



Report

Helpdesk Performance

Reference No : R-DSE-5.1
Version No : 01.2
Week No : 24

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	42
Number of tickets Escalated to Site Technical Security Administrator	33

2.0 UNRESOLVED TICKETS

3.0	Number of tickets pending	11	CLOSED
	Number of tickets overdue		
TICKETS			
4.0	Number of tickets closed	182	SPECIAL
CASES			

5.0 TOP 8	Ticket Number	Description	TICKET
	None	None	
CATEGORIES			

Ticket Category	Number of Tickets created
WV DIDs Test Call	30
CCTV request	19
Daily check of QB Public RDP	9
AWS Biometric Device Logs Backup	7
JEONSOFT Biometric Device Logs	7
JKA-VLIN-FNP01: Incremental Back-Up	7
No Internet	4
Print request	4

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.