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## Overview

Say hello to your colleagues who want to know your name, pronouns, role, team and location (or if you're remote).

### Recent content that I've worked on

#### Recent updates



overview.svg  
7 minutes ago • attached by [Tori Bissram](#)



inline\_comment.svg  
7 minutes ago • attached by [Tori Bissram](#)



reactions.svg  
7 minutes ago • attached by [Tori Bissram](#)



slash\_menu.svg  
7 minutes ago • attached by [Tori Bissram](#)



content\_report.svg  
7 minutes ago • attached by [Tori Bissram](#)

### Blog stream

Create a blog post to share news and announcements with your team and company.

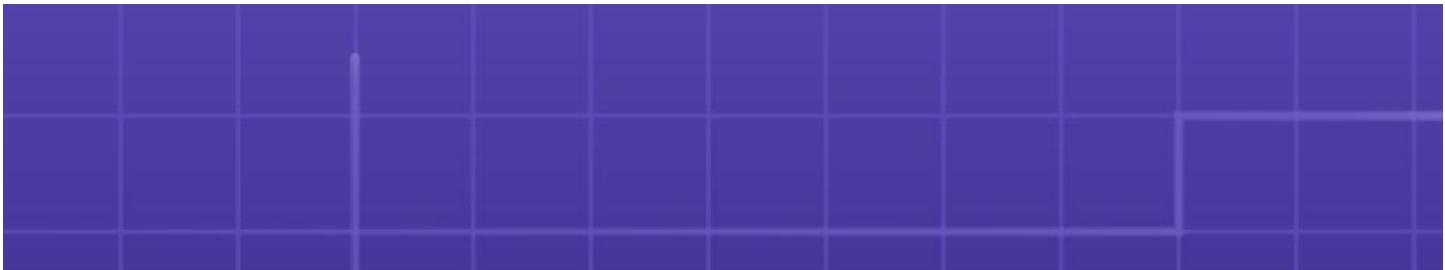


[Create blog post](#)

### Get in touch



End with a bang! Some options are: "I am so grateful to be here at <Insert company name> and very excited to get started!" or "Looking forward to meeting all of you!" or "Can't wait to get to know all of you!"



## IT Team

 Welcome to your IT team space!

### Mission

*Empower and Delegate*

### Meet the team

Add team members' photo, role, and how to contact them to help connect your team.



@Antony Godwin  
Director IT  
+91 9901702702



@Bhuvan Daruwala  
Manager IT  
+91 9224876190



@Senthamil Selvan  
Procurement Lead  
+91 9750386865

### Recently updated

See a list of recently updated pages in this space

 Get the most out of your team space

7 minutes ago • contributed by Tori Bissram

 Monday.com - MOM

7 minutes ago • contributed by Tori Bissram

 Template - IT change management

7 minutes ago • contributed by Tori Bissram

 Template - IT project poster

7 minutes ago • contributed by Tori Bissram

 Template - ITSM runbook

7 minutes ago • contributed by Tori Bissram

 Visit to Pune Office

7 minutes ago • contributed by Tori Bissram

 BIT Team Get-Together India 2025

7 minutes ago • contributed by Tori Bissram

## Bhuvan's Visit to the Austin (CxC): June 6th - 15th, 2025

7 minutes ago • contributed by [Tori Bissram](#)

## IT Internship Plan – Tori

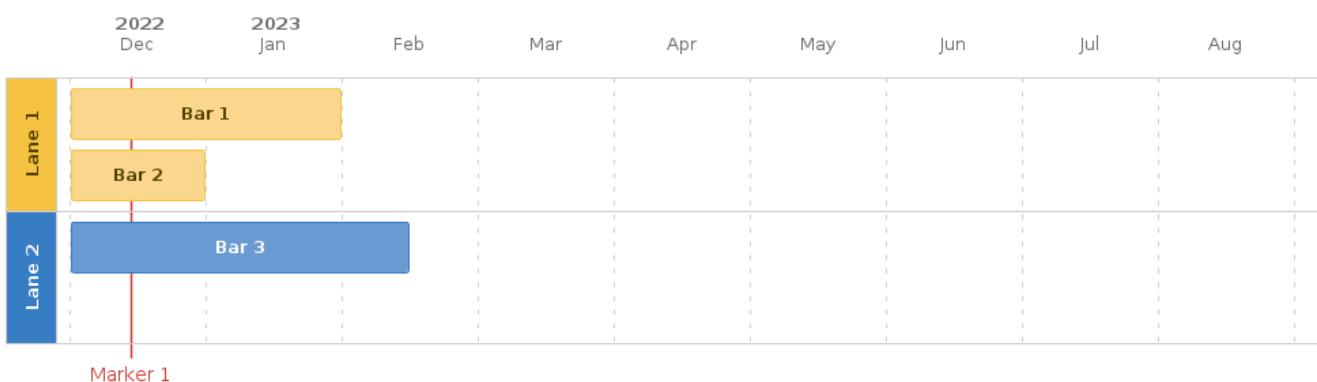
7 minutes ago • contributed by [Tori Bissram](#)

## Lumos - Pending tasks and tickets tracker

7 minutes ago • contributed by [Tori Bissram](#)

### Project milestones

Use the Roadmap Planner (/roadmap) to help your team stay on track.



### Contact us

*How can someone reach out to your team?*

-  Email address
-  Chat

### Important Pages

*List them here*

- 
- 



### Onboarding FAQs

*Add resources for new hires*



### Meeting notes

*Add links to meeting notes*



### Team goals

*List them here*

## Team news

Create a blog post to share team news. It will automatically appear here once it's published.

### Blog stream

Create a blog post to share news and announcements with your team and company.

[Create blog post](#)



## Goals

## Corp IT FY25 Goals

### Corp IT FY25 Team Goals

Done , In Progress , Nearly Complete, Not Started , [Carried over].

Goal Description	Measurements	Q1 Deliverable	Q2 Deliverable	Q3 Deliverable	Q4 Deliverable
<b>Optimize Helpdesk support system.</b>	<p>99% adherence to SLA clock to respond and resolve, reduce aging ticket, timely updates to the tickets</p> <p>Constantly achieve CSAT rating of 85% with “Excellent” as response, better escalation management process, better dashboard and reports.</p>	<ul style="list-style-type: none"> <li>•  Working with JIRA consultant to implement new JIRA Helpdesk project.</li> <li>•  Implement SLA clock based on Category, Priority/Criticality.</li> </ul>	<ul style="list-style-type: none"> <li>•  Dashboard which shows metrics of aging, trends, category.</li> <li>With improved SLA we assume that we will get “Excellent” as response for at least 75% of the tickets.</li> </ul>	<ul style="list-style-type: none"> <li>•  “Excellent” as response for at least 80% of the tickets.</li> <li>•  Resolve 85% of tickets within SLA</li> <li>•  [Carried over from Q2]</li> <li>•  Detailed customizable executive dashboard and reports.</li> </ul>	<ul style="list-style-type: none"> <li>•  “Excellent” as response for at least 85% of the tickets.</li> <li>•  Resolve 99% of tickets within SLA</li> </ul>

			within SLA		
<b>Document all IT / procurement / CXC facilities policies and processes with clear ownership and accountability.</b>	<p>100% adaption of process with the ability to generate reports against every process in JIRA ITSM.</p> <p> <a href="https://docs.google.com/spreadsheets/d/1ZciZRQRVne1SVo6revd7reNqWhhOnDp_QucMjgYNHU/edit#gid=552748983">https://docs.google.com/spreadsheets/d/1ZciZRQRVne1SVo6revd7reNqWhhOnDp_QucMjgYNHU/edit#gid=552748983</a> Connect your Google account</p> <p>Admin &amp; Enduser Documentation to be created on Google Docs for easy editing and move the final version to Confluence.</p> <p>Contractor Onboarding/Offboarding process to be implemented via separate JIRA Service Desk project</p>	<ul style="list-style-type: none"> <li>• <input checked="" type="checkbox"/> Admin &amp; End User</li> <li>• <input checked="" type="checkbox"/> Documentation</li> <li>• <input checked="" type="checkbox"/> which are created on Google Docs for easy editing.</li> <li>• <input checked="" type="checkbox"/> to be put on Confluence.</li> <li>• <input checked="" type="checkbox"/> Contractor Onboarding/Offboarding process to be implemented via separate JIRA Service Desk project</li> </ul>	<ul style="list-style-type: none"> <li>• <input checked="" type="checkbox"/> Contract or Onboarding/Offboarding which is to be put on Confluence.</li> <li>• <input checked="" type="checkbox"/> Complete 25% of the final version of the documentation.</li> </ul>	<ul style="list-style-type: none"> <li>•  <b>Contract</b> or <b>Onboarding/Offboarding</b> which is to be put on <b>Confluence</b>.</li> <li>•  <b>Complete 25% of the final version of the documentation.</b></li> </ul>	<ul style="list-style-type: none"> <li>•  <b>Contract</b> or <b>Onboarding/Offboarding</b> which is to be put on <b>Confluence</b>.</li> <li>•  <b>Complete 25% of the final version of the documentation.</b></li> </ul>

<b>Better patch management process (OS and APPs)</b>	<p>Achieve 98% compliance for all the end user deployed systems to be on latest “minor OS version” within 15 days of release. (JC and CS)</p> <p>Achieve 98% compliance for patching application vulnerabilities..</p> <p>Better reporting and dashboard.</p>	<ul style="list-style-type: none"> <li>• <input checked="" type="checkbox"/> Define patching baselines for OS and Apps in agreement with security team.</li> <li>• <input checked="" type="checkbox"/> Define process to closely monitor the vulnerability incidents and take necessary actions as part of IT SoP.</li> </ul>	<ul style="list-style-type: none"> <li>• <input checked="" type="checkbox"/> 98% compliance for OS patching and</li> <li>• <input checked="" type="checkbox"/> 98% compliance for Browser patching levels</li> </ul>	<input checked="" type="checkbox"/> 99% compliance for OS patching and Browser patching levels	
<b>Implement improvised IT asset management process (with SnipeIT and JIRA)</b>	<p><b>Measurements:</b></p> <p>100% clear data in SNIPE IT tool in line with Finance data.</p> <p>All the systems Checked-In or Checked-Out should be updated within 1 business day</p> <p>All changes to the asset to be recorded in</p>	<input checked="" type="checkbox"/> Configure Snipe IT and Jira with required asset status fields like “In Transit”, e-Waste, iCloud locked, etc on for easy	<input type="checkbox"/> Setup a process to exchange the Asset register to finance team for reconciliation half yearly.	<input checked="" type="checkbox"/> Better Asset data dashboard and reporting	Meet Jeremy

ITSM and SNIP IT tool	<p>identification (API - Data Flow between both tools).</p> <p>☒ Document and publish the Corp IT asset management document which includes :</p> <ul style="list-style-type: none"> <li>• Approved standard IT asset and accessor y (end user related)</li> <li>• Approved asset refresh and replacement policy</li> <li>• Asset disposal policy and process</li> </ul>	<p>disposal process derived from asset refresh program</p>	

<b>Complete SaaS - Software License management process in LUMOS and define a standard process for IT procurement</b>	<p>100% visibility of SaaS all tools contracts and Licenses. (Active, Non Active, Shadow IT)</p> <p>100% clear visibility on provisioned licenses to active users.</p> <p>Integration of all applicable SaaS within Lumos for better visibility.</p>	<p><input checked="" type="checkbox"/> Complete uploading all available / procured SaaS and software subscription s.</p> <p><input checked="" type="checkbox"/> Defined process to cleanup the non-compliant users from the database time to time.</p> <p><del>Setup-Timely alerting on contract expiry and renewals dates so as to achieve timely renewals or closures—90 days advance notice to work on</del></p>	<p><input checked="" type="checkbox"/> 50% SaaS App integration with Lumos (<i>Service catalogue from Austin</i>)</p> <p><input checked="" type="checkbox"/> Vendor service review and application of service improveme nt process.</p>	<p><input checked="" type="checkbox"/> 80% SaaS App integration with Lumos</p>	
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		<p>integration with Lumos.</p> <p> Document and publish the procurement policy process (SaaS and Hardware)</p> <p> Implement vendor service review programs.</p>		
<b>Implement a security runbook for Crowdstrike endpoint security management process</b>	<p>99% compliance in Falcon agent deployment in systems..</p> <p>Gradual reduction in number of incidents.</p> <p>Well defined incident monitoring and response mechanism with a Playbook.</p>	<p> 99% compliance in Falcon agent deployment through monitoring Gsheet Dynamic api Data.</p> <p> Creation of Playbook for endpoint incident monitoring individual incident</p>	<p> Continue regular Service review with Crowdstrike and assess the incident impacts</p> <p> Take necessary actions to mitigate the future incident by implementing best practices.</p>	<p> 50% reduction in the endpoint security incidents from Q1.</p> <p> Better process to take proactive measures on the incident reported by Falcon MS team</p>

		through helpdesk ticket and gathering information for playbook generation.	<input checked="" type="checkbox"/> Observe Gradual reduction in number of incidents.		
<b>Optimization of IT-managed productivity tools.</b>	Identify and list the tools where feature usage can be reevaluated to reduce duplicate tools.  Evaluate the applicable key features which is implementable and project plan.	<input checked="" type="checkbox"/> Identify and list the tools where feature usage can be reevaluated to reduce duplicate tools.  <input checked="" type="checkbox"/> Evaluate the applicable key features which is implementable and project plan.  <input checked="" type="checkbox"/> License usage by users , Tool feature usage effectively.	<input type="checkbox"/> 25% of Implementation listed app features	<input type="checkbox"/> 50% of Implementation listed app features	90% of Implementation listed app features

<b>Upskill team and add required resources to achieve goals</b>	Identification of skills gaps to perform the day to day IT ops Approved list of Yearly training plan / certification calendar and monitor.	🚫Conduct 3 each Soft skills and ITSM process training sessions	🚫Conduct 2 Soft skills and internal process training sessions	🚫Conduct 2 Soft skills and internal process training sessions	🚫Conduct 2 Soft skills and internal process training sessions
<b>Aligning IT process with Infosec and compliance</b>	100% preparedness and availability of data and required process documents.	✓100% availability of data and required process documents			
<b>Develop IT Program Management processes and capabilities</b>	Setting up of dedicated “IT Projects” JIRA project. Documentation of MoM on Google Docs and link to be provided on Confluence.	✓Setting up of dedicated “IT Projects” JIRA project. ➡ Document MoM in confluence.	➡ Documentation of MoM on Google Docs and link to be provided on Confluence.		

# Corp IT FY26 Goals

## Corp IT FY26 Team Goals

Done , In Progress , Nearly Complete, Not Started , [Carried over].

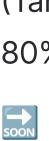
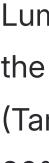
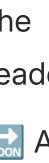
Cancelled

Goal Description	Measurements	Q1 Deliverable	Q2 Deliverable	Q3 Deliverable	Q4 Deliverable
<b>Lytics Migration</b> <ul style="list-style-type: none"><li>Planning &amp; Readiness</li><li>Data Integrity &amp; Security post migration</li><li>Migration Management</li><li>SaaS App &amp; other Resource Optimization</li></ul>	100% Lytics Endpoints 100% Google Workspace Migration (Lytics.com) 100% Slack Migration 100% <a href="#">Lytics.io</a> Migration	Lytics Endpoint Migration Google Workspace Migration Slack Migration SaaS Applications Migration (Target:80%)	SaaS Applications Migration (Target:80%) Google Workspace Migration	SaaS Applications Migration (Target:80%) Migrate <a href="#">lytics.io</a> under Contentstack domain	
<b>Team Goals / Roles &amp; Responsibilities</b> <ul style="list-style-type: none"><li>Productivity &amp; Efficiency</li><li>Collaboration &amp; Communication</li></ul>	95% adherence to defined SLA 100% adherence to roles &	Define Team Goals Define Roles & Responsibilities	Follow Team Goals SLA Adherence	Follow Team Goals SLA Adherence Org-Wide CSAT Survey	Follow Team Goals SLA Adherence QTR End Tribe

<ul style="list-style-type: none"> <li>Innovation &amp; Continuous Improvement</li> <li>Customer Satisfaction &amp; Service Excellence</li> <li>Compliance &amp; Security</li> </ul>	<p>responsibilities</p> <p>100% Tribe Check-in Review</p>	<p> Org-Wide CSAT Survey</p> <p> SLA Adherence</p> <p> QTR End Tribe Check-in Review</p>		<p>Check-in Review</p>	<p>Check-in Review</p>
<p><b>Improve IT Process &amp; Procedure</b></p> <ul style="list-style-type: none"> <li>Process Efficiency &amp; Improvement</li> <li>Cost Reduction</li> <li>User Satisfaction</li> </ul>	<p>100% - Document all the policies &amp; procedures for the IT Team</p>	<p> Identify &amp; Document IT Policies/Procedures (Target: 80%)</p> <p> Plan Jira Revamp for CWM, ITSM</p> <p> Follow defined processes (Target: 50%)</p>	<p> Document IT Policies/Procedures</p> <p> Follow defined processes</p> <p> Implement Jira Revamp for CWM, ITSM - Phase I</p>	<p> Follow defined processes</p> <p> Jira Revamp for CWM, ITSM</p> <p> Cross train team members</p>	<p> Continue Following defined processes</p>
<p><b>Automation &amp; Integration</b></p>	<p>100% - Automate Lumos provisioning of at least 3 applications per QTR</p>	<p> Automate Lumos Provisioning and Deprovisioning for at least 3 applications</p> <p> Plan JC &amp; GWS Integration</p> <p> Plan Jira &amp; Snipe IT</p>	<p> Automate Lumos Provisioning and Deprovisioning for at least 3 applications</p> <p> Identify and shortlist tools for</p>	<p> Automate Lumos Provisioning and Deprovisioning for at least 3 applications</p> <p> Implement</p>	<p> Automate Lumos Provisioning and Deprovisioning for at least 3 applications</p>

	Integration Greenhouse & Google workspace Integration	automation (Unifyapps) Implement shortlisted tools (Target: 80%) Plan to optimize Google App scripts	shortlisted tools (Target: 80%) Plan to optimize Google App scripts	shortlisted tools	
<b>Enhance MDM capabilities</b> <ul style="list-style-type: none"> <li>• Device Security &amp; Compliance</li> <li>• Policy Enforcement &amp; Access Control</li> <li>• Device Performance &amp; Monitoring</li> <li>• User Experience &amp; Productivity</li> <li>• Incident Response &amp; Threat Mitigation</li> </ul>	<p><input checked="" type="checkbox"/> Assign a Primary/Secondary Owner for MDM</p> <p><input checked="" type="checkbox"/> Work with JC OEM on the any known issues</p> <p><input checked="" type="checkbox"/> Work with JC OEM on an new features which can be applied for our organization: Ongoing</p>	<p><input checked="" type="checkbox"/> Plan JC improvement</p> <p><input checked="" type="checkbox"/> Mandatory system reboot once in 7 days</p> <p><input checked="" type="checkbox"/> Approved Wallpaper across all laptops which can be applied for our organization: Ongoing</p> <p><input checked="" type="checkbox"/> Create additional admin account in all the laptops which can be applied for our organization: Ongoing</p> <p><input checked="" type="checkbox"/> Work with JC OEM on an new features</p>	<p><input checked="" type="checkbox"/> Plan JC improvement</p> <p><input checked="" type="checkbox"/> Mandatory system reboot once in 7 days</p> <p><input checked="" type="checkbox"/> Approved Wallpaper across all laptops which can be applied for our organization: Ongoing</p> <p><input checked="" type="checkbox"/> Create additional admin account in all the laptops which can be applied for our organization: Ongoing</p> <p><input checked="" type="checkbox"/> Work with JC OEM on an new features</p>	<p><input type="button" value="→ SOON"/></p>	<p>If we decide to move on with a new solution, work with OEMs on POC for the identified MDM solutions</p>

			which can be applied for our organization	account in all the laptops
<b>Enhance EDR Capabilities</b> <ul style="list-style-type: none"> <li>Threat Detection &amp; Response Time</li> <li>Endpoint Security Coverage</li> <li>Incident Resolution &amp; Mitigation</li> <li>Automation &amp; AI-driven Threat Analysis</li> <li>Compliance &amp; Reporting</li> </ul>	<p><input checked="" type="checkbox"/> Understand the current configuration of Falcon CS to enhance security</p> <p><input type="checkbox"/> Understand about the log collectors of Falcon CS and provide recommendations</p> <p><input checked="" type="checkbox"/> Work with CS OEM on the any known issues</p> <p><input checked="" type="checkbox"/> Work with CS OEM on an new features which can be applied for our organization: Ongoing</p> <p><input checked="" type="checkbox"/> Monitor and report vulnerabilities identified by</p>	<p> Improve the configuration of Falcon CS to enhance security</p> <p> Identify blacklisted applications and notify proactively if it is being used/install</p> <p> Work with devices</p> <p> Monitor and report vulnerabilities identified by the Falcon sensor on a monthly basis</p> <p> Monitor and report vulnerabilities identified by</p>	<p> Monitor and report vulnerabilities identified by the Falcon CS on a monthly basis</p> <p> Improve the configuration of Falcon CS to enhance security</p> <p> Monitor and report vulnerabilities identified by the Falcon sensor on a monthly basis</p> <p> Monitor and report vulnerabilities identified by</p>	<p> Monitor and report vulnerabilities identified by the Falcon CS on a monthly basis</p>

		the Falcon sensor on a monthly basis			
<b>IT Procurement</b>	<p>100% Contract agreement upload and a manage in lumos</p> <ul style="list-style-type: none"> <li>Vendor Management &amp; Supplier Performance</li> <li>Cost Optimization &amp; Budget Management</li> <li>Procurement Process Efficiency</li> <li>Compliance &amp; Risk Management</li> <li>SaaS Applications Renewal</li> <li>Service Level Agreement (SLA) Compliance</li> </ul>	<p><input checked="" type="checkbox"/> Contract agreement upload and a manage in lumos</p> <p><input checked="" type="checkbox"/> Automatic notification to App Owners from Lumos on the renewal (Target: 50%)</p> <p><input checked="" type="checkbox"/> Define Procurement SLA</p> <p><input checked="" type="checkbox"/> List all the high cost SaaS applications not going through reseller</p> <p><input checked="" type="checkbox"/> Formulate a system to coordinate with Legal &amp; other Stakeholders</p>	<p><input checked="" type="checkbox"/> Automatic ticket creation in Jira from Lumos on the renewal (Target: 50%)</p> <p><input checked="" type="checkbox"/> Automatic notification to App Owners from Lumos on the renewal (Target: 50%)</p> <p><input checked="" type="checkbox"/> Lumos on the renewal (Target: 50%)</p> <p><input checked="" type="checkbox"/> Plan spend matrix automation using Tableau or LookerStudio</p> <p><input checked="" type="checkbox"/> Adhere to defined SLA</p> <p><input checked="" type="checkbox"/> Work with resellers during renewal on the identified</p>	<p> SOON</p> <p> SOON</p> <p> SOON</p> <p> SOON</p> <p> SOON</p> <p> SOON</p> <p> SOON</p> <p> SOON</p> <p> SOON</p> <p> SOON</p> <p> SOON</p> <p> SOON</p>	<p>Automatic ticket creation in Jira from Lumos on the renewal (Target: 50%)</p> <p>Automatic notification to App Owners from Lumos on the renewal (Target: 50%)</p> <p>Automatic notification to App Owners from Lumos on the renewal (Target: 50%)</p> <p>Automatic to App Owners from Lumos on the renewal (Target: 50%)</p> <p>Automatic to App Owners from Lumos on the renewal (Target: 50%)</p> <p>Automatic to App Owners from Lumos on the renewal (Target: 50%)</p> <p>Update and report Spend Matrix to the leadership</p> <p>Plan spend matrix automation using Tableau or LookerStudio</p> <p>Adhere to defined SLA</p> <p>Work with resellers during renewal on the identified</p> <p>Adhere to</p>

