



Report

Helpdesk Performance

Reference No : R-DSE-5.1
Version No : 01.2
Week No : 26

Prepared by:

Position / Title	Name	Signature	Date
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1.0 ESCALATION

Number of tickets Escalated to Network Operations	20
Number of tickets Escalated to Server and Systems Operations	34
Number of tickets Escalated to Site Technical Security Administrator	42

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

2.0 UNRESOLVED TICKETS

Number of tickets pending	18
Number of tickets overdue	0

3.0 TICKETS

CLOSED

Number of tickets closed	193
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4.0 CASES

SPECIAL

Ticket Number	Description
None	None

5.0 TOP 8 TICKET CATEGORIES

Ticket Category	Number of Tickets created
WV DIDs Test Call	30
For Printing	11
CCTV viewing	10
JEONSOFT Device Logs Verification	8
JKA-VLIN-FNP01: Incremental Back-Up	7
AWS Biometric Device Logs Backup	7
Daily check of QB Public RDP	6
Request Access: Sites Needed TurnTo	3

6.0 ANALYSIS AND RECOMMENDATIONS

<p>Pending Tickets:</p> <p>LinkedIn Access (Pending)</p> <p>- No update yet on ticket, already sent a follow up to Network team.</p> <p>Request for Work station set up (Pending)</p> <p>- No update yet on ticket, already sent a follow up to DSE team.</p> <p>Jill Nagtalon: SER Request: Facebook Access (Pending)</p> <p>- No update yet on ticket, already sent a follow up to Network team.</p>
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Process Owner: IT Department	REPORT	R-DSE-5.1
	<i>Helpdesk Performance Report</i>	

Request for Transfer of PCs (Pending)
- No update yet on ticket, already sent a follow up to DSE team.

Transfer of Biometrics (Pending)
- No update yet on ticket, already sent a follow up to Jeremiah.

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

POWER INTERRUPTION: MERALCO Maintenance Activity J (Pending) -
No update yet on ticket, already sent a follow up to DSE team.

CCTV camera Relocation (Pending)

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

For PO: Proximity Card (Third Batch) (Pending)

- As per Honey will wait for the advance sails invoice to be process,
already sent follow up to Honey to update the ticket status by Monday.

NDY / CCTV OUT: Cruz, Remille - 6/25/19 (Pending)

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

G2 IDs For Printing Request - June 27, 2019 (Pending)

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

For PO: Access Cards for G2 (Pending)

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

For PO: Repair for Miss Joy's MAC book (Pending)

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

Circles G2: Application Installation (Pending)

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

JEONSOFT Device Logs Verification (Pending)

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

IT Request: Poor internet connection 6/18 (Pending)

- No update yet on ticket, already sent a follow up to Network team.

AWS Biometric Device Logs Backup (Pending)

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

JEONSOFT Device Logs Verification (Pending)

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

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

Door Access (Pending)

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

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