRESS	Hamburg - November 15 Going to send USIS to Eugene to switch those out.	CITGI-97 OPEN
Fortimail (spam filter) testing	John Evans Kelvin Yang Merkyn Puello	IN PROGRESS	Meeting on Friday to re-configure since our tests showed terrible performance (allowed 3x more spam through than our current filters).	CITAPP- 1 IN PROGRESS
Hiring	Sherrie Shlian Scott Meltzer	IN PROGRESS	Service Desk: no updates. Infrastructure: aiming to schedule someone for next week.	
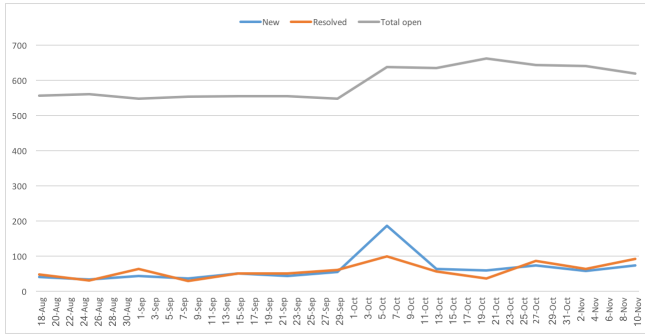
SLAs

Service Desk

SLA	24 hours
Tickets resolved within SLA	91%
Average resolution time	8 Hours

INS & FS

Type	Passed SLA?	SLA
Critical	Yes	2h
Major	Yes	24h
Minor	Yes	48h

Work Breakdown

Service Desk

Ticket Breakdown
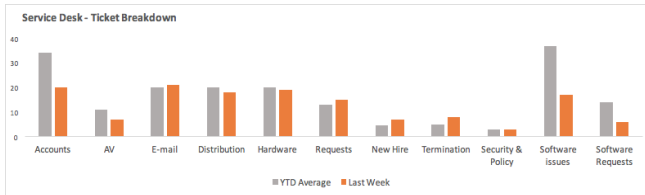
Systems

data as of 1/1/17

Infor security	Merkyn Puello	IN PROGRESS	On hold until SQL issues are handled.	⚡ CITAPP- IN PROGRESS
Infor virtualization	John Houle	IN PROGRESS	Getting confirmation on dates to virtualize RDS and PRF sometime in the next 2 weeks.	⚡ CITAPP- OPEN
Remote office standardization	Andrew Westfall Chris Biebel	IN PROGRESS	Happening in sync with the firewalls.	⚡ CITGI-63 OPEN
SFO phone migration	Scott Meltzer Pierre Bonsenor	IN PROGRESS	Moving this fully to the Infrastructure team. Funding our Twilio account and starting the new vendor process.	CITGI-1 OPEN
Smarsh	John Houle Ryan Williams	IN PROGRESS	Smaller of the two drives is done, they're currently working on the larger one and expect it to be finished by the beginning of Dec barring any issues.	⚡ CITAPP- IN PROGRESS
Storage rearchitecture	John Evans Merkyn Puello	IN PROGRESS	On hold until after EOM.	⚡ CITAPP- IN PROGRESS
Tableau spin up	John Houle	IN PROGRESS	Still testing on the FS side.	
Ubuntu transition	Kelvin Yang Yogi Saxena	IN PROGRESS	Tickets created for all remaining CentOS hosts for individuals to migrate. Ongoing.	⚡ CITSYS- OPEN

Interrupt Scheduling

Systems

10/30	11/6	11/13	11/20
Merkyn Puello	John Evans	Kelvin Yang	Sean Carnes

tools breakdown

Type

Team
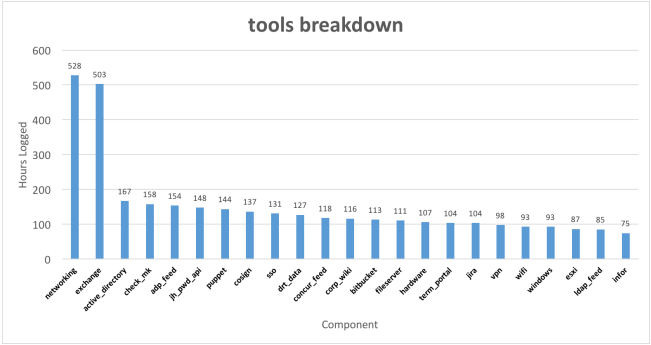
Financial Systems

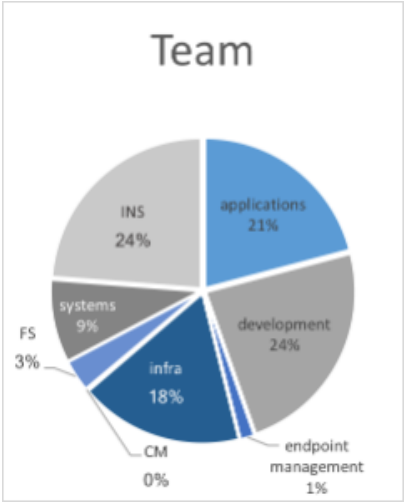Merk handles all business-hours related issues. The schedule below is just for off-hours on call.

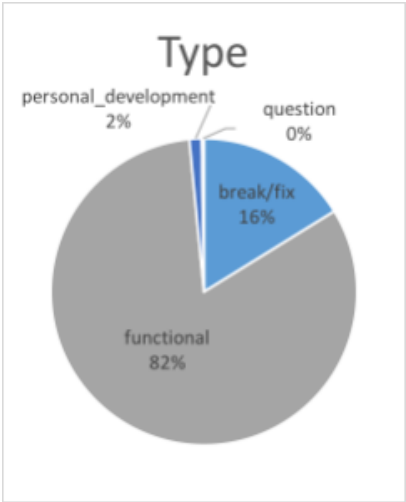| 10/30	11/6	11/13	11/20
John Houle	John Evans	Merkyn Puello	John Houle

DevOps

10/30	11/6	11/13	11/20
Sean Carnes	Yogi Saxena	Ryan Williams	Sean Carnes

Prod Updates

Completed	Person	Ongoing	Person	Upcoming	Person
N/A	N/A	Linux	Kelvin Yang	N/A	N/A
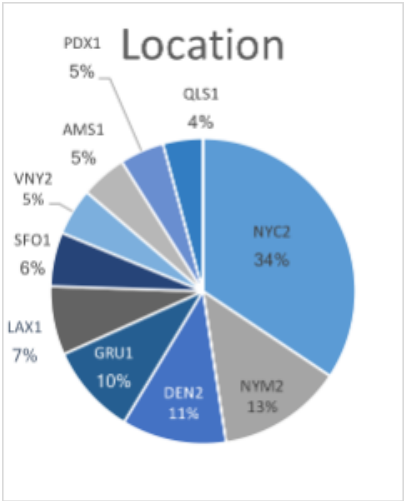
Budget

Key Ratios

AppNexian Per Service Desk Tech	177
Tickets Per Service Desk Tech	14

New Accounts & Terminations

	Added	Removed	Total
FTES	7	2	976
Consultants	4	1	265