



Trust Every File

Service Desk Report

September 2020

Authored by: D. Joslin

Current Open Incidents

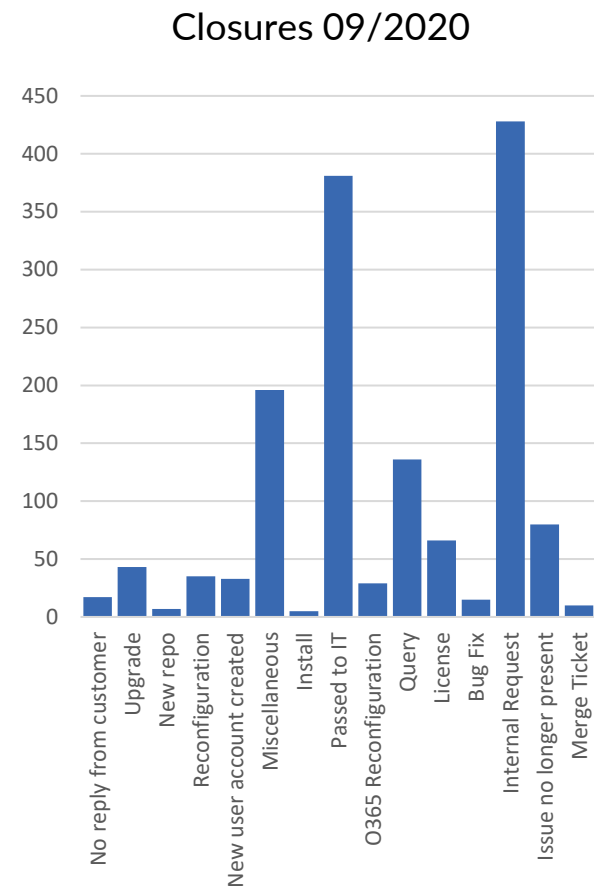
Table of the currently open incidents that remain within the service desk.

Waiting on Glasswall	Waiting on Customer	Hold	In Progress	Open Incidents
69	7	0	0	72

Freshdesk Migration

Closure codes associated with the tickets migrated from Freshdesk to Jira from 01/2018 - 09/2020

Closure code	Total
No reply from customer	6
Upgrade	0
New repo	4
Reconfiguration	3
New user account created	5
Miscellaneous	8
Install	1
Passed to IT	16
O365 Reconfiguration	1
Query	3
License	0
Bug Fix	0
Internal Request	0
Issue no longer present	0
Merge Ticket	4
Total	51

