* Service Desk Team Meeting – 08/12/2020 - Time: 1:00 – 2:00 PM

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* Who will be onsite next week?
  + Robert’s Team will be there 7-5
* Ihab asked if someone will be working 9-7P
  + Victor’s team will be working 9-7
  + Robert will find someone (will get back to Ihab at the end of the day)
* 3C Coverage:
  + Dom from 8-12:30
  + Ihab will be working 12:30-6
* Ticket counts for last week:

## A screenshot of a computer Description automatically generated

* **Javier** will be breaking down some of the ticket types to better show where we need assistance, etc.
* Ihab was talking about student enrollment around 15K
  + Josh Brought it up to around 31,352 supported users.
    - Currently Enrolled in SSRPM is: 25,017
  + Josh went into how we break down AWC-Supported users are only the last 2 semesters. That is our expected support windows.
* Javier went on to show new scale A screenshot of a computer

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Different breakdown with by Javier:

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* Robert: We as the Service Desk rely a lot on the Marybel to assign and categorize the work orders. He would like to make sure that the techs look through their tickets and make sure the categories are set properly.
  + Bryan said he is guilty, but that he understands that we all need to verify our tickets.
* Javier brought up the issue about merging tickets and how it should be done.
  + Will be adding it to ITSS-Service Desk for review.
* Robert Brought up the Webcam deployment and that they will try and deliver them as soon as they are brought in.