Dear Team,

Please Morning Shift handover report.

**COMPLETED TASK AND FOLLOWED UP’s:**

**1)** Attended shift login issues and resolved; closed all tickets raised in shift.

**2)** Co-ordinated with BLR team on ongoing issue & updates.

**3)** Attended BW glitch and fluctuation in connectivity issue resolved automatically.

**4**) Prepared the consolidated MPLS Bandwidth testing activity hourly report for Hubli

**5)There was issue with changed LAN cable in WS32 checked and resolved.**

**6)There was issue with headset WS58 checked and resolved.**

**8)KSWAN link was flapping now its stable we will check with support team and resolved.**

**9)OTRS link was down we need to follow up with the support team.**

**10)MCTS call backup taken in element disk.**

**11)printer LAN cable was disconnected now its connected and working fine.**

**\* Need to update ISO audit documents.**

\* Need to disable Twinkle Quit & MASS storage in all workstations

\* Need to do DB log back-up tonight for next 3 to 4 days.

Note: Dear Team please do update the incident tracker whenever occurred downtimes.

Team do not remove above tasks in shift handovers, until they are completed.

**PENDING AND FOLLOW UPS:**

1) Need to follow up with BSNL to disconnect HDMC link routing from our office CPE.

2) Need to follow up PDM post getting reply from OPS SM.

3) Need to follow up with admin on DC access control outward implementation.

4) Need to follow up on MCTS Headset damages

5) Need to finalize Network Diagram for both Call centers and get it approved to stick on Wall.

**NOTE:**

\*HP& Sandisk Pen Drives are handed over to next shift engg.

\* Kept Sony camera in WS-115 Pedestal.