

Report

Helpdesk Performance

Reference No : R-DSE-5.1

Version No : 01

Week No : 26

Prepared by:

Position / Title	Name	Signature	Date
Desktop and Helpdesk Operations Team Lead	Ramy Acas		07.06.2019

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	31
Number of tickets Escalated to Server and Systems Operations	47
Number of tickets Escalated to Site Technical Security Administrator	68

2.0 UNRESOLVED TICKETS

Number of tickets pending	35
Number of tickets overdue	

3.0 CLOSED TICKETS

Number of tickets closed	223
--------------------------	------------

4.0 SPECIAL CASES

Ticket Number	Description
None	None

5.0 TOP 8 TICKET CATEGORIES

Ticket Category	Number of Tickets created
CCTV request	37
WV DIDs Test Call	30
Print Request	17
JEONSOFT Device Logs Verification	8
AWS Biometric Device Logs Backup	8
Daily check of QB Public RDP	7

	Proprietary and Confidential	Effectivity:	Page 1 of 1
		November 15, 2017	Template Ver. : 01



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

JKA-VLIN-FNP01: Incremental Back-Up	7
NT login issue	4

6.0 ANALYSIS AND RECOMMENDATIONS

Pending Tickets:

Follow Up on G2 Lobby Access Cards (Pending)

- No update yet. Already advised Sir. Jeremiah to update the ticket.

URGENT: ISP Down (Pending)

- No update yet. Already advised the Network team to update the ticket.

CCTV viewing (Pending)

- No update yet. Already advised Sir. Jeremiah to update the ticket.

Vulnerability Assessment for Firewall, Switches and Servers (Pending)

- No update yet. Already advised the Network team to update the ticket.

Wireless Connection in G2 (Pending)

- No update yet. Already advised the Network team to update the ticket.

Phoenix OS (Pending)

- No update yet. Already advised the DSE team to update the ticket.

QA Shared Folder (Pending)

-Last update 07/04/2019, Already advised the Server team to update the ticket

	Proprietary and Confidential	Effectivity:	Page 2 of 1
		November 15, 2017	Template Ver. : 01



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

by Monday.

CCTV Viewing (Pending)

- No update yet. Already advised Sir. Jeremiah to update the ticket.

whitelist (Pending)

- No update yet. Already advised Sir. Jeremiah to update the ticket.

Postmates agent door access (Pending)

- No update yet. Already advised Sir. Jeremiah to update the ticket.

CCTV Request (Pending)

- No update yet. Already advised Sir. Jeremiah to update the ticket.

Change Docs: THOR| Disabling of IPv4 Policy Logging (Pending)

- No update yet. Already advised the Network team to update the ticket.

Trainee ID and Door Access (Pending)

- No update yet. Already advised Sir. Jeremiah to update the ticket.

RingCentral: Outbound Calls (Pending)

- No update yet. Already advised the Network team to update the ticket.

Fwd: DA Alvin Asong, Royland Alagar/ Fwd: SheerID/ (Pending)

- No update yet. Already advised Sir. Jeremiah to update the ticket.

	Proprietary and Confidential	Effectivity:	Page 3 of 1
		November 15, 2017	Template Ver. : 01



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

RE: Assistance for Book Download(er) on Laptop (Pending)

- No update yet. Already advised the Network team to update the ticket.

APN DID - Unknown DID (Pending)

- No update yet. Already advised the Network team to update the ticket.

ID Printing Request (Pending)

- No update yet. Already advised Sir. Jeremiah to update the ticket.

Digicast: Service Port for VMWare (Pending)

- No update yet. Already advised the Network team to update the ticket.

Temporary ID (Pending)

- No update yet. Already advised Sir. Jeremiah to update the ticket.

Re: Additional Computer RAM (Pending)

- No update yet. Already advised the DSE team to update the ticket.

CCTV Footage (Pending)

- No update yet. Already advised Sir. Jeremiah to update the ticket.

CCTV Footage Request (Pending)

- No update yet. Already advised Sir. Jeremiah to update the ticket.

	Proprietary and Confidential	Effectivity:	Page 4 of 1
		November 15, 2017	Template Ver. : 01



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

For PO: Ruckus 510 (Pending)

- No update yet. Already advised DSE team to coordinate with Honey to update the ticket.

For PO: Ruckus 510 (For Advent) (Pending)

- No update yet. Already advised DSE team to coordinate with Honey to update the ticket.

Quora_Team Manu_DTR_June 21 - July 05, 2019 (Pending)

- No update yet. Already advised Jekyll to update the ticket.

Access Badge Request (Pending)

- No update yet. Already advised Sir. Jeremiah to update the ticket.

JKA-VLIN-FNP01: Incremental Back-Up (Pending)

- No update yet. Already advised the Server team to update the ticket.

DATABASE BACKUP: Friday Schedule (Pending)

- No update yet. Already advised the Server team to update the ticket.

Server Preventive Maintenance - July 07, 2019 (Pending)

- Done sending an advised to Server team to update the ticket after the Maintenance.

BCP - POWER INTERRUPTION: MERALCO 7/6/19 (Pending)

- Done sending an advised to team to update the ticket after the shutdown.

	Proprietary and Confidential	Effectivity:	Page 5 of 1
		November 15, 2017	Template Ver. : 01



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

Daily check of QB Public RDP (Pending)

- No update yet. Already advised the Server team to update the ticket.

access id (Pending)

- No update yet. Already advised Sir. Jeremiah to update the ticket.

JEONSOFT Device Logs Verification (Pending)

- No update yet. Already advised Sir. Jeremiah to update the ticket.

Bio Addition Request for Carla Gulrajani (Pending)

- No update yet. Already advised Sir. Jeremiah to update the ticket.

	Proprietary and Confidential	Effectivity:	Page 6 of 1
		November 15, 2017	Template Ver. : 01

