People Services ⓘ

Managed Security Services ⓘ

Project Delivery ⓘ

Technical Operations ⓘ

One Time Decisions

Security Platform- People Services Dashboard

→

No. of R0 Services
18 !
Target: 0
02 June 2020

No. of R1 Services
209 !
Target: 227 (-7.93%)
02 June 2020

No. of R2 services
0 !
Target: 227 (-100%)
02 June 2020

Avg. Fulfillment Time(hrs.)
1.94 ✓
Target Time: 2 (+2.77%)
02 June 2020

Avg. Service Rating
4.51 ✓
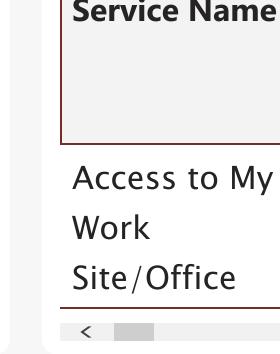Target: 4.20 (+7.32%)
02 June 2020

Number of Requests
646.18K
02 June 2020

Resolved vs Pending vs Rejected Requests

No. of rej... 1.98%
No. of Pending 17.92%
No. of Resolved 80.1%

● No. of rejected ● No. of Resolved ● No. of Pending

Customer Rating HeatMap

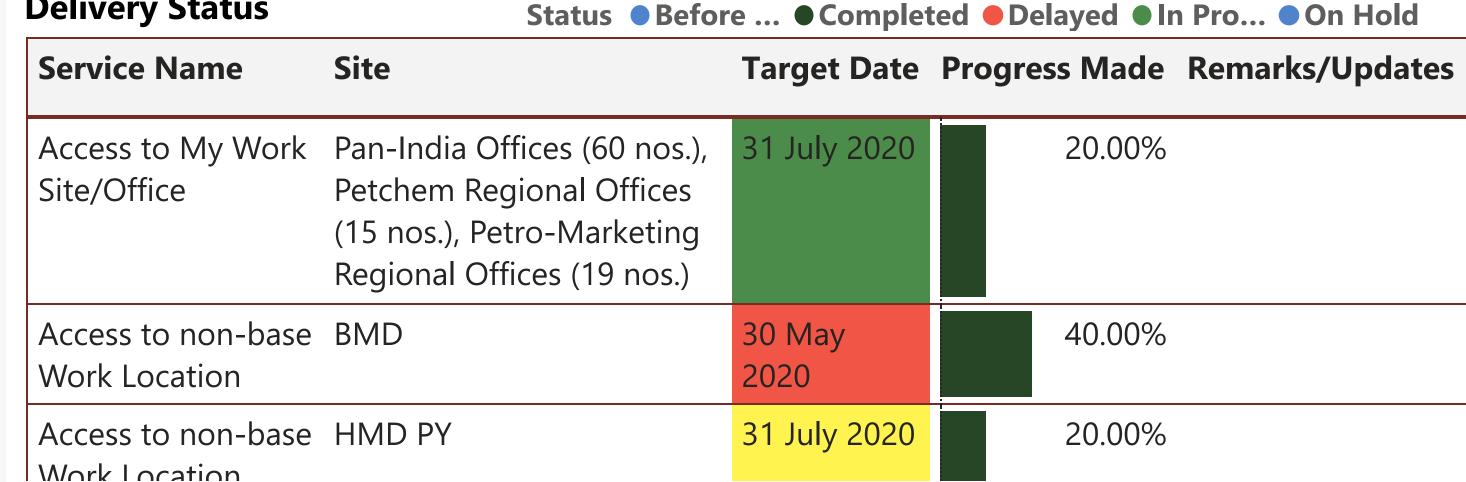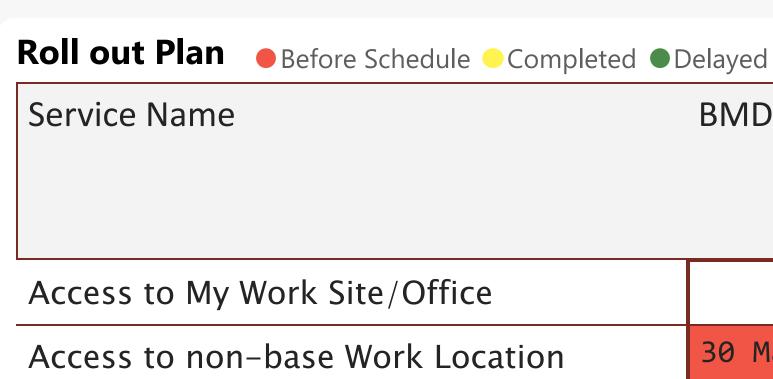| Service Name	AFS Locations (30 nos.)	BMD	Bottling F^
Access to My Work Site/Office		4.53	

