Microsoft

Activity Report

Reporting Period: All Dates
As of 2015-10-29

For

NASCO

1200 Abernathy Rd NE Suite 1000 ATLANTA GA 30328-5669

Premier

001391828 - NASCO Y3
2014-12-01 To 2015-11-30

Aliyya Barksdale
Customer Support Manager

Jennifer Welsh
Technical Account Manager

If you have any questions about this report, please contact **Jennifer Welsh** (jewelsh@microsoft.com) or **Mike Hutchinson** (mikehut@microsoft.com)
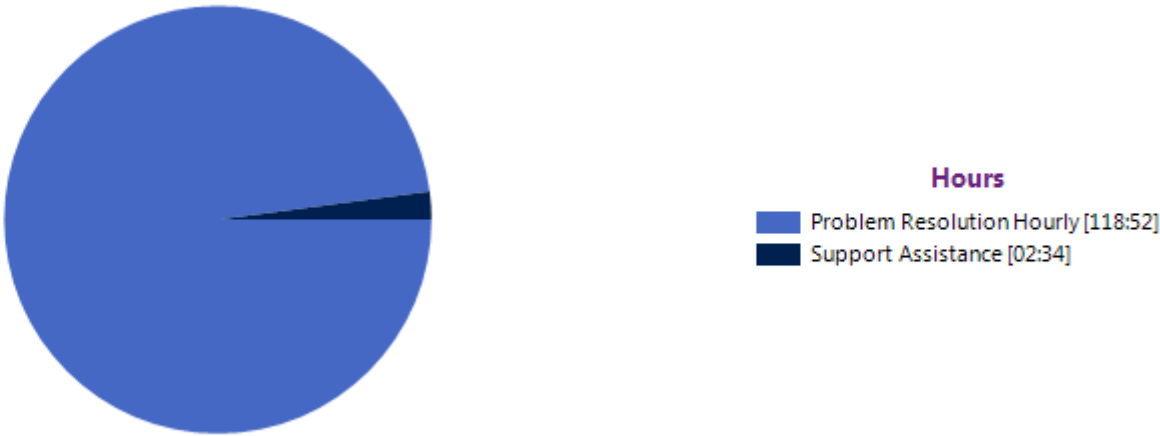
Contract Summary

Consumption Summary

	Total	Elapsed	%	Remaining	Elapsed	
Contract Days	365	332	91%	32		

	Purchased	Used	Consumed	Available	Trend	Consumption Trend
Support Assistance (Hours)	120	2:34	2%	117:26		
Problem Resolution Hourly	80	118:52	149%	-38:52	163%	

Service Consumption
(Proactive / Reactive Mix)

Hours

Problem Resolution Hourly [118:52]
Support Assistance [02:34]

Service Consumption Trend
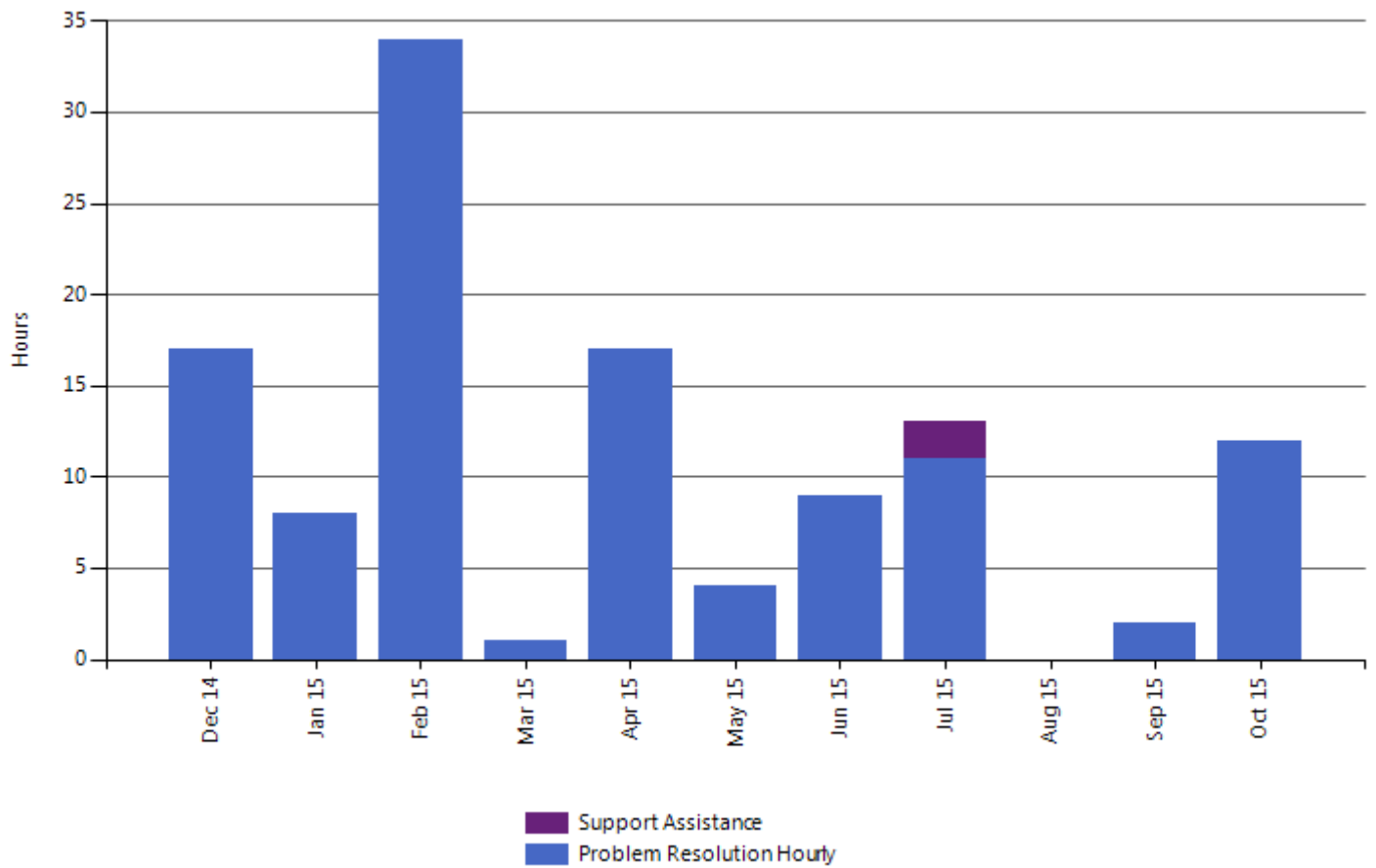
	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15
Problem Resolution Hourly	17:02	8:00	34:20	1:38	17:58	4:37	9:06	11:30	0:00	2:15	12:26
Support Assistance	0:00	0:00	0:00	0:00	0:00	0:00	0:00	2:34	0:00	0:00	0:00

