



## Report

# Helpdesk Performance

Reference No : R-DSE-5.1

Version No : 01

Week No : 25

**Prepared by:**

Position / Title	Name	Signature	Date
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## 1.0 ESCALATION

Number of tickets Escalated to Network Operations	20
Number of tickets Escalated to Server and Systems Operations	34
Number of tickets Escalated to Site Technical Security Administrator	42

## 2.0 UNRESOLVED TICKETS

Number of tickets pending	18
Number of tickets overdue	0

## 3.0 CLOSED TICKETS

Number of tickets closed	193
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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
WV DIDs Test Call	30
For Printing	11
CCTV viewing	10
JEONSOFT Device Logs Verification	8
JKA-VLIN-FNP01: Incremental Back-Up	7
AWS Biometric Device Logs Backup	7
Daily check of QB Public RDP	6
Request Access: Sites Needed TurnTo	3

## 6.0 ANALYSIS AND RECOMMENDATIONS

<p>Pending Tickets:</p> <p>LinkedIn Access (Pending) - No update yet on ticket, already sent a follow up to Network team.</p> <p>Request for Work station set up (Pending) - No update yet on ticket, already sent a follow up to DSE team.</p> <p>Jill Nagtalon: SER Request: Facebook Access (Pending) - No update yet on ticket, already sent a follow up to Network team.</p> <p>Request for Transfer of PCs (Pending) - No update yet on ticket, already sent a follow up to DSE team.</p> <p>Transfer of Biometrics (Pending) - No update yet on ticket, already sent a follow up to Jeremiah.</p>
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POWER INTERRUPTION: MERALCO Maintenance Activity J (Pending)  
- No update yet on ticket, already sent a follow up to DSE team.

CCTV camera Relocation (Pending)  
- No update yet on ticket, already sent a follow up to Jeremiah.

For PO: Proximity Card (Third Batch) (Pending)  
- As per Honey will wait for the advance sails invoice to be process, already sent follow up to Honey to update the ticket status by Monday.

NDY / CCTV OUT: Cruz, Remille - 6/25/19 (Pending)  
- No update yet on ticket, already sent a follow up to the requestor.

G2 IDs For Printing Request - June 27, 2019 (Pending)  
- No update yet on ticket, already sent a follow up to Jeremiah.

For PO: Access Cards for G2 (Pending)  
- No update yet on ticket, already sent a follow up to Honey.

For PO: Repair for Miss Joy's MAC book (Pending)  
- No update yet on ticket, already sent a follow up to DSE team.

Circles G2: Application Installation (Pending)  
- No update yet on ticket, already sent a follow up to DSE team.

JEONSOFT Device Logs Verification (Pending)  
- No update yet on ticket, already sent a follow up to Jeremiah.

IT Request: Poor internet connection 6/18 (Pending)  
- No update yet on ticket, already sent a follow up to Network team.

AWS Biometric Device Logs Backup (Pending)  
- No update yet on ticket, already sent a follow up to Jeremiah.

JEONSOFT Device Logs Verification (Pending)  
- No update yet on ticket, already sent a follow up to Jeremiah.

Door Access (Pending)  
- No update yet on ticket, already sent a follow up to Jeremiah.

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