Recommendations by EmpXP OC

Website down
Improve Photo ID
High Res Cameras
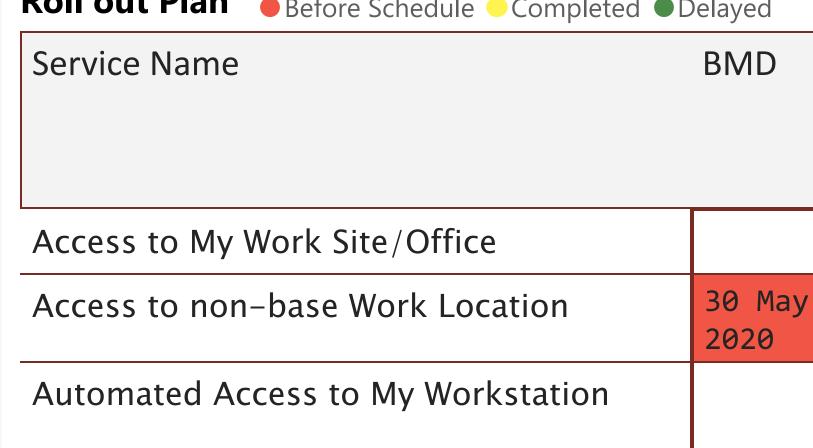App feel
Improve Access Process
Increase Parking spaces

Delivery Status

Status ● Before ... ● Completed ● Delayed ● In Pro... ● On Hold

Service Name	Site	Target Date	Progress Made	Remarks/Updates
Access to My Work Site/Office	Pan-India Offices (60 nos.), Petchem Regional Offices (15 nos.), Petro-Marketing Regional Offices (19 nos.)	31 July 2020		20.00%
Access to non-base Work Location	BMD	30 May 2020		40.00%
Access to non-base Work Location	HMD PY	31 July 2020		20.00%

Roll out Plan

● Before Schedule ● Completed ● Delayed ▸

Service Name	BMD
Access to My Work Site/Office	
Access to non-base Work Location	30 May 2020
Automated Access to My Workstation	

