



## Report

# Helpdesk Performance

Reference No : R-DSE-5.1

Version No : 01

Week No : 23

**Prepared by:**

Position / Title	Name	Signature	Date
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Process Owner: IT Department	<b>REPORT</b>	<b>R-DSE-5.1</b>
	<b><i>Helpdesk Performance Report</i></b>	

## 1.0 ESCALATION

Number of tickets Escalated to Network Operations	<b>15</b>
Number of tickets Escalated to Server and Systems Operations	<b>42</b>
Number of tickets Escalated to Site Technical Security Administrator	<b>33</b>

## 2.0 UNRESOLVED TICKETS

Number of tickets pending	<b>11</b>
Number of tickets overdue	

## 3.0 CLOSED TICKETS

Number of tickets closed	<b>182</b>
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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	<b>30</b>
CCTV request	<b>19</b>
Daily check of QB Public RDP	<b>9</b>
AWS Biometric Device Logs Backup	<b>7</b>
JEONSOFT Biometric Device Logs	<b>7</b>
JKA-VLIN-FNP01: Incremental Back-Up	<b>7</b>
No Internet	<b>4</b>
Print request	<b>4</b>

## 6.0 ANALYSIS AND RECOMMENDATIONS

Pending Tickets:

IT request: Access to website 6/10 (Pending)

- No update yet on ticket, already sent a follow up on Network team.

Adding APN IPs to Elastix Firewall Configuration (Pending)

- No update yet on ticket, already sent a follow up on Network team.

Re-enable DNS recursion for all DNS servers in Jaka (Pending)

- No update yet on ticket, already sent a follow up on Network team.

Request: CCTV Review (June 6 - 20) (Pending)

- No update yet on ticket, already sent a follow up to the ticket requestor.

Re: 0611\_New Hired (Pending)

- No update yet on ticket, already sent a follow up System team.

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Temporary ID Request (Pending)

- No update yet on ticket, already sent a follow up to the ticket requestor.

UIPATH: Call Flow Correction (Pending)

- No update yet on ticket, already sent a follow up to the Network team.

IP Phone deployment (Pending)

- The DSE team is now processing the gate pass to transfer the asset to G2.

CCTV Footage – Marin (Pending)

- No update yet on ticket, already sent a follow up to the ticket requestor.

CCTV Review (Pending)

- No update yet on ticket, already sent a follow up to the ticket requestor.