			High cost SaaS applications	defined SLA	
			 <span>SOON</span> Weekly reporting on the % of deals closed within SLA		
<b>SaaS Applications</b>	<ul style="list-style-type: none"> <li>• Security &amp; Compliance</li> <li>• Performance &amp; Reliability</li> <li>• User Experience &amp; Adoption</li> <li>• Cost Optimization &amp; ROI</li> <li>• Integration &amp; Scalability</li> </ul>	<p>100% SLA on ensuring licenses are assigned within the available limit</p> <p>100% SLA on reconciliation of users accounts every quarter to identify active/inactive users</p>	<p> Identify and document all the application owned by IT</p> <p> Assign Primary / Secondary owner for all the applications owned by IT</p> <p> Document license assigning process and reconciliation process</p> <p> Create recurring calendar events for reconciliation activities within IT for</p>	<p> Q2</p> <p> Q2 Active / Inactive</p> <p> Primary Owner to attend QBR meeting and monthly catch up with the OEMs and understand the need to bring improvement or suggest alternative</p> <p> Create recurring</p>	<p> <span>SOON</span> Re-Assign Primary / Secondary owner for all the application accounts owned by IT</p> <p> <span>Q3</span> Primary Owner to attend QBR meeting and monthly catch up with the OEMs and understand the need to bring improvement or suggest alternative</p> <p> <span>Q3</span> Active / Inactive user accounts reconciliation</p> <p> <span>Primary SOON</span> Primary Owner to attend QBR meeting and Create recurring</p>

		the IT owned SaaS applications  ✓ Add usage report to the weekly confluence page to ensure usage is well within the procured limit (Recurring weekly)	calendar events for reconciliation activities within IT for the IT owned SaaS applications	monthly catch up with the OEMs and understand the need to bring improvement or suggest alternative	
<b>Upskill team and add required resources to achieve goals</b>  • Workforce Planning & Hiring • Resource Utilization & Productivity • Technology & Tool Adoption • Cost Efficiency in Resource Allocation • Project & Task Allocation Effectiveness	100% Commitment to teach & learn program  All the team members will be certified with at least 1 course adding value to the work they are in	✓ Each team member will at least complete 2-3 teaching sessions in a month  ✓ Each team member will at least complete 10 learning sessions in a month	✓ Team members will have earned certificate against their chosen course  ✓ Each team member will at least complete 2-3 teaching sessions in a month	→ SOON Team members will have earned certificate against their chosen course  → SOON Each team member will at least complete 2-3 teaching sessions in a month	Each team member will at least complete 2-3 teaching sessions in a month
<b>Aligning IT &amp; Infosec</b>		✓ SAML for existing SaaS	↳ Google workspace	→ SOON IT / InfoSec	→ SOON IT / InfoSec

	<p>Applications Closure</p> <p> IT / InfoSec awareness email / Slack messages to go out once every month</p> <p> 1Passwords insights awareness email / Slack messages to go out once every month</p> <p> Google workspace CAA (Target: 50%)</p> <p> SpyCloud Implementation along with process documentation</p> <p> Atlassian Guard Implementation</p> <p> IT / InfoSec awareness email / Slack messages to go out once every month</p>	<p>CAA</p> <p> IT / InfoSec awareness email / Slack messages to go out once every month</p> <p> SpyCloud monitoring and alerting post implementation - Ongoing activity</p> <p> Complete DMARC setup along with BIMI</p> <p>  Atlassian Guard Implementation</p>	<p>awareness</p> <p>email / Slack messages to go out once every month</p> <p>once every month</p> <p>Improve SpyCloud monitoring and alerting post implementation - Ongoing activity</p> <p> →  Google workspace CAA</p>	<p>awareness</p> <p>email / Slack messages to go out once every month</p> <p>once every month</p> <p>SpyCloud monitoring and alerting post implementation - Ongoing activity</p>
<p><b>ITSM - (IT Service Management)</b></p> <ul style="list-style-type: none"> <li>• Project Delivery Timeliness</li> </ul>	<p>100% follow change management process</p> <p>100% Identify all the risks</p>	<p> Identify critical devices to be backed-up on a regular interval as per</p>	<p> Backup all the critical devices on a regular basis as per the policy: On-Going</p>	<p> Get the IT team certified with ITILv4</p> <p> Backup all the</p>

<ul style="list-style-type: none"> <li>• Resource Utilization</li> <li>• Budget Adherence</li> <li>• Risk Management</li> <li>• Stakeholder Satisfaction</li> <li>• Change Management</li> <li>• Configuration Management</li> <li>• Service Level Agreement (SLA)</li> </ul> <p>Compliance</p>	<p>and update the Risk Management sheet</p> <p>100% follow ITILv4 process</p> <p>95% devices adhere to OS Patch</p> <p>updates at any given time</p> <p>100% backup of all critical objects</p> <p>95% adherence to defined SLA for IT Service desk both on First Response Time &amp; Resolution Time.</p> <p>95% Positive feedback on the CSAT survey response calculated against each agent.</p>	<p>the policy: On-Going</p> <p><input checked="" type="checkbox"/> Ensure system OS patches are updated on a regular basis as per the policy: On-Going</p> <p><input checked="" type="checkbox"/> Create at least 3 KB articles per person per month</p> <p><input checked="" type="checkbox"/> Create at least 3 KB articles per person per month within the ITSM team and attach to the Jira Service desk portal</p> <p><input checked="" type="checkbox"/> Plan to backup all the user-data into the Gdrive</p>	<p><input checked="" type="checkbox"/> Ensure Change Management practice is followed as per the policy: On-Going</p> <p><input checked="" type="checkbox"/> Create at least 3 KB articles per person per month within the ITSM team and attach to the Jira Service desk portal</p> <p><input checked="" type="checkbox"/> Plan to optimize cost and attach to the Jira Service desk portal</p> <p><input checked="" type="checkbox"/> If Approved - Implement backing up all the user-data into their Gdrive</p>	<p>critical devices on a regular basis as per the policy: On-Going</p> <p><input checked="" type="checkbox"/> Create at least 3 KB articles per person per month within the ITSM team and attach to the Jira Service desk portal</p> <p><input checked="" type="checkbox"/> Plan to optimize cost and attach to the Jira Service desk portal</p> <p><input checked="" type="checkbox"/> Capture all the IT Risks and update the management on the same</p>	<p>the policy: On-Going</p> <p><input checked="" type="checkbox"/> Create at least 3 KB articles per person per month within the ITSM team and attach to the Jira Service desk portal</p> <p><input checked="" type="checkbox"/> Ensure system OS patches are updated on a regular basis as per the policy: On-Going</p> <p><input checked="" type="checkbox"/> Ensure Change Management practice is followed as per the policy: On-Going</p>
			<p><input checked="" type="checkbox"/> Ensure Change Management practice is followed as per the policy: On-Going</p> <p><input checked="" type="checkbox"/> Create at least 3 KB articles per person per month within the ITSM team and attach to the Jira Service desk portal</p> <p><input checked="" type="checkbox"/> Plan to optimize cost and attach to the Jira Service desk portal</p> <p><input checked="" type="checkbox"/> If Approved - Implement backing up all the user-data into their Gdrive</p>	<p>critical devices on a regular basis as per the policy: On-Going</p> <p><input checked="" type="checkbox"/> Create at least 3 KB articles per person per month within the ITSM team and attach to the Jira Service desk portal</p> <p><input checked="" type="checkbox"/> Plan to optimize cost and attach to the Jira Service desk portal</p> <p><input checked="" type="checkbox"/> Capture all the IT Risks and update the management on the same</p>	<p>the policy: On-Going</p> <p><input checked="" type="checkbox"/> Create at least 3 KB articles per person per month within the ITSM team and attach to the Jira Service desk portal</p> <p><input checked="" type="checkbox"/> Ensure system OS patches are updated on a regular basis as per the policy: On-Going</p> <p><input checked="" type="checkbox"/> Ensure Change Management practice is followed as per the policy: On-Going</p>

	100% up-to-date Inventory at any point in time				
<b>Contingent Workforce Management</b>	CWM Policy to be defined	 → Re-define clear CWM Process to identify stakeholders and their specific roles and responsibilities   → Automate / Integrate Jira with the CWM policy	 → Automate / Integrate Jira with the CWM policy   → Re-define clear CWM Process to identify stakeholders and their specific roles and responsibilities	 → Improve CWM portal in Jira with better user lifecycle management	
<b>Support RawEng, Surfboard, EDBA companies</b>	100% IT Infrastructure Support like Meeting rooms, Networking equipments, CCTV, Biometric/ FaceID machines, ILL in Virar Office	 Ongoing effort on the IT Support	 Ongoing effort on the IT Support	 Ongoing effort on the IT Support	 Ongoing effort on the IT Support

	SaaS applications like GWS, JC, Slack and Zoom is managed  AWS & DNS hosting for EDBA  Academy is managed				
<b>KPI Dashboard</b>	Plan and create KPI dashboard to measure the effectiveness of the IT team.  Scorecard focusing Target vs Achieved every qtr	<input checked="" type="checkbox"/> Plan KPI Dashboard using Looker Studio or Tableau or any other solution	<input checked="" type="checkbox"/> Implement Dashboard using <a href="https://monday.co">monday.co</a> <a href="#">m</a> board  <input checked="" type="checkbox"/> Q2 - Showcase Target vs Achieved KPIs within the team  <input checked="" type="checkbox"/> Aging Report	 Maintain / Improve Looker Studio Dashboard   Q3 - Showcase Target vs Achieved KPIs within the team	 Q4 - Showcase Target vs Achieved KPIs within the team  (Target:100 )

### Beyond Goals:

Q1	Q2	Q3	Q4
<ul style="list-style-type: none"> <li>Jira Admin role revamp</li> <li>Slack Channel Naming Standardisation</li> <li>Atlassian external Products Monitor</li> </ul>	<ul style="list-style-type: none"> <li>Comprehensive Slack License Usage Dashboard</li> <li>Enhanced Zoom License Usage Analytics</li> </ul>		

- Jumpcloud Device  
Name update
  - Pending  
Provisioning and  
offboarding Task in  
Looker Studio
  - Looker Studio  
Update for  
Atlassian license  
usage.
  - Jumpcloud  
Command Runner  
Result Report
  - Dynamic  
Compliance Device  
List Dashboard
  - KPI Dashboard in  
[Monday.com](#)
  - Anaconda  
navigator web  
Blocker via  
Jumpcloud
  - Box-to-Google  
Drive Sync
  - Dashboard for  
Crowdstrike Sensor  
Version
- Overhauled  
Contentstack  
Global Active  
Device Age  
Monitoring  
Dashboard
  - Automated  
1Password  
Licensed-Device  
Group  
Management via  
Apps Script
  - App Script-Driven  
Box Folder  
Synchronisation for  
Legal Templates  
(Allego & Web  
Folders)
  - Dynamic Apps  
Script Scraper for  
Latest macOS &  
Windows Security  
Updates for patch  
management  
dashboard in looker
  - Slack Regional  
User Groups for  
Auto-Onboarding  
to regional  
channels
  - Custom Comment  
Field Rollout across  
21 Jira Projects of  
Product team

- Jira SSR Board  
Redesign:  
Workflow & Field  
Optimisation
- DoControl Google  
files - Public  
Sharing Alerts  
Investigation
- Separation of  
Google Admin and  
Regular User  
Accounts
- Migration of Jira  
Projects from Free  
Jira Instance to  
Licensed version.
- Slack Channel  
Naming  
Standardisation  
External and  
Department  
specific prefixes

## Team Meetings

## Action Items

- ⓘ Team, please make sure to add any changes or tasks as they are assigned or come your way.

▼ Added on Dec 10th 2024

- @Bhuvan Daruwala To check for list of all users on Slack who are showing “Default” under Authentication mechanism.
- Cancel the Slack Sandbox account subscription that we enabled for testing SAML SSO @Bhuvan Daruwala
- @AbhishekJumde To set all ZoomRoom iPads (CS & RE both) to show Time in IST they are currently showing Pacific Time by 5PM Dec 10, 2024
- @Pravin Salian @Jaykishan Gusani and @Shawn Adams (Deactivated) to cleanup/update all “JumpCloud” users who are in Suspended stated. If there is any request to retain some users please add suffix “-DONOTDELETE” in their Lastname on JumpCloud.
- @Bhuvan Daruwala and @Gokila A to enforce Monday . com MFA Dec 10, 2024

▼ Added on Dec 5th 2024

- @Bhuvan Daruwala The status workflow of the CWM Portal needs to be updated to allow reverting statuses from “Offboarding Initiated” or “Background Review” back to “Contractor Hired.” Additionally, there should be an option to directly close tickets in case of accidental or duplicate creation, bypassing the entire status workflow process.
- @Bhuvan Daruwala to provide access to [monday.com](#) for @Antony Godwin
- @Bhuvan Daruwala to help the team apply Flash update on Ex-employee MacBook Pro as its stuck on 47years counter before it can be unlocked.
- @Shawn Adams (Deactivated) is working on updating missing 5 deployed devices in our tool based on the request ticket : [↗ ITSM-3736: Missing devices in JC, Snipe-it and Crowdstrike](#) CLOSED
- @Gokila A Working with people team to confirm the contract renewal date for India contractors:

### Contractor Renewal Confirmation

▼ Added on Dec 4th 2024

- @AbhishekJumde to work with @Antony Godwin and get JumpCloud installed on Antony’s MacBook by Dec 4, 2024
- @Bhuvan Daruwala to send communication on #virar-tribe regarding Zoom Room upgrade maintenance window. Dec 4, 2024
- Documentation on new joiner Induction Program @Jaykishan Gusani this is a carried over task. Lets have initial draft by Dec 4, 2024
- @AbhishekJumde to work with vendor [iPlanet](#) and get the ABM Customer ID setup Dec 4, 2024

▼ Added on Dec 3 2024

- @Bhuvan Daruwala to add “Request Participants” field in CWM agent view screen.
- @Pravin Salian to update the CMW status for all the imported Contractors details.

✓ Added on Dec 2 2024

- Documentation on new joiner Induction Program @Jaykishan Gusani
- Check Crowdstrike RFM email and any action items @Pravin Salian and @Shawn Adams (Deactivated)
- @Bhuvan Daruwala to assign azoom license for @Antony Godwin by Dec 3, 2024

✓ Added on Dec 1 2024

- @Bhuvan Daruwala to add @Antony Godwin to all the notification, add to necessary DLs, special interests groups and any scheduled reporting by Dec 2, 2024

✓ Added on Nov 29 2024

- @Bhuvan Daruwala to schedule calls with @Antony Godwin 3-4pm all day between Dec 2, 2024 to Dec 6, 2024 for application discussion by Nov 29, 2024
- @Antony Godwin to Publish [read.ai](#) awareness post to all employees after being vetted by Matt by Dec 6, 2024
- @Pravin Salian to update the team till all the users are updated to Sequoia 5.1.1 by Dec 6, 2024
-  CS-IT-Team (@Bhuvan Daruwala @Gokila A @Jaykishan Gusani @Pravin Salian @Shawn Adams (Deactivated)) to cleanup all the ITPR & ITSM tickets by Nov 29, 2024
- JumpCloud - Look at the possibility of changing the one-time password to a link instead of sharing password for laptop login
- @Gokila A to work on creating a form [ITPR-179](#) to be sent to all Employees involved in using Service Account / Groups for reconciliation - Primary cleanup and segregation of groups data is required before contacting the owners, updated the Project Scope by Nov 28, 2024 .
- @Bhuvan Daruwala to schedule a call with Jira Vendor once we identify all the defects /corrections we wanted to do by Dec 13, 2024
  - Jira - Redo ITSM SLA
  - Jira - Understand Change, Problem, Configuration, Incident Management usage
  - Jira - Automate Child ticket creation for On-boarding / Off-boarding / Hardware issues and leave it out of SLA
  - Jira - Ask for documentation of the activities they carried out last time
- Send communication regarding the Christmas holiday Support to all employees by Dec 5, 2024
- @Jaykishan Gusani Courier 2 MacBooks used ones to Bengaluru by Dec 4, 2024
- @Manoj Varma (Deactivated) to work with @Jaykishan Gusani and arrange Onsite Apple Service for Malligarjun's MacBook repair at Chennai office by Dec 4, 2024
- @Jaykishan Gusani to do price comparison for iPlanet vs our existing vendors for MacBook Pro by Dec 2, 2024

## IT Team Meetings

## 2024 Team Meetings

Nov'24

# 2024-11-06 IT Team Meeting

## Team Updates (Mike)

**Wisdom Byte for the Week** - Never confuse a single defeat with a final defeat.

**What you can do:** Every defeat provides insight into what went wrong, which can be invaluable for improving your approach next time. See it as feedback rather than failure. Spend some time thinking about what led to this setback. Identify one or two lessons and write them down.

**What to Focus on:** Focus on seeing challenges as opportunities for growth. Instead of viewing the defeat as a dead end, consider it a stepping stone that can help you improve. Work on building resilience by learning to adapt. Life rarely goes perfectly according to plan, so focusing on flexibility helps you stay steady and calm even in uncertain situations.

### Holidays/Events - Oct-Dec

- 11/20 - India All-Hands
- 11/28-11/29 - Thanksgiving (US)
- 12/24-1/1 - End of Year Closure (ALL)
  - IT Critical Support Plan
- 1/6?-1/10? - Mike travel to India (Bangalore and Virar)

### Team Updates

- NEW START DATE: New IT Director, Antony Godwin, to start 11/18 (based in Bangalore; will start 1st week in Virar)

### Company / People Team Updates

- Q3 Results
  - \$12M in pipeline vs. target of \$17.9M
    - Down vs. target; flat YoY

- Expansion pipeline record over \$4M; New Business pipeline down 25% from prior quarter
- \$4.2M in bookings vs. target of \$5.3M
  - APAC & EMEA with strong performance, AMER below target
  - Partner sourced bookings above target
  - Existing Business beat target; New business below target
- Churn impact of Riot Games; Retention rate of 87% vs. target of 95%
  - Customer Expansion rate of 17% vs. target of 15%

#### • IT Security Focus

- Assessing RawEng endpoint protection options
- Context aware access
- DarkWeb monitoring services
- People team leveling framework review coming up (job levels, responsibilities)
- US Open Enrollment (benefits) - starts 11/12

### Wins and Major Milestones 🎉

Win/Milestone	Details	Contributor(s)
Busy Q3 for Procurement!	Appreciate driving deal closures and POCs in Q3!	Senthamil Selvan
On demand scan for Endpoints	Kudos for getting the Ondemand scans done on the Windows Endpoint devices.	Pravin Salian and Jaykishan
Tracking the password Resets for users	Did a great job in tracking and following up with password resets for Non-IT apps	Gokila A
Team focus & productivity	Appreciate efforts across the team to keep everything on track and support the business without a hitch as we've been backfilling the IT Director role. Thank you!	Whole team


## IT Helpdesk Ticket Review

<https://contentstack.atlassian.net/jira/servicedesk/projects/ITSM/section/service-requests>

## ITSecRoadmap Review (Jumpcloud, Crowdstrike, ...)

[https://lookerstudio.google.com/reporting/a923ac63-cd02-4106-847cf2e89fbf3246/page/p\\_d9ipkl82jd](https://lookerstudio.google.com/reporting/a923ac63-cd02-4106-847cf2e89fbf3246/page/p_d9ipkl82jd)

## Procurement Board

<https://contentstack.atlassian.net/jira/servicedesk/projects/ITP/boards/321>

## OTHERS?

# 2024-10-23 IT Team Meeting

## Team Updates (Mike)

**Wisdom Byte for the Week:** Today a reader. Tomorrow a leader.

- **What you can do:** Read on topics that align with your goals or leadership aspirations, such as personal development, communication, problem-solving, or industry-related subjects. Don't just absorb information; analyse it, ask questions, and reflect on how it fits into your understanding of leadership.
- **What to Focus on:** Focus on books and resources that encourage personal and professional growth. Some key topics might include leadership, communication, emotional intelligence, and problem-solving. Cultivate the ability to analyze complex situations, solve problems, and think critically. Focus on reading and practising decision-making skills, especially in challenging or ambiguous situations.

## Holidays/Events - Oct-Dec

- 11/1 - Diwali, Karnataka (India)
- 11/4 - Bhai Dooj (India)
- 11/28-11/29 - Thanksgiving (US)
- 12/24-1/1 - End of Year Closure (ALL)
  - IT Critical Support Plan
- 1/13?-1/17? - Mike travel to India (Bangalore and Virar)

## Team Updates

- New IT Director to start 11/25 (based in Bangalore, but will start 1st week in Virar)
- Kunal Bharati from Raw Engineering helping with:
  - Data architecture/integration (BI)
  - AI tools strategy (BI & IT)
  - App Development Engineering (BI & IT)

## **Company / People Team Updates**

- Security Focus**

- Tribe Vibes**

- 87% company participation rate; 100% IT/BizOps participation!
- 80% company score for Culture (same as last survey)
- 75% IT Team (-13% from last survey)
  - Some very good results, and some opportunities (want to dig into this at upcoming meeting)
  - Survey is anchored to the Culture question: Contentstack has a great culture.
  - Growth - I have opportunities to learn and grow at Contentstack: 95% (up 7)
  - Leadership: My direct manager helps me get my work done by providing the direction, resources, and support I need: 90% (up 2)
  - Recognition - I am satisfied with the praise and recognition I receive for my work: 65% (down 20)
  - Culture - I would recommend Contentstack as a great place to work: 75% (down 17)
- Full review / brainstorming session upcoming

- Dreamguard Offsite**

- Asymmetrical Thinking - thinking outside the box - challenging conventional thought
  - Going on the offensive vs. monoliths - aggressive offer to incent switching
- FY26 Planning - Initial ARR & Pipeline discussions
- FY26 Goals Discussion - Simplification
- Long Term (2-4 years) / Short Term (1 year) Goals Exercise
- TSO/CS/Expansion Review
- Leverage Data Intelligence
  - Not just what we have, but getting creative on getting new data on prospects & competitors
  - AI on top of our data to deliver insights
  - Building apps/workflows to collect new data
    - Detect in-market companies (job postings, public forums, etc...)
    - Build our own workflow to track company switchers

## **Wins and Major Milestones** 😊

<b>Win/Milestone</b>	<b>Details</b>	<b>Contributor(s)</b>

### **IT Helpdesk Ticket Review**

<https://contentstack.atlassian.net/jira/servicedesk/projects/ITSM/section/service-requests>

### **ITSecRoadmap Review (Jumpcloud, Crowdstrike, ...)**

### **Procurement Board**

<https://contentstack.atlassian.net/jira/servicedesk/projects/ITP/boards/321>

### **OTHERS?**

Dec'24

# Week 49 - IT Team Meeting

**Date:** Dec 1, 2024 to Dec 7, 2024

**Facilitator:** @Bhuvan Daruwala

**Attendees:**  [CS-IT-Team](#) ( [@Antony Godwin](#) [@Bhuvan Daruwala](#) [@Gokila A](#) [@Jaykishan Gusani](#) [@Pravin Salian](#) [@Shawn Adams \(Deactivated\)](#) )

## 1. Recap of Last Week

- Key updates from the previous meeting.
- Status of last week's action items.