Service Consumption by Technology

Labor by Technology

Hours

40 —

30 —

20 —

10 —

0 —

Exchange · Internet Explorer · Lync · Office · Outlook · SharePoint Portal Server · SMS Server · SQL Server · Windows Server

Problem Resolution Hourly
Support Assistance
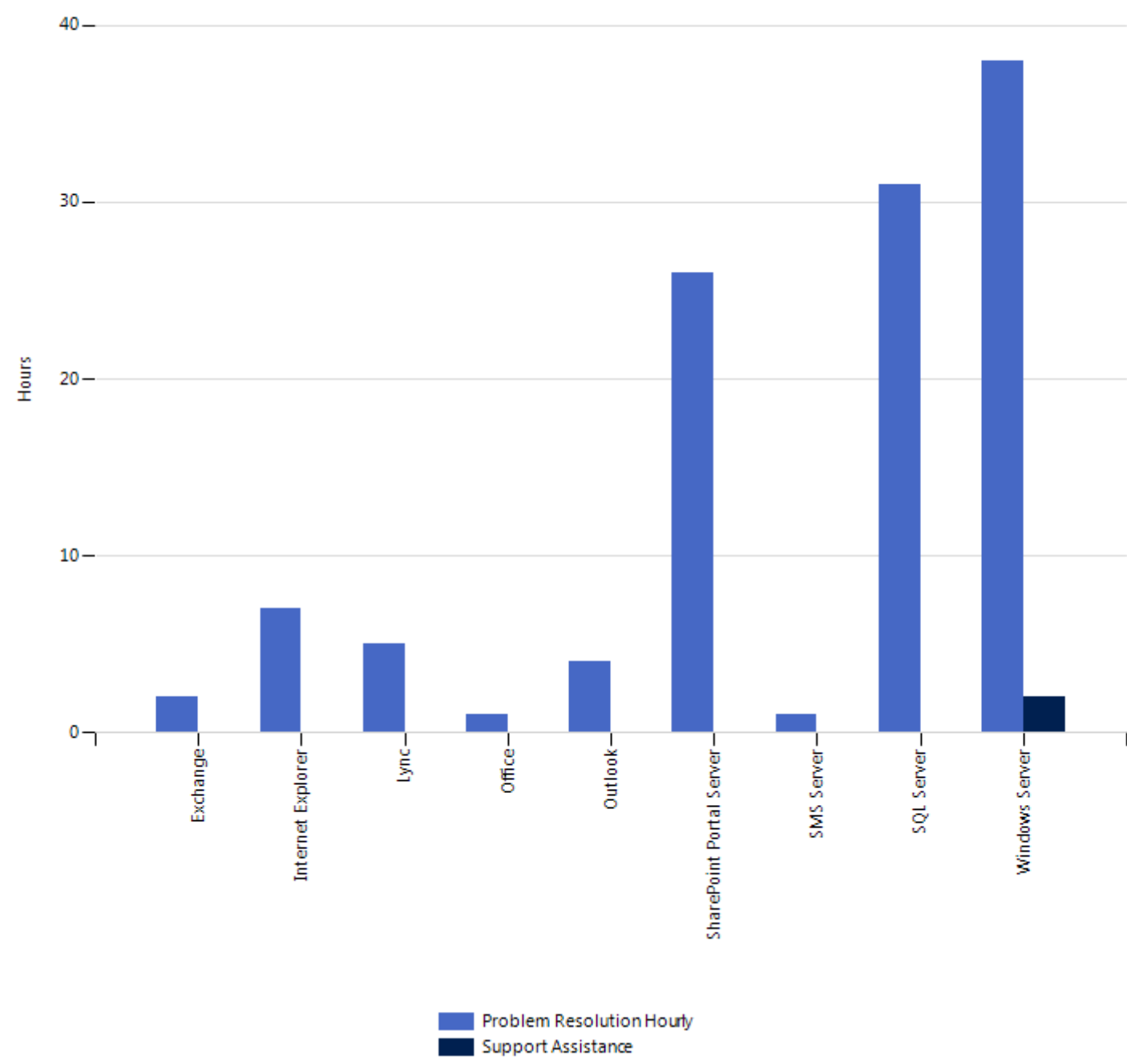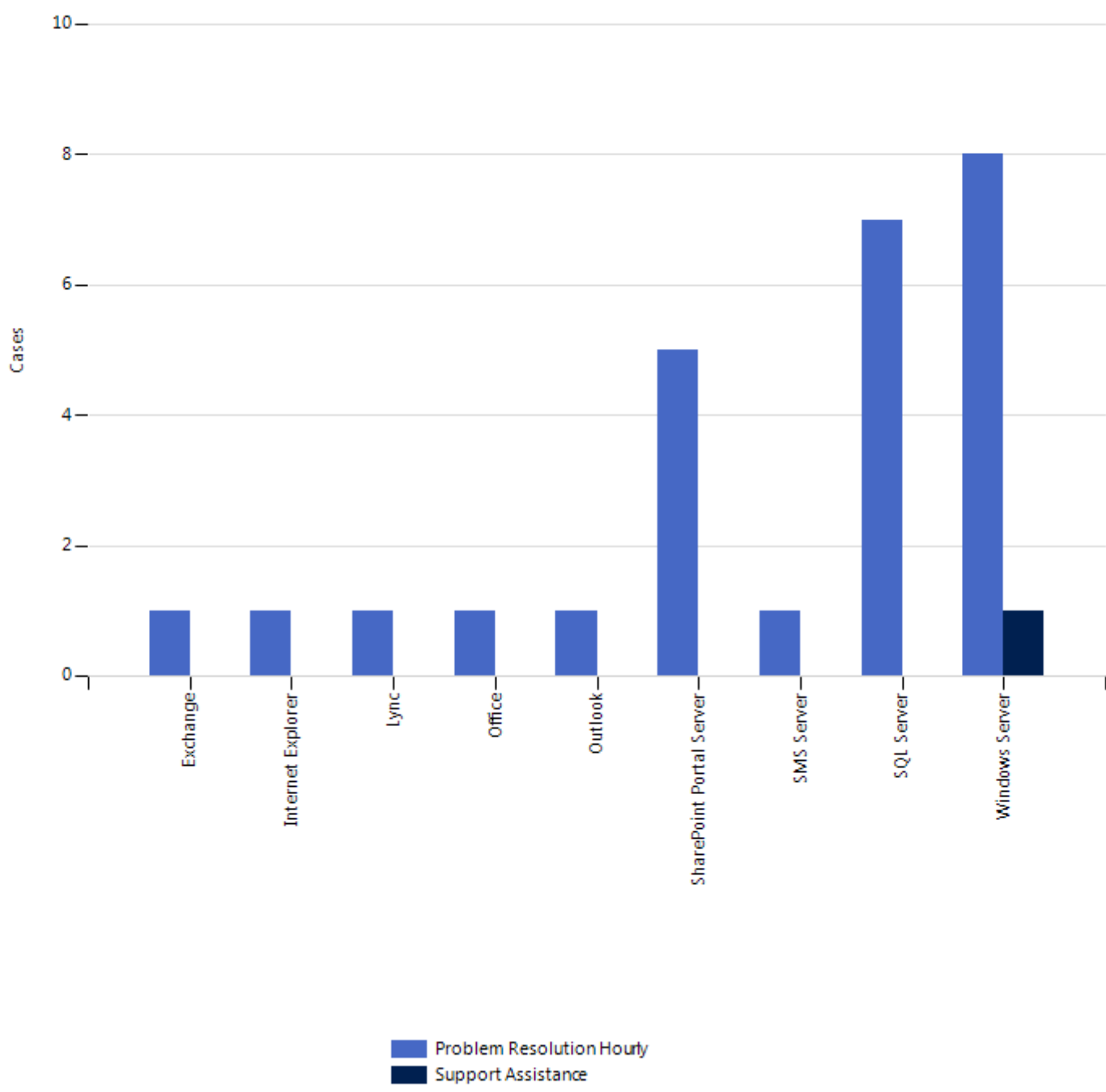
Cases by Technology

