



Report

Helpdesk Performance

Reference No : R-DSE-5.1

Version No : 01

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

Week No : 29

Prepared by:

Position / Title	Name	Signature	Date
Desktop and Helpdesk Operations Team Lead	Ramy Acas		07.20.2019


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1.0 ESCALATION

Number of tickets Escalated to Network Operations	57
Number of tickets Escalated to Server and Systems Operations	19
Number of tickets Escalated to Site Technical Security Administrator	45

2.0 UNRESOLVED TICKETS

Number of tickets pending	10
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Number of tickets overdue	
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3.0 CLOSED TICKETS


Number of tickets closed	251
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4.0 SPECIAL CASES

Ticket Number	Description
None	None

5.0 TOP 8 TICKET CATEGORIES

Ticket Category	Number of Tickets created
CCTV Request	36
WV DIDs Test Call	28
Website access	16
Print Request	8
JKA-VLIN-FNP01: Incremental Back-Up	7
AWS Biometric Device Logs Backup	7
JEONSOFT Device Logs Verification	6
Ring Central	5

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6.0 ANALYSIS AND RECOMMENDATIONS

Pending Tickets:

AWS Biometric Device Logs Backup (Pending)

- No update yet on ticket, already sent a follow up to Sir. Jeremiah.

NEW Department Name (Pending)

- Already updated by Ms. Honey around 07/20/2019 1:58 pm, as per Honey done sending a follow up to Ms. Reese regarding the new distro name.

Add OU for Advent and Link Default GPO (Pending)

- Already updated by Ms. Rovie around 07/19/2019 12:02 am, as per Ms. Rovie we are waiting for the form to be filled-out.

Client Visit – Glassdoor (Pending)


- Already updated by Ms. Rovie around 07/19/2019 4:29 am , as per Ms. Rovie will wait for the requestor on July 23, to confirm if they are already connected via captive portal using the credentials.

Badge ID access (Pending)

- Already updated by Marc around 07/19/2019 9:18 pm, as per update by the requestor they are currently on RD. And will test there access once they have get back.

Link GPO - USER_GPO_XFILES to SheerID Campaign (Pending)

- Already updated by Ms. Rovie around 07/19/2019 2:39 am, as agreed and advised by sir Rynel, implementation will be on Sunday at 4PM.

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Fwd: Desktop Naming (Pending)

- Already updated the ticket around 7/20/19 5:58 pm, The activity is currently ongoing.

NDY / Accountable laptop: Mikee Irisary (Pending)

- Already updated by Ms. Honey around 07/20/2019 1:48 pm, As per Honey will return the laptop on Tuesday since the laptop is now working fine.

Jill Nagtalon: SER Request: Facebook Access (Pending)

- Already updated by Jekyll around 07/17/2019 2:51 pm, As per Jekyll we are still waiting for the SER of Ms. Jill.

Change: New Segment for Advent (Pending)

- Already updated by Sir. Alvis around 07/15/2019 9:04 pm, As per Sir. Alvis the segment of ADVENT will be implemented by July 20.