**Report**

# Helpdesk Performance

| | | | |
|---|---|---|---|
| Reference No | : | R-DSE-5.1 | |
| Version No | : | 01 | |
| Week No | : | 27 | |

**Prepared by:**

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

## 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** |

## 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** |
| 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

- No ticket update. Done sending a follow up to team to update the ticket by Monday.

Decommissioning of Atlas server  (Pending)

- As per Ms. Rovie, waiting for approval of change doc.

Request for Accountability Forms (Pending)

- Done updating the ticket. JM will coordinate with Honey and Networks team by Monday to update the ticket.

Request: Workstation (G2) for Process Doc Project (Pending)

- Done updating the ticket. JM will coordinate with Honey and Networks team by Monday to update the ticket.

Asset request: 3 PCs by July 29, 2019 (Pending)

- 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.

Transfer of ESXi Server (Pending)

- Done updating ticket. Waiting for the System team to update the ticket by Monday.

Fwd: Request Laptop Units (Pending)

- As per Ms. Honey, Waiting for the cash advance from finance team.