Support Assistance

Support Assistance Summary

	Cases	Hours
Closed	1	2:34
Total	1	2:34

Support Assistance by Technology

Hours

■ Windows Server [02:34]

Cumulative Support Assistance Usage

(Hours per month)

— Purchased
■ Cumulative Labor
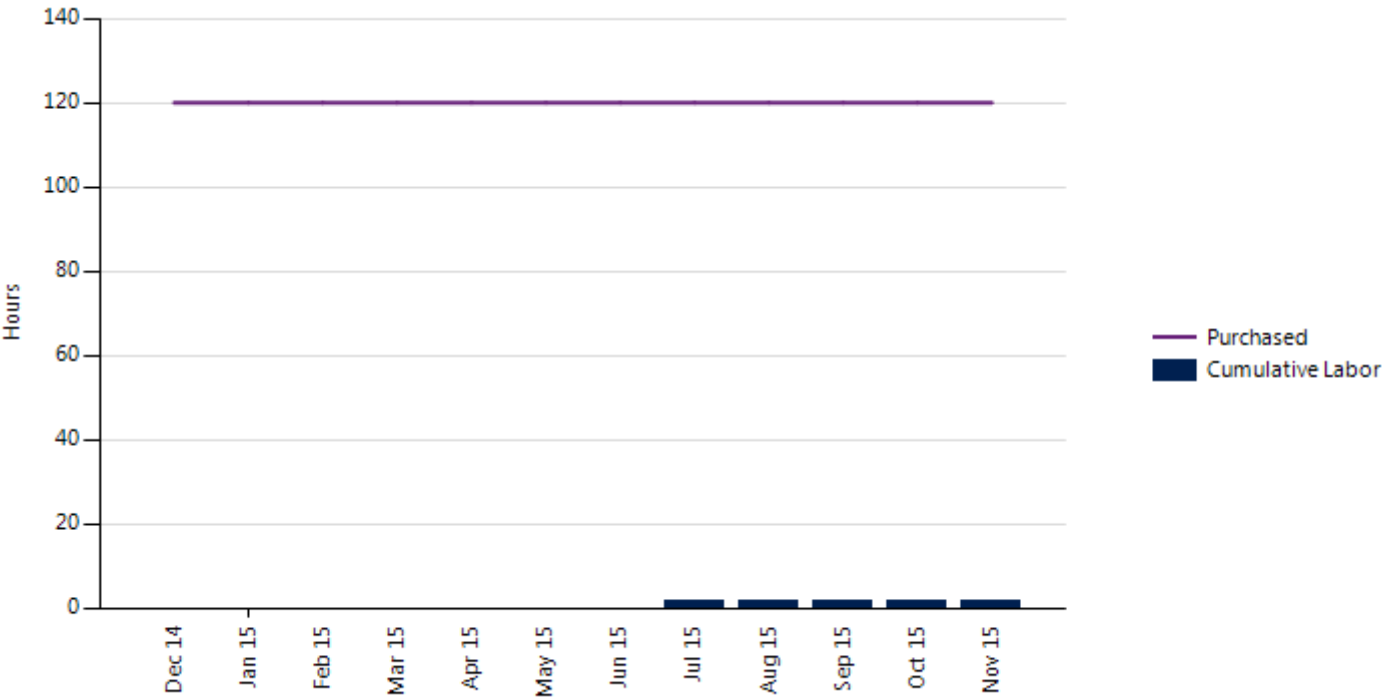
	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15
Cumulative Labor	0:00	0:00	0:00	0:00	0:00	0:00	0:00	2:34	2:34	2:34	2:34

	Nov 15
Cumulative Labor	2:34

Support Assistance Details

Closed Cases

Closed Created	Case Number Case Title	Customer Contact MS Contact	Product Project	Charged Labor	Total Labor
2015-07-27 2015-07-15	115071512946529 Advisory: PREM | Windows Svr 2008 Std R2 AL | need a security base line policies that is recommended by MS for Windows Server 2008 OS (advisory case)	Vinod Krishnappa Shawn Glasgow	Windows Server	2:34	2:34
Total Labor of Closed Cases				2:34	2:34

Problem Resolution Hourly

Reporting Period : All Dates

Problem Resolution Hourly Summary

	Catastrophic		Critical		Urgent		Important		Total	
	Cases	Hours	Cases	Hours	Cases	Hours	Cases	Hours	Cases	Hours
Open	0	0:00	0	0:00	0	0:00	2	9:18	2	9:18
Closed	0	0:00	7	19:53	10	69:41	7	20:00	24	109:34
Total	0	0:00	7	19:53	10	69:41	9	29:18	26	118:52

