# OPC Shift Checklist and Handover Report – Date: 17th -Aug-2018

* **General action items:**
  + Login to Lync and make sure you are in Available mode.
  + Check OPC mailbox emails and respond accordingly.
  + When a client Calls, take down all the relevant details and follow the client specific escalation flow.
  + You are the OWNER of all tickets currently open in the service desk – Review each ticket and update accordingly (Email Update to client based on priority of ticket – ref run book) – Subject line for update is 60 min Update: Ticket #, 130 min Ticket #)
* **OPC mailbox**: Mention the count of the emails handled during the shift. All Emails acknowledged/replied.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Shift** | | | |
| **Client** | **12:00 AM – 4:30 AM** | **4:30 AM – 12:30 PM** | **12:30 PM – 8:30 PM** | **8:30 PM – 12:00 AM** |
| **Buckeye** | 05 | 1 | 9 | 0 |
| **Liquid Analytics** | 12 | 10 | 10 | 0 |

* **OPC Service Desk call log**:

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **S. No.** | **Time** | **Client** | **Who received** | **Issue** | **Who was notified** |
| **1** | **12:00 AM – 4:30 AM** | OPC | NA | NA | NA |
| **2** | **4:30 AM – 12:30 PM** | OPC | NA | NA | NA |
| **3** | **12:30 PM – 8:30 PM** | OPC | NA | NA | NA |

* **Staffing**

|  |  |  |
| --- | --- | --- |
| **Name** | **Shift- EST** | **Available /** **Weekly Off / Leave** |
| **Ravi Sastry** | 05:30 AM – 02:30 PM | **Available** |
| **Mohammed Abdul Aleem** | 12:30 PM – 08:30 PM | **Leave** |
| **Sai Kumar Dasari** | 05:30 AM – 02:30 PM | **Available** |
| **Lokesh Bindela** | 05:30 AM – 02:30 PM | **Available** |
| **Santosh Kumar** | 08:30 PM – 05:30 AM |  |
| **Anant Gaikwad** | 05:30 AM – 02:30 PM |  |
| **Umesh Gupta** | 12:30 PM – 08:30 PM |  |
| **Raja K** | 05:30 AM – 02:30 PM | **Available** |
| **Pavan Kumar** | 08:30 PM – 05:30 AM |  |
| **Srikanth Baddam** | 05:30 AM – 02:30 PM | **Available** |

* **Service Desk Tickets:** All Open tickets should list here.

