

Report

Helpdesk Performance

Reference No : R-DSE-5.1

Version No : 01.2

Week No : 28

Prepared by:

Position / Title	Name	Signature	Date
Desktop and Helpdesk Operations Team Lead	Ramy Acas		07.13.2019

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1.0 ESCALATION

Number of tickets Escalated to Network Operations	29
Number of tickets Escalated to Server and Systems Operations	46
Number of tickets Escalated to Site Technical Security Administrator	36

2.0 UNRESOLVED TICKETS

Number of tickets pending	11
Number of tickets overdue	

3.0 CLOSED TICKETS

Number of tickets closed	234
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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	29
CCTV request	17
AWS Biometric Device Logs Backup	6
Daily check of QB Public RDP	6

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JEONSOFT Device Logs Verification	6
JKA-VLIN-FNP01: Incremental Back-Up	6
Door Access	4
Printing	4

6.0 ANALYSIS AND RECOMMENDATIONS

Pending Tickets:

Postmates/CCTV Footage/Biometrics for DTR June 21-

- Done updating the ticket. Waiting for the requestor to view the requested recordings.

Kutools access

- Done updating the ticket. As per the ticket requestor please extend the SLA until next week so that we can assist the agent.

jbalbaira's - bio logs

- Done updating the ticket. The SSA will check and update the requestor by Monday.

Create New Server Instance in JKA-PESX-HV01

- As per sir. Lictao please adjust the Due Date, Change Document is yet to be approved.

Website Access

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<p>- No ticket update. Done sending a follow up to team to update the ticket by Monday.</p> <p>Decommissioning of Atlas server (Pending)</p> <p>- As per Ms. Rovie, waiting for approval of change doc.</p> <p>Request for Accountability Forms (Pending)</p> <p>- Done updating the ticket. JM will coordinate with Honey and Networks team by Monday to update the ticket.</p> <p>Request: Workstation (G2) for Process Doc Project (Pending)</p> <p>- Done updating the ticket. JM will coordinate with Honey and Networks team by Monday to update the ticket.</p> <p>Asset request: 3 PCs by July 29, 2019 (Pending)</p> <p>- As per Ms. Honey, Change SLA. As of now we don't have spare asset in G2, for the laptop, I'm still waiting for the schedule of delivery.</p> <p>Transfer of ESXi Server (Pending)</p> <p>- Done updating ticket. Waiting for the System team to update the ticket by Monday.</p> <p>Fwd: Request Laptop Units (Pending)</p> <p>- As per Ms. Honey, Waiting for the cash advance from finance team.</p>
