12/29/2020

Agenda
- General Check In - 5 Min
  - Good News
  - What's New
- Red Flags - 10 min
  - Ticket Escalation
  - Issues or Stuck
- Team Update - 5 min
  - KPI Review
  - CSAT Review
  - Action Items from last meeting
- Project Updates - 10 min
  - Budget versus Actual versus Scheduled
  - Escalations
- IDS Session - 25 min
  - Identify, Discuss and Solve
  - Action Item Assignments
- Next 7 Days - 5 min

12/22/2020

Agenda
- General Check In - 5 Min
  - Good News
  - What's New
- Red Flags - 10 min
  - Ticket Escalation
  - Issues or Stuck
- Team Update - 5 min
  - KPI Review
  - CSAT Review
  - Action Items from last meeting
- Project Updates - 10 min
  - Budget versus Actual versus Scheduled
  - Escalations
- IDS Session - 25 min
  - Identify, Discuss and Solve
  - Action Item Assignments
- Next 7 Days - 5 min

IDS
1. Internal Kaseya and Automate Maintenance
2. ~~Test servers on Nodia not part migration~~
3. Hetzner PX62 KVM issue <-- Mustaq working with support to get ESXi 6.7 installed
4. ~~Cannot re-enroll Android~~
5. Users cannot see company GAL (2 Users) Mohit and Puneet
6. ~~Install Visual Studio - All automation team. <-- Include as part of base for automation~~
7. Internal Monthly Audits
   a. Internal Monitoring
      i. APP, Internal
   b. Backups
      i. Recovery Testing
   c. Patching
   d. Client Systems Monitoring
   e. Monthly Health Reports - Upstream Reporting

Next 7 Days
- ☑ Provision instance for Sebastian
- ☐ Imran - Work on Automation patching for workstations and servers
- ☐ Mustaq - Deploy ESXi Server
- ☐ Joe - VDI Deployed

12/15/2020

Agenda
- General Check In - 5 Min
  - Good News
  - What's New
- Red Flags - 10 min
  - Ticket Escalation
  - Issues or Stuck
- Team Update - 5 min
  - KPI Review
  - CSAT Review
  - Action Items from last meeting
- Project Updates - 10 min
  - Budget versus Actual versus Scheduled
  - Escalations
- IDS Session - 25 min
  - Identify, Discuss and Solve
  - Action Item Assignments
- Next 7 Days - 5 min

Good News
- Intune fixed for android

IDS
1. Internal Kaseya and Automate Maintenance
2. ~~Test servers on Nodia not part migration~~
3. Hetzner PX62 KVM issue <-- Mustaq working with support to get ESXi 6.7 installed
4. ~~Cannot re-enroll Android~~
5. Users cannot see company GAL (2 Users) Mohit and Puneet
6. ~~Install Visual Studio - All automation team. <-- Include as part of base for automation~~
7. Internal Monthly Audits
   a. Internal Monitoring
      i. APP, Internal
   b. Backups
      i. Recovery Testing
   c. Patching
   d. Client Systems Monitoring
   e. Monthly Health Reports - Upstream Reporting

Next 7 Days
- [x] Provision instance for Sebastian
- [ ] Imran - Work on Automation patching for workstations and servers
- [ ] Mustaq - Deploy ESXi Server
- [ ] Joe - VDI Deployed

12/08/2020

it@provaltech.com

Agenda
- General Check In - 5 Min
    - Good News
    - What's New
- Red Flags - 10 min
    - Ticket Escalation
    - Issues or Stuck
- Team Update - 5 min
    - KPI Review
    - CSAT Review
    - Action Items from last meeting
- Project Updates - 10 min
    - Budget versus Actual versus Scheduled
    - Escalations
- IDS Session - 25 min
    - Identify, Discuss and Solve
    - Action Item Assignments
- Next 7 Days - 5 min

Good News
- Active Directory Build

IDS
1. Internal Kaseya and Automate Maintenance
2. Test servers on Nodia not part migration
3. Hetzner PX62 KVM issue
4. Cannot re-enroll Android
5. Users cannot see company GAL (2 Users) Mohit and Puneet
6. Install Visual Studio - All automation team. <-- Include as part of base for automation

Next 7 Days
- [ ] Network diagram ready
- [ ] Mac VM built
- [ ] Provision instance for Sebastian

12/01/2020

Tuesday, November 17, 2020   8:48 AM

Agenda
- General Check In - 5 Min
  - Good News
  - What's New
- Red Flags - 10 min
  - Ticket Escalation
  - Issues or Stuck
- Team Update - 5 min
  - KPI Review
  - CSAT Review
  - Action Items from last meeting
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  - Escalations
- IDS Session - 25 min
  - Identify, Discuss and Solve
  - Action Item Assignments
- Next 7 Days - 5 min

Good News
- Nodia migration was has no issues
- Autotask to Azure AD integration is complete
-

IDS
1. Internal Kaseya and Automate Maintenance
2.

