**Report**

# Helpdesk Performance

Reference No      :    R-DSE-5.1

Version No        :    01

Week No          :    24

**Prepared by:**

| Position / Title | Name | Signature | Date |
|---|---|---|---|
| Desktop and Helpdesk Operations Team Lead | Jim Villanueva | | 06.22.2019 |

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| Process Owner:<br>**IT Department** | **REPORT**<br><br>*Helpdesk Performance Report* | **R-DSE-5.1** |
|---|---|---|

## 1.0 ESCALATION

| | |
|---|---|
| Number of tickets Escalated to Network Operations | **15** |
| Number of tickets Escalated to Server and Systems Operations | **33** |
| Number of tickets Escalated to Site Technical Security Administrator | **48** |

## 2.0 UNRESOLVED TICKETS

| | |
|---|---|
| Number of tickets pending | **20** |
| Number of tickets overdue | |

## 3.0 CLOSED TICKETS

| | |
|---|---|
| Number of tickets closed | **205** |

## 4.0 SPECIAL CASES

| Ticket Number | Description |
|---|---|
| None | None |

## 5.0 TOP 8 TICKET CATEGORIES

| Ticket Category | Number of Tickets created |
|---|---|
| CCTV Footage Request | **46** |
| WV DIDs Test Call | **30** |
| For Print | **15** |
| JEONSOFT Device Logs Verification | **8** |
| AWS Biometric Device Logs Backup | **7** |
| JKA-VLIN-FNP01: Incremental Back-Up | **7** |
| Daily check of QB Public RDP | **6** |
| Adore Me: Tools Issue | **2** |

## 6.0 ANALYSIS AND RECOMMENDATIONS

Pending Tickets:

 Biometric access
- Done contacting Jeremiah, waiting for his update.

JEONSOFT Device Logs Verification
- No update yet on ticket, already sent a follow up to Jheremiah.


UIPATH: Japanese Voice Prompts
- No update yet on ticket, already sent a follow up to Jheremiah.

UIPATH: Japanese Voice Prompts
- No update yet on ticket, already sent a follow up to Cyrus.

Change Document: Circles Life IPSec Tunnel Phase 2
- No update yet on ticket, already sent a follow up to Network team.

Urgent Request for GD New-hire -- German Language
- No update yet on ticket, already sent a follow up to System team.


CCTV footage request - June 13, 2019 5:20 - 6:00 p
- No update yet on ticket, already sent a follow up to the requestor.

Requesting for VICI Credentials
- No update yet on ticket, already sent a follow up to the requestor.

MAC: ID Picture Request
- No update yet on ticket, already sent a follow up to Netwok team.

Change Document: WorldVentures InContact IP Policy
- No update yet on ticket, already sent a follow up to Netwok team.

PC Deployment, RAM Upgrade, and Internet Installat
- The request is temporary on hold due to lack of DDR4 RAM.

CCTV Playback Request: SheerID
 - No update yet on ticket, already sent a follow up to Jheremiah.

CCTV request for Log out
- No update yet on ticket, already sent a follow up to Jheremiah.

Create New Linux Samba Share for JAKA Site
- No update yet on ticket, already sent a follow up to System team.

Employee Movement: Bird -- Postmates
- No update yet on ticket, already sent a follow up to Jheremiah.

IT Request: Poor internet connection 6/18
- Waiting for the update of Ms. Joreen by Monday regarding the issue.

Citrix Connection
- Waiting for the update of Sir. Pollard.

Re: New ID Request
- No update yet on ticket, already sent a follow up to Jheremiah.

Re: New ID Request
- No update yet on ticket, already sent a follow up to the requestor.

Renaming of Biometrics devices at GL2
- No update yet on ticket, already sent a follow up to Jheremiah.

Whitelist Request - Circles.Life link
- No update yet on ticket, already sent a follow up to Netwok team.

Fwd: FW: Seating Arrangement
- No update yet on ticket, already sent a follow up to DSE team.