Cases by Type

Cases
- Technical Issue [26]

Cumulative Problem Resolution Hourly Usage
(Hours per month)
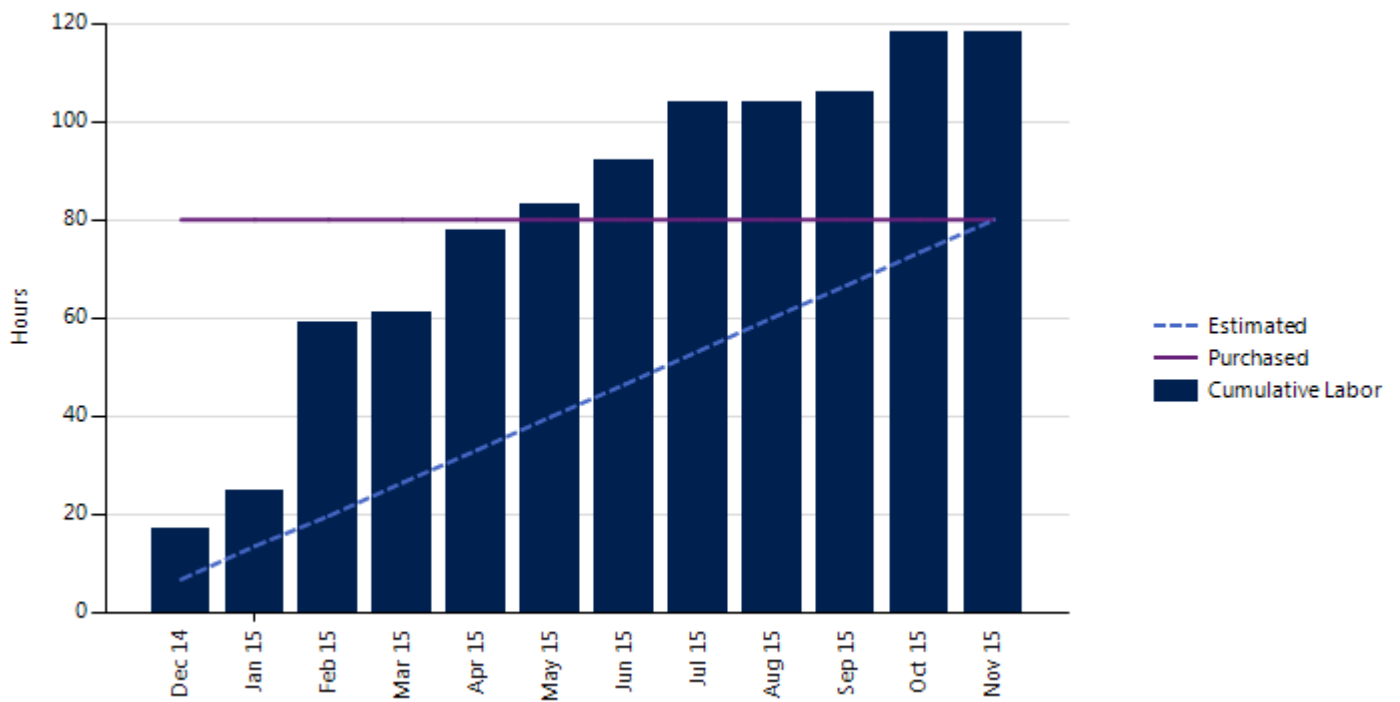
	Dec 14	Jan 15	Feb 15	Mar 15	Apr 15	May 15	Jun 15	Jul 15	Aug 15	Sep 15	Oct 15
Cumulative Labor	17:02	25:02	59:22	61:00	78:58	83:35	92:41	104:11	104:11	106:26	118:52
Estimated	7	14	20	27	33	40	46	53	60	67	73

