Report
Helpdesk Performance

Reference No	:	R-DSE-5.1
Version No	:	01.2
Week No	:	23

Prepared by:

Position / Title	Name	Signature	Date
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Process Owner: **IT Department**	**REPORT**	**R-DSE-5.1**
	Helpdesk Performance Report	

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.