



Report

Helpdesk Performance

Reference No : R-DSE-5.1
Version No : 01.2
Week No : 25

Prepared by:

Position / Title	Name	Signature	Date
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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

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2.0 UNRESOLVED TICKETS

Number of tickets pending	20
Number of tickets overdue	

3.0 TICKETS

CLOSED

Number of tickets closed	205
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4.0 CASES

SPECIAL

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.

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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.

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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.

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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.

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