	Nov 15
Cumulative Labor	118:52
Estimated	80

Cases by Cause Trend
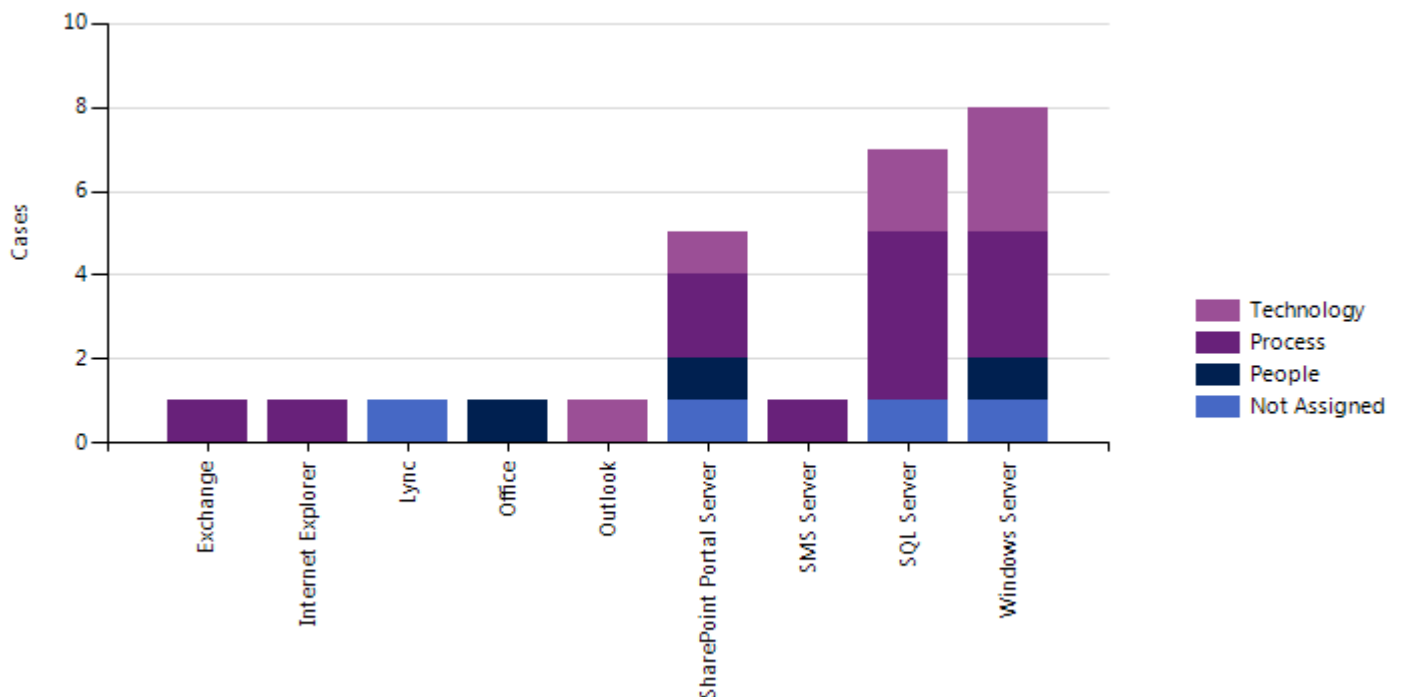
Cases by Technology and Severity
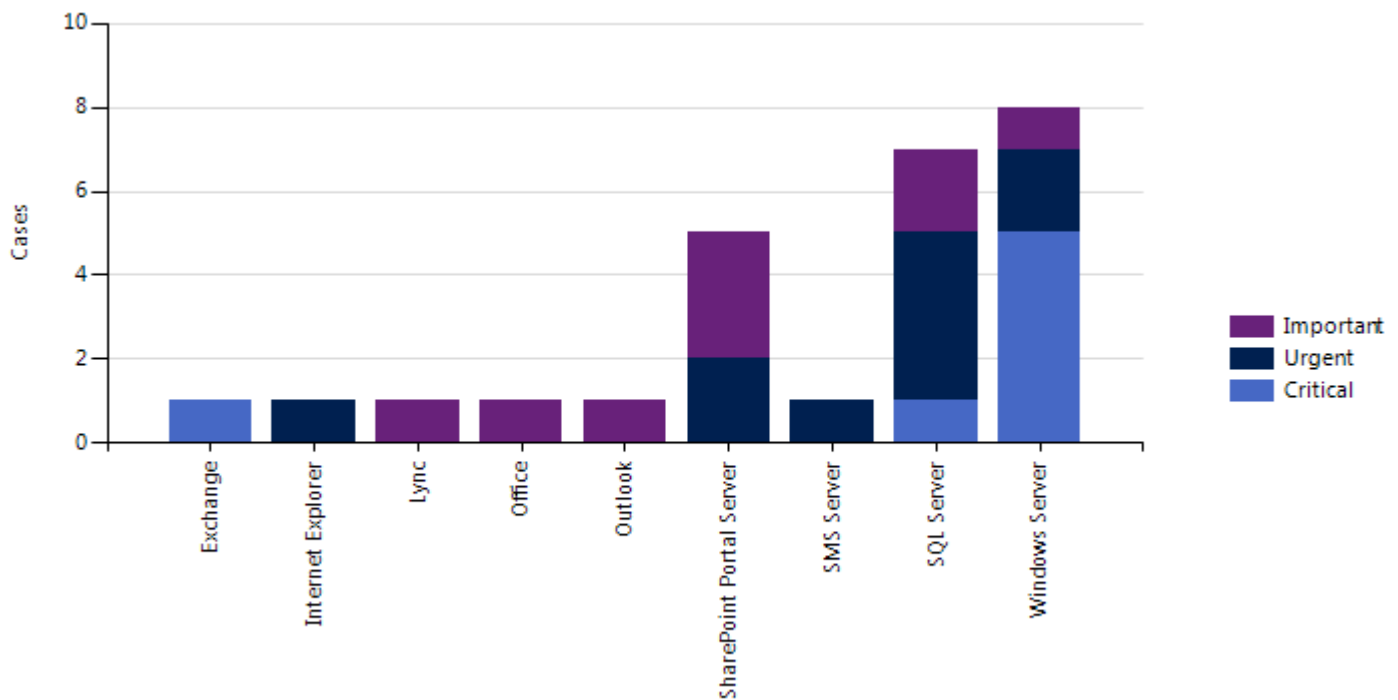
Problem Resolution Hourly Details

Open Cases

Last Modified Created	Case Number Case Title	Case Type Severity (Current/Max)	Status Trend	Customer Contact MS Contact	Product Project	Charged Labor	Total Labor
2015-10-29 2015-10-01	115100113222506 Various issues when namectrl active X control is enabled	Technical Issue C /C	Troubleshooting Not Assigned	Barry Henry Preeti Pundir	SharePoint Portal Server	4:13	4:23
2015-10-29 2015-09-16	115091613168710 <MR> Unable to install working version of Lync Attendee	Technical Issue C /C	Solution Delivered Not Assigned	Scott Robinson Suruchi Mishra	Lync	5:05	5:25
Total Labor of Open Cases						9:18	9:48

Closed Cases

Closed Created	Case Number Case Title	Case Type Severity (Current/Max)	Resolution Trend	Customer Contact MS Contact	Product Project	Charged Labor	Total Labor
2015-10-27 2015-10-15	115101513269929 On the SQL server sending out emails it looked like its timing out while processing.	Technical Issue B /B	Resolved - Verified Not Assigned	David Francis Mark Ghanayem	SQL Server	1:47	1:47
2015-10-23 2015-10-13	115101313259852 Prem/Active Directory Fed Svc 2.0/Had an outage in the ADFS environment. Service crashed. Unable to get the service to start.	Technical Issue A /A	Resolved - Not Verified Not Assigned	Scott Robinson Mohmad Yaseen Mir	Windows Server	3:36	3:36
2015-07-13 2015-07-13	115071312937041 Prem Sev A	Windows Svr 2008 Std R2 AL	Certificate is not updated	Technical Issue A /A	Resolved - Verified Technology	Vinod Krishnappa Mohmad Yaseen Mir	Windows Server	4:27	4:27
2015-07-10 2015-07-01	115070112903056 The SQL reporting server (native) does not seem to be communicating with the email server for one report; other reports get delivered successfully	Technical Issue C /C	Resolved - Customer Resolved Technology	David Francis Mark Hughes	SQL Server	0:45	0:45
2015-	115062412879681	Technical Issue	Resolved -	Matt Randolph	Windows Server	7:01	7:01

07-22 2015-06-24	<<Primary node bugchecked with 9E>>	C /C	Verified Technology	Santosh L Bathija			
2015-06-22 2015-05-28	115052812780211 unknown reason for cluster repeated failovers	Technical Issue B /B	Resolved - By Hotfix Process	Matthew Randolph John Villegas-Delgado	SQL Server	8:58	8:58
2015-05-11 2015-05-06	115050612707833 PREM	SEV B 24x7	Sys Ctr 2012 R2 Config Mgr	turn off client discovery and client push but their still getting the client	Technical Issue B /B	Resolved - Verified Process	Anton Holloway Anil Sood	SMS Server	1:50	1:50
2015-05-04 2015-05-01	115050112694921 DFS Replication Setup	Technical Issue B /A	Resolved - Verified Technology	Scott Robinson Christopher Daniel	Windows Server	2:19	2:54
2015-05-08 2015-05-01	115050112694106 XenApp Servers failing to activate KMS Product Key	Technical Issue B /B	Resolved - Verified People	Scott Robinson Pramod Ganesh	Windows Server	1:03	1:03
2015-05-02 2015-04-20	115042012653596 10.50.6000.34	SSRS	Report performance issue	Technical Issue B /B	Resolved - Verified Process	David Francis Mark Hughes	SQL Server	10:02	10:02
2015-04-21 2015-04-17	115041712647516 SSRS data sources being mysteriously disabled and stored user credentials becoming blank in a SharePoint 2007, SSRS integrated-mode environment	Technical Issue B /B	Resolved - Verified Technology	Barry Henry Ashley Jones	SQL Server	6:46	6:46
2015-03-10 2015-02-26	115022612449733 SPS2013 || Receiving Web Part Error: A web part or web form control on this page cannot be displayed or imported (custom web part)	Technical Issue C /C	Resolved - Verified Process	Barry Henry Menaka Sarkar B	SharePoint Portal Server	1:52	1:52
2015-02-24 2015-02-10	115021012383638 FBA login in extranet zone results in "Unknown Error"	Technical Issue B /B	Resolved - Customer Resolved Process	Barry Henry Tom Minor	SharePoint Portal Server	10:30	10:30
2015-02-23 2015-02-06	115020612372724 PREM	MOSS2007	Custom Farm solution not successfully being deployed... ends up in error state	Technical Issue C /B	Resolved - Verified Technology	Barry Henry Andy Reinert	SharePoint Portal Server	8:09	8:11
2015-02-09 2015-02-05	115020512367543 PREM	MOSS2007	Content db deleted, Can the web application associated with that content db be removed cleanly	Technical Issue C /C	Resolved - Verified People	Barry Henry Andy Reinert	SharePoint Portal Server	1:49	1:49
2015-02-02 2015-01-30	115013012343542 PREM| SQL Svr 2014 Enterprise| Trying to go to the register service tab but there is not option to add or register a server.	Technical Issue C /C	Resolved - Verified Process	David Francis Rajesh Devabakthini	SQL Server	2:22	2:22
2015-02-09 2015-01-28	115012812331642 No Outlook Address Book Tab on Distribution List in Public Folders	Technical Issue C /C	Resolved - By Design - Verified Technology	Scott Robinson Matt Nicoll	Outlook	4:49	4:49
2015-01-21 2015-01-07	115010712235940 Are there any interoperability issues with Office Suite 2007 SP3 with MOSS 2007 SP2	Technical Issue C /C	Other People	Barry Henry Kimberly Powell	Office	1:22	1:22
2015-03-12 2015-01-07	115010712236194 OCSR2 clients prompting for credentials	Technical Issue C /B	Resolved - Verified Process	Barry Henry John Cipriani	Windows Server	13:05	13:05
2014-	114121312163324	Technical Issue	Resolved - Third	Barry Henry	Exchange	2:05	2:05