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## 2. Team Updates

Service Desk: Agent-Wise Ticket Performance (ITPR, ITSM,CWM)

Agent Name	Tickets Assigned	Tickets Resolved	Pending Tickets	SLA Compliance (%)
@AbhishekJ umde	[X]	[X]	[X]	[X%]
@Jaykishan Gusani	[X]	[X]	[X]	[X%]
@Pravin Salian				
@Gokila A				
@Bhuvan Daruwala				

## Hardware/Software Inventory Status

Category	Available Stock (Virar)	Available Stock (CXC)	Available Stock (BLR)
Laptops	[X]	[X]	[Details]

Monitors	[X]	[X]	[Details]

Type	Key	Summary	Assignee	Priority	Status	Updated
⚡	ITSM-6896	Default Google Meet in Calendar	 altafnabi.shaikh	<span style="color: orange;">=</span> Normal	<span style="background-color: #0070C0; color: white; padding: 2px 5px;">IN PROGRE...</span>	Aug 5, 2025, 08:45 AM
⚡	ITSM-6885	Return of old laptop SN : HJ7TF391LF ( JR Leighty )	 Jaykishan Gusani	<span style="color: orange;">=</span> Normal	<span style="background-color: #D9D9D9; color: gray; padding: 2px 5px;">PENDING</span>	Aug 4, 2025, 10:45 AM
⚡	ITSM-6883	Need to validate the NoReply email address for us...	 AbhishekJumde	<span style="color: orange;">=</span> Normal	<span style="background-color: #0070C0; color: white; padding: 2px 5px;">IN PROGRE...</span>	Aug 5, 2025, 08:45 AM
✉️	ITSM-6879	Ayaan Imran - Termination Ticket	 Jaykishan Gusani	<span style="color: orange;">=</span> Normal	<span style="background-color: #D9D9D9; color: gray; padding: 2px 5px;">PENDING</span>	Aug 4, 2025, 10:45 AM
✉️	ITSM-6878	Victoria Owusu - Termination Ticket	 Jaykishan Gusani	<span style="color: orange;">=</span> Normal	<span style="background-color: #D9D9D9; color: gray; padding: 2px 5px;">PENDING</span>	Aug 4, 2025, 10:45 AM
⚡	ITSM-6874	Request for new MAC machine for Akshay Patil	 AbhishekJumde	<span style="color: orange;">=</span> Normal	<span style="background-color: #0070C0; color: white; padding: 2px 5px;">IN PROGRE...</span>	Aug 4, 2025, 10:45 AM
✉️	ITSM-6867	Employee Termination - Shreyans Jain	 altafnabi.shaikh	<span style="color: orange;">=</span> Normal	<span style="background-color: #D9D9D9; color: gray; padding: 2px 5px;">PENDING</span>	Aug 5, 2025, 08:45 AM
⚡	ITSM-6866	Replacement of the current laptop	 AbhishekJumde	<span style="color: orange;">=</span> Normal	<span style="background-color: #0070C0; color: white; padding: 2px 5px;">IN PROGRE...</span>	Aug 4, 2025, 08:45 AM
⚡	ITSM-6846	Requesting for a secondary monitor and a Mouse	 altafnabi.shaikh	<span style="color: orange;">=</span> Normal	<span style="background-color: #D9D9D9; color: gray; padding: 2px 5px;">PENDING</span>	Aug 4, 2025, 08:45 AM
✉️	ITSM-6826	New Hire: Humphrey Okeke   Equipment Shipping...	 Jaykishan Gusani	<span style="color: orange;">=</span> Normal	<span style="background-color: #D9D9D9; color: gray; padding: 2px 5px;">PENDING</span>	Aug 5, 2025, 08:45 AM
✉️	ITSM-6815	Requisite for an automate ticket creation workflow...	 Gokila A	<span style="color: orange;">=</span> Normal	<span style="background-color: #0070C0; color: white; padding: 2px 5px;">IN PROGRE...</span>	Jul 31, 2025, 08:45 AM
✉️	ITSM-6809	New Hire: Tyrese Taylor   Equipment Shipping Inf...	 Jaykishan Gusani	<span style="color: orange;">=</span> Normal	<span style="background-color: #D9D9D9; color: gray; padding: 2px 5px;">PENDING</span>	Aug 4, 2025, 08:45 AM
💻	ITSM-6765	Spycloud Alert : Mandrill.com	 Pravin Salian	<span style="color: orange;">=</span> Normal	<span style="background-color: #0070C0; color: white; padding: 2px 5px;">IN PROGRE...</span>	Jul 25, 2025, 08:45 AM

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your search

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### 3. Uptime/Downtime Metrics

System/Service	Uptime (%)	Downtime (Minutes)	Reason for Downtime	Resolved By
Virar - TATA	[X%]	[X hours]	[Issue]	[Name]
Virar - DNA	[X%]	[X hours]	[Issue]	[Name]

---

### 4. Pending Tickets Discussion

Topic	Details	Action Required	Owner
	[Details]	[Yes/No or action needed]	[Name]
[Topic 2]	[Details]	[Yes/No or action needed]	[Name]

---

### 5. Action Items

Task	Owner	Due Date	Status
[Task 1]	[Name]	[Date]	[Open/Completed]
[Task 2]	[Name]	[Date]	[Open/Completed]

---

### Parking Lot

- [List non-urgent items or ideas for future discussion.]

## 2024-12-04 IT Team Meeting

### Team Updates (Mike)

**Wisdom Byte** - The most difficult thing is the decision to act; the rest is merely tenacity.

**What you can do:** Develop a routine that includes small actions towards your goal.

Consistency, even with minor efforts, can build momentum and make big goals more attainable. Define specific, achievable milestones to track your progress. This can keep you motivated and give you a sense of accomplishment along the way.

**In Challenges:** Big challenges can be overwhelming, so break them into small steps and work on them consistently. Over time, small efforts compound into big progress, building your confidence along the way. Every step, no matter how small, is worth celebrating. Acknowledging your progress keeps you motivated and makes the journey more enjoyable.

### Holidays/Events/Leave Plan - Dec'24 - Jan'25

- 12/24-1/1 - End of Year Closure (ALL)
  - IT Critical Support Plan
- 1/13-1/17 - Mike travel to India
- 12/16-01/03 - Bhuvan on Vacation
- 12/16-12/24 - Jaykishan on Vacation

### Company / People Team Updates

- David Overmyer (CFO) retiring
- Leveling Framework - Aligning competencies across individual contributor and management roles
- Kindness Without Compromise campaign: 12/2-1/31
- Dreamguard Offsite
  - Partner Strategy - leveraging partners to build pipeline
  - GTM Ops Update - new AI-based tools to drive pipeline (Keyplay, Clay) and Prospecting/Sales (Gong)

- FY26 Financial Planning kickoff
  - Long Term / Short Term Planning by Dept
  - Data as a differentiator
  - Easy Button

## Wins and Major Milestones 😊

Win/Milestone	Details	Contributor(s)
<a href="https://contentstack_ck.atlassian.net/broadcast/wse/ITPR-178">➡ https://contentstack_ck.atlassian.net/broadcast/wse/ITPR-178</a> Can't find link	Project Completed	@Shawn Adams (Deactivated)
<a href="https://contentstack_ck.atlassian.net/broadcast/wse/ITPR-186">➡ https://contentstack_ck.atlassian.net/broadcast/wse/ITPR-186</a> Can't find link	Project Completed	@Shawn Adams (Deactivated)
<a href="https://contentstack_ck.atlassian.net/broadcast/wse/ITPR-167">➡ https://contentstack_ck.atlassian.net/broadcast/wse/ITPR-167</a> Can't find link	Project Completed   7500 USD in annual savings	@Shawn Adams (Deactivated)
Falcon Sensor version reporting	We now have a dashboard which shows what version of Falcon is running on end users systems	@Pravin Salian
Crowdstrike RFM analysis	Pravin and Shawn did some detailed analysis for Crowdstrike “Reduced Functionality Mode” on Windows and explained it to the entire team	@Pravin Salian @Shawn Adams (Deactivated)
Zoom Room hardware upgrade	Jay , Abhishek and Manoj have worked in background and ensuring that we have all the necessary	@AbhishekJumde @Jaykishan Gusani

	things handy when for executing Zoom Rooms upgrade at Virar Office	@Manoj Varma (Deactivated)
Google Groups cleanup and followup	Doing a good progress on getting the necessary information for Cleaninig up of Google Groups	@Gokila A

## IT Helpdesk Ticket Review

<https://contentstack.atlassian.net/jira/servicedesk/projects/ITSM/section/service-requests>

## ITSecRoadmap Review (Jumpcloud, Crowdstrike, ...)

[https://lookerstudio.google.com/reporting/a923ac63-cd02-4106-847cf2e89fbf3246/page/p\\_d9ipkl82jd](https://lookerstudio.google.com/reporting/a923ac63-cd02-4106-847cf2e89fbf3246/page/p_d9ipkl82jd)

## Procurement Board

<https://contentstack.atlassian.net/jira/servicedesk/projects/ITP/boards/321>

## OTHERS?

# 2024-12-18 IT Team Meeting

## Team Updates (Mike)

**Wisdom Byte for the Week** - The question isn't who is going to let me; it's who is going to stop me.

**What you can do:** Define clear, ambitious objectives that challenge you to step out of your comfort zone. Don't wait for permission to pursue your dreams or ideas—start taking actionable steps. Develop resilience to face challenges head-on and view them as opportunities to grow. Cultivate confidence in your abilities and trust your instincts.

**What to Focus on:** Take control of your decisions and embrace a proactive approach to life. Focus on what you can do rather than waiting for external approval. Strengthen your confidence by recognizing your strengths and past achievements. Trust in your ability to overcome obstacles and push boundaries. Prioritize action over hesitation—start with small steps toward your goals. Focus on creating opportunities instead of waiting for them.

**Remember:** Take ownership of your path, break free from limitations, and face challenges with confidence. By focusing on your goals with unwavering belief and action, you can create opportunities and overcome any obstacles in your way. It's a mindset that champions courage, ambition, and the drive to shape your own destiny.

## Holidays/Events/Leave Plan - Dec'24 - Jan'25

- 12/15-12/19 - Antony in Virar Office
- 12/16-01/03 - Bhuvan on Vacation
- 12/16-12/24 - Jaykishan on Vacation
- 12/19 - BizOps/IT Holiday Gathering
- **12/24-1/1 - End of Year Closure (ALL):** *Disconnect, relax, and soak in some “you” time.*
  - IT Critical Support Plan
- 1/13-1/17 - Mike travel to India
- 1/13-1/17 - Antony in Virar Office

## Company / People Team Updates

- Kindness without Compromise - How's it going?
- High 5s - don't be stingy!
- Talent Management - Performance reviews (self assessment, manager assessment) in January
- Month End Close - OOTO messages on slack and email; decline or cancel meetings
- India Team - New Year's Swag jackets: fill out the form [here](#) with your jacket size by **19th December**
- Contentstack Value Awards: [Nominate](#) for a [Contentstack Value Award](#)

## Wins and Milestones 🎉

Win/Milestone	Details	Contributor(s)
Zoom room upgrade in Virar Office	New mac mini installed and configured to support zoom room	@Jaykishan Gusani @AbhishekJumde @Manoj Varma (Deactivated) @Bhuvan Daruwala
Slack SSO Implementation	Successfully bound Slack to Contentstack SSO using SAML	@Bhuvan Daruwala @Gokila A
DMARC Setting	DMARC policy enforcement set to 100%	@Bhuvan Daruwala
Box to GDrive Sync	Successfully completed testing	@Pravin Salian
Slack	<ul style="list-style-type: none"> <li>• Unused Channel Archive</li> <li>• Gong &amp; chili piper Integration</li> </ul>	@Shawn Adams (Deactivated)

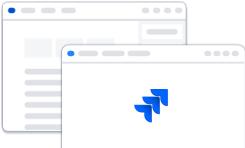
## IT Helpdesk Ticket Status

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## IT Projects Ticket Status

 Jira

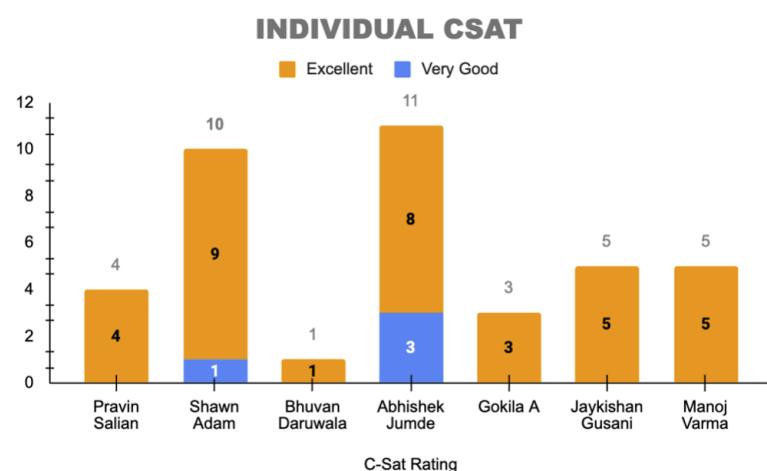
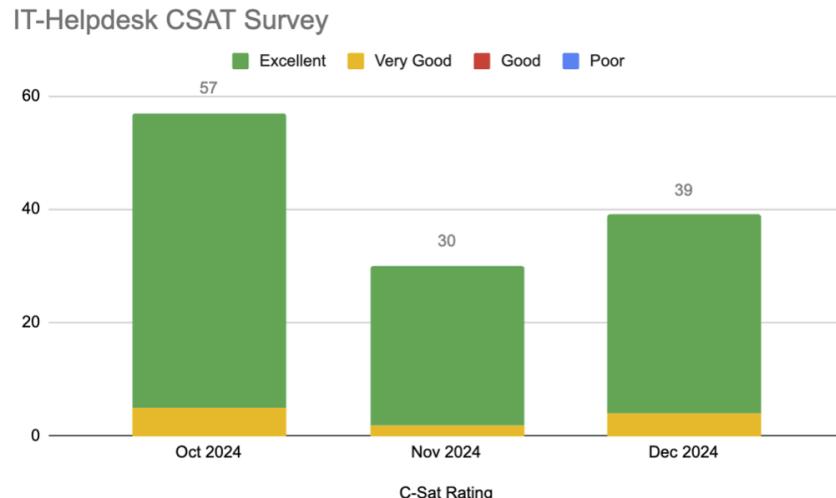


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## Helpdesk CSAT Survey :

### ORG Based :



Total Survey response : 39 out of 53 sent.

### Comments from end user:

- The IT Helpdesk team was prompt to fix my laptop issue
- I was onsite at the CXC when I made the request and it was quickly addressed. Thanks!
- Praveen was very quick in responding to my issue and fixed it in no time.

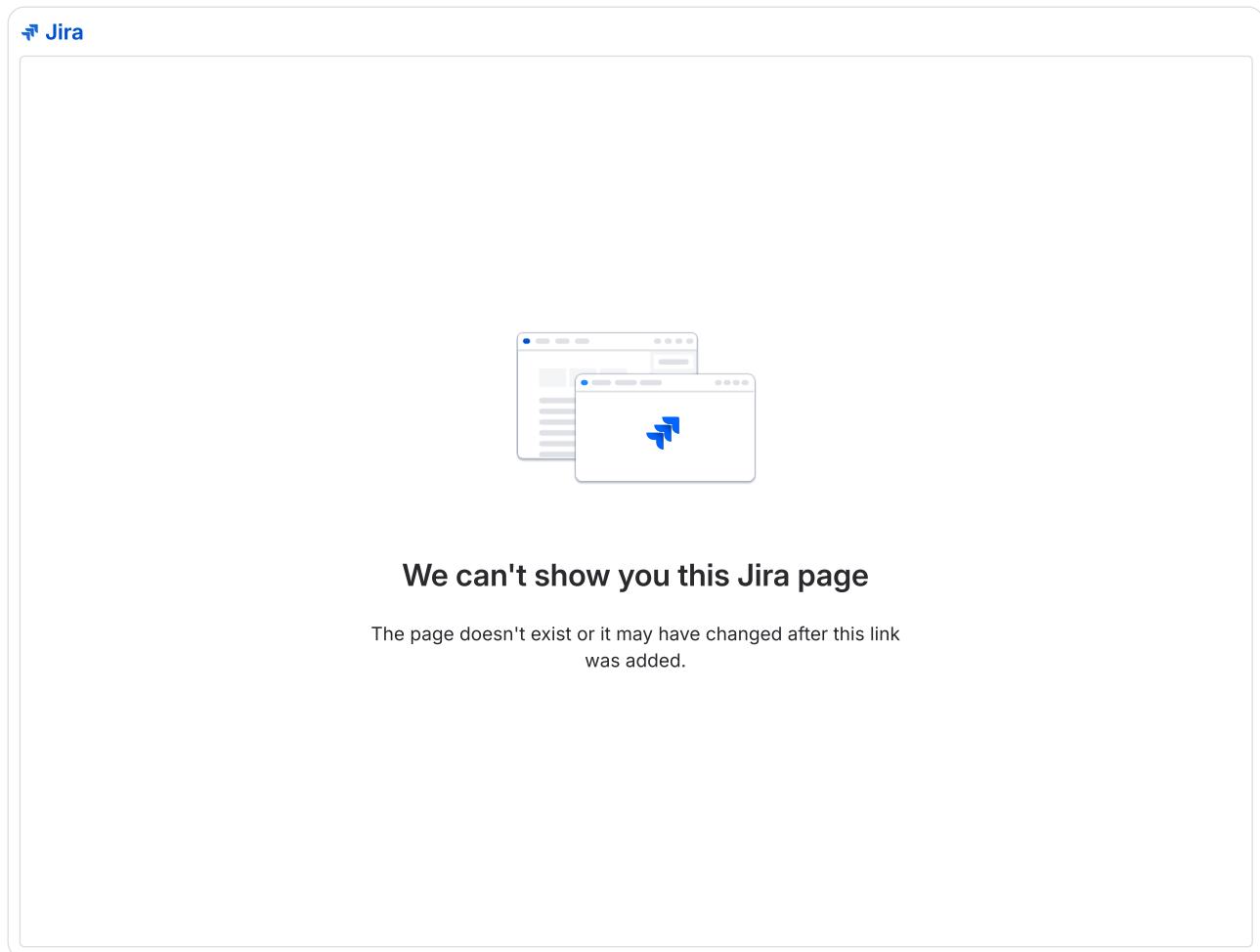
**Raw Engineering & Surfboard Tickets :**

**Total Tickets : 8**

**IT Reporting: (Lumos, CrowdStrike, JumpCloud, SnipeIT)**

[IT Updates - Dashboard](#)

**SaaS App Procurement Status**



Procurement Status							
Product	Renewal Date	MNDA	Security	Dreamguard appoval	Biz ops	Legal	David Heads up
Groove/ Clari renewal	12/19/2024	NA	NA	Received	Completed	Completed	NA
Runscope Renewal	12/22/2024	NA	NA	Received	Completed	Inprogress	NA
linearb Renewal	12/22/2024	NA	NA	Yet to start	Yet to start	Yet to start	Yet to send
Navex Renewal	12/19/2024	NA	NA	Received	Completed	Inprogress	NA
RFPIO Renewal	12/21/2024	NA	NA	NA	NA	NA	NA
Fasty		NA	NA	Received	Completed	Inprogress	Yet to send
Docker		NA	Completed	Received	Yet to start	Inprogress	NA
keyplay		Completed	Completed	Received	Completed	Completed	NA
skillcycle		Completed	Inprogress	Inprogress	Yet to start	Inprogress	Yet to send
Dashworks		Completed	Inprogress	Received	Yet to start	Inprogress	NA
Anaconda		yet to start	yet to start	yet to start	yet to start	yet to start	NA
Spycloud		Completed	Completed	Received	Completed	Inprogress	NA
Linkedin learning		NA	NA	Received	Completed	Inprogress	Yet to send
Iplanet		Completed	Completed	Received	Completed	Inprogress	NA
Clay		Completed	Inprogress	yet to start	yet to start	Inprogress	Yet to send

## Others

- HR team has shared the new joiner forecast for the next 3 months.
- **15 interns** are expected to join on **6th January 2025**
- Implemented [\*\*Checklist\*\*](#) to track issues related on-boarding / off-boarding proactively.

## Planned for Next week:

- Zoom SSO Integration
- Box to GDrive Implementation
- On-board 15 Interns
- Manage docker app using JumpCloud and restrict endusers from installing
- Coverage during the holidays

## 2025 Team Meetings

Jan'25

## 2025-01-15 IT Team Meeting (Week 2)

### Team Updates (Mike)

**Wisdom Byte for the Week** - Be fearless in the pursuit of what sets your soul on fire.

**What you can do:** Reflect on what truly excites and motivates you. Explore activities or goals that align with your values and purpose. Define ambitious objectives that challenge and inspire you. Write down your vision and keep it in focus. Practice resilience by stepping out of your comfort zone regularly. Create a plan with actionable steps that lead to your goals. Build a support system of like-minded individuals who encourage your growth.

**In challenges:** Remind yourself of the passion and purpose behind your pursuit. Let your vision inspire and motivate you to keep going. Focus on small, actionable steps instead of the overwhelming big picture. Celebrate progress, no matter how minor, to maintain momentum. Be flexible and open to adjusting your approach when needed. Keep showing up, even if progress feels slow. Practice mindfulness, meditation, or other techniques to stay centered.

**Remember:** Being fearless in pursuing what sets your soul on fire means embracing passion, overcoming fear, and staying true to your purpose. By taking bold actions, persevering through challenges, and living authentically, you can create a fulfilling life that reflects your deepest desires. Let your passion guide you, and success will follow..

#LFG

### Holidays/Events - Jan-March

- 1/14 Makar Sar (India)
- 1/20 Martin Luther King Day (US)
- 2/17 President's Day (US)
- 2/25-2/28 Accelerate (US/EMEA)
- 3/3-3/4 Carnival (Brazil)
- 3/14 Holi (India)
- 3/31 Eid Al-Fitr (India)

### Team Updates

- [Team Structure](#)

## Company / People Team Updates

- India Team: Submit Investment Proofs by Jan 15
- Kindness Without Compromise: Campaign ends 1/31/25!
- [T.R.I.B.E. Check-Ins](#)
- US Team: First paycheck of 2025 issued Jan 10 - please review
- PTO and VTO Hours - questions in TRIBE Forms and make sure to leverage
- Lytics update & questions?

