Hi Marge and Robert,

It has now been 4 months since Nicoleta sent out the below email and we have not received any response or acknowledgement. In the meantime, Nicoleta has left the company and Nabiil has inherited all the same issues. Given that nobody from IT has made any effort to try to resolve the issues that we are having, despite out persistent follow-ups, I wanted to outline and bring to your attention the issues we have been dealing with for more than a year now.

***Responsiveness***

We have a complete code written for automation of the UK and AU daily counterparty report and are unable to utilize it because of the lack of the IT support. The ticket [184991](https://helpdesk.fxcorp/rt/SelfService/Display.html?id=184991) that Nicoleta was referring to was opened on January 7th, almost 10 months ago. Despite our consistent follow-ups, it took over 5 months for IT to respond. The last time that ticket was worked on was July. It is still pending a resolution and in the meantime Nabiil (and in his absence I) manually run the report that could have been fully automated.

Ticket [173764](https://helpdesk.fxcorp/rt/SelfService/Display.html?id=173764) has been open on September 20th, 2018. In October 2018, IT said they would investigate the issue and in March 2019 set the ticket to ‘Resolved’ even though there was no follow up or resolution. This ticket is at this time still pending resolution.

Ticket [181461](https://helpdesk.fxcorp/rt/SelfService/Display.html?id=181461) was opened on December 6th 2018. First response we received was in February 2019, 3 months since ticket opening. In April 2019, the ticket was set to resolved by IT even though there was no resolution. We followed up again. There was some work done in April and then again no communication until June. Last activity on the ticket was IT asking for a password, which we sent and again no response since then. This ticket relates to the permissions to preform basic task which is a part of then Nicoleta’s and now Nabiil’s job. In other words, I still have to cover for the basic tasks that they should be able to perform.

We have tried to cooperate and have done everything they asked us to do and how they asked us to do it in hopes that that will help bring us to resolution; however, none of the IT requests has yielded a solution for us.

***Unprofessionalism***

Elvin Pedrosa is the database administrator for the Finance database that we use for all the analytical purposes. Since we started hiring people and the issues with the permissions/set up has started, he has been set to appear offline to me on the IM.

In May, I was asked to help with outstanding ASIC questions that were originally assigned to a different department. As I was working on gathering the data from the database, Elvin restarted the server during work hours without any communication or heads up to the entire team or me individually. Because of that, I have lost an entire day worth of work while working on a tight regulatory deadline and joggling other priorities. It is incomprehensible that a database administrator would restart the server before communicating that to all the stakeholders and more importantly before ensuring all the sessions are logged off. We could have easily miss the deadline if I was not available to work overtime to make up for the lost work.

It has been brought to my attention that other teams’ similar issues have been resolved in timely manner. Meantime, a similar ticket submitted by my team is still unresolved.

***Security***

Starting July 9th Microsoft no longer releases security updates for our server. I assumed IT has a plan in place and they’ll work with me on migrating our database to the newer version (same as they did with the GP in 2018). I have reached out to Mark Patten in March 2019. In May, with two months left until end of the support, I have followed up at which point he responded and said he’ll reach out once they have a date. I have not received any communication since then. Besides being concerned that I’m using server that is no longer supported, there is also a lot of work to be done on our side once they do decide to migrate. All of our data integrations are supported by packages built in Microsoft 2008 version. Once we upgrade the server, we won’t be able to use those packages until we also upgrade them to the newer version. This means we will not have any new data, the foundation to everything we do and run today. I planned to have Nicoleta start rebuilding the packages a year ago, but because of the above ticket #173764 we were not able to start that work.

These are just some issues to list. Instead of working on analysis, making our processes leaner and automated, and doing the same for other departments, we are spending more time than we should working around the IT issues and trying to push for progress. If we want to be more sophisticated and use automation to increase productivity and keep the cost down, we need the proper support and responsiveness from IT.

This is not only affecting our work, but it is also affecting the teams’ moral and motivation. I’m trying to manage it the best way I can. However, as a technical team, we rely on technology and the ability of IT to keep up with our progress, there is no other way around it.