



Report

Helpdesk Performance

Reference No : R-DSE-5.1

Version No : 01

Week No : 22

Prepared by:

Position / Title	Name	Signature	Date
Desktop and Helpdesk Operations Team Lead	Ramy M. Acas		06.11.2019

The information contained in this document is a property of OAMPI Inc. It may not be copied, reproduced, released to any third party, or used in any other way without the expressed prior written consent of the owner of this document.

Process Owner: IT Department	REPORT	R-DSE-5.1
	<i>Helpdesk Performance Report</i>	

1.0 ESCALATION

Number of tickets Escalated to Network Operations	13
Number of tickets Escalated to Server and Systems Operations	24
Number of tickets Escalated to Site Technical Security Administrator	27

2.0 UNRESOLVED TICKETS

Number of tickets pending	1
Number of tickets overdue	

3.0 CLOSED TICKETS

Number of tickets closed	192
--------------------------	------------

4.0 SPECIAL CASES

Ticket Number	Description
None	None

5.0 TOP 8 TICKET CATEGORIES

Ticket Category	Number of Tickets created
WV DIDs Test Call	29
CCTV Request	26
JEONSOFT Device Logs Verification	7
Daily check of QB Public RDP	6
JKA-VLIN-FNP01: Incremental Back-Up	6
AWS Biometric Device Logs Backup	6
Print Request	6
No Internet Connection	4

6.0 ANALYSIS AND RECOMMENDATIONS

Pending Tickets:

Change Request: VPN CebPac (Pending)

- No update yet on ticket, already sent a follow up to Network team.