## Wins and Major Milestones 🎉

Win/Milestone	Contributor(s)
Lytics Team - Great Day 1 Experience	@Bhuvan Daruwala @Shawn Adams (Deactivated) @Pravin Salian @Gokila A
Fresh New Hire Induction Program	@AbhishekJumde @Jaykishan Gusani
15 Interns On-boarding	CS-IT-Team (@Antony Godwin @Bhuvan Daruwala @Gokila A @Jaykishan Gusani @Pravin Salian @Shawn Adams (Deactivated) @AbhishekJumde @Manoj Varma (Deactivated) )
Holiday Coverage	@AbhishekJumde @Pravin Salian @Gokila A @Antony Godwin
Zoom SSO Integration	@Gokila A
Whimsical Cleanup	@Gokila A

## IT Helpdesk Ticket Status

(From: 18th Dec to 15th Jan, 2025)	Status		
	Closed	Open	Total
Agent			
Abhishek Jumde	52	5	57
Gokila A	3	0	3
Jaykishan Gusani	10	5	15
Manoj Varma	24	9	33
Pravin Salian	24	2	26
Shawn Adams	45	13	58
<b>Grand Total</b>	<b>158</b>	<b>34</b>	<b>192</b>

#### IT Projects Ticket Status

(From: 18th Dec to 15th Jan, 2025)	Status		
	Done	In Progress	Total
Agent			
Antony Godwin		1	1
Bhuvan Daruwala	1		1
Gokila A	4	8	12
Jaykishan Gusani	2	2	4
Pravin Salian	1	12	13
Shawn Adams	12	8	20
<b>Grand Total</b>	<b>20</b>	<b>31</b>	<b>51</b>

\

## Others?

### Planned for Next week:

- Zoom recordings sync with Gdrive
- Slack Migration Lytics to Contentstack Workspace
- Box to GDrive Implementation to end users
- Manage docker app using JumpCloud and restrict endusers from installing

## Procurement Update

- [Procurement Requests Status](#)
- [Depreciated software spend metrics](#)

# 2025-01-22 IT Team Meeting (Week 3)

## Team Updates

**Wisdom Byte for the Week -** If you want to be productive, you need to be selective.

**What you can do:** Prioritize tasks that align with your long-term objectives. Limit multitasking and reduce time spent on low-value activities. Use tools like to-do lists or time-blocking to structure your time effectively. Share responsibilities with others to concentrate on your strengths. Reflect on your activities and adjust priorities to stay focused.

**What to Focus on:** Focus on areas where your skills and expertise add the most value. Invest time in activities that enhance your knowledge and abilities. Build connections that support personal and professional growth. Concentrate on outcomes rather than simply staying busy. Prioritize health and well-being to maintain sustained productivity..

**Remember:** Productivity thrives on purposeful focus. By being selective about your priorities, tasks, and commitments, you channel your energy toward what truly matters. Focus on impactful goals, leverage your strengths, and maintain clarity in your actions to achieve meaningful results while avoiding unnecessary distractions. Productivity isn't about doing more—it's about doing what counts.

#LFG

## Holidays/Events - Jan-Mar'25

- 2/17 President's Day (US)
- 2/25-2/28 Accelerate (US/EMEA)
- 3/3-3/4 Carnival (Brazil)
- 3/14 Holi (India)
- 3/31 Eid Al-Fitr (India)

## High5 (Period: Week 3)

Name	High5 Received	High5 Given
Antony Godwin	3	3

Bhuvan Daruwala	1	2
Gokila A	2	0
Jaykishan Gusani		
Pravin Salian	2	0
Shawn Adams	3	2

### Study Time (Period: Week 3)

Name	Learning / Course	Time Spent (hours)
Pravin Salian	Python for Non-Programmers	2hr 11m
Shawn Adams	Google Project Management: Professional Certificate	1

### Company / People Team Updates

- India Team: Submit Investment Proofs again between Feb 1st & 10th
- Kindness Without Compromise: Campaign ends 1/31/25!
- [T.R.I.B.E. Check-Ins](#) - Manager Review
- Lytics Migration - Current State

### Wins and Major Milestones 🎉

Win/Milestone	Contributor(s)
Lytics Slack Migration	@Mike Spitzmiller @Bhuvan Daruwala @Shawn Adams (Deactivated) @Gokila A @Antony Godwin
Self Review: Tribe Check In - 100% Complete	 CS-IT-Team ( @Antony Godwin @Bhuvan Daruwala @Gokila A )

	@Jaykishan Gusani	@Pravin Salian
	@Shawn Adams (Deactivated) )	
All Hands flawless setup	@Jaykishan Gusani	
	@AbhishekJumde	@Bhuvan
	Daruwala	

### IT Helpdesk Ticket Status

(From: 16th Jan to 21st Jan,2025)	Status		
	Closed	Open	Total
Agent			
Gokila A	0	0	0
Jaykishan Gusani	7	3	10
Manoj Varma	1	2	3
Pravin Salian	12	2	14
Shawn Adams	16	1	5
Abhishek Jumde	3	0	3
<b>Grand Total</b>	<b>39</b>	<b>8</b>	<b>47</b>

### IT Projects Ticket Status

(From: 16th Jan to 21st Jan,2025)	Status		
	Closed	Open	Total
Agent			
Antony Godwin	6	5	11

Bhuvan Daruwala	8	15	23
Gokila A	14	6	20
Jaykishan Gusani	1	5	6
Pravin Salian	2	14	16
Shawn Adams	7	18	26
<b>Grand Total</b>	<b>35</b>	<b>67</b>	<b>98</b>

### Lumos, Patch Management and Endpoint Security Updates :

[https://lookerstudio.google.com/u/0/reporting/a923ac63-cd02-4106-847cf2e89fbf3246/page/p\\_d9ipkl82jd](https://lookerstudio.google.com/u/0/reporting/a923ac63-cd02-4106-847cf2e89fbf3246/page/p_d9ipkl82jd)

### Others?

#### Planned for Next week:

- Zoom recordings sync with Gdrive
- Slack Migration Lytics to Contentstack Workspace
- Box to GDrive Implementation to end users
- Manage docker app using JumpCloud and restrict endusers from installing
- Laptop refresh program for eligible users

### Procurement Update

- [Procurement Requests Status](#)
- [Deprecated software spend metrics](#)

## 2025-01-29 IT Team Meeting (Week 4)

### Team Updates (Mike)

**Wisdom Byte for the Week** - The bad news is time flies. The good news is you're the pilot.

**What you can do:** Set Clear Goals, Define what truly matters to you and work toward it. Use schedules and tools to map out your priorities. Make the most of each moment by staying mindful. Take action on tasks instead of delaying them. Regularly assess your progress and refine your approach. Allocate moments for work, rest, and personal growth. Recognize your achievements, no matter how small.

**What to Focus on:** Use frameworks like the Eisenhower Matrix to decide what's urgent and important. Focus on high-impact activities. Plan your day with a schedule or to-do list. Avoid distractions and time-wasters. Invest in learning new skills or hobbies. Read, attend workshops, or take courses to grow continuously. Dedicate time to exercise, eat well, and rest.

Practice mindfulness or meditation to stay focused. Spend quality time with family and friends. Regularly assess your progress and make adjustments. Celebrate achievements and learn from setbacks.

**Remember:** The key to navigating the swift passage of time lies in taking deliberate control over how you spend it. By setting clear goals, prioritizing effectively, fostering personal growth, maintaining health, and nurturing relationships, you can ensure that time serves as an ally rather than a constraint. Remember, as the pilot of your journey, the power to shape your path and make each moment meaningful is entirely in your hands.

#LFG

### Holidays/Events - Jan-Mar'25

- 2/17 President's Day (US)
- 2/25-2/28 Accelerate (US/EMEA)
- 3/3-3/4 Carnival (Brazil)
- 3/14 Holi (India)
- 3/31 Eid Al-Fitr (India)

### High5 (Overall: Until Week 4)

Name	High5 Received	High5 Given
Antony Godwin	3	3
Bhuvan Daruwala	1	2
Gokila A	2	0
Jaykishan Gusani		
Pravin Salian	0	0
Shawn Adams	0	1

### Study Time (Period: Week 4)

Name	Learning / Course	Time Spent (Minutes)

Antony Godwin	<b>Brain Workout</b> by Gareth Moore	120 minutes
Shawn Adams	Google Project Management: Professional Certificate	110 minutes

### Company / People Team Updates

- India Team: Submit Investment Proofs again between Feb 1st & 10th
- Kindness Without Compromise: Campaign ends 1/31/25!
- [T.R.I.B.E. Check-Ins](#) - Manager Review
- Lytics Migration - Current State

### Wins and Major Milestones 🎉

Win/Milestone	Contributor(s)
Lytics Slack Migration	@Mike Spitzmiller @Bhuvan Daruwala @Shawn Adams (Deactivated) @Gokila A @Antony Godwin
Self Review: Tribe Check In - 100% Complete	CS-IT-Team ( @Antony Godwin @Bhuvan Daruwala @Gokila A @Jaykishan Gusani @Pravin Salian @Shawn Adams (Deactivated) )
All Hands flawless setup	@Jaykishan Gusani @AbhishekJumde @Bhuvan Daruwala

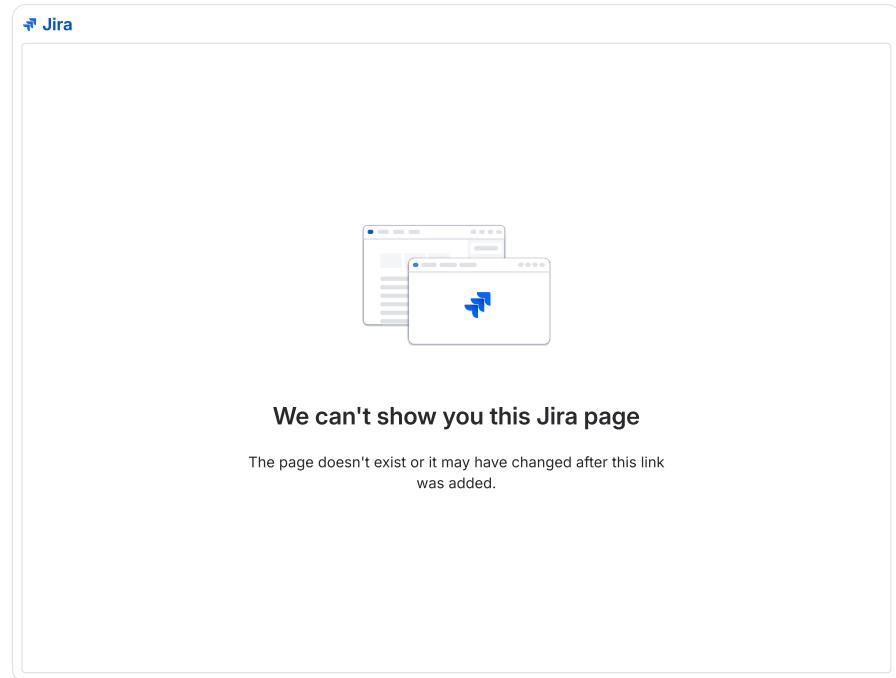
### IT Helpdesk Ticket Status



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## IT Projects Ticket Status



**Helpdesk CSAT Survey :**

**Lumos, Patch Management and Endpoint Security Updates :**

[https://lookerstudio.google.com/u/0/reporting/a923ac63-cd02-4106-847c-f2e89fbf3246/page/p\\_d9ipkl82jd](https://lookerstudio.google.com/u/0/reporting/a923ac63-cd02-4106-847c-f2e89fbf3246/page/p_d9ipkl82jd)

**Others?**

**Planned for Next week:**

- Zoom recordings sync with Gdrive
- Slack Migration Lytics to Contentstack Workspace
- Box to GDrive Implementation to end users
- Manage docker app using JumpCloud and restrict endusers from installing
- Laptop refresh program for eligible users

**Procurement Update**

- [Procurement Requests Status](#)
- [Deprecated software spend metrics](#)

Feb'25

## 2025-02-12 IT Team Meeting (Monthly)

### Team Updates (Mike)

**Wisdom Byte for the Week** - The bad news is time flies. The good news is you're the pilot.

**What you can do:** Set Clear Goals, Define what truly matters to you and work toward it. Use schedules and tools to map out your priorities. Make the most of each moment by staying mindful. Take action on tasks instead of delaying them. Regularly assess your progress and refine your approach. Allocate moments for work, rest, and personal growth. Recognize your achievements, no matter how small.

**What to Focus on:** Use frameworks like the Eisenhower Matrix to decide what's urgent and important. Focus on high-impact activities. Plan your day with a schedule or to-do list. Avoid distractions and time-wasters. Invest in learning new skills or hobbies. Read, attend workshops, or take courses to grow continuously. Dedicate time to exercise, eat well, and rest.

Practice mindfulness or meditation to stay focused. Spend quality time with family and friends. Regularly assess your progress and make adjustments. Celebrate achievements and learn from setbacks.

**Remember:** The key to navigating the swift passage of time lies in taking deliberate control over how you spend it. By setting clear goals, prioritizing effectively, fostering personal growth, maintaining health, and nurturing relationships, you can ensure that time serves as an ally rather than a constraint. Remember, as the pilot of your journey, the power to shape your path and make each moment meaningful is entirely in your hands.

#LFG

### Company / People Team Updates

- Contentstack nominated for Best DXP in 2025 CMSCritic People's Choice Awards!
- New VP of Customer Success - Ruks Karunaratne!
  - Greg Luciano will be focusing on Dreamshift strategy and Lytics CS integration
- Dreamguard Update from recent offsite
  - Project L.E.I.A. - Lytics migration efforts w/ multiple workstreams
  - FY26 Goals finalization (simpler; major revenue milestone approaching)
  - Accelerate Alignment
  - GTM & DXP - how can we perform better; how do we approach selling CMS + Features + CDP = DXP
  - 1st Partner Advisory Board meeting
- T.R.I.B.E. Check-Ins - Manager Reviews should be complete
  - Working through ratings, merit
- Lytics Migration - Current State

### Holiday(s) Feb-April '25

February	March	April
17 - President's Day (US)	3&4 - Carnival (Brazil)	14 - Tamil New Year (Chennai)

25 to 28 - Accelerate (US/EMEA)	14 - Holi (India)	18 - Good Friday (India)
	31 - Eid Al-Fitr (India)	

### High5 (Overall: Until Week 5)

Name	High5 Received	High5 Given
Antony Godwin	7	10
Bhuvan Daruwala	5	2
Gokila A	4	0
Jaykishan Gusani	2	1
Pravin Salian	5	0
Shawn Adams	5	2
Senthamil Selvan	1	2

### Learning & Development (Period: Jan'25)

Name	Learning / Course	Time Utilized
Antony Godwin	<b>Brain Workout</b> by Gareth Moore	120 minutes
Shawn Adams	Google Project Management: Professional Certificate	90 minutes
Bhuvan Daruwala	LinkedIn Learning certificate on IT Asset Management	80 minutes
Pravin Salian	LinkedIn Learning certificate Python for Non-Programmers	1hr 10 min
Jaykishan Gusani	LinkedIn Learning certificate CompTIA Network+	130 minutes
Gokila A	LinkedIn Learning certificate on Learning Jira Cloud for Admin	95 minutes

### Study Time (Period: Jan'25)

Name	Learning / Course	Sessions Completed

Shawn Adams	Google Project Management	1
Abhishek Jumde	ITILv4	3
Pravin Salian	Python for Non-Programmers	0
Jaykishan Gusani	CompTIA Network+	2
Gokila A	Learning Jira Cloud for Admin	0
Manoj	Effective Communication	1

### Wins and Major Milestones 🎉

Win/Milestone	Contributor(s)
Proactive laptop refresh for users holding EOL laptops	@Jaykishan Gusani @AbhishekJumde @Bhuvan Daruwala @Manoj Varma (Deactivated)
Sync files/directories from box to Google Shared Drive	@Pravin Salian
Lytics Macbook Migrations	@Shawn Adams (Deactivated) @Jaykishan Gusani
Update Service accounts with Owner info and Ticket information in GWS	@Gokila A @Bhuvan Daruwala
18 orders closed including few critical ones like Searce GWS migration, Dashworks, Tiger Analytics, Cequence etc.,	@Senthamil Selvan

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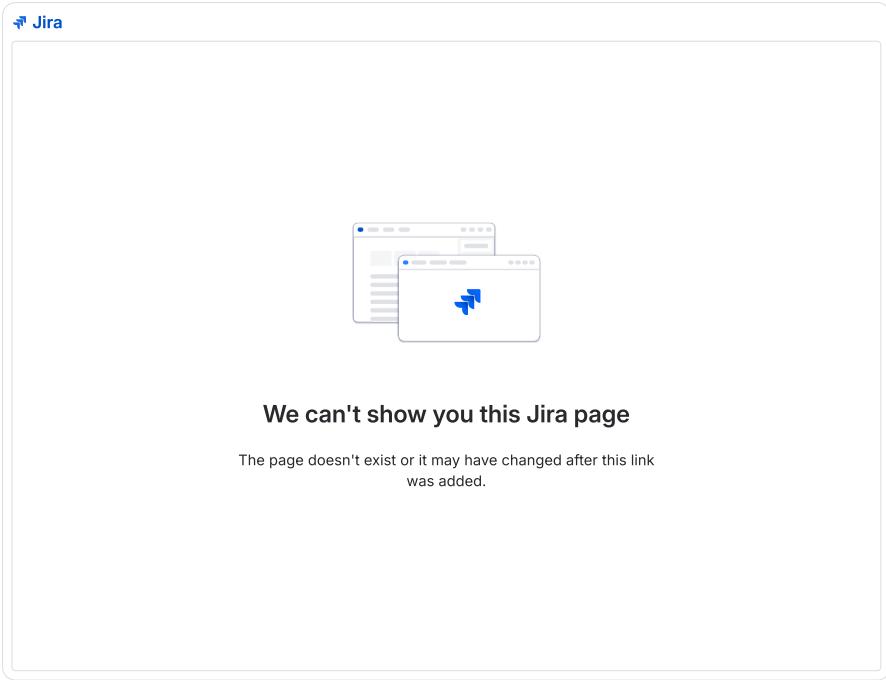
### IT Helpdesk Ticket Status

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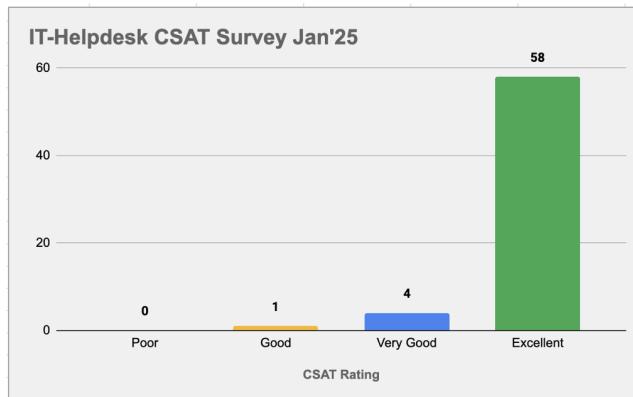


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## Helpdesk CSAT Survey (Jan'25) :



### Comments:

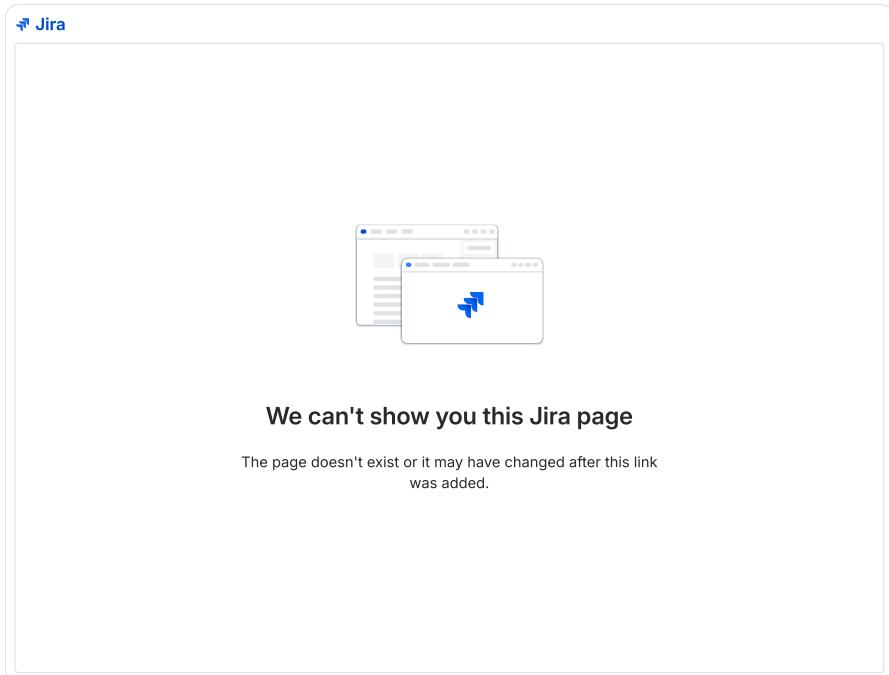
- ★ Abhishek Jumde has done exceptional job.
- ★ IT team rocks.

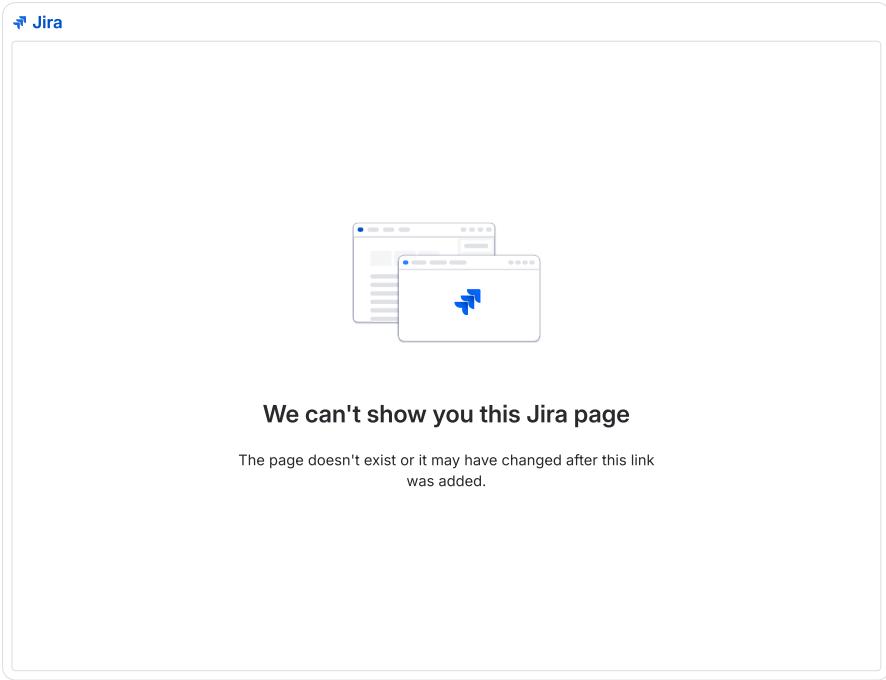
**Total Survey response : 63 out of 246**

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### IT Projects Ticket Status

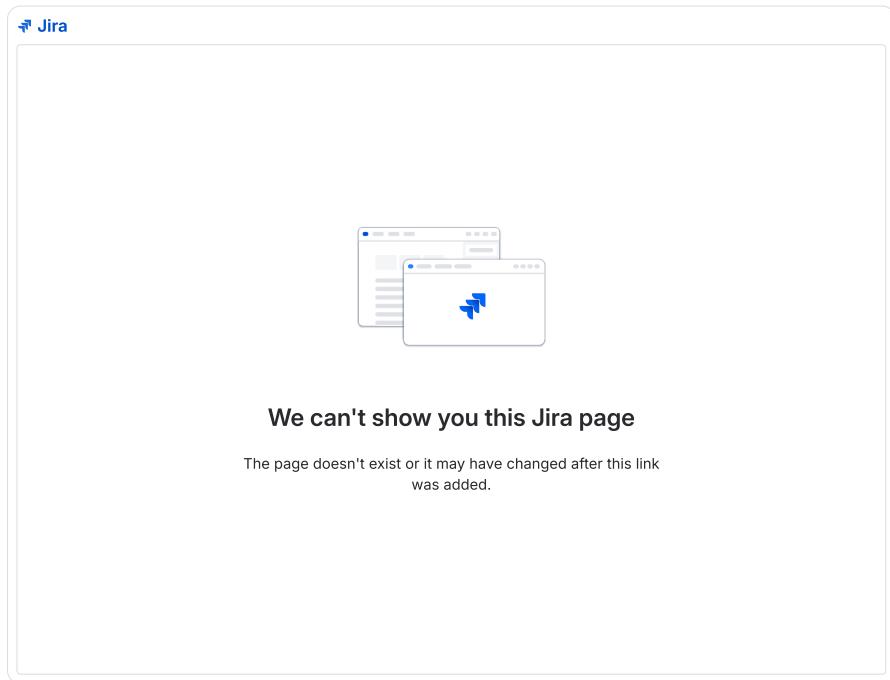
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## Lumos, Patch Management and Endpoint Security Updates :

### Procurement Update



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was added.