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Ticket#** | | | **Client** | | **Email/call** | | | **Action Taken** | | **Status** | **Date/Time** | |
| [INC0020103384](javascript:void%200;) | | | C&I LA | | Email | | | Accepted | | Open | 15-Aug-2018 01:58 AM | |
| SRQ0020116654 | | | BUCKEYE | | Email | | | Created | | Open | 15-Aug-2018 02:01 PM | |
| SRQ0020105069 | | | BUCKEYE | | Email | | | Created | | Open | 15-Aug-2018 03:28 AM | |
| SRQ0020107079 | | | BUCKEYE | | Email | | | Created | | Open | 15-Aug-2018 05:22 AM | |
| [INC0020133764](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 16-Aug-2018 02:51 AM | |
| [INC0020133769](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 16-Aug-2018 02:51 AM | |
| [INC0020133774](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 16-Aug-2018 02:51 AM | |
| [INC0020133779](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 16-Aug-2018 02:51 AM | |
| [INC0020133784](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 16-Aug-2018 02:51 AM | |
| [INC0020133789](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 16-Aug-2018 02:51 AM | |
| [INC0020133794](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 16-Aug-2018 02:51 AM | |
| [INC0020133804](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 16-Aug-2018 02:51 AM | |
| [INC0020133809](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 16-Aug-2018 02:51 AM | |
| [INC0020138839](javascript:void%200;) | | | C&I LA | | Email | | | Accepted | | Resolved | 16-Aug-2018 07:29 AM | |
| [INC0020142904](javascript:void%200;) | | | C&I LA | | Email | | | Accepted | | Open | 16-Aug-2018 10:37 AM | |
| [INC0020144099](javascript:void%200;) | | | C&I LA | | Email | | | Accepted | | Open | 16-Aug-2018 11:37 AM | |
| [INC0020145479](javascript:void%200;) | | | C&I LA | | Email | | | Accepted | | Resolved | 16-Aug-2018 12:25 PM | |
| [INC0020150814](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 16-Aug-2018 05:09 PM | |
| [INC0020150819](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 16-Aug-2018 05:09 PM | |
| [INC0020150824](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 16-Aug-2018 05:09 PM | |
| [INC0020150829](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 16-Aug-2018 05:09 PM | |
| [INC0020150834](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 16-Aug-2018 05:09 PM | |
| [INC0020150839](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 16-Aug-2018 05:09 PM | |
| [INC0020150844](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 16-Aug-2018 05:09 PM | |
| [INC0020150849](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 16-Aug-2018 05:09 PM | |
| [INC0020150854](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 16-Aug-2018 05:09 PM | |
| [INC0020150859](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 16-Aug-2018 05:09 PM | |
| [INC0020151069](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 16-Aug-2018 05:21 PM | |
| [INC0020151084](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 16-Aug-2018 05:23 PM | |
| [INC0020151089](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 16-Aug-2018 05:23 PM | |
| [INC0020151154](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 16-Aug-2018 05:27 PM | |
| [INC0020151159](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 16-Aug-2018 05:27 PM | |
| [INC0020151164](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 16-Aug-2018 05:27 PM | |
| [INC0020152139](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 16-Aug-2018 06:27 PM | |
| [INC0020157884](javascript:void%200;) | | | C&I LA | | Email | | | Accepted | | Closed | 16-Aug-2018 11:11 PM | |
| [INC0020159009](javascript:void%200;) | | | C&I LA | | Email | | | Accepted | | Closed | 17-Aug-2018 12:29 AM | |
| [INC0020159304](javascript:void%200;) | | | C&I LA | | Email | | | Accepted | | Closed | 17-Aug-2018 12:39 AM | |
| [INC0020159309](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 17-Aug-2018 12:39 AM | |
| [INC0020161594](javascript:void%200;) | | | C&I LA | | Email | | | Accepted | | Open | 17-Aug-2018 02:31 AM | |
| [INC0020161864](javascript:void%200;) | | | C&I LA | | Email | | | Accepted | | Open | 17-Aug-2018 02:45 AM | |
| [INC0020162469](javascript:void%200;) | | | C&I LA | | Email | | | Accepted | | Closed | 17-Aug-2018 03:13 AM | |
| [INC0020162674](javascript:void%200;) | | | C&I LA | | Email | | | Accepted | | Open | 17-Aug-2018 03:23 AM | |
