



Report

Helpdesk Performance

Reference No : R-DSE-5.1
Version No : 01.2
Week No : 22

Prepared by:

Position / Title	Name	Signature	Date
Desktop and Helpdesk Operations Team Lead	Ramy M. Acas		06.04.2019

The information contained in this document is a property of OAMPI Inc. It may not be copied, reproduced, released to any third party, or used in any other way without the expressed prior written consent of the owner of this document.

Process Owner: IT Department	REPORT	R-DSE-5.1
	<i>Helpdesk Performance Report</i>	

1.0 ESCALATION

Number of tickets Escalated to Network Operations	19
Number of tickets Escalated to Server and Systems Operations	35
Number of tickets Escalated to Site Technical Security Administrator	13

2.0 UNRESOLVED TICKETS

Number of tickets pending	19
Number of tickets overdue	

3.0

CLOSED

TICKETS

Number of tickets closed	198
--------------------------	------------

4.0

SPECIAL

CASES

Ticket Number	Description
None	None

5.0 TOP 8

TICKET

CATEGORIES

Ticket Category	Number of Tickets created
CCTV Review Request	31
WV DID's Test Call	30
AWS Biometric Device Logs Backup	8
JKA-VLIN-FNP01: Incremental Back-Up	8
JEONSOFT Device Logs Verification	7
InContact	7
NT LOGIN	6
Daily check of QB Public RDP	6

6.0 ANALYSIS AND RECOMMENDATIONS

Pending Tickets:

Shared Drive Credential (Overdue)

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

WIFI Access to Reproduce Bugs (Overdue)

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

Fwd: Request Assistance (Overdue)


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

FW: New Comment Update for Case Number (Overdue)

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

Change: Change NDY Segment (Overdue)

- As updated by Marlon they need to revert back the implemented changed this coming Saturday.

	Proprietary and Confidential	Effectivity: November 15, 2017	Page 1 of 1
			Template Ver. : 01

Process Owner: IT Department	REPORT	R-DSE-5.1
	Helpdesk Performance Report	

ATF: DataScan Equipment (Overdue)

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

Request for Client's Door Access and (Overdue)

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

CCTV Request (Overdue)

- No update yet on ticket, done sending an update on requestor.

JEONSOFT Device Logs Verification (Overdue)

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

Temporary pass list to check access (Overdue)

- No update yet on ticket, already sent a follow up on the network team,

Logging of Network Equipment in G2 (Overdue)

- No update yet on ticket, already sent a follow up on the network team,

Change Docs: G2 - DMZ and SSL VPN (Overdue)

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

Quora June Visit (Overdue)

- No update yet on ticket, done sending an update on requestor.

Door Access Request - 5th, 8th and PH1 (Overdue)

- No update yet on ticket, done sending an update on requestor.

Access Badge (Overdue)

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

Thor and G2 Service IPv4 Policy (Overdue)

- No update yet on ticket, already sent a follow up on the network team,
-

RECRUITMENT AREA: IT needs (Overdue)

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

Request for G2 Proximity Card (Overdue)

- As updated by Jeremiah as of now don't have stock of proximity cards for G2.

INCONTACT: Refused Calls (Overdue)

- No update yet on ticket, already sent a follow up on the network team,