- [Procurement Requests Status](#)
- Smartsheet renewal completed till Feb 2026

**Planned for this month:**

- BFA Off-boarding
- Complete 100%Slack Migration
- Manage docker app using JumpCloud and restrict end-users from installing
- Laptop refresh program for eligible users
- Closure on SAML for SaaS Application
- Lytics Migration - Ongoing

**Others?**

## 2025-02-19 IT Team Meeting (Week 6)

### Team Updates

#### Wisdom Byte for the Week

The greatest gift you can give someone is your **time**, because when you give your time, **you are giving a part of yourself that you can never get back.**" - This week, focus on being present and fully engaged when interacting with others, as your dedicated attention can be the most meaningful offering you can provide.

Key takeaway: Prioritize quality time with others to show genuine care and connection.

#### Company / People Team Updates

- Contentstack nominated for Best DXP in 2025 CMS Critic People's Choice Awards!
- New VP of Customer Success - Ruks Karunaratne!
  - Greg Luciano will be focusing on Dreamshift strategy and Lytics CS integration
- Dreamguard Update from recent offsite
  - Project L.E.I.A. - Lytics migration efforts w/ multiple workstreams
  - FY26 Goals finalization (simpler; major revenue milestone approaching)
  - Accelerate Alignment
  - GTM & DXP - how can we perform better; how do we approach selling CMS + Features + CDP = DXP
  - 1st Partner Advisory Board meeting
- T.R.I.B.E. Check-Ins - Manager Reviews should be complete
  - Working through ratings, merit
- Lytics Migration - Current State

#### Holiday(s) Feb-April '25

February	March	April
17 - President's Day (US)	3&4 - Carnival (Brazil)	14 - Tamil New Year (Chennai)
25 to 28 - Accelerate (US/EMEA)	14 - Holi (India)	18 - Good Friday (India)
	31 - Eid Al-Fitr (India)	

#### High5 (Overall: Until Week 5)

Name	High5 Received	High5 Given
Antony Godwin	7	10
Bhuvan Daruwala	5	2
Gokila A	4	0
Jaykishan Gusani	2	1

Pravin Salian	0	0
Shawn Adams	5	2
Senthamil Selvan	1	2

#### Learning & Development (Period: Jan'25)

Name	Learning / Course	Time Utilized
Antony Godwin	Brain Workout by Gareth Moore	120 minutes
Shawn Adams	Google Project Management: Professional Certificate	90 minutes
Bhuvan Daruwala	LinkedIn Learning certificate on IT Asset Management	80 minutes
Pravin Salian	LinkedIn Learning certificate Python for Non-Programmers	50 min
Jaykishan Gusani	LinkedIn Learning certificate CompTIA Network+	130 minutes
Gokila A	LinkedIn Learning certificate on Learning Jira Cloud for Admin	95 minutes

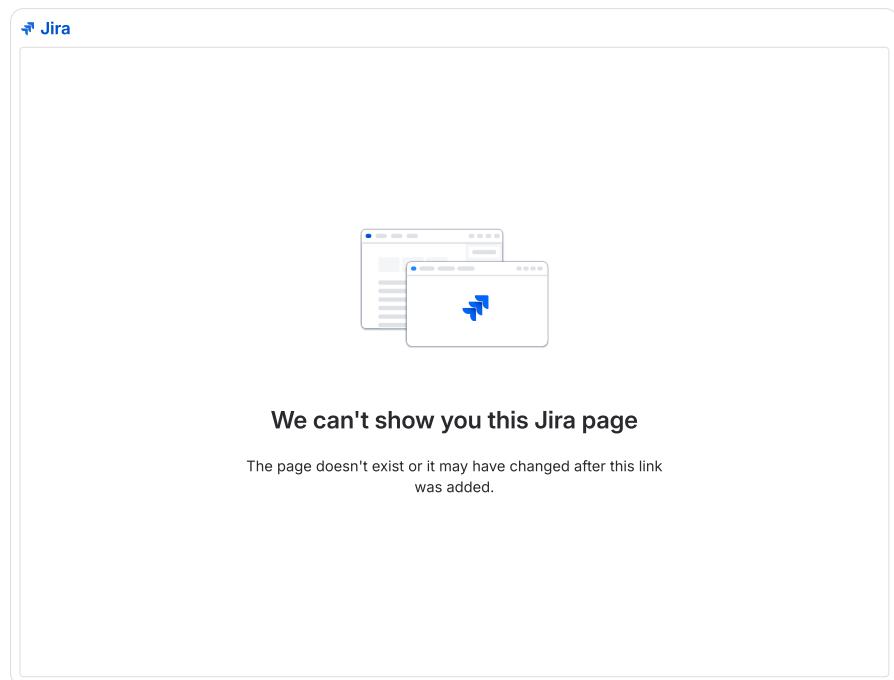
#### Study Time (Period: Jan'25)

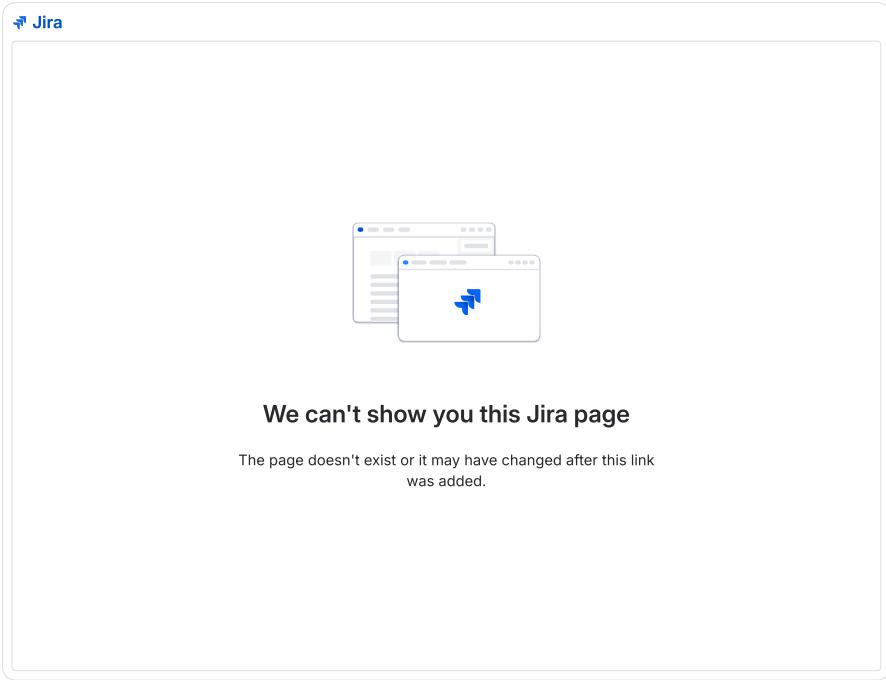
Name	Learning / Course	Sessions Completed
Shawn Adams	Google Project Management	1
Abhishek Jumde	ITILv4	3
Pravin Salian	Python for Non-Programmers	
Jaykishan Gusani	CompTIA Network+	2
Gokila A	Learning Jira Cloud for Admin	0
Manoj	Effective Communication	1

## Wins and Major Milestones 🎉

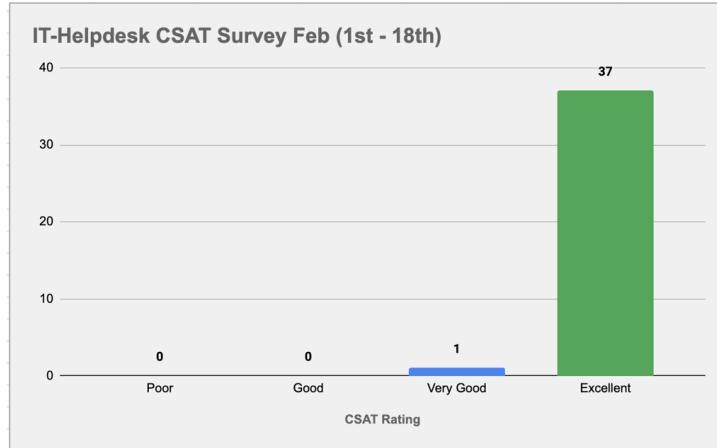
Win/Milestone	Contributor(s)
JayKishan clearing CompTIA A+ part 1 exam	@Jaykishan Gusani
UKG SSO SAML rollout	@Shawn Adams (Deactivated) @Bhuvan Daruwala
SpyCloud onboarding	@Bhuvan Daruwala @Antony Godwin

## IT Helpdesk Ticket Status





### Helpdesk CSAT Survey (Feb 1st - 18th) :



### Comments:

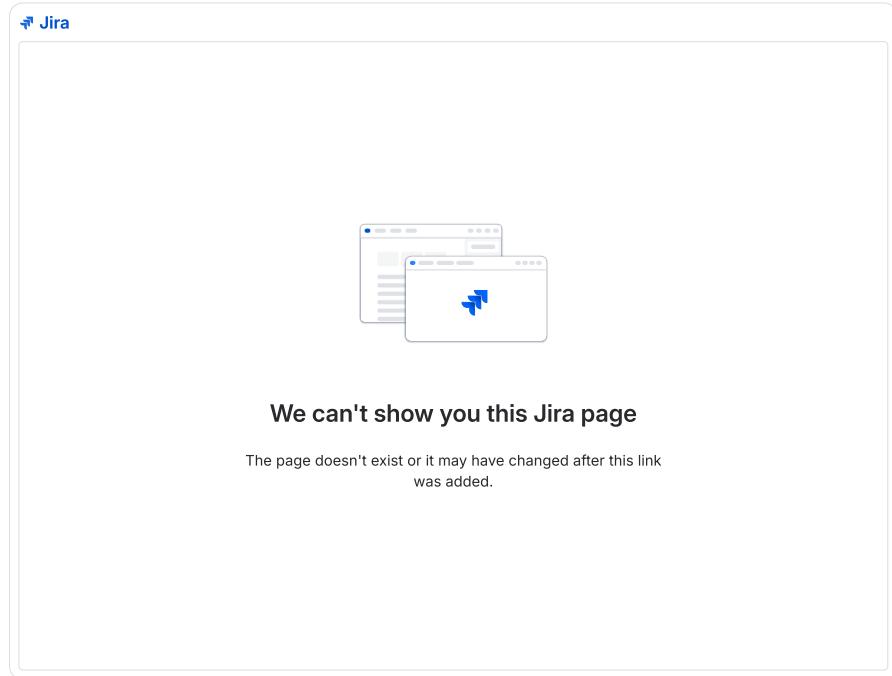
- ★ Thanks to IT team in totality for always acting promptly on all the requests raised.
- ★ Also answering additional off topic questions, thanks!!

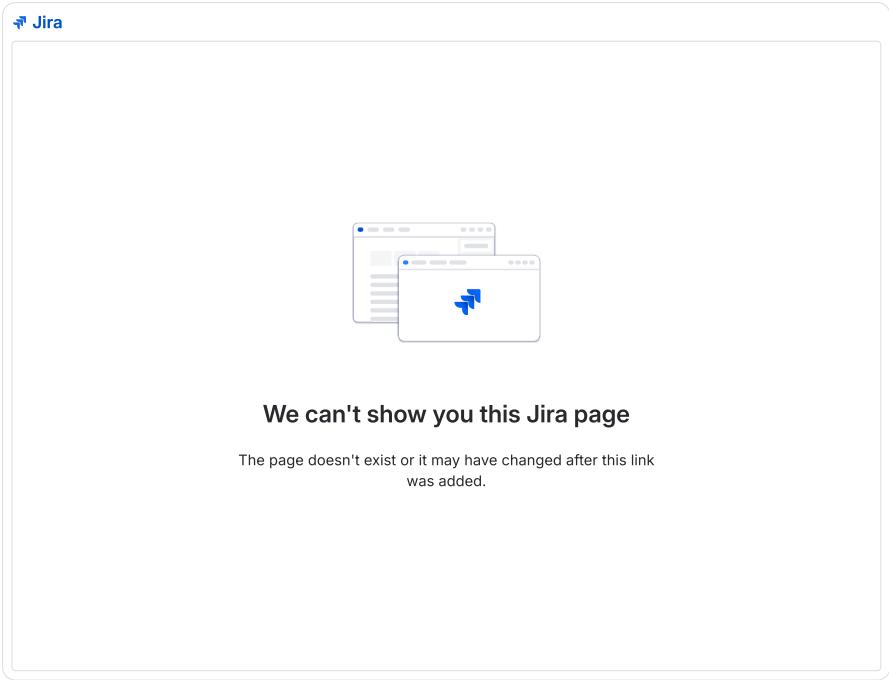
**Total Survey response : 38 out of 111**

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### IT Projects Ticket Status

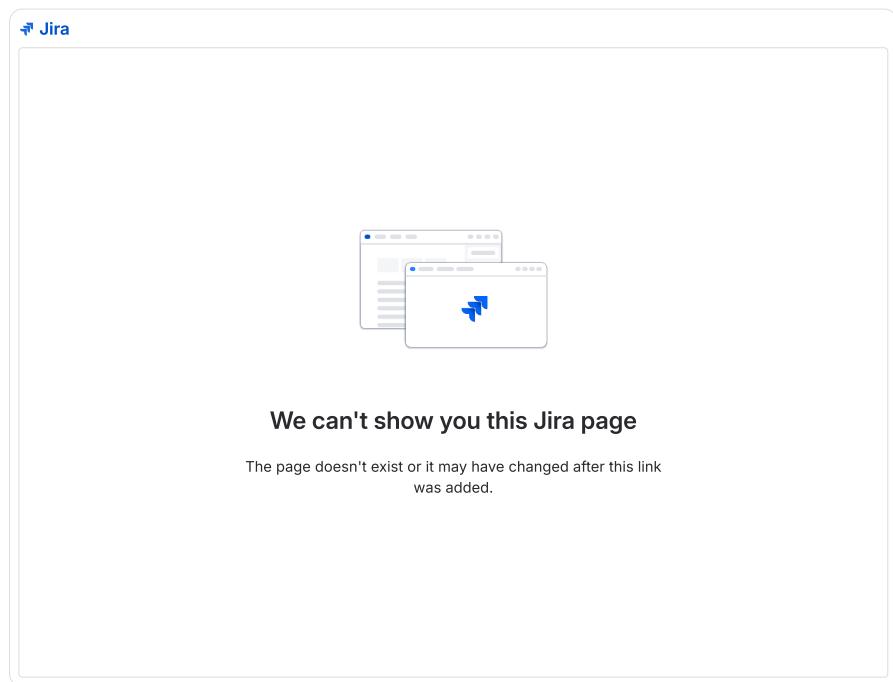
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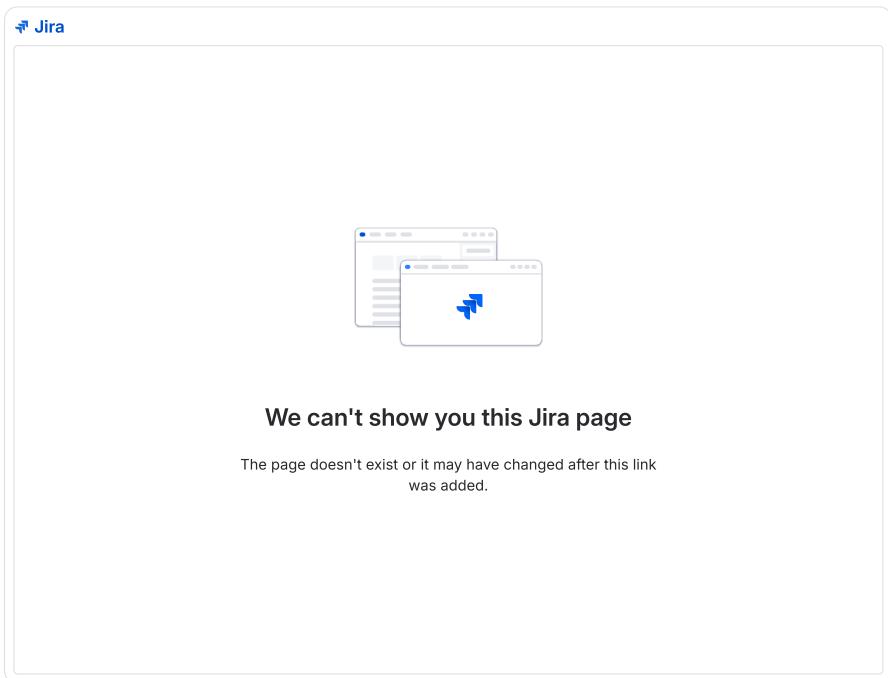




## Lumos, Patch Management and Endpoint Security Updates :

### IT Procurement





- [Procurement Requests Status](#)
- Smartsheet renewal completed till Feb 2026

**Planned for this month:**

- BFA Off-boarding
- Complete 100%Slack Migration
- Manage docker app using JumpCloud and restrict end-users from installing
- Laptop refresh program for eligible users
- Closure on SAML for Saas Application
- Lytics Migration - Ongoing

**Others?**

## 2025-02-26 IT Team Meeting (Week 8)

### Team Updates

#### Wisdom Byte for the Week

"**Success is not final, failure is not fatal: it is the courage to continue that counts.**" – Winston Churchill

This quote reminds us that both success and failure are temporary. Achievements should be celebrated, but they are not the end of the journey. Similarly, setbacks and failures are not the end of the road—they are opportunities to learn, grow, and improve.

What truly matters is the determination to keep moving forward despite challenges. Every experience, whether good or bad, shapes us into stronger and wiser individuals. So, embrace the journey, stay resilient, and keep striving for progress! 

### Company / People Team Updates

#### Holiday(s) Feb-April '25

February	March	April
17 - President's Day (US)	3&4 - Carnival (Brazil)	14 - Tamil New Year (Chennai)
25 to 28 - Accelerate (US/EMEA)	14 - Holi (India)	18 - Good Friday (India)
	31 - Eid Al-Fitr (India)	

#### High5 (Overall: Until Week 8)

Name	High5 Received	High5 Given
Antony Godwin	2	4
Bhuvan Daruwala	3	2
Gokila A	2	1
Jaykishan Gusani	5	2
Pravin Salian	2	0
Shawn Adams	6	7
Senthamil Selvan	1	2

#### Learning & Development (Period: Week 8)

Name	Learning / Course	Time Utilized
Jaykishan Gusani	Network +	120 Minutes


#### Study Time (Period: Until Week 8)

Name	Learning / Course	Sessions Completed
Shawn Adams	Google Project Management	2
Abhishek Jumde	ITILv4	4
Pravin Salian	Python for Non-Programmers	1
Jaykishan Gusani	CompTIA Network+	3
Gokila A	Learning Jira Cloud for Admin	1
Manoj	Effective Communication	2

#### Wins and Major Milestones 🎉

Win/Milestone	Contributor(s)
Sonicwall Firewall Firmware patching	@Jaykishan Gusani @Bhuvan Daruwala
CXC Assets Audit	@Shawn Adams (Deactivated) @Pravin Salian @Jaykishan Gusani

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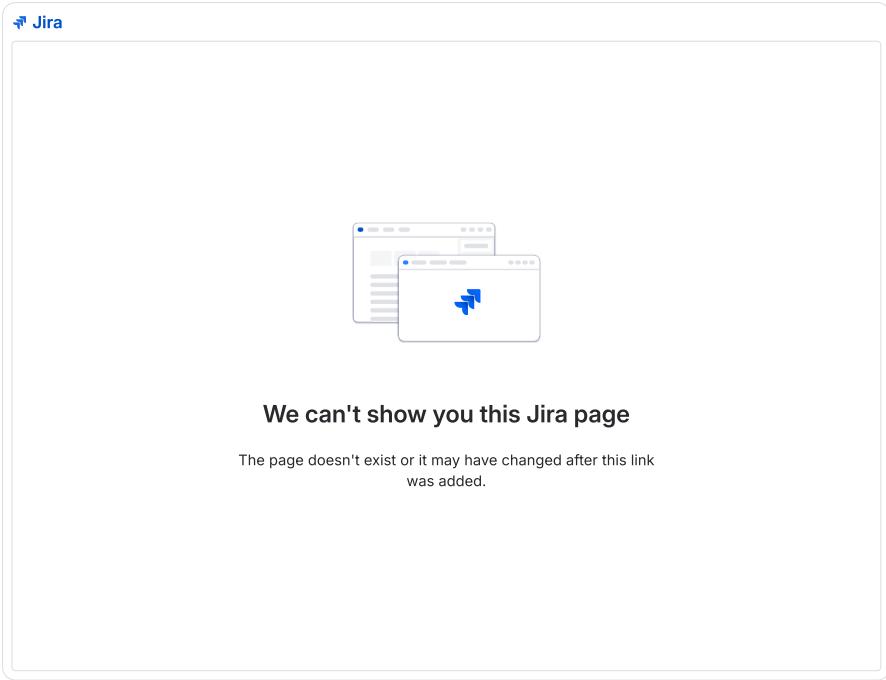
#### IT Helpdesk Ticket Status