12-20 2014-12-13	PREM/Exchange Svr Enterprise 2010 AL/OUTLOOK is returning or reverting back the AUTODISCOVER value to their local Exchange ENVIRONMENT versus Exchange Hosted (old settings)	A /A	Party Process	Lalit Singh Bisht			
2014-12-22 2014-12-09	114120912141962 Unable to view HTTPS sites on multiple servers using multiple browsers	Technical Issue B /B	Resolved - Third Party Process	Scott Robinson Ramakrishna Srinivasmurthy	Internet Explorer	7:31	7:46
2014-12-15 2014-12-08	114120812136883 PREM | Windows Svr 2008 Std R2 AL | external users are getting errors when trying to connect to ADFS proxy	Technical Issue A /A	Resolved - Verified Process	Scott Robinson Shalini Bawa	Windows Server	1:19	1:19
2014-12-19 2014-12-04	114120412126467 Microsoft Identity Management for UNIX not syncronizing password change request from AD	Technical Issue C /A	Resolved - Customer Resolved Process	Barry Henry Mohmad Yaseen Mir	Windows Server	5:26	5:26
2014-12-03 2014-12-03	114120312119941 Incoming Critsit| Prem\ SQL Svr Enterprise 2008 R2 EN\ Customer have a problem with the disc got failed, customer has clustering and now SQL service and the agent service is not showing up.	Technical Issue A /A	Resolved - Verified Process	Faizan Khundmiri Collin Benkler	SQL Server	0:41	0:41
Total Labor of Closed Cases						109:34	110:26

Contacts

Activity Summary

Name	Role	Access ID	Phone	e-mail	Proactive		Reactive	
					Cases	Labor	Cases	Labor
Aliyya Barksdale	CSM / Administrator	001469422	678-441-6087	Aliyya.barksdale@nasco.com	1	2:34	3	8:36
Barry Henry	Group Web	001485598	678-441-6041	barry.henry@nasco.com			11	56:02
Courtney Oglesby	Group Web	001833189	-	courtney.oglesby@nasco.com				
James Berry	Group Web	001480740	6784416163	james.berry@nasco.com				
Kevin Weir	Group Web	001482892	678-441-6072	Kevin.Weir@nasco.com				
Mike Kilelee	Group Web	001645877	678-441-6235	Mike.Kilelee@nasco.com				
National Account Services Company, LLC Group Service Desk	Group Service Desk	001466905	678-441-6032	-				
National Account Services Company, LLC Group Web	Group Web	001466904	678-441-6032	-			4	27:51
Rafael Hendricks	Group Web	001629902	678-441-6069	Rafael.hendricks@nasco.com				
Renata Speaks	Group Web	001629905	678-441-1775	Renata.Speaks@nasco.com				
Sandy Schladt	Group Web	001466907	678-441-6105	sandy.schladt@nasco.com				
Scott Robinson	Group Web	001629904	678-441-1104	Scott.Robinson@nasco.com			8	26:23
Taylor Travis	Group Web	001629906	678-441-6012	Taylor.travis@nasco.com				