

From: [Ryan Leonard](#)
To: [Iva Jurkovic](#)
Cc: [Mark Patten](#); [Margaret Deverell](#)
Subject: RE: IT Requests
Date: Friday, December 7, 2018 3:46:19 PM

Sure, Im around. Mark is remote but available.

From: Iva Jurkovic
Sent: Friday, December 07, 2018 10:24 AM
To: Ryan Leonard <rleonard@fxcm.com>
Cc: Mark Patten <mpatten@fxcm.com>; Margaret Deverell <mdeverell@fxcm.com>
Subject: RE: IT Requests

Hi Ryan,

Marge is out today and I have to work on a request for Robert that is time sensitive. Are you available to meet on Monday? I can put something on the calendar.

Thanks,
Iva

From: Ryan Leonard
Sent: Wednesday, December 05, 2018 8:55 PM
To: Iva Jurkovic <ijurkovic@fxcm.com>
Cc: Mark Patten <mpatten@fxcm.com>; Margaret Deverell <mdeverell@fxcm.com>
Subject: RE: IT Requests

Iva –

Happy to sit down at any point tomorrow, I am coming into this via tickets/rants; so happy to talk about actionable items.

Ryan

From: Iva Jurkovic
Sent: Wednesday, December 05, 2018 8:52 PM
To: Ryan Leonard <rleonard@fxcm.com>
Cc: Mark Patten <mpatten@fxcm.com>; Margaret Deverell <mdeverell@fxcm.com>
Subject: Re: IT Requests

Hi Ryan,

I'm very happy that you got involved and I agree with you on almost every single point, especially

those regarding submitting tickets to document requests.

I hired one person in July and another in September and after many months and plenty of tickets they still don't have the access that they need to perform even their daily tasks. Orlin spent over a month following up on one single ticket and trying to get one simple task to work. With your and Marge's involvement I hope we will be able to resolve the issues once and for all. If everything worked as needed we wouldn't even need to contact Elvin in the first place.

It doesn't seem normal that employees should have to submit tickets to perform what is part of their daily tasks and then request approval for execution of every new statement as the employee grows in their role. I've had two employees in the past two years, Orlin and Steven, and I never had those issues with them as they performed more complicated tasks. In general we need access to perform the normal statements and tasks that any employees in our role would normally have access to. If security requirements changed then maybe we need to spend a some time outlining the basic level of access that any employee in our role needs and set it up as a template. We need redundancy in the department, I cannot be the only person in the department with the proper access and permissions. What ends up happening now, when they are not able to complete their tasks and tickets take too long to resolve, I end up performing their routine tasks in order to meet Marge's and Robert's deadline. It's worth noting that I did not have these issues with Orlin's and Steven's set up in the past. If something happens to me there will be no one who can do the same work. I understand that maybe we cannot blindly copy my setup, but three to four months to determine the setup of an employee seems like too much.

If my approach is inappropriate please let me know and I am sorry if it seemed as if I was lashing out at Elvin. I have always went out of my way to help him resolve any issue we run into in the past. My frustration with having full time employees not being able to work and spend most of their day dealing with access issues must have come out in these interactions. I welcome any feedback about how I've been communicating.

Please let me know when the three of us can speak so I can outline what we need in order to be able to perform our daily tasks and how we can move forward so that we can get our work done efficiently and in timely manner without putting undue pressure on Elvin.

Thanks,
Iva

On Dec 5, 2018, at 6:49 PM, Ryan Leonard <rleonard@fxcm.com> wrote:

Iva –

For MSSQL related support requests, I need to ask that complete tickets go in first; and if you have follow-ups, or concerns about timelines, please contact Mark Patten or myself going forward.

Access related tickets are a regulatory, InfoSec, and all-around-best-practice requirement... and if users aren't sure about the permissions required, that's an actual problem. We use tickets not only for approval workflows, but to document the entire environment, backfill knowledge to other engineers, etc.

Also, I get we are all under pressure for things, and maybe part of it is that IMs can be interpreted in a bunch of different ways... but if you have a problem with one of our staff, come to us. Lashing out at someone who has other tasks/priorities/customers, and is actively looking to help isn't ok. Besides email/IM, both of our mobiles are listed in AD. Let me know if we need to discuss further.

Thanks,
Ryan