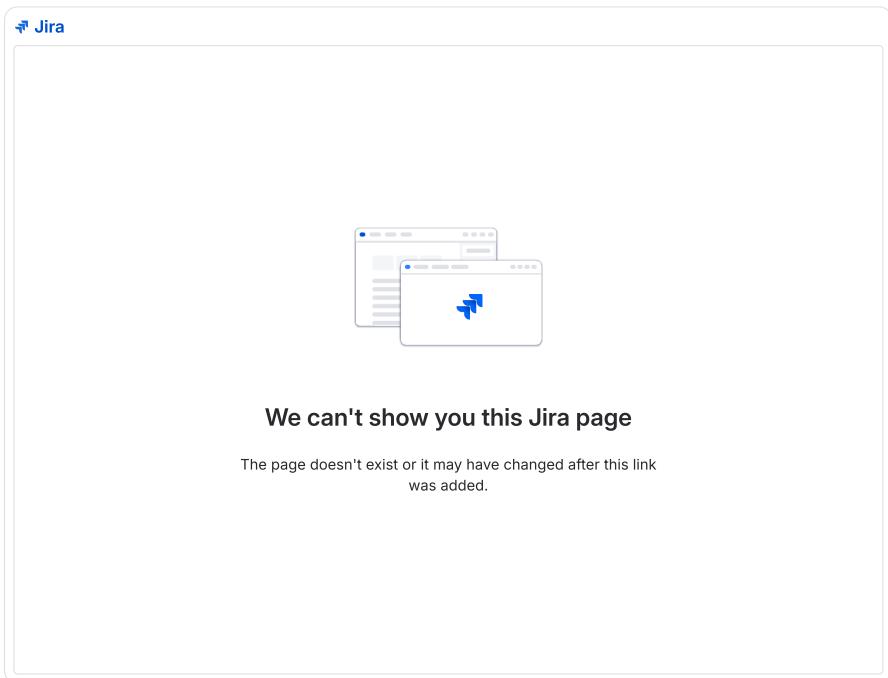
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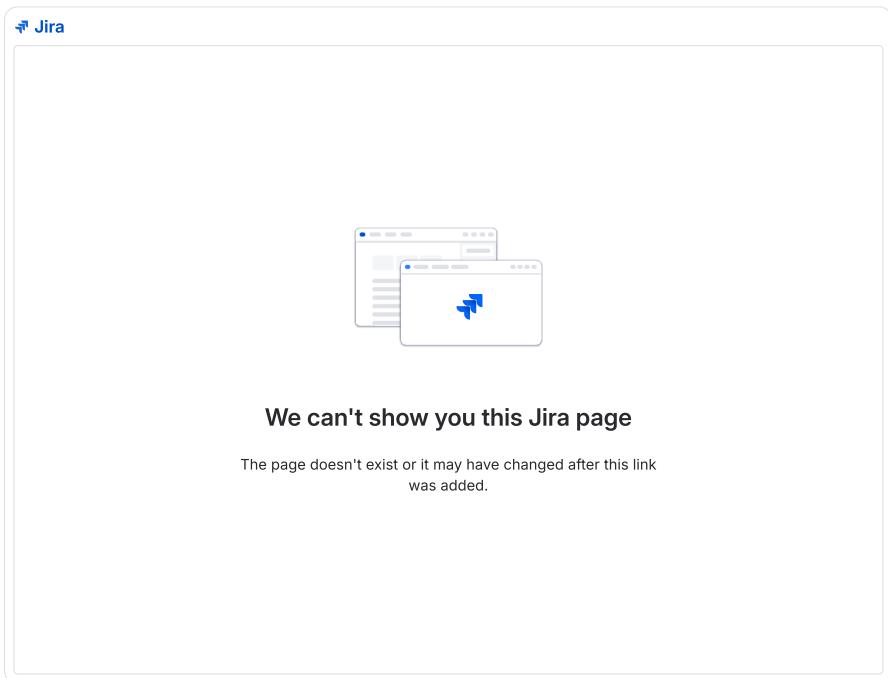


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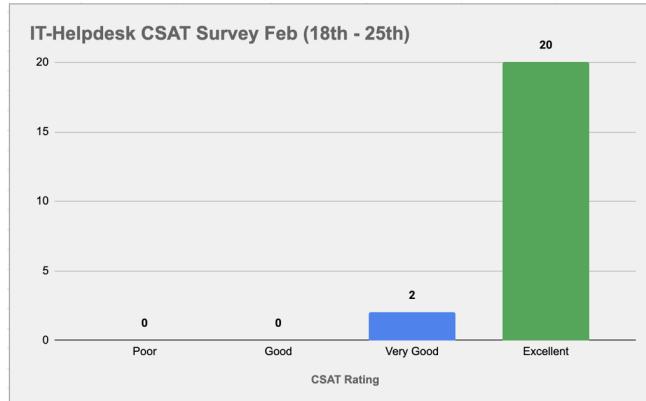






## Helpdesk CSAT Survey (Week 8) :

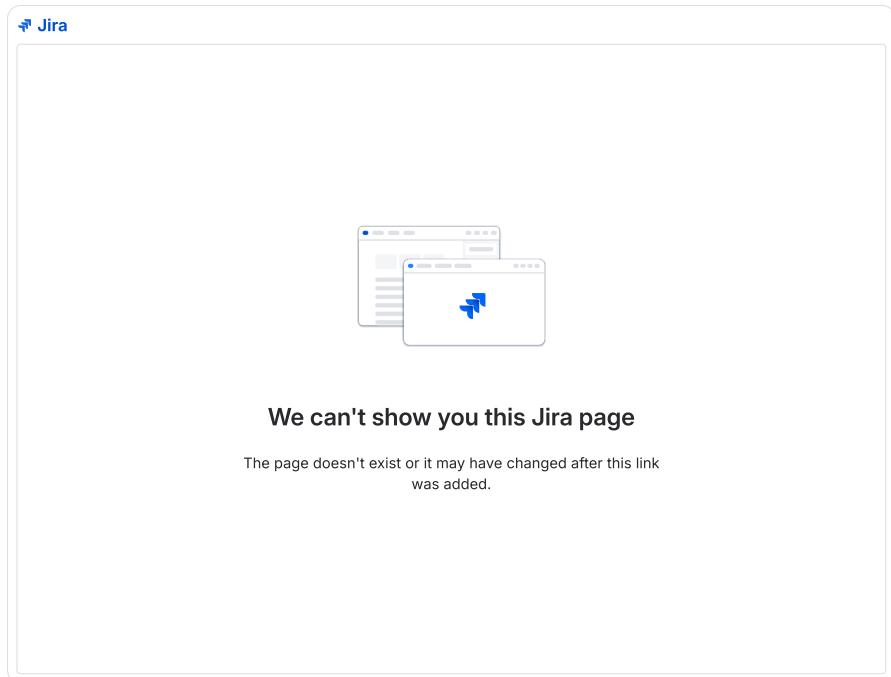
Total Survey response : 22 out of 85

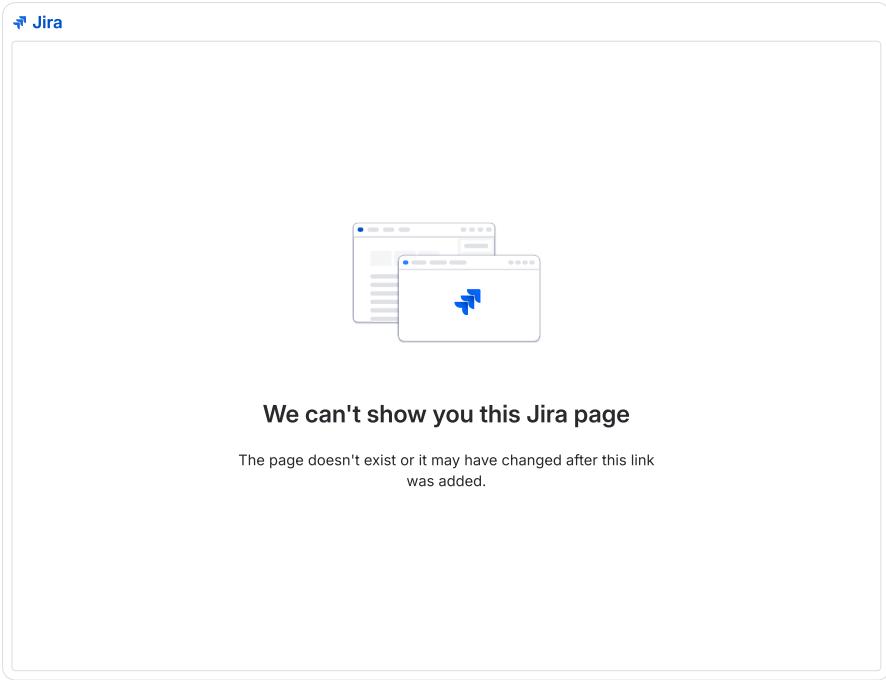


### Comments:

- ★ The action was taken quickly. Thanks team.

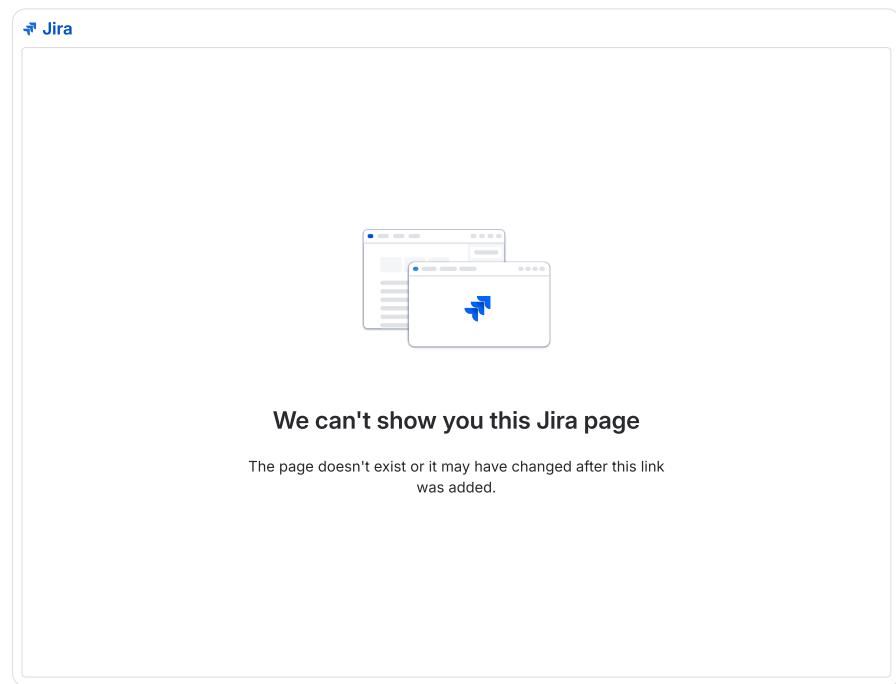
### IT Projects Ticket Status

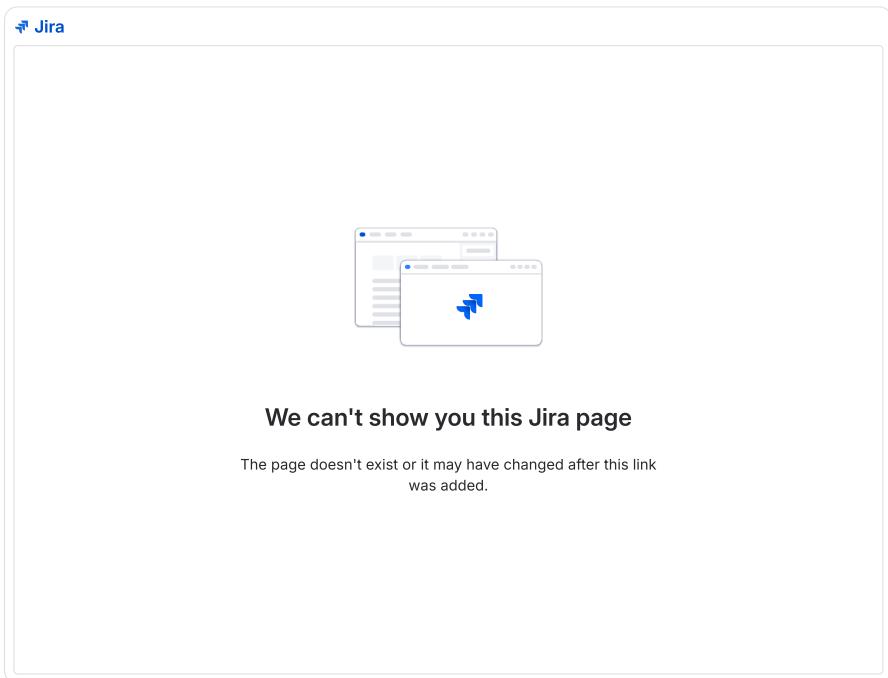




## Lumos, Patch Management and Endpoint Security Updates :

### IT Procurement





- [Procurement Requests Status](#)
- Smartsheet renewal completed till Feb 2026

**Planned for this month:**

- BFA Off-boarding
- Complete 100%Slack Migration
- Manage docker app using JumpCloud and restrict end-users from installing
- Laptop refresh program for eligible users
- Closure on SAML for Saas Application
- Lytics Migration - Ongoing

**Others?**

Mar'25

2025-03-05: Meeting with Mike (Mar'25)

## Team Updates

### Wisdom Byte for the Week

*"Your time is limited, so don't waste it living someone else's life." — Steve Jobs*

This quote is a powerful reminder to stay true to yourself. Too often, people get caught up in societal expectations, the opinions of others, or the fear of failure. But in the end, the only life you have to live is your own.

Key Takeaways:

1. **Follow Your Passion**
2. **Avoid Comparison**
3. **Take Risks**
4. **Be Authentic**
5. **Make Every Moment Count**

Example:

Consider someone who has always dreamed of becoming an artist but chooses a corporate job because their family expects it.

Years later, they feel unfulfilled and regret not following their passion. On the other hand, imagine another person who takes the risk of pursuing art, despite the uncertainty. They may face challenges, but they wake up every day doing what they love.

This month, challenge yourself to reflect on whether you're living for yourself or for others. Make choices that align with your dreams, and don't be afraid to carve your own path.

### Company / People Team Updates (Mike)

- Austin, TX Accelerate recap
  - **\$100M ARR** by end of FY26
  - 3 Key Goals:
    - **Be One:** Lytics + Contentstack Unification
      - 1 + 1 = Magic
    - **Be the DXP:** Multi-product Mindset
      - Increase ARR per customer
    - **Be Unforgettable:** Command the Market
      - \$86M in new pipeline
- **FY26 Planning - IT Goals**
  - Enablement, Ownership - Own your segment of the business and drive great results.
    - From Administrator → Owner
  - Apps Optimization - How can we optimize use of our productivity apps?
  - InfoSec - Continue to drive improvements in securing our tools and data
  - Upskilling - Building our skills to enhance our contributions
  - Customer experience - Improving process and services to delight our internal users/customers
  - Documentation - Documenting policies & process and making them easy to find and understand
  -

US & India Holiday(s) Mar-May '25

March	April	May
14 - Holi (India)	14 - Tamil New Year (Chennai)	01 - Labor day (India)
31 - Eid Al-Fitr (India)	18 - Good Friday (India)	26 - Memorial day (US)

#### High5 (Overall: Until Week 9)

Name	High5 Received	High5 Given
Antony Godwin	2	4
Bhuvan Daruwala	4	2
Gokila A	2	2
Jaykishan Gusani	7	2
Pravin Salian	2	1
Shawn Adams	5	4
Senthamil Selvan	1	3

#### Learning & Development (Period: Feb'25)

Name	Learning / Course	Time Utilized
Shawn Adams	Google Project Management	3 Hours
Gokila A	Jira Administration	150 Minutes
Pravin Salian	Python for Non-Programmers	2 hr 20 min
Jaykishan Gusani	Network +	180 Minutes
Senthamil Selvan	Certified Procurement Professional	2 hours
Bhuvan Daruwala	Advanced Google Workspace Administrator	2 hours

#### Study Time (Period: Until Week 9)

Name	Learning / Course	Sessions Completed
Shawn Adams	Google Project Management	2
Abhishek Jumde	ITILv4	4
Pravin Salian	Python for Non-Programmers	2
Jaykishan Gusani	CompTIA Network+	3

Gokila A	Jira Cloud for Admin	2
Manoj	Effective Communication	2

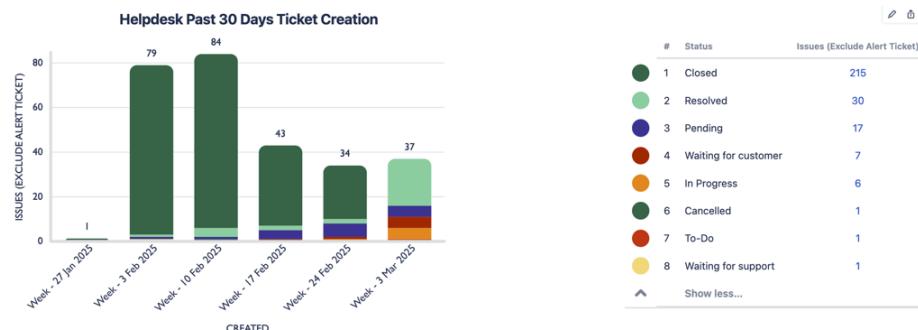
## Wins and Major Milestones 🎉

Win/Milestone	Contributor(s)
Sonicwall Firewall Firmware patching	@Jaykishan Gusani @Bhuvan Daruwala
CXC Assets Audit	@Shawn Adams (Deactivated) @Pravin Salian @Jaykishan Gusani
FY'26 Goals	@Bhuvan Daruwala @Antony Godwin
Application Ownership	@all
Handling Slack outage and timely updates to company	@Shawn Adams (Deactivated)
A total of 19 orders, including both renewals and new purchases, were closed in February.	@Senthamil Selvan

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## IT Helpdesk Ticket Status

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#### Helpdesk Month Wise Ticket Creation

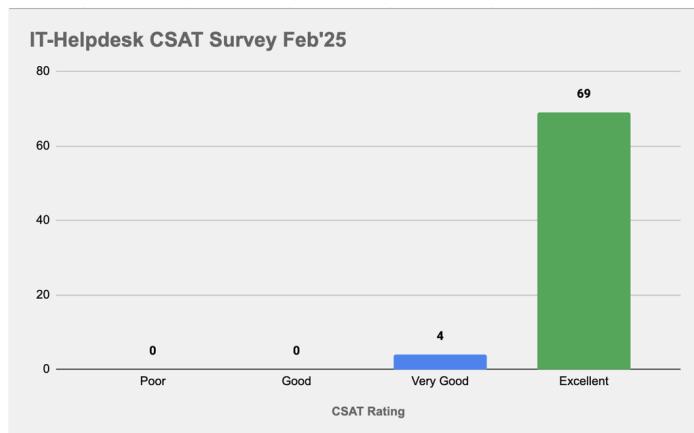


#### Zoom Room AND Network Alert ticket



#### Helpdesk CSAT Survey (Feb'25) :

Total Survey response for the month of February'25 : **73 out of 242**



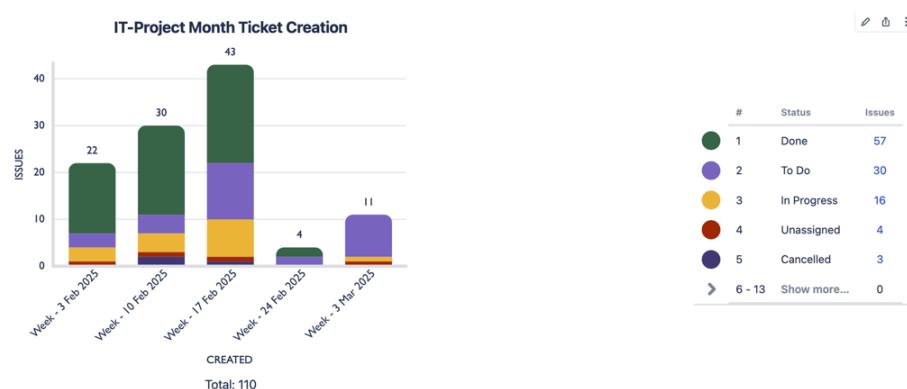
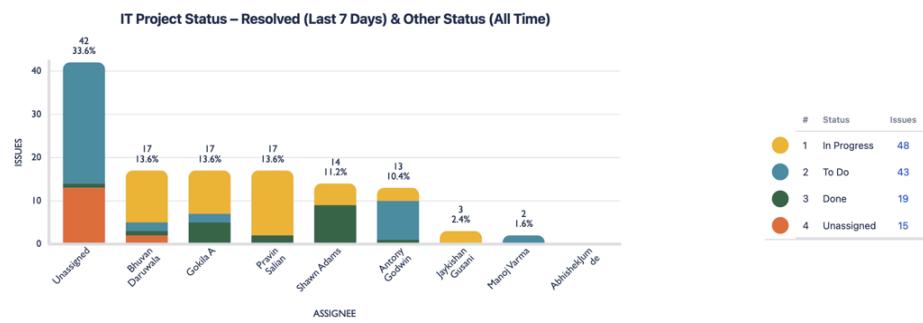
#### Comments:

- ★ Thanks to IT team for their prompt support and help on this request, this was needed by the TSO leadership for the ensuing accelerate event.
- ★ Thanks to IT team in totality for always acting promptly on all the requests raised.
- ★ Shawn was awesome!

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#### IT Projects Ticket Status

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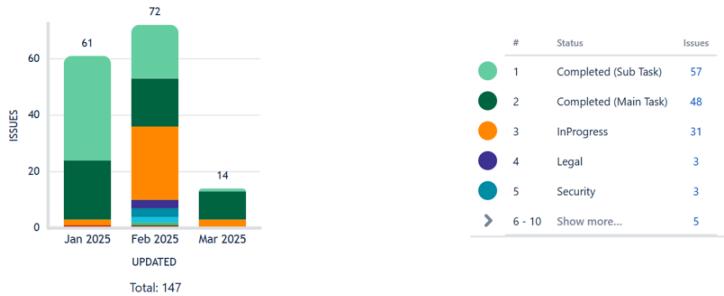
## Lumos, Patch Management and Endpoint Security Updates :

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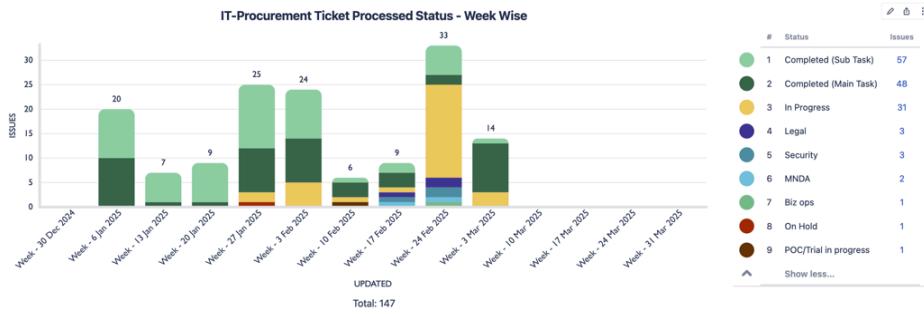
### IT Procurement

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IT-Procurement Ticket Processed Status - Month Wise



IT-Procurement Ticket Processed Status - Week Wise



- Raw Engineering - Zoom Renewal
- Viva Glint - Additional Licenses
- [\*\*Procurement Requests Status\*\*](#)

#### Planned for this month:

- BFA Off-boarding
- Complete 100%Slack Migration
- Manage docker app using JumpCloud and restrict end-users from installing
- Laptop refresh program for eligible users
- Closure on SAML for SaaS Application
- Lytics Migration - Ongoing

#### Others?

## Team Updates

### Wisdom Byte for the Week

*"In the middle of every difficulty lies opportunity." – Albert Einstein*

When we face difficulties, we often feel discouraged or stuck. However, if we shift our perspective, we can see that these moments push us to think creatively, develop resilience, and find new solutions. Many great inventions, breakthroughs, and personal achievements have come from overcoming hardships.

For example, businesses that struggle in tough times often innovate to survive, leading to new products or services. On a personal level, setbacks can teach us valuable lessons that make us stronger and more prepared for future challenges.

The key takeaway is to embrace difficulties as opportunities rather than seeing them as roadblocks.

