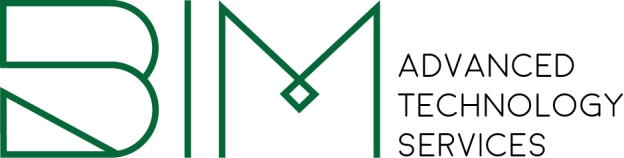
A picture containing drawing

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Monthly Report For

Yellow Stone

**June 2021**



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# Executive Overview

## Objectives

BIM Support Team performs the monthly report of end user support for Yellow Stone (YS). The objective of this document is to keep track of the service requests, incidents occurring in a month period.

## Scope of Work

* Service request
* Summary Report

# Document Control

# 2.1 Authorization

|  |  |  |  |
| --- | --- | --- | --- |
| **Organization** | **Designation** | **Name** | **Date** |
| Prepare by BIM ATS | IT Support Engineer | Pyae Min Han | February-28-2020 |
| Reviewed by | IT Support Team Lead | Myo Khant Kyaw | February-28-2020 |

# Service Request Report

This report presents a summary of incident reports and themes for the reporting of one- month period.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| No | Description | Request Date | Qty | Status | Remark |
| 1 | FortiClient vpn configuration for TelenorWFH, Fujitsu/TelenorWFH | 6/1/2021 | 7 | Success | Remote Support |
| 2 | Wifi Adapter, Dell/TelenorWFH | 6/1/2021 | 1 | Success | On Site Support |
| 3 | User login with wrong password, HP/OPS1 | 6/1/2021 | 1 | Success | On Site Support |
| 4 | FortiClient vpn configuration for TelenorWFH, Fujitsu/Dell/TelenorWFH | 6/1/2021 | 10 | Success | Remote Support |
| 5 | FortiClient vpn configuration for TelenorWFH, Fujitsu/TelenorWFH, Htet Myat Win | 6/1/2021 | 1 | Success | Remote Support |
| 6 | Hosts file issue, Fujitsu/TelenorWFH, Kaung Sett Kyaw, Aye Sandar Moe | 6/2/2021 | 2 | Success | Remote Support |
| 7 | Configure VPN for TelenorWFH, Fujitsu/TelenorWFH, Sawuuna, Ei | 6/2/2021 | 2 | Success | Remote Support |
| 8 | Configure VPN for TelenorWFH, Fujitsu/LenovoTelenorWFH | 6/2/2021 | 4 | Success | On Site Support |
| 9 | Windows installation, Run Standard software, HP/Ooredoo | 6/2/2021 | 1 | Success | On Site Support |
| 10 | Changing FortiClient Backup VPN for TelenorWFH, Fujitsu/Dell/Lenovo/HP/TelenorWFH | 6/3/2021 | 33 | Success | Remote Support |
| 11 | Configure VPN for TelenorWFH, Fujitsu/TelenorWFH | 6/3/2021 | 2 | Success | On Site Support |
| 12 | Outgoing mail issue, Mobile, Ni Ni Nay Lwin | 6/3/2021 | 1 | Success | On Site Support |
| 13 | Printer Driver installation, Lenovo, Lwin Moe | 6/3/2021 | 1 | Success | On Site Support |
| 14 | Can’t connect VPN, Thurein Soe San HP/OPS1 | 6/3/2021 | 1 | Success | On Call Support |
| 15 | Cisco AnyConnect issue, Fujitsu/TelenorWFH, Hnin Wint War | 6/4/2021 | 1 | Success | On Call Support |
| 16 | Hosts file, Dell/TelenorWFH, Mari Myint | 6/4/2021 | 1 | Success | Remote Support |
| 17 | Hosts file, Fujitsu/TelenorWFH, Aye Sandar Moe | 6/4/2021 | 1 | Success | Remote Support |
| 18 | FortiClient VPN issue, Fujitsu/TelenorWFH | 6/4/2021 | 1 | Success | Remote Support |
| 19 | FortiClient VPN issue, Fujtsu/TelenorWFH, Htet Oo Ko Ko | 6/5/2021 | 1 | Success | Remote Support |