PS
MSS
PD
TO...
OTD

Managed Security Services Dashboard
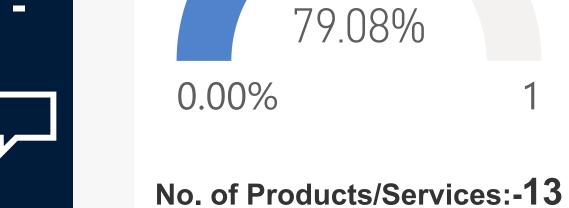
Product Design Overall Progress	Product Eng. Overall Progress	Development Overall Progress	Proto. Testing Overall Progress	Signoff Overall Progress
79.08%	80.62%	79.15%	67.92%	15.38%
0.00% — 1	0.00% — 1	0.00% — 1	0.00% — 1	0.00% — 1
No. of Products/Services:-13	No. of Products/Services:-13	No. of Products/Services:-13	No. of Products/Services:-13	No. of Products/Services:-13
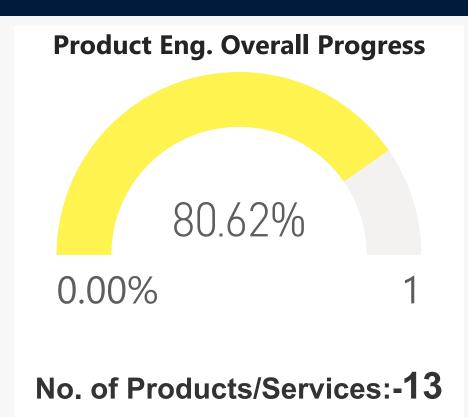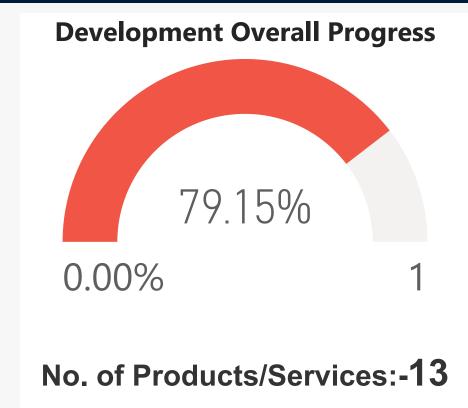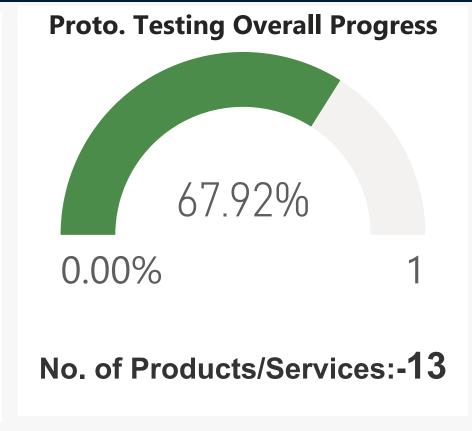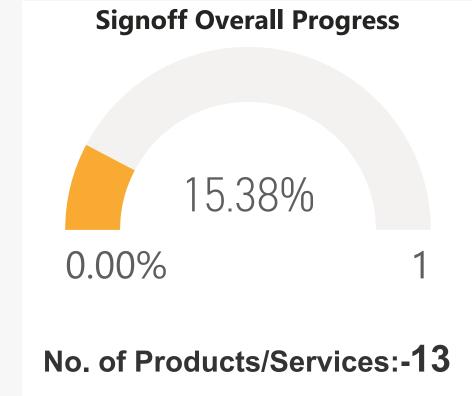
Product/Service Delivery Status

Product/Service Name	Variant	Product Design	Product Engineering	Development	Prototype Testing	Product/Service Signoff	Remarks
'Jio Mitra' as-a-Service (crowd-sourced triggers)	V1	78.00%	96.00%	95.00%	62.00%	100.00%	
Jio 'ANPR' as-a-Service	V1	57.00%	96.00%	100.00%	84.00%	0.00%	
Jio 'Video' as-a-Service	V1	79.00%	96.00%	72.00%	60.00%	100.00%	
'Jio Gate' as-a-Service (for Residential MDU)	V1	77.00%	87.00%	78.00%	69.00%	0.00%	
Jio 'People Recognition' as-a-Service	V1	79.00%	86.00%	51.00%	61.00%	0.00%	
Jio 'Panic Alert' (Panic Button)	V1	87.00%	85.00%	57.00%	66.00%	0.00%	
Jio 'Remote Agent	V1	78.00%	93.00%	72.00%	87.00%	0.00%	