### Company / People Team Updates (Mike)

- NA
- 
- 

### FY'26 Q1 Goals

- IT Service Management @Jaykishan Gusani to update
- IT Projects @Bhuvan Daruwala to update
- IT Procurement @Senthamil Selvan to update

### US & India Holiday(s) Mar-May '25

March	April	May
14 - Holi (India)	14 - Tamil New Year (Chennai)	01 - Labor day (India)
31 - Eid Al-Fitr (India)	18 - Good Friday (India)	26 - Memorial day (US)

### High5 (Overall: Until Week 10)

Name	High5 Received	High5 Given
Antony Godwin	2	4
Bhuvan Daruwala	4	2
Gokila A	2	2
Jaykishan Gusani	7	2
Pravin Salian	2	1
Shawn Adams	5	4
Senthamil Selvan	1	3

## Learning & Development (Period: Until Week 10)

Name	Learning / Course	Sessions Completed
Shawn Adams	Google Project Management	2
Abhishek Jumde	ITILv4	4
Pravin Salian	Python for Non-Programmers	3
Jaykishan Gusani	CompTIA Network+	3
Gokila A	Jira Cloud for Admin	2
Manoj	Effective Communication	2

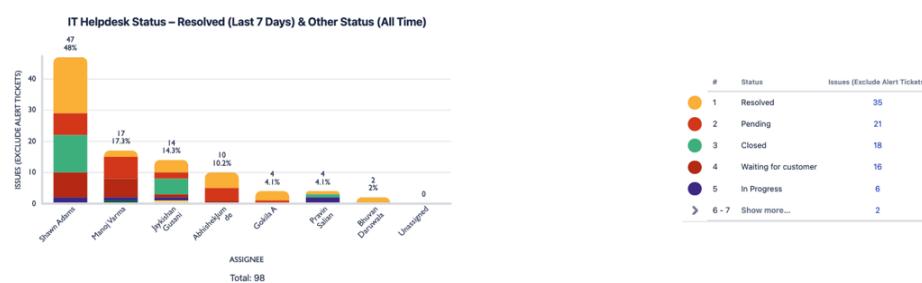
## Wins and Major Milestones 🎉

Win/Milestone	Contributor(s)

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## IT Helpdesk Ticket Status

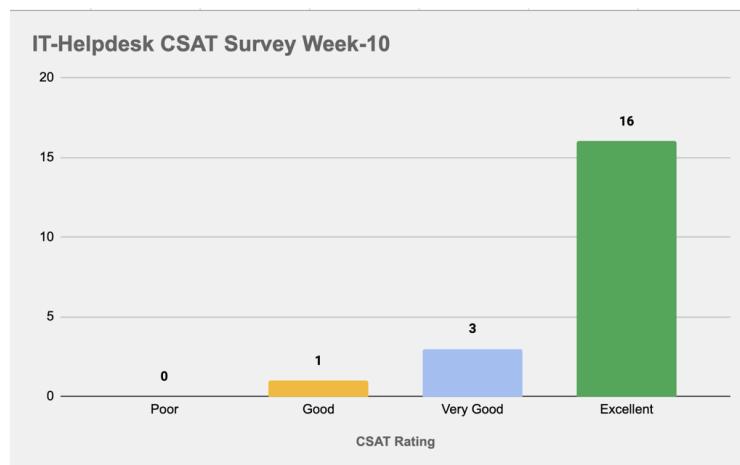
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### Helpdesk CSAT Survey (Week 10) :

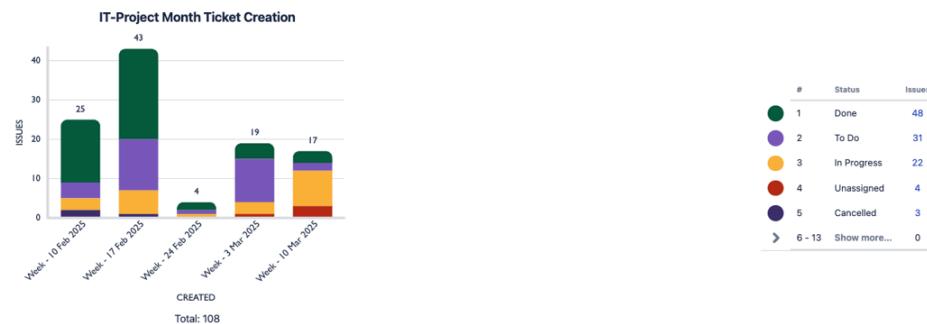
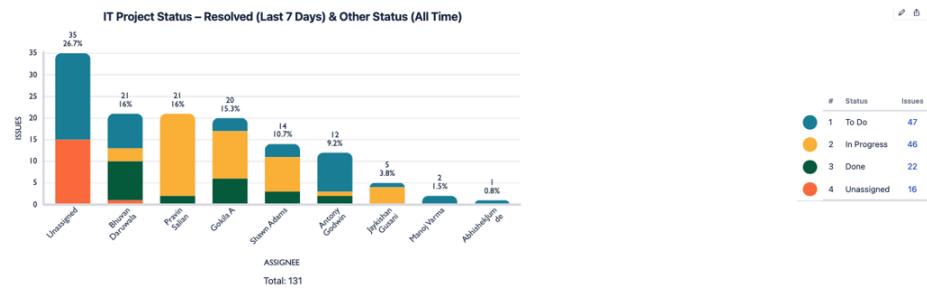
Total Survey response for the week 10 : 20




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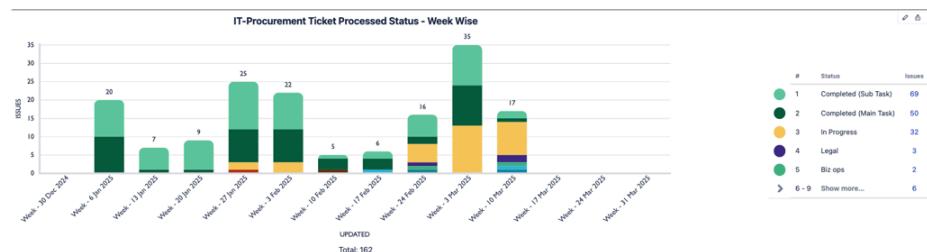
### IT Projects Ticket Status

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## Lumos, Patch Management and Endpoint Security Updates :

### IT Procurement



- Raw Engineering - Zoom Renewal
- Viva Glint - Additional Licenses
- **Procurement Requests Status**

**Planned for this month:**

- BFA Off-boarding
- Complete 100% Slack Migration
- Manage docker app using JumpCloud and restrict end-users from installing
- Laptop refresh program for eligible users
- Closure on SAML for SaaS Application
- Lytics Migration - Ongoing

**Others?**

## Team Updates

### Wisdom Byte for the Week

*"In the middle of every difficulty lies opportunity." – Albert Einstein*

When we face difficulties, we often feel discouraged or stuck. However, if we shift our perspective, we can see that these moments push us to think creatively, develop resilience, and find new solutions. Many great inventions, breakthroughs, and personal achievements have come from overcoming hardships.

For example, businesses that struggle in tough times often innovate to survive, leading to new products or services. On a personal level, setbacks can teach us valuable lessons that make us stronger and more prepared for future challenges.

The key takeaway is to embrace difficulties as opportunities rather than seeing them as roadblocks.

### Company / People Team Updates

- Manager Review and Merit discussion will happen in the following week.

### FY'26 Q1 Goals

- IT Service Management @Jaykishan Gusani to update
- IT Projects @Bhuvan Daruwala to update

### US & India Holiday(s) Mar-May '25

March	April	May
14 - Holi (India)	14 - Tamil New Year (Chennai)	01 - Labor day (India)
31 - Eid Al-Fitr (India)	18 - Good Friday (India)	26 - Memorial day (US)

### High5 (Overall: Until Week 12)

Name	High5 Received	High5 Given
Antony Godwin	0	2
Bhuvan Daruwala	7	0
Gokila A	0	0
Jaykishan Gusani	3	0
Pravin Salian	1	0
Shawn Adams	1	0
Senthamil Selvan	1	0

### Learning & Development (Period: Until Week 10)

Name	Learning / Course	Sessions Completed
Shawn Adams	Google Project Management	2
Abhishek Jumde	ITILv4	6
Pravin Salian	Python for Non-Programmers	4
Jaykishan Gusani	CompTIA Network+	4
Gokila A	Jira Cloud for Admin	3
Manoj	Effective Communication	2

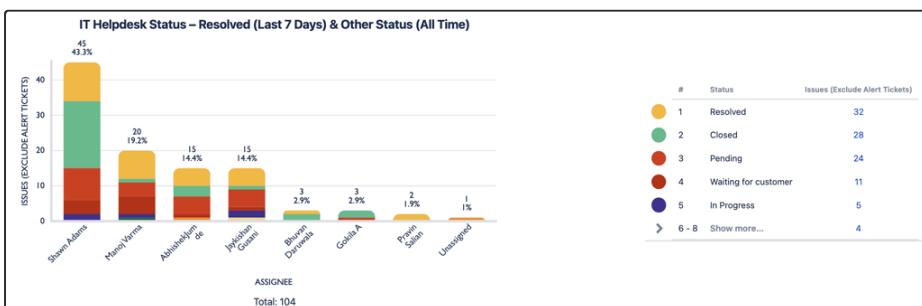
### Wins and Major Milestones 🎉

Win/Milestone	Contributor(s)
Successful Accelerate setup for India offices	@Bhuvan Daruwala @Jaykishan Gusani

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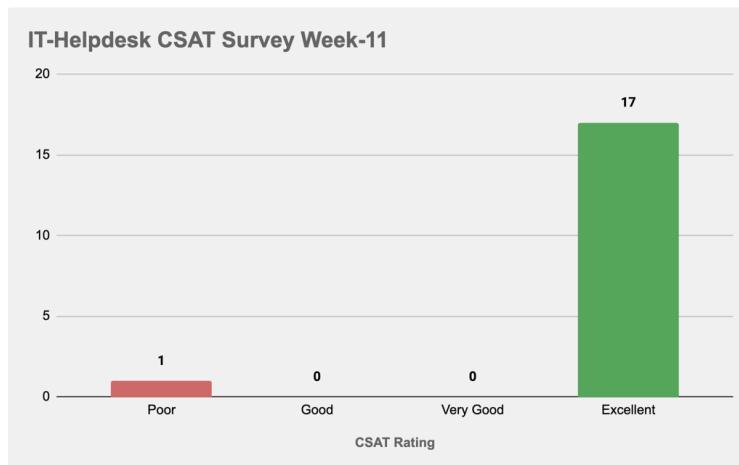
### IT Helpdesk Ticket Status

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## Helpdesk CSAT Survey (Week 11) :

Total Survey response for the month of February'25 : **18 out of 62**

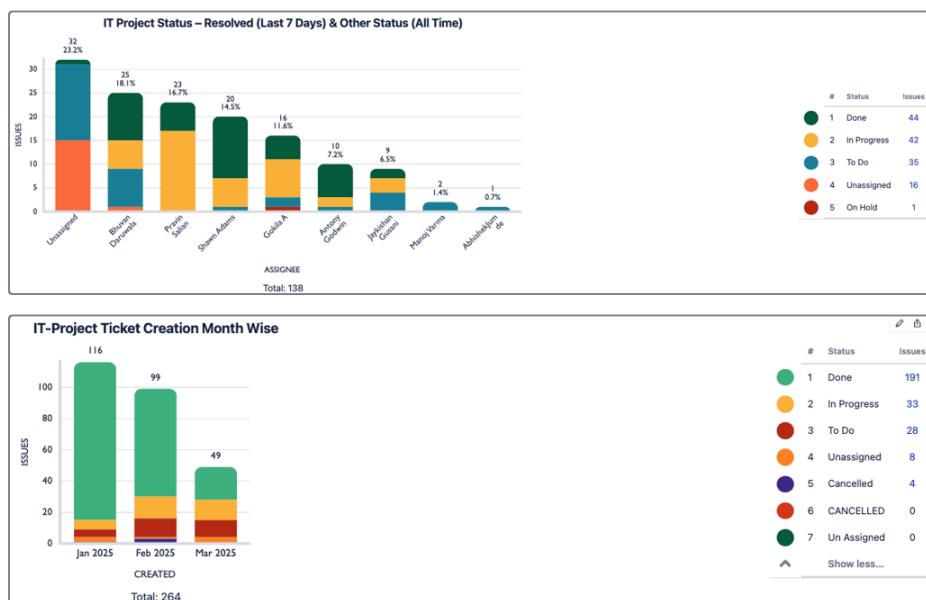


### Comments:



My Lenovo original 13inch laptop was not functioning well with gmail freezing constantly and memory overload. It had a faster cpu but less ram. IT provided a replacement 17.3inch laptop a 6year old 2019 model with higher specs but it is a huge heavy brick. I need to travel locally and OS with it. It wont fit in any laptop bags is a heavy weight to carry offsite, it is a laptop that is designed for desk use. I have the same memory problem still. As an example when first boot today Task Manager today says the laptop hasn't been shut down for 17hrs, however it is shut down daily. There is some system or an IT company installed program likely draining performance. Gmail still lags the same if more than 10tabs open.

### IT Projects Ticket Status



## Lumos, Patch Management and Endpoint Security Updates :

### Others?

2025-03-26: Weekly Meeting (Week 12)

## Team Updates

### Wisdom Byte for the Week

This week's wisdom byte is a reminder to embrace the present moment and find joy in the simple things, for true happiness lies in appreciating what we have and the journey itself, not just the destination.

### US & India Holiday(s) Mar-May '25

March	April	May
14 - Holi (India)	14 - Tamil New Year (Chennai)	01 - Labor day (India)
31 - Eid Al-Fitr (India)	18 - Good Friday (India)	26 - Memorial day (US)

### High5 (Overall: Until Week 12)

Name	High5 Received	High5 Given
Antony Godwin	4	15
Bhuvan Daruwala	17	4
Gokila A	6	2
Jaykishan Gusani	13	3
Pravin Salian	9	1
Shawn Adams	11	6
Senthamil Selvan	1	3

### Learning & Development (Period: Until Week 12)

Name	Learning / Course	Sessions Completed
Shawn Adams	Google Project Management	2
Abhishek Jumde	ITILv4	6
Pravin Salian	Python for Non-Programmers	4
Jaykishan Gusani	CompTIA Network+	4
Gokila A	Jira Cloud for Admin	4
Manoj	Effective Communication	2

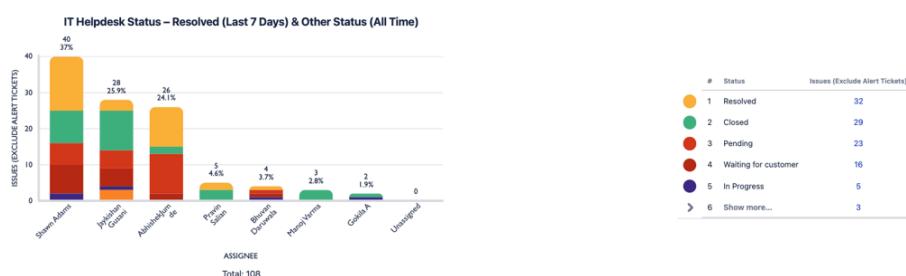
## Wins and Major Milestones 🎉

Win/Milestone	Contributor(s)
Conducted an audit of the LinkedIn Learning user list and successfully reclaimed unused licenses that were not deprovisioned during the user offboarding process.	@Gokila A
Enforced critical security controls across Google Groups for <a href="#">contentstack.com</a> , <a href="#">raweng.com</a> , and <a href="#">lytics.com</a> domains — including restricting group visibility to prevent potential data leakage and limiting user additions to Google Workspace Admins only.	@Shawn Adams (Deactivated) @Bhuvan Daruwala

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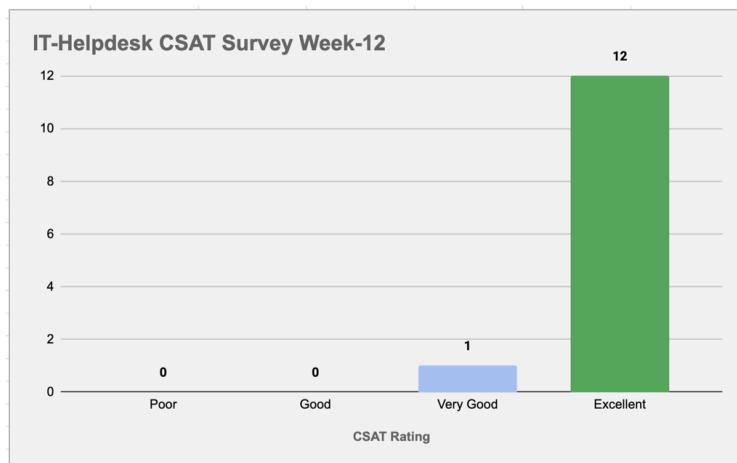
### IT Helpdesk Ticket Status

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## Helpdesk CSAT Survey (Week 12) :

Survey response for the Week12 : **13 out of 57**



## Comments:

★ The Resolution was provided Immediately & My issue was resolved. Thanks Team! 🎉

## IT Projects Ticket Status



## Lumos, Patch Management and Endpoint Security Updates :

Others?

Apr'25

2025-04-02: Weekly Meeting (Week 13)

## Team Updates

### Wisdom Byte for the Week

**"Success is not the work of one, but the strength of many."**

As a team, our greatest achievements come from collaboration, trust, and shared purpose. Let's keep building together—stronger, smarter, and more united each week.

### US & India Holiday(s) Apr-May '25

April	May
14 - Tamil New Year (Chennai)	01 - Labor day (India)
18 - Good Friday (India)	26 - Memorial day (US)

### High5 (Overall: Until Week 13)

Name	High5 Received	High5 Given
Antony Godwin	4	15
Bhuvan Daruwala	17	4
Gokila A	6	2
Jaykishan Gusani	13	3
Pravin Salian	9	1
Shawn Adams	11	6
Senthamil Selvan	1	3

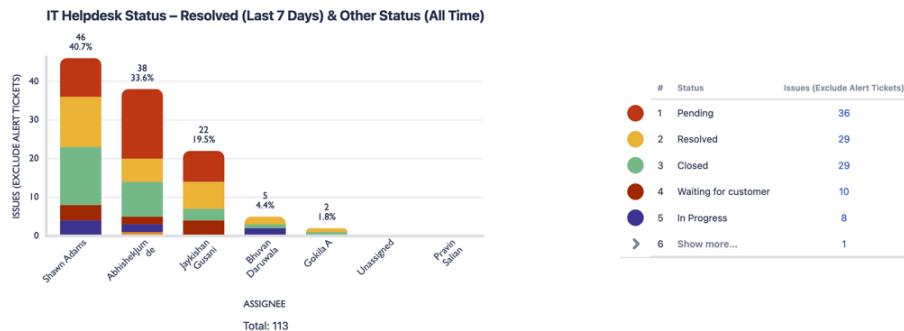
### Learning & Development (Period: Until Week 13)

Name	Learning / Course	Sessions Completed
Shawn Adams	Google Project Management	2
Abhishek Jumde	ITILv4	6
Pravin Salian	Python for Non-Programmers	5
Jaykishan Gusani	CompTIA Network+	5
Gokila A	Jira Cloud for Admin	4

### Wins and Major Milestones 🎉

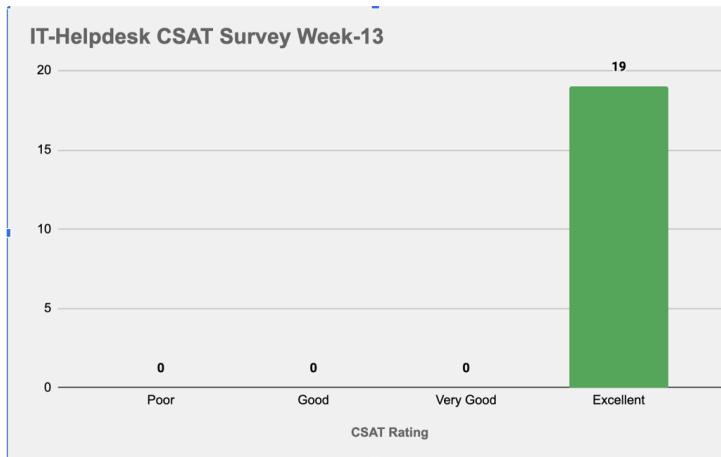
Win/Milestone	Contributor(s)


## IT Helpdesk Ticket Status



## Helpdesk CSAT Survey (Week 13) :

Survey response for the Week12 : **19 out of 63**



**Comments:**

★ super quick resolution

**IT Projects Ticket Status**

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[Lumos, Patch Management and Endpoint Security Updates :](#)

Others?

2025-04-09: Meeting with Mike (Apr'25)

## Team Updates

### Company / People Team Updates (Mike)

- Dreamguard offsite updates
  - Pricing simplification ongoing
  - Sanity competitive analysis
- Amsterdam office
- Salesforce partnership
- Project LEIA (Lytics integration)
  - Slack
  - GSuite
  - Enterprise Apps (Atlassian, others...)
- Dashboards/Reporting to support FY26 Goals
- Goals Cascading
- Skillcycle rollout
- Competency Framework status

### US & India Holiday(s) Apr-Jun '25

April	May	June
14 - Tamil New Year (Chennai)	01 - Labor day (India)	19 - Juneteenth day (US)
18 - Good Friday (India)	26 - Memorial day (US)	

### High5 (Overall: Until Week 12)

Name	High5 Received	High5 Given
Antony Godwin	8	17
Bhuvan Daruwala	18	6
Gokila A	6	2
Jaykishan Gusani	14	3
Pravin Salian	10	1
Shawn Adams	11	6
Senthamil Selvan	1	3

### Learning & Development (Period: Until Mar'25)

Name	Learning / Course	Time Utilized
Shawn Adams	Google Project Management	9 Hours

Gokila A	Jira Administration	3 Hr 30 Min
Pravin Salian	Python for Non-Programmers	3 Hr 50 Min
Jaykishan Gusani	Network +	4 Hr
Senthamil Selvan	Certified Procurement Professional	3 Hr 30 min
Bhuvan Daruwala	Advanced Google Workspace Administrator	4 Hours
Bhuvan Daruwala	L.E.A.D Training	2 Business days

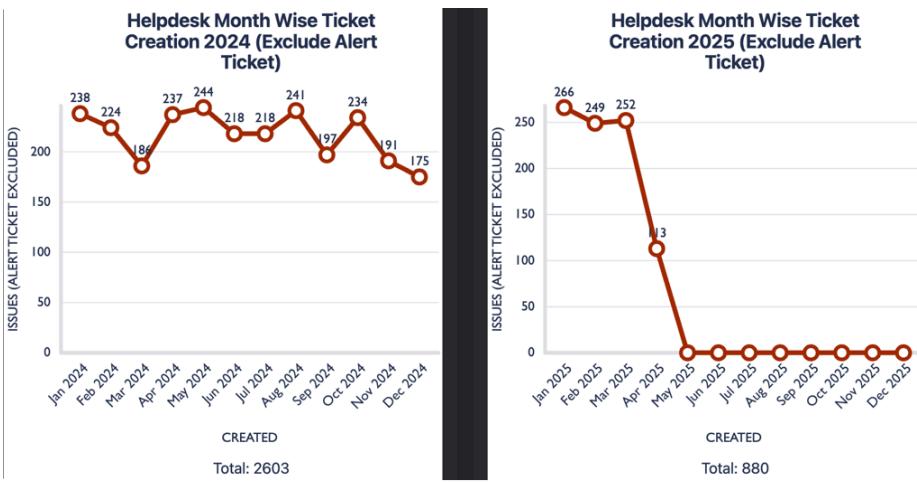
### Wins and Major Milestones 🎉

Win/Milestone	Contributor(s)
1Password Insights Cleanup	Shawn Adams
Atlassian Admin users verification	Gokila
Bitbucket Subscription	Bhuvan
LinkedIn Learning users audit	Pravin & Gokila
Firewall Subscription renewal	Jaykishan
KPI Dashboard	Pravin
App Ownership	Pravin, Shawn, Gokila, Jaykishan, Abhishek
A total of 32 orders, including both renewals and new purchases, were closed in March	Senthamil
BIMI Enabled	Bhuvan / Antony

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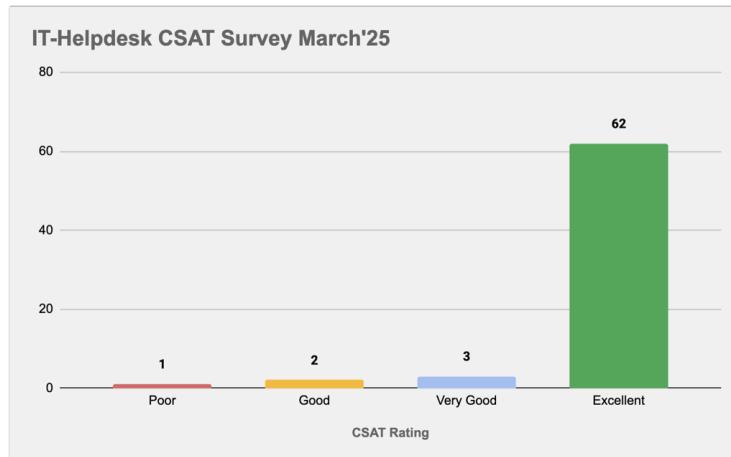
### IT Helpdesk Ticket Status

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#### Helpdesk CSAT Survey (March'25) :

Total Survey response for the month of March : **68 out of 227**



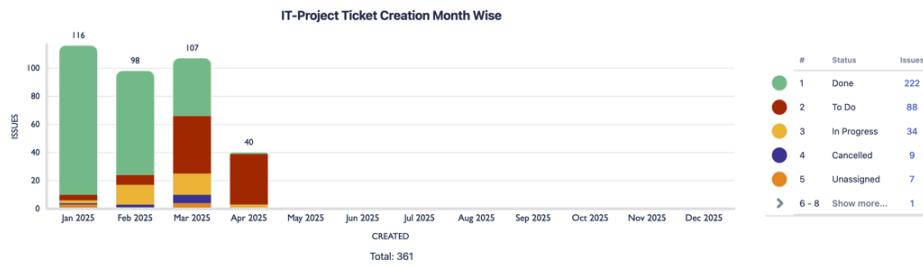
#### Comments:

- ★ The Resolution was provided Immediately & My issue was resolved. Thanks Team!
- ★ super quick resolution.