| [INC0020163154](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 17-Aug-2018 03:57 AM | |
| [INC0020163159](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 17-Aug-2018 03:57 AM | |
| [INC0020163164](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 17-Aug-2018 03:57 AM | |
| [INC0020163169](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 17-Aug-2018 03:57 AM | |
| [INC0020163174](javascript:void%200;) | | | BUCKEYE | | Email | | | Created | | Open | 17-Aug-2018 03:57 AM | |
| [INC0020163244](javascript:void%200;) | | | C&I LA | | Email | | | Accepted | | Resolved | 17-Aug-2018 04:01 AM | |
| [INC0020163369](javascript:void%200;) | | | C&I LA | | Email | | | Accepted | | Resolved | 17-Aug-2018 04:07 AM | |
| [INC0020163399](javascript:void%200;) | | | C&I LA | | Email | | | Accepted | | Open | 17-Aug-2018 04:09 AM | |
| [INC0020163629](javascript:void%200;) | | | C&I LA | | Email | | | Accepted | | Closed | 17-Aug-2018 04:29 AM | |
| [INC0020163649](javascript:void%200;) | | | C&I LA | | Email | | | Accepted | | Open | 17-Aug-2018 04:31 AM | |
| [INC0020164144](javascript:void%200;) | | | C&I LA | | Email | | | Accepted | | Open | 17-Aug-2018 04:59 AM | |
| [INC0020164339](javascript:void%200;) | | | C&I LA | | Email | | | Accepted | | Open | 17-Aug-2018 05:09 AM | |
| [INC0020164444](javascript:void%200;) | | | C&I LA | | Email | | | Accepted | | Open | 17-Aug-2018 05:13 AM | |
| [INC0020164519](javascript:void%200;) | | | C&I LA | | Email | | | Accepted | | Open | 17-Aug-2018 05:15 AM | |
| INC0020163649 | | | C&I LA | | Email | | | Accepted | | Resolved | 17-Aug-2018 04:31 | |
| INC0020164144 | | | C&I LA | | Email | | | Accepted | | Resolved | 17-Aug-2018 04:59 | |
| INC0020164339 | | | C&I LA | | Email | | | Accepted | | Open | 17-Aug-2018 05:09 | |
| INC0020164444 | | | C&I LA | | Email | | | Accepted | | Resolved | 17-Aug-2018 05:13 | |
| INC0020164519 | | | C&I LA | | Email | | | Accepted | | Open | 17-Aug-2018 05:15 | |
| INC0020165274 | | | C&I LA | | Email | | | Accepted | | Open | 17-Aug-2018 05:51 | |
| INC0020168409 | | | C&I LA | | Email | | | Accepted | | Closed | 17-Aug-2018 08:29 | |
| INC0020168759 | | | BUCKEYE | | Email | | | Accepted | | Open | 17-Aug-2018 08:47 | |
| INC0020170784 | | | C&I LA | | Email | | | Accepted | | Resolved | 17-Aug-2018 10:39 | |
| INC0020171134 | | | C&I LA | | Email | | | Accepted | | Open | 17-Aug-2018 10:57 | |
| INC0020171569 | | | C&I LA | | Email | | | Accepted | | Resolved | 17-Aug-2018 11:15 | |
| INC0020174194 | | | C&I LA | | Email | | | Accepted | | Resolved | 17-Aug-2018 13:17 | |
| INC0020174504 | | | C&I LA | | Email | | | Accepted | | Resolved | 17-Aug-2018 13:45 | |
| INC0020174584 | | | BUCKEYE | | Email | | | Accepted | | Closed | 17-Aug-2018 13:47 | |
| INC0020175229 | | | C&I LA | | Email | | | Accepted | | Resolved | 17-Aug-2018 14:15 | |
| INC0020175434 | | | C&I LA | | Email | | | Accepted | | Resolved | 17-Aug-2018 14:19 | |
| INC0020177229 | | | C&I LA | | Email | | | Accepted | | Resolved | 17-Aug-2018 15:14 | |
| INC0020177234 | | | C&I LA | | Email | | | Accepted | | Closed | 17-Aug-2018 15:15 | |
| INC0020178564 | | | C&I LA | | Email | | | Accepted | | Resolved | 17-Aug-2018 16:15 | |
| INC0020178764 | | | C&I LA | | Email | | | Accepted | | Closed | 17-Aug-2018 16:28 | |
| INC0020179519 | | | BUCKEYE | | Email | | | Accepted | | Open | 17-Aug-2018 17:05 | |
| INC0020179524 | | | BUCKEYE | | Email | | | Accepted | | Open | 17-Aug-2018 17:05 | |
| INC0020179529 | | | BUCKEYE | | Email | | | Accepted | | Open | 17-Aug-2018 17:05 | |
| INC0020179539 | | | BUCKEYE | | Email | | | Accepted | | Open | 17-Aug-2018 17:05 | |
| INC0020179544 | | | BUCKEYE | | Email | | | Accepted | | Open | 17-Aug-2018 17:05 | |
| INC0020179549 | | | BUCKEYE | | Email | | | Accepted | | Open | 17-Aug-2018 17:05 | |
| INC0020179554 | | | BUCKEYE | | Email | | | Accepted | | Open | 17-Aug-2018 17:05 | |
| INC0020179559 | | | BUCKEYE | | Email | | | Accepted | | Open | 17-Aug-2018 17:05 | |
| INC0020180464 | | | C&I LA | | Email | | | Accepted | | Resolved | 17-Aug-2018 17:55 | |
| INC0020182129 | | | C&I LA | | Email | | | Accepted | | Open | 17-Aug-2018 19:27 | |
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* Any task or email that needs attention in the next shift:
* Additional Tasks completed during the shift: