# Meeting Summary

if you see severity one or two, take a screenshot of it and post it inside the AMS standup group or e-services group . then you can address to UN, Eugene or the team leads. Later, I will go through the list of team leads with you. Okay. And just send it to them. Hey, there is a severity one and two .

onboarding of boarding matters KT to UN Eugene and no, the on the top . if you go inside task list updated by Bindu, then yeah, you can able to manage not an issue . you need to have you completed the PDPA .

the next item shall we go to the resource talk take . it's not there . there is no on-premise server. Everything new to cloud. So this is in progress. Yes. The air. No you can skip it because nowadays we are not using VPN . if anything pending we can check. Sure. I see. No need. Skip .

you need to confirm whether you can able to log in . you can add the rest also inside when you are doing the onboarding . right. that's the CR team. Okay. Yeah. You can add them later. Hi. Say make sure it's saved. Right. Because your auto save is off. It's out of safe. And the other one is the UTAP .

I'm from southern part, like the later I will show you the map and then show me or show you exactly where I am . it's a very crowded city. Hanoi is nice. That's why sometimes I need some time to away the city, you know, to noisy .

if such tickets come in, right, we will like, in case if you see emails, okay, users say, oh, I am unable to log in . you need to check with Eugene, like, you know, what, to understand whether it's a . he will share with you and even the information, the description, the, the details of the resolution, like reporting time, you can take it from .

the infra team rolled out changes that cost our application went down on that day . they checked the logs and found out that the changes were due to the AMS issue . the users unable to log into the application, so we will check whether it could be due to network issues .

if it's a severity one, we, the snow ticket has to be marked as severity one . the helpers will do, but sometimes they will forget . you have to check with the Eugene before sending this template out to NTUC .

there is a group, right? NTUC, GRP, yeah. this is slightly outdated. there are new lists we need to add . I will give you the new list, okay? maybe I will attach the new one because this one is slightly obsolete .

all these people are in Vietnam and MS project manager is like UN . you can also reach out to UN if you have any, if any of these team members are not responding or not getting the update .

this is for the severity one and two. can we mark it as completed? or later you can ask me also, not initial . I need to go through with you the monthly progress report first before I go through this, preparing the CR slide . it should be in another for it all. Yes. An assassin .

this is the test. This is also my NTUC CR team . this is CRM, and this is E-Service and U-Tab lead . I don't know whether this one is supporting. I guess you are .

CC Victor and see this person also. don't forget to CC . they are the IT, IT, they are managing all their vendors . if we are providing the RCA, you check, better you check with Eugene or the technical RCA .

if you think that we can improvise it further, then you can do it according . we have a weekly meeting. there are two weekly meetings, okay . from ad hoc meetings, we will provide all the maintenance services related things .

this is the CR meeting, okay. let me go through the weekly meeting . if you join the tomorrow meeting, they will discuss about these slides, okay . it took of, is there a severity one, follow-up action item .

this slide, you no need to worry, is updated by the technical team members . if you are presenting, you should know what is inside . the team will help you if Ekmon and Bala ask you some questions .

the content, again, will be provided by the technical team which is Eugene, they will provide . in case Eugene is not there, and I have to resign it . you can reach out to the team leads, individual team leads in Vietnam .

if you are presenting, we should know exactly what we are doing . sometimes they ask, oh, why sudden October a lot of ticket? or is it another two, three enhancement we did here? why the ticket got reduced? I'm sorry, because for, tell me.

if you are stuck, they will answer, no need to worry about it . mind to see ticket summary out of these tickets, five are still active, nine are awaiting client for ticket resolved, 16 are closed, closed means completely closed . resolve means, you can also reopen the ticket again in snow .

this 51, 49 and close, resolved the one, only one awaiting customer to sign off . this is the mind you see, just again a ticket trend, less than 30 days as of 26 February . so we need to provide a detailed description of the ticket, why this is more than .

there are two age tickets, outstanding ticket more than 30 days . we need to know what is the last update, but the status shouldn't be like, oh, last, we are updating today . if you are presenting, you should be knowing this .

if you see, like, there is no update from January of February then you need to ask them, hey, can you please fill up the latest update until today, what's happened, then you know, and then you can, based on that, you can present. they should provide you all the details, yeah. And this is also the same, all these tickets, they have to provide. if there is as part of the agreement, right, every month, this is 2024, 24 is a different agreement with

if you look at the news slide, there's a case upgrade, maybe nine mandates, but they will minus five, minus nine, four, four in the next month . for each item based on the agreement with NGUC, we are like applicator, we have to provide five mandates free of cost as part of the service improvement . so every month, we need to track it all .

this is the monthly, okay. let me show. if you look at second, it is the CR meeting, meeting minutes . the AMS needs to update it inside, so you need to take notes . this is part of our monthly meeting, slide deck preparation .

this is, okay, number one, age ticket details for this one . if they ask something about the ticket details, then we need to put it inside . this is the sixth, because this is prepared on 23rd and then the target date is next week .

aging ticket process confirmation by in the meeting, it was mentioned that the older tickets, DXC has completed the task, fix the bug, but it is awaiting confirmation from the user . if there is no response from the business user after several follow-ups, we can close the ticket and reopen another ticket .

we can take five business days to send, but sometimes we need to send . if we get complete detail, we will send that day itself end of the day, or maybe next day . this is the meeting minutes. let me close this. and then this is CR slide .

internally, we review because every week, three times, we have a call . on Wednesday, we will stop updating and we will send the updated slide . this is all the approved CRs, meaning currently DXC is either in a CR paper preparation phase or like UAT phase, SAT phase, UAT Phase .