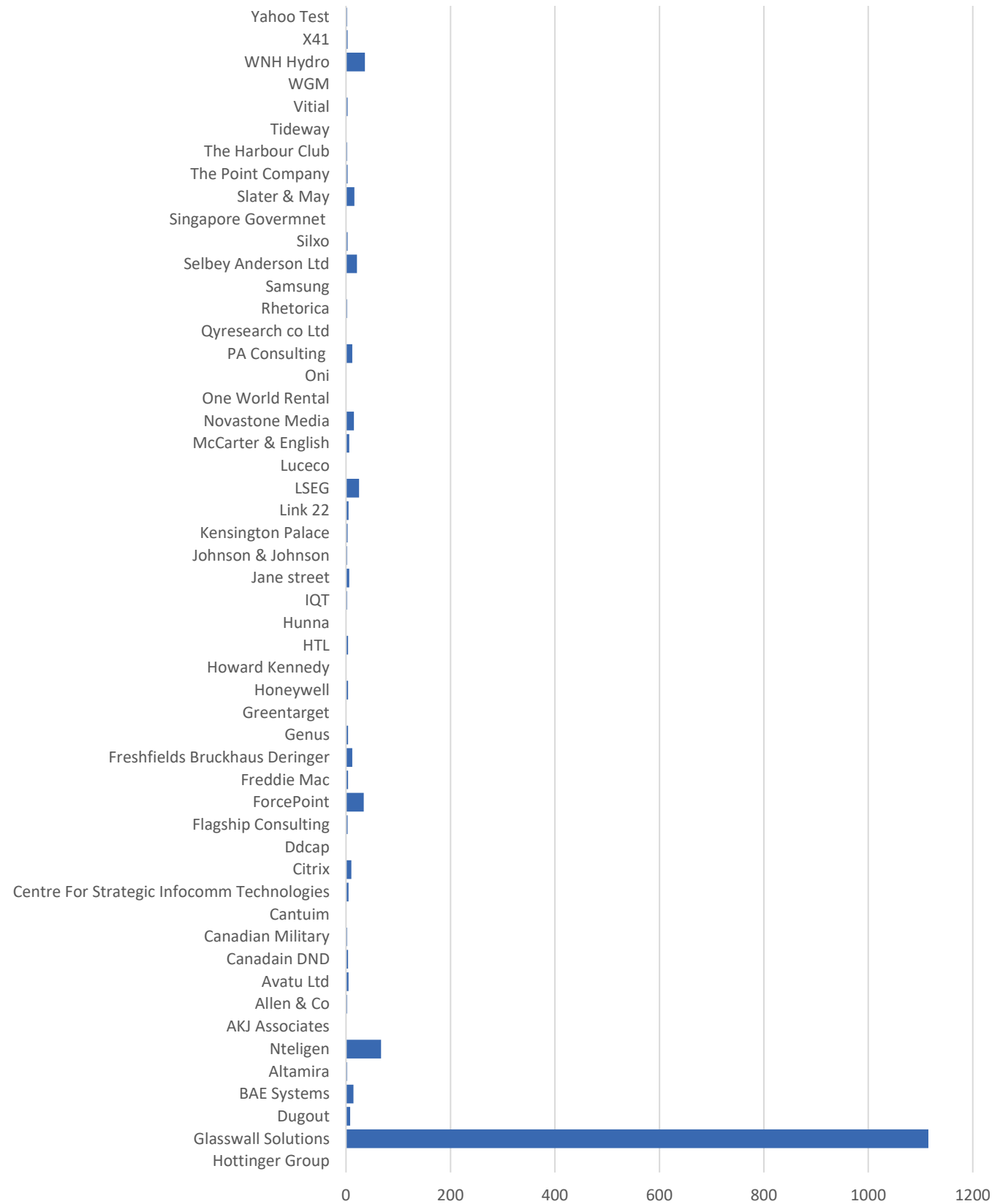


Organizations Against Closures

The amount of tickets closed against the organization based on fresh desk ticket ID's going from 2018-2020.

Organisation	Closed	Organisation	Closed	Organisation	Closed
Hottinger Group	1	IQT	2	X41	3
Glasswall Solutions	1115	Jane street	6	Yahoo Test	2
Dugout	8	Johnson & Johnson	2	Total	1481
BAE Systems	14	Kensington Palace	3		
Altamira	2	Link 22	5		
Nteligen	67	LSEG	25		
AKJ Associates	1	Luceco	1		
Allen & Co	2	McCarter & English	6		
Avatu Ltd	5	Novastone Media	15		
Canadian DND	4	One World Rental	1		
Canadian Military	2	Oni	1		
Cantuim	1	PA Consulting	12		
Centre For Strate ...	5	Qyresearch co Ltd	1		
Citrix	10	Rhetorica	2		
Ddcap	1	Samsung	1		
Flagship Consulting	3	Selbey Anderson	21		
ForcePoint	34	Silxo	3		
Freddie Mac	4	Singapore Gov...	1		
Freshfields Bruc...	12	Slater & May	16		
Genus	4	The Point Comp..	3		
Greentarget	1	The Harbour Club	2		
Honeywell	4	Tideway	1		
Howard Kennedy	1	Vitial	3		
HTL	4	WGM	1		
Hunna	1	WNH Hydro	36		

FreshDesk Closed Migration

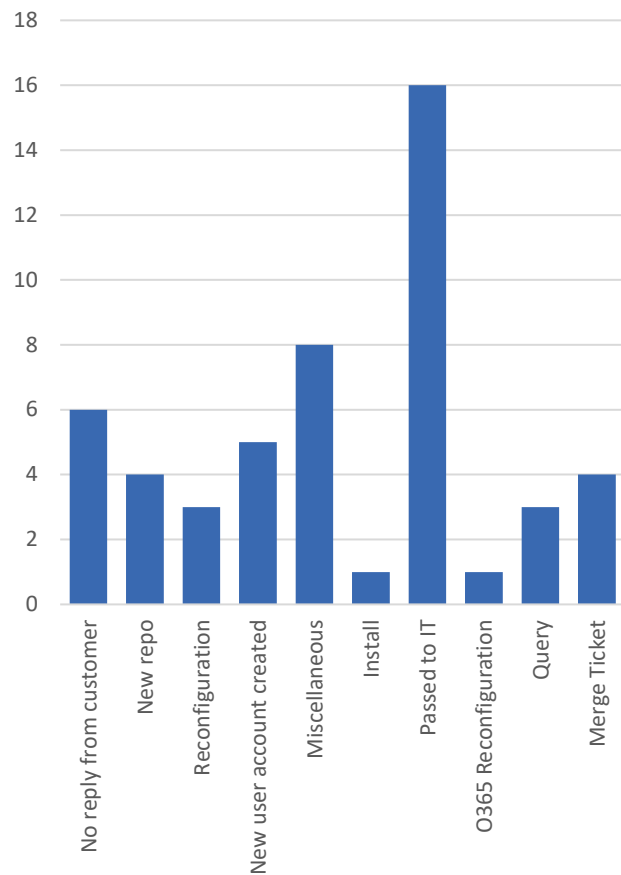


September Closure Codes

Here are the closure codes for September.

Closure code	Total
No reply from customer	6
Upgrade	0
New repo	4
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Closure Codes



Closed VS Created

tickets logged each month and against how many tickets that were closed per organization.

Closure code	Closed	Created
Glasswall Solutions	27	28
ONI	1	1
Tideway	1	1
3T	2	2
Hottinger Group	4	5
Altamira	1	1
Grimmco	2	2
NccGroup	2	2
Tangle Teezer	2	4
BAE Systems	1	1
WGM	1	1
Dug Out	1	1
Luceco	3	5
Ned Bank	2	2
Nteligen	1	1
Total	51	57