Projects Managed

On Hold 6
WIP 23
Comple... 32

Status ● Completed ● WIP ● On Hold ▶

Sites Managed

E&P 2
Others 7
O2C 20
C&O 34

Business ● C&O ● O2C ● Others ● E&P ▶

Cumulative Construction Count

17540
11396
6269
4394
1146

● Cons-OS ● Cons-CCAOD ● ConsVSS-OS ▶

Cumulative Operational Count

17540
11396
6269
4394
1146

● Ops-OS ● Ops-CCAOD ● OpsVSS-OS ▶
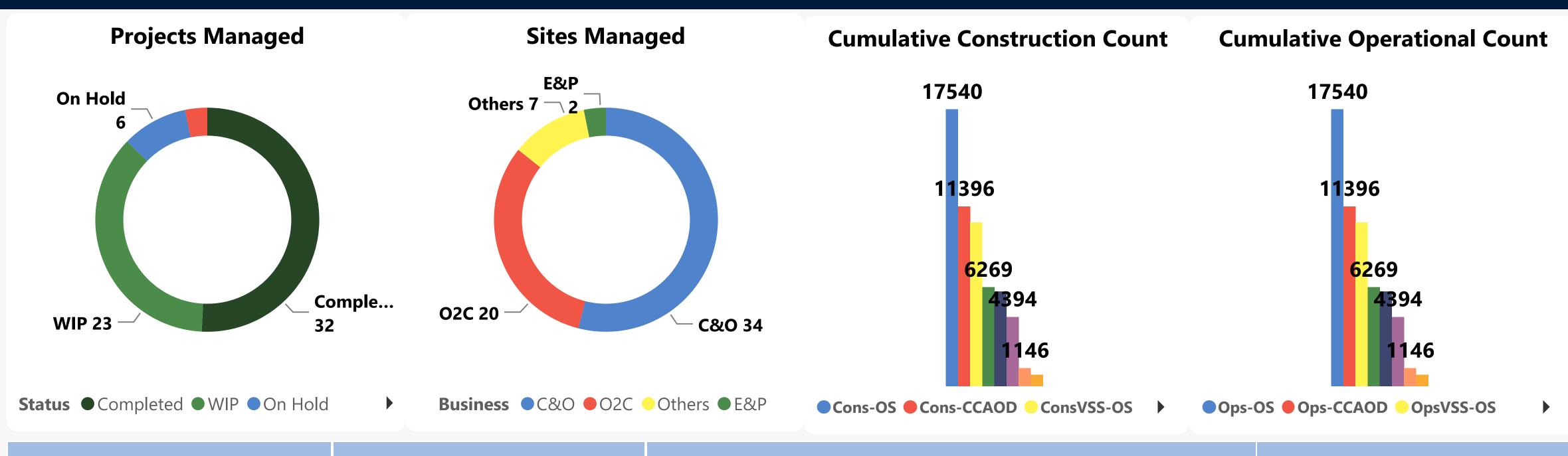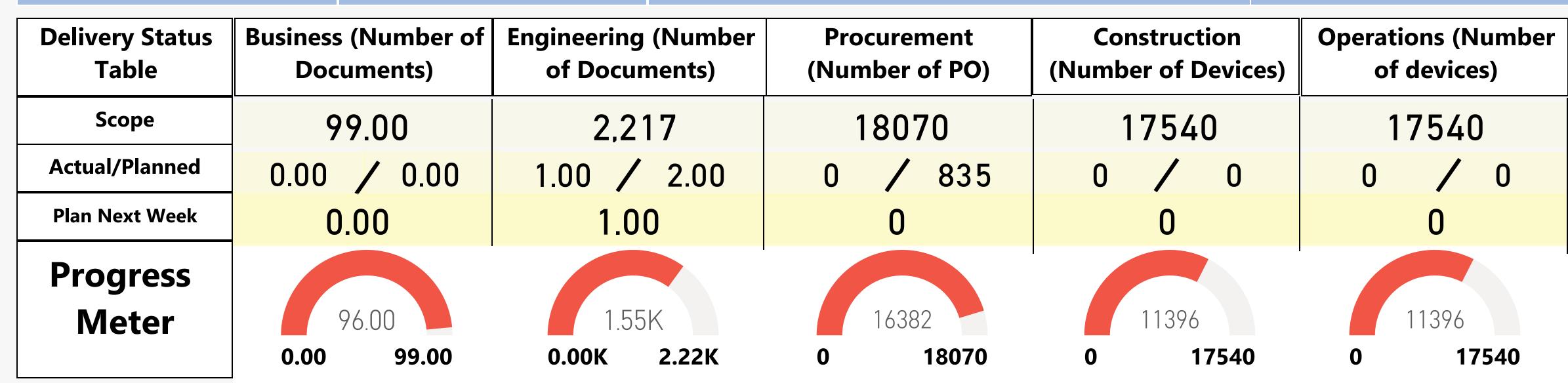
Business:- All	Site Location:- All	Project:- All	Manager:- All

Delivery Status Table	Business (Number of Documents)	Engineering (Number of Documents)	Procurement (Number of PO)	Construction (Number of Devices)	Operations (Number of devices)
Scope	99.00	2,217	18070	17540	17540
Actual/Planned	0.00 / 0.00	1.00 / 2.00	0 / 835	0 / 0	0 / 0
Plan Next Week	0.00	1.00	0	0	0
Progress Meter	96.00 — 0.00 99.00	1.55K — 0.00K 2.22K	16382 — 0 18070	11396 — 0 17540	11396 — 0 17540

Sidebar: PS, MSS, PD, TO..., OTD

Technical Operations Dashboard

Number of Incident by Month

Category ● ACS ● VMS ● ID Card ● IT ● EPMS ● OTHERS

113 Total Count

106 Closed Count

7 Pending Co...

Availability(%) by Application and Name

Name ● Gallagh... ● MileSto... ● Radio S... ● Sipass_... ● SSHD... ● SSHD... ▶

| Vantage | Milestone | SiPass | Smart PTT | EBI | DVM | Gallagher (PIDS) |
| 100.00 | 100.00 | 100.00 | 100.00 | 99.95 | 99.95 | 99.81 |