| 20 | Cisco VPN issue, NEC/TelenorWFH, Phyo Htet Htet Aung | 6/5/2021 | 1 | Success | Remote Support |
| 21 | FortiClient VPN issue, Fujtsu/TelenorWFH, Aye Chan Myat Phyo | 6/5/2021 | 1 | Success | Remote Support |
| 22 | Hosts, Dell/TelenorWFH, Thaw Tar | 6/5/2021 | 1 | Success | Remote Support |
| 23 | TelenorWFH, Thaw/TelenorWFH, Thurein Soe San | 6/5/2021 | 1 | Success | Remote Support |
| 24 | Host, Fujitsu/TelenorWFH | 6/7/2021 | 1 | Success | Remote Support |
| 25 | Wifi Adapter, Fujitsu/TelenorWFH | 6/7/2021 | 1 | Success | Remote Support |
| 26 | Send & Receive Error, HP, Ni Ni Nay Lwin/Sahithi Silla | 6/7/2021 | 2 | Success | Remote Support |
| 27 | Driver issue, Fujitsu/Telenor | 6/8/2021 | 3 | Success | Remote Support |
| 28 | User account issue, HP/Telenor/OPS1 | 6/8/2021 | 1 | Success | On Site Support |
| 29 | Domain User issue, HP/OPS2 | 6/8/2021 | 1 | Success | On Site Support |
| 30 | AVAM issue, HP/TelenorWFH | 6/8/2021 | 1 | Success | Remote Support |
| 31 | VPN issue, Fujitsu/TelenorWFH, Ei Sapel Hnin | 6/9/2021 | 1 | Success | Remote Support |
| 32 | FortiClient VPN issue, Fujitsu/TelenorWFH, Nyein Chan Kyaw | 6/9/2021 | 1 | Success | Remote Support |
| 33 | Wifi Adapter, HP/Fujitsu | 6/9/2021 | 3 | Success | Remote Support |
| 34 | Domain User Issue, HP/OPS2 | 6/10/2021 | 1 | Success | On Site Support |
| 35 | Wifi, HP, Ni Ni Nay Lwin | 6/10/2021 | 1 | Success | On Site Support |
| 36 | Viber, Fujitsu/Telenor | 6/10/2021 | 1 | Success | Remote Support |
| 37 | Hosts file issue, Fujitsu/TelenorWFH | 6/11/2021 | 1 | Success | On Site Support |
| 38 | Power switch on issue, HP/OPS1 | 6/11/2021 | 1 | Success | On Site Support |
| 39 | Wifi Adapter issue, Fujitsu/Telenor | 6/11/2021 | 3 | Success | On Site Support |
| 40 | Windows installation, Run Standard Software and Mail Configuration, Join Domain, HP, Aye Thinzar Kyaw Lwin | 6/11/2021 | 1 | Success | On Call Support |
| 41 | Windows reset and run standard software, HP/OPS3 | 6/12/2021 | 1 | Success | On Call Support |
| 42 | Windows installation & run software, Dell | 6/12/2021 | 1 | Success | Remote Support |
| 43 | Wifi issue, Fujitsu/Ooredoo | 6/12/2021 | 1 | Success | Remote Support |
| 44 | Hosts file issue, Fujitsu/TelenorWFH | 6/14/2021 | 1 | Success | Remote Support |
| 45 | Windows installation, Run standard software, Dell/Telenor | 6/14/2021 | 1 | Success | On Site Support |
| 46 | Audio Driver issue, HP/OPS1 | 6/14/2021 | 1 | Success | On Site Support |
| 47 | Wifi adapter, Fujitsu/TelenorWFH | 6/14/2021 | 1 | Success | On Site Support |
| 48 | Browser issue, HP/OPS2 | 6/15/2021 | 1 | Success | On Site Support |
| 49 | Browser issue, Dell/Telenor | 6/15/2021 | 1 | Success | On Site Support |
| 50 | Wifi, Fujitsu/Telenor | 6/15/2021 | 3 | Success | On Site Support |
| 51 | Hosts, Fujitsu/TelenorWFH, Kyaw Zin Linn | 6/15/2021 | 1 | Success | Remote Support |
| 52 | Wifi Adapter, Fujitsu/Telenor | 6/16/2021 | 1 | Success | On Site Support |
