We have a complete code written for automation of the UK and AU daily counterparty report and are unable to automate the run of it. 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.