Tables ⬤ Visuals

Time to Resolution for Incidents

Bucket ● More than 2 days ● Within 1 Day ● Within 2 Days

Number of Incidents by Site Location and NB

NB ● ACS ● OTHERS ● VMS

PS
MSS
PD
TO...
OTD

Site Location/Business:- All

Type of Decision:- All

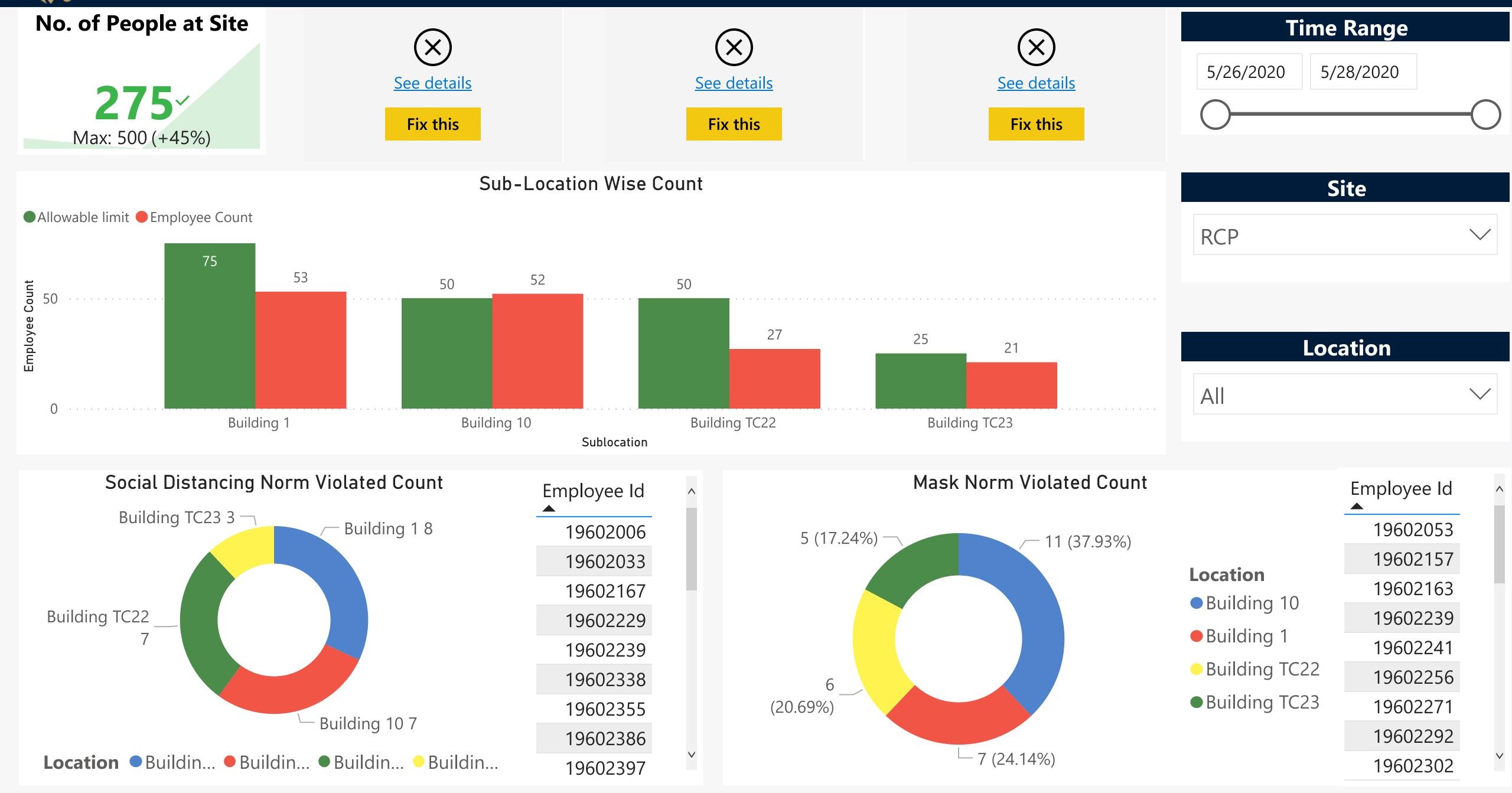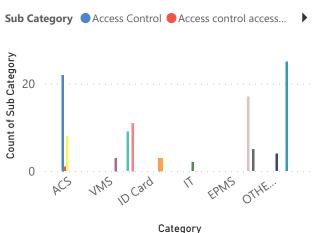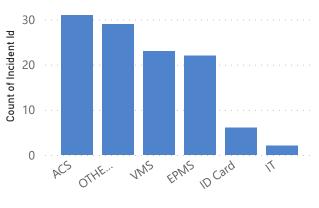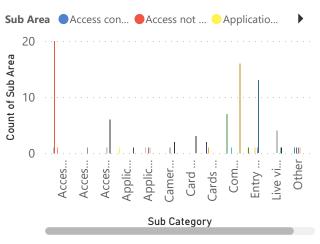| S No	Decision	Site Location/ Business	Type of Decision	Date
1	Video Surveillance- Procurement of IP Cameras to replace analog Cameras	O2C	Procurement	07 February 2020
2	Access Control- Management of legacy controllers	RCP	Commercial	09 March 2020
3	Video Surveillance- Procurement of IP Cameras to replace analog Cameras	JMD	Budget	21 March 2020
4	Access Control- Management of legacy controllers	O2C	Policy	10 April 2020

