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Report

Helpdesk Performance

Reference No	:	R-DSE-5.1
Version No	:	01
Week No	:	21

Prepared by:

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

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 DIDs 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.

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,
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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,