Next 7 Days
- ☐ CW Auto integrated AD
- ☐ VDI Golden Image ready
- ☐ Network diagram ready
- ☐ Mac VM built

11/24/2020

Tuesday, November 17, 2020   8:47 AM

Agenda
- General Check In - 5 Min
  - Good News
  - What's New
- Red Flags - 10 min
  - Ticket Escalation
  - Issues or Stuck
- Team Update - 5 min
  - KPI Review
  - CSAT Review
  - Action Items from last meeting
- Project Updates - 10 min
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  - Escalations
- IDS Session - 25 min
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  - Action Item Assignments
- Next 7 Days - 5 min

Last Week - Recap

Next 7 Days
- ☐ VDI Golden Image ready
- ☐ Network diagram ready
- ☐ Mac VM built

IDS Topic
- Workflow to change accepted tickets to correct queue <-- JT
- ~~Internal backup testing~~
- Use internal IT as SLA proving ground

This Week

Next 7 Days
- ☑ Migrate all DC roles to Hetzner
- ☑ Decom Nodia
- ☐ Close out projects
- ☑ Testing Intune MDM
- ☐ CW Auto integrated AD

Action Items
- ☑ Mustaq to meet once a month with Mohit and Puneet to discuss what changes are coming and how can we support it. Starting next month
- ☑ Find out where US computers are. Remove Vikram from process. Joe is POC
- ☐ ~~Imran create Mac VM~~ Could not be completed due to hardware limitation

Action Items
- ☐ Imran to create Mac VM on new Hetzner Prod 3 6.7 ESXi Host
- ☑ JT - Get password from chase for ConnectWise Automate Integration
- ☐ Mustaq - Open ticket with Hetzner RE: Hardware RAID
- ☐

IDS Topic
- Hetzner Production 3 Server <-- Joe
  - Hardware RAID
  - KVM
  - Boot from ISO
- Ticket Status and Service Calls <-- Joe
  - Scheduling your time
  - Updating tickets "What's Next"
- Active Directory Migration - Nodia and Orlando
  - Move role from Nodia and Orlando
  - Due by end of November

11/17/2020

Tuesday, November 17, 2020   8:38 AM

Agenda
- General Check In - 5 Min
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- Red Flags - 10 min
  - Ticket Escalation
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- Team Update - 5 min
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IDS Topic
- Workflow to change accepted tickets to correct queue <-- JT
- Internal backup testing
- Use internal IT as SLA proving ground

Action Items
- Mustaq to meet once a month with Mohit and Puneet to discuss what changes are coming and how can we support it
- Find out where US computers are. Remove Vikram from process
- Imran create Mac VM
-

Next 7 Days
- ☐ VDI Golden Image ready
- ☐ Network diagram ready
- ☐ Mac VM built

6/9/20

Tuesday, June 9, 2020   10:32 AM

- [ ] Webroot updates
- [ ] US machine renaming
- [ ] Patching - fix setup with Akash
- [ ] VM resource utilization - Mustaq to research and come back with averages
- [ ] Vikram to reach out to Sebastian about

6/2/20

Agenda

- Calendar permissions
- LastPass sync
- Uptime Robot - going to alerts

Action Items / Open Items from Last Week

- ☐ Mustaq to research SSH access for server and get more details about server hardware, Esxi version
- ☐ All ProVal - Mustaq to check
- ☐ Get more familiar with Cloudflare setup

5/26/20

Agenda

- Patch report
- RDP license on Automate server - 9 hours timeout
- EUR-GER-PROD-ESXi (46.4.74.244) going down
- PRTG / Kaseya Alerting
- ORL Server hardware issue

Action Items / Open Items from Last Week

- [ ] Mustaq to research SSH access for server and get more details about server hardware, Esxi version
- [ ] All ProVal - Mustaq to check
- [ ] Get more familiar with Cloudflare setup

5/19/20

Agenda

- Patch report
- EUR-GER-PROD-ESXi (46.4.74.244) going down
- PRTG / Kaseya Alerting
- ORL Server hardware issue

Action Items / Open Items from Last Week

- ☐ Mustaq to research SSH access for server and get more details about server hardware, Esxi version
- ☐ All ProVal - Mustaq to check
- ☐ Get more familiar with Cloudflare setup

5/12/20

Agenda

- EUR-GER-PROD-ESXi (46.4.74.244) going down
- PRTG / Kaseya Alerting
- ORL Server hardware issue
- it@provaltech.com getting header when receiving from that address
- KB Articles on Autotask
- On and Off Boarding Speed codes

Action Items / Open Items from Last Week

☐ Mustaq to research SSH access for server and get more details about server hardware, Esxi version
☐ All ProVal - Mustaq to check
☐ Mustaq will schedule downtime for ORL server for BIOS update
☐ Get more familiar with Cloudflare setup

5/5/20

Agenda

- PRTG / Kaseya Alerting
- ORL Server hardware issue
- Support mailbox
- KB Articles on Autotask
- On and Off Boarding Speed codes

Action Items / Open Items from Last Week

☑ Disable spam filtering via PowerShell on support mailbox - Mustaq