PS

MSS

PD

TO...

OTD

COVID EXCEPTIONS

No. of People at Site

275 ✓

Max: 500 (+45%)

⊗ See details
Fix this

⊗ See details
Fix this

⊗ See details
Fix this

Site

RCP ▼

Location

All ▼

Sub-Location Wise Count

● Allowable limit ● Employee Count

	Allowable limit	Employee Count
Building 1	75	53
Building 10	50	52
Building TC22	50	27
Building TC23	25	21

Social Distancing Norm Violated Count

- Building TC23 3
- Building 1 8
- Building TC22 7
- Building 10 7

Location ● Buildin... ● Buildin... ● Buildin... ● Buildin...

Employee Id

19602006
19602033
19602167
19602229
19602239
19602338
19602355
19602386
19602397

Mask Norm Violated Count

- 5 (17.24%)
- 11 (37.93%)
- 6 (20.69%)
- 7 (24.14%)

Location
- ● Building 10
- ● Building 1
- ● Building TC22
- ● Building TC23

Employee Id

19602053
19602157
19602163
19602239
19602241
19602256
19602271
19602292
19602302

● Access Control ● Access control access...

Sub Area ● Access con... ● Access not ... ● Applicatio... ▶

Count of Sub Area

20

10

0

Acces... Acces... Acces... Applic... Applic... Camer... Card... Cards ... Com... Entry ... Live vi... Other

Sub Category

See details

See details

See details

See details

See details

Fix this

See details

Fix this

See details

Fix this

See details

Fix this

Something's wrong with one or more filters. [See details](#)

Fix this

Something's wrong with one or more fields. See details

Something's wrong with one or more fields. See details

Something's wrong with one or more fields. See details

PS

MSS

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TO...

OTD

Something's wrong with one or more filters. See details

Fix this

Application Delivery Dashboard

See details

Fix this

See details
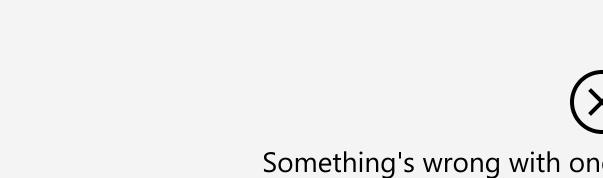
Fix this

See details

Fix this

See details

See details

Something's wrong with one or more fields. See details
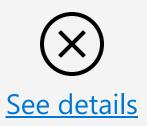
See details

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See details

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See details

Something's wrong with one or more fields. See details

PS

MSS

PD

AD

TO...

OTD

Employee Id
19602000
19602001
19602006
19602007
19602009
19602010

See details

Fix this

See details

Fix this

See details

Fix this

See details

See details

See details

Something's wrong with one or more fields. See details

Something's wrong with one or more fields. See details

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MSS

PD

TO...

OTD