| 53 | Browser issue, HP/OPS2 | 6/16/2021 | 1 | Success | On Site Support |
| 54 | DNS issue, Dell/Fujitsu | 6/16/2021 | 2 | Success | On Site Support |
| 55 | DNS, Fujitsu/Telenor, Thiri Myat Su, Tun Oo Hlaing | 6/17/2021 | 1 | Success | On Site Support |
| 56 | Outlook mail issue, HP/Admin, Tin Zar Kyaw | 6/17/2021 | 1 | Success | On Site Support |
| 57 | Wifi Adapter, Lenovo, Kaung Moe Yan | 6/17/2021 | 1 | Success | On Site Support |
| 58 | Windows reset, Join Domain & Run Standard softtware, HP/OPS2 & OPS3 | 6/17/2021 | 2 | Success | On Site Support |
| 59 | Wifi Adapter, Fujitsu/Telenor, YSM2 | 6/17/2021 | 3 | Success | On Site Support |
| 60 | Browser, Dell/Telenor | 6/17/2021 | 2 | Success | On Site Support |
| 61 | Wifi Adapter issue, Fujitsu/TelenorWFH | 6/18/2021 | 2 | Success | On Site Support |
| 62 | DNS issue, Dell/Telenor, Aung Wai Htun | 6/18/2021 | 1 | Success | On Site Support |
| 63 | Browser issue, HP/OPS1 | 6/18/2021 | 1 | Success | On Site Support |
| 64 | Wifi Adapter issue, HP/Telenor | 6/18/2021 | 3 | Success | On Site Support |
| 65 | MS office 2013 license activating, Lenovo/Telenor, Yamin Pyae Phyo | 6/18/2021 | 1 | Success | On Site Support |
| 66 | DNS issue, Fujitsu/Telenor | 6/19/2021 | 1 | Success | On Site Support |
| 67 | User login issue, HP/OPS2 | 6/19/2021 | 1 | Success | On Site Support |
| 68 | Wifi Adapter, Fujitsu/Telenor | 6/19/2021 | 1 | Success | On Site Support |
| 69 | Network issue, HP/OPS3 | 6/21/2021 | 2 | Success | On Site Support |
| 70 | Windows installation & Run Standard Software, HP All In One/YSM2 | 6/21/2021 | 1 | Success | On Site Support |
| 71 | Browser issue, HP/OPS2 | 6/21/2021 | 2 | Success | On Site Support |
| 72 | Wifi Adapter issue, Fujitsu/Telenor, Kyaw Yell Yint | 6/21/2021 | 1 | Success | On Site Support |
| 73 | Hosts file issue, Hp/Telenor | 6/21/2021 | 1 | Success | Remote Support |
| 74 | Windows installation & Run Standard Software, HP/Telenor | 6/21/2021 | 1 | Success | On Site Support |
| 75 | Outlook Mail issue, HP, Htet Htet Naing | 6/21/2021 | 1 | Success | On Site Support |
| 76 | Extension issue, HP/OPS1 | 6/21/2021 | 1 | Success | On Site Support |
| 77 | Windows installation & run standard software, Fujitsu/Telenor | 6/22/2021 | 1 | Success | On Site Support |
| 78 | Wifi Adapter issue, Fujitsu/Telenor | 6/22/2021 | 2 | Success | On Site Support |
| 79 | Windows installation & run standard software, HP/YSM2 | 6/22/2021 | 2 | Success | On Site Support |
| 80 | Wifi Adapter, Fujitsu/Telenor | 6/23/2021 | 2 | Success | On Site Support |
| 81 | Browser cache issue, HP/OPS1 | 6/23/2021 | 2 | Success | On Site Support |
| 82 | Windows installation & run standard software, Dell, HP/YSM2 | 6/23/2021 | 3 | Success | On Site Support |
| 83 | HDD issue, Lenovo, Fujitsu/YSM2 | 6/23/2021 | 2 | Success | On Site Support |
| 84 | Wifi Adapter, HP, Myint Kyaw Oo | 6/23/2021 | 1 | Success | On Site Support |
| 85 | Browser issue, HP/OPS1 | 6/24/2021 | 2 | Success | On Site Support |