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#### IT Projects Ticket Status

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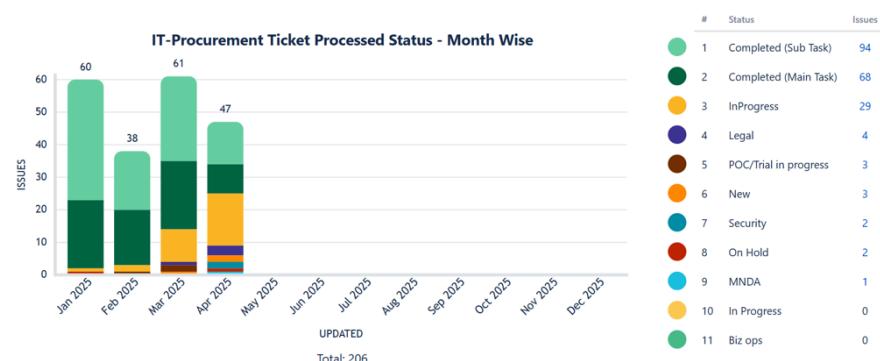


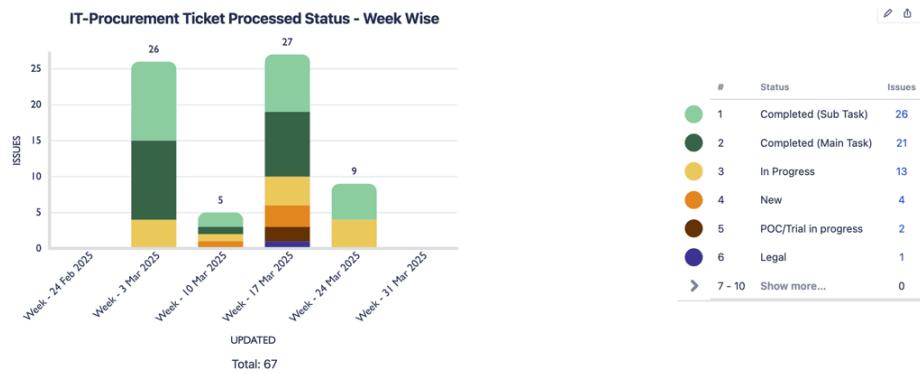
## Lumos, Patch Management and Endpoint Security Updates :

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## IT Procurement

=====





- Procurement Requests Status**

- Raw Engineering - Zoom Renewal

**Planned for this month:**

- Complete 100% GWS Migration
- IT Policy documentations
- KPI Dashboard readiness
- Lytics Apps Migration - Ongoing

**Others?**

2025-04-16: Weekly Meeting (Week 15)

## Team Updates

US & India Holiday(s) Apr-May '25

April	May
14 - Tamil New Year (Chennai)	01 - Labor day (India)
18 - Good Friday (India)	26 - Memorial day (US)

## High5 (Overall: Until Week 15)

Name	High5 Received	High5 Given
Antony Godwin	8	18
Bhuvan Daruwala	18	6
Gokila A	7	2
Jaykishan Gusani	15	3
Pravin Salian	10	1
Shawn Adams	12	6
Senthamil Selvan	1	3

## Learning & Development (Period: Until Week 15)

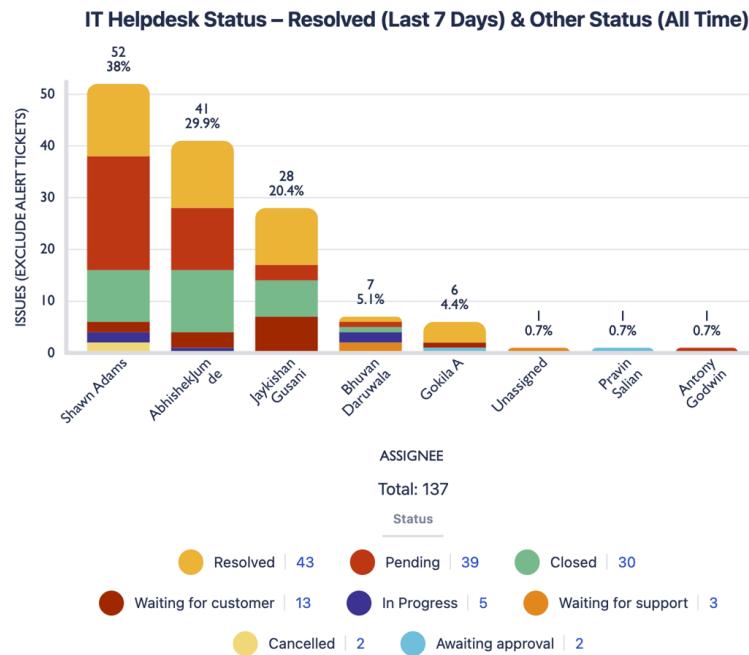
Name	Learning / Course	Sessions Completed
Shawn Adams	Google Project Management	2
Abhishek Jumde	ITILv4	6
Pravin Salian	Python for Non-Programmers	6
Jaykishan Gusani	CompTIA Network+	6
Gokila A	Jira Cloud for Admin	6

## Wins and Major Milestones 🎉

Win/Milestone	Contributor(s)

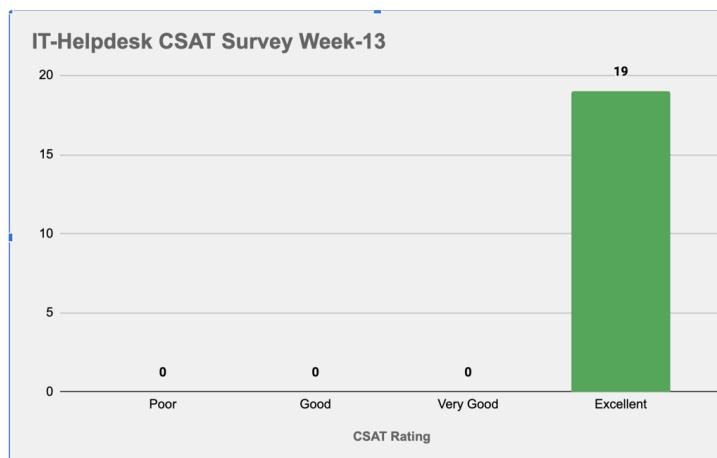


### IT Helpdesk Ticket Status



### Helpdesk CSAT Survey (Week 13) :

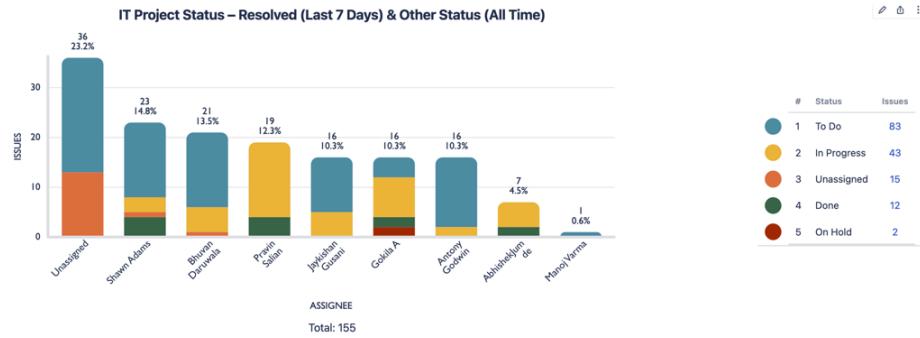
Survey response for the Week12 : **19 out of 63**



### Comments:

★ super quick resolution

### IT Projects Ticket Status



## Lumos, Patch Management and Endpoint Security Updates :

Others?

2025-04-23: Weekly Meeting (Week 16)

## Team Updates

- Complete the Tribe Vibe Survey
- Finish up adding goals in SkillCycle.

US & India Holiday(s) Apr-Jun '25

April	May	June
14 - Tamil New Year (Chennai)	01 - Labor day (India)	19 - Juneteenth day (US)
18 - Good Friday (India)	26 - Memorial day (US)	

## High5 (Overall: Until Week 15)

Name	High5 Received	High5 Given
Antony Godwin	8	18
Bhuvan Daruwala	18	6
Gokila A	7	2
Jaykishan Gusani	15	3
Pravin Salian	10	1
Shawn Adams	12	6
Senthamil Selvan	1	3

## Learning & Development (Period: Until Week 15)

Name	Learning / Course	Sessions Completed
Shawn Adams	Google Project Management	2
Abhishek Jumde	ITILv4	6
Pravin Salian	Python for Non-Programmers	6
Jaykishan Gusani	CompTIA Network+	6
Gokila A	Jira Cloud for Admin	6

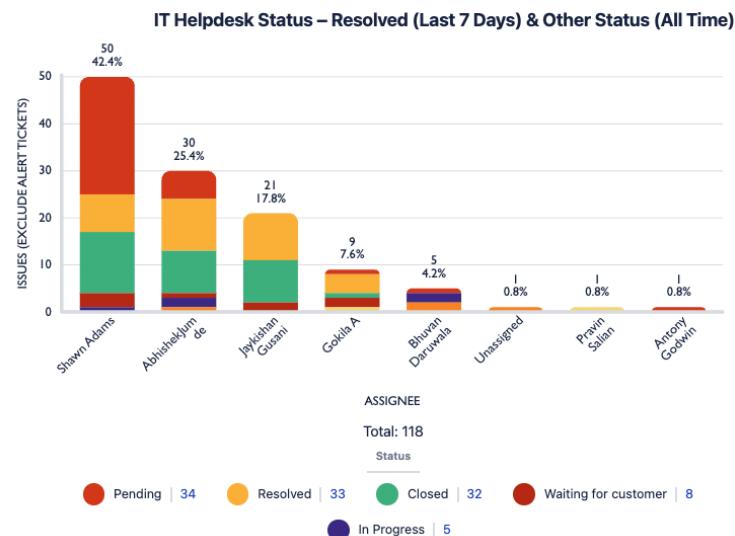
## Wins and Major Milestones 🎉

Win/Milestone	Contributor(s)


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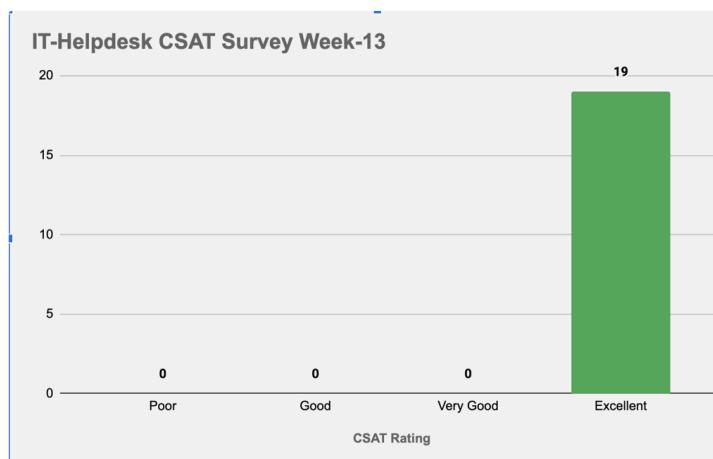
### IT Helpdesk Ticket Status

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### Helpdesk CSAT Survey (Week 13) :

Survey response for the Week12 : **19 out of 63**



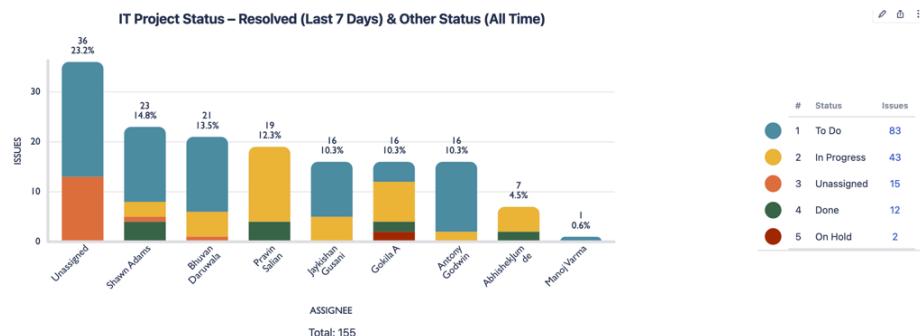
### Comments:

★ super quick resolution

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### IT Projects Ticket Status

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## Lumos, Patch Management and Endpoint Security Updates :

Others?

2025-04-30: Weekly Meeting (Week 17)

## Team Updates

- Complete the Tribe Vibe Survey
- Finish up adding goals in SkillCycle.

US & India Holiday(s) Apr-Jun '25

April	May	June
14 - Tamil New Year (Chennai)	01 - Labor day (India)	19 - Juneteenth day (US)
18 - Good Friday (India)	26 - Memorial day (US)	

## High5 (Overall: Until Week 17)

Name	High5 Received	High5 Given
Antony Godwin	8	18
Bhuvan Daruwala	18	6
Gokila A	7	2
Jaykishan Gusani	15	3
Pravin Salian	10	1
Shawn Adams	12	6
Senthamil Selvan	1	3

## Learning & Development (Period: Until Week 17)

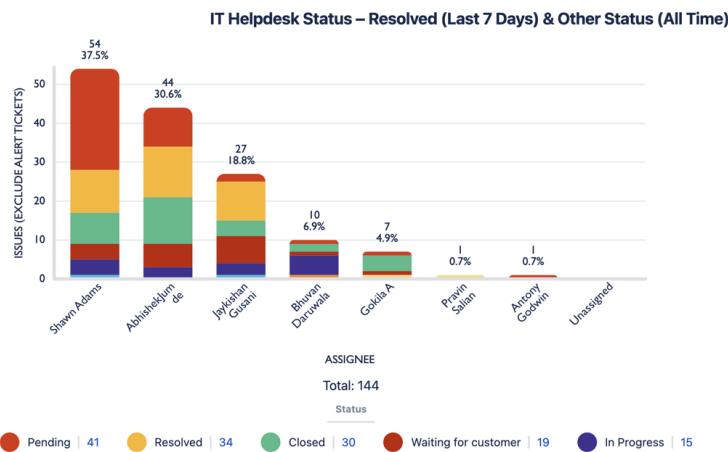
Name	Learning / Course	Sessions Completed
Shawn Adams	Google Project Management	2
Abhishek Jumde	ITILv4	6
Pravin Salian	Python for Non-Programmers	6
Jaykishan Gusani	CompTIA Network+	7
Gokila A	Jira Cloud for Admin	6

## Wins and Major Milestones 🎉

Win/Milestone	Contributor(s)

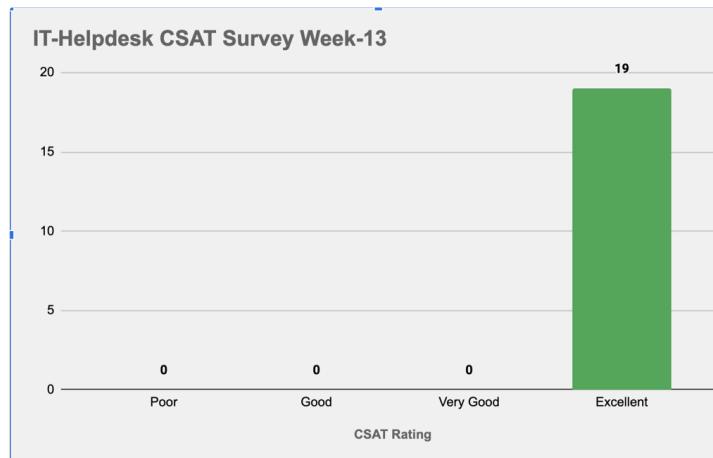

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### IT Helpdesk Ticket Status



### Helpdesk CSAT Survey (Week 13) :

Survey response for the Week12 : **19 out of 63**



### Comments:

★ super quick resolution

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### IT Projects Ticket Status

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### Lumos, Patch Management and Endpoint Security Updates :

Others?

May'25

2025-05-07: Meeting with Mike (May'25)

## Team Updates

### Company / People Team Updates (Mike)

- June onsite trip to Bangalore & Virar (week of 6/23 in BLR; 6/30-7/1 in Virar)
- Q1 Goals assessment - going through self assessment and manager assessment
- Company, Department, and Role Competencies Framework
- Tribe Vibes Survey results. Corp IT team with overall score of 65% (large variance in categories)
  - Strong scores (85%) in:
    - leadership/management
    - opportunities to learn and grow
    - execution
  - Opportunities (below 70%) in:
    - Recognition
    - Culture
    - Future growth excitement

### US & India Holiday(s) May-Jul '25

May	June	July
01 - Labor day (India)	19 - Juneteenth day (US)	4 - Independence Day (US)
26 - Memorial day (US)		

### High5 (Overall: Until Week 17)

Name	High5 Received	High5 Given
Antony Godwin	8	21
Bhuvan Daruwala	20	6
Gokila A	10	2
Jaykishan Gusani	15	3
Pravin Salian	10	1
Shawn Adams	14	6
Senthamil Selvan	1	3

### Learning & Development (Period: Until Apr'25)

Name	Learning / Course	Time Utilized
Shawn Adams	Google Project Management	9 Hours
Gokila A	Jira Administration	12 Hours

Pravin Salian	Python for Non-Programmers	3 Hr 50 Min
Jaykishan Gusani	Network +	15 Hr
Senthamil Selvan	Certified Procurement Professional	6 Hr 30 min
Bhuvan Daruwala	Advanced Google Workspace Administrator	4 Hours
Bhuvan Daruwala	L.E.A.D Training	2 Business days

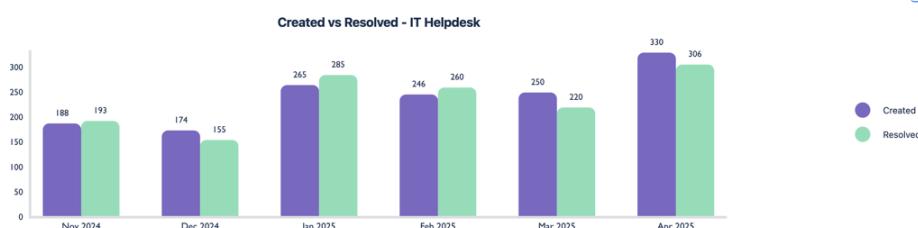
### Wins and Major Milestones 🎉

Win/Milestone	Contributor(s)
On track with accomplishing Q1 Goals	Entire team 😊 !!!
IT Process and Policy documentation	Gokila, Pravin, Jay, Bhuvan
Change Management process	Gokila, Antony
CWM process improvisation	Entire team
SpyCloud process	Shawn

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### IT Helpdesk Ticket Status

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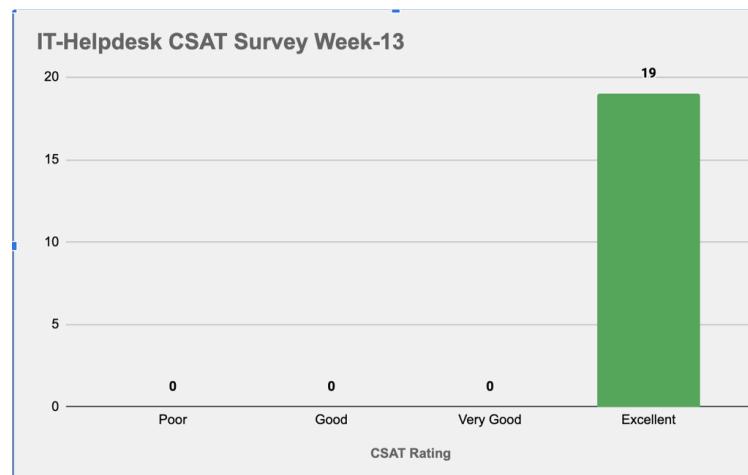


Offboarding - 9 (ROW) in April Month

Onboarding - 7 (India), 7 ROW in April Month

## Helpdesk CSAT Survey (April'25) :

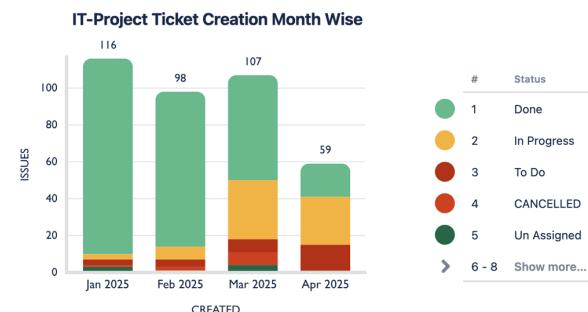
Total Survey response for the month of April : **19 out of 63**



### Comments:

★ super quick resolution

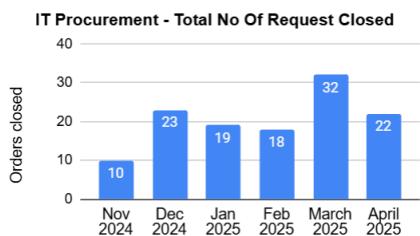
