# Meeting Summary

if you see a severity one or two, take a snippet and post it inside the e-services group . if there is a high priority or someone forwarded to you from help desk saying that this is critical, please take action .

this is the onboarding of boarding checklist . there is a main folder onboarding matters KT to Eugene and UN . once it gets stabilized, you can able to manage not an issue .

i am asking Bala to include you in all the DXE internal emails like email mailbox . there are four mailboxes so I am asking UN and bala to add . if anything pending we can check. Sure. I see. No need. Skip .

there are still some items to update, but you know the process . you can mark it as completed . do you want me to call it green? No problem. I actually thought of taking the dark green.

if it's a complete application down and none of the users unable to log in, that's all considered . for severity one and two, we consider this as not a normal ticket . if this is a widely impacted or one department, the entire entire user enabled or maybe finance impacted .

all these are cons or maybe payment stuck due to the application bug or anything . if you see emails, you need to check with Eugene, to understand whether it's a severity one or two . all applications are e services, you tap and PLS are earlier it way to all these applications were unavailable .

a change rolled out by the infra team that cost our application went down on that day . based on our initial investigation, we found that something rolled up, which impacted . we will get to know from them, there was a severity one, right?

if a ticket is a severity one or two, you have to check with Eugene . if it's a two-severity ticket, the helpers will do, but sometimes they will forget . the initial communication about this severity comes through multiple channels via WhatsApp .

we need to be very careful when we are sending the severity one information . sometimes the user say, oh, I cannot, it's very slow. or I, you know, there is some error . we get very, very less severity one and two, very rarely we get .

if you're not getting the update, you can reach out to UN as well . you can just bring him and go into a call, five minutes, validate with Eugene . we're going to send this hygiene to N2C clients as it's one hour going to be one hour .

the monitor complete tracking SLA and ensure it meets the month end . the monthly meeting is the major topic . yes, an assassin for it all .

this is the test. this is also my NTUC. This is the CRM . he is the SharePoint. Kong is the CR. CR team. and this is E-Service .

don't forget to include CC Victor. he will always complain why you didn't include him like this . this is the one of the update, status update. here, the issue resolved after rebooting the server or something like that .

if you have better way, you can always do it according to my understanding . if Eugene is not available, I am his backup, okay .

if you join the tomorrow meeting, they will discuss about these slides, okay . if any last week follow-up action item, put it here . in the meeting, NTUCTO, Josephine suggested to keep this severity one and two .

if you are presenting this slide, you should know what is inside . if he is only, I will ensure, like, I know the content of this . sometimes, even if it is no follow-ups, sometimes they tend to forget .

the content will be provided by the technical team which is Eugene, they will provide . in case Eugene is not there, and I have to, i have to resign it . if we don't have any new incidents in We can skip this .

if you are presenting, we should know exactly what, because sometimes suddenly they may ask some questions . if they ask before the meeting, if there is a reduction of ticket, they won't reply . but if we are ready, maybe 17 Eugene only .

five tickets are still active, nine are awaiting customer . 16 tickets closed, closed means completely closed . there is a mismatch of Athena data in the membership detail .

this 51, 49 and close, resolved the one, only one awaiting customer sign off . so we are waiting for the team to user to sign off, so that is the reason we are delaying . we need to provide a detailed description of the ticket, why this is more than 30 days .

there are two age tickets and these are the ticket details, okay . there is an outstanding ticket more than 30 days . we need to know what is the last update and why we are like a second reminder.

if you see, like, there is no update from January of February, then you need to ask them . if they find a, I need to add another, but it is not a major one . service improvement means we are giving them five mandates as free of cost as service improvement .

if you look at the recent March slide, there's 12 or 14 already utilized . if there is a case upgrade, they will minus five, minus nine, four, four in the next month . we have to provide five mandates free of cost as part of the service improvement .

after the meeting is over, we need to take meeting notes . if someone is telling something, can you please talk to this MSD to speed up this? if they give some follow-up action item to DXE, then we may need to deploy this month .

e-services and reporting users' information should be in the age ticket details slide . the target date is the sixth and then the target is next week . if something isn't done by one week, it may take another two weeks .

if there is no response from the business user after several follow-ups, DXC can close the ticket . if we do several follow ups, we need to copy all the follow up emails inside the snow . the technical team should notify the NTUC help desk .

if we get complete detail, I will send that day itself end of the day . this is for the AMS. And this is the meeting minutes . if you are not available last time, you are the one presenting .

internal review of CRs is done every week, three times a week . we will send updated slide to NTUC on Wednesday, then go through slide in the Thursday meeting . the resource will do the development, SAT, UAT, then like, deployment .