| 86 | DNS issue, HP/OPS2 | 6/24/2021 | 2 | Success | On Site Support |
| 87 | HDD issue, Fujitsu/YSM2 | 6/24/2021 | 1 | Success | On Site Support |
| 88 | Wifi Adapter, Dell/Telenor | 6/24/2021 | 1 | Success | On Site Support |
| 89 | Chrome Browser, HP, Pyae Phyo Aung | 6/24/2021 | 1 | Success | On Site Support |
| 90 | Viber issue, Fujitsu, Htet Oo Ko Ko | 6/24/2021 | 1 | Success | On Call Support |
| 91 | DNS issue, Fujitsu/Telenor | 6/25/2021 | 1 | Success | On Site Support |
| 92 | Chrome issue, HP/OPS3 | 6/25/2021 | 1 | Success | On Site Support |
| 93 | Hosts file, Dell/Telenor, Aung Wai Htun | 6/25/2021 | 1 | Success | On Site Support |
| 94 | Browser issue, HP/OPS1, Kaung San Hein | 6/25/2021 | 1 | Success | On Site Support |
| 95 | Microsoft meeting can't connect, HP, Yu Mg Mg Aung | 6/25/2021 | 1 | Success | On Site Support |
| 96 | Switch on issue, Toshiba/Telenor | 6/25/2021 | 1 | Success | On Site Support |
| 97 | Wifi Adapter, Fujitsu/Telenor | 6/25/2021 | 1 | Success | On Site Support |
| 98 | Connecting wifi, Fujitsu/Ooredoo | 6/26/2021 | 4 | Success | On Site Support |
| 99 | Windows installation & run standard software, Fujitsu/Dell, Ooredoo | 6/26/2021 | 2 | Success | On Site Support |
| 100 | Mouse issue, HP/OPS1 | 6/26/2021 | 1 | Success | On Site Support |
| 101 | Forticlient vpn, Fujitsu/Telenor, Swel Sone | 6/26/2021 | 1 | Success | Remote Support |
| 102 | Hosts file issue, Fujitsu/Telenor | 6/28/2021 | 2 | Success | On Site Support |
| 103 | Windows installation & run standard software, Fujitsu/Dell, Ooredoo | 6/28/2021 | 3 | Success | On Site Support |
| 104 | Domain User login/OPS2 | 6/28/2021 | 1 | Success | On Site Support |
| 105 | Wifi Adapter, Dell | 6/28/2021 | 2 | Success | On Site Support |
| 106 | Wifi Adapter, Fujitsu/Telenor | 6/29/2021 | 1 | Success | On Site Support |
| 107 | Wifi Adapter, Dell/Telenor | 6/29/2021 | 1 | Success | On Site Support |
| 108 | Browser issue, HP/Telenor | 6/29/2021 | 1 | Success | On Site Support |
| 109 | Windows installation & run standard software, Dell/Ooredoo | 6/29/2021 | 1 | Success | On Site Support |
| 110 | DNS issue, HP/OPS1 | 6/30/2021 | 1 | Success | On Site Support |
| 111 | Replace laptop, Dell/Ooredoo | 6/30/2021 | 1 | Success | On Site Support |
| 112 | Wifi Adapter, Fujitsu/Telenor | 6/30/2021 | 2 | Success | On Site Support |
| 113 | Create 2 User (admin & user), HP/Fujitsu/Dell | 6/30/2021 | 11 | Success | On Site Support |

# Summary Report

## Summary Report (Incident and Service request)

|  |  |  |
| --- | --- | --- |
| Items | Incident Request | Service Request |
| No. of Request | 0 | 113 |
| Success | - | 113 |
| Fail | - | - |
| Pending | - | - |

## Total Service Request Device

|  |  |
| --- | --- |
| Brand /Dept | Qty |
| HP Laptop |  |
| HP Branded PC |  |
| HP All in One |  |
| HP Rental Laptop |  |
| Dell |  |
| Lenovo |  |
| Fujitsu |  |
| Toshiba |  |
| **Total** | **110** |

|  |  |  |
| --- | --- | --- |
| **On Call Support** | **Remote Support** | **Onsite Support** |
| 1 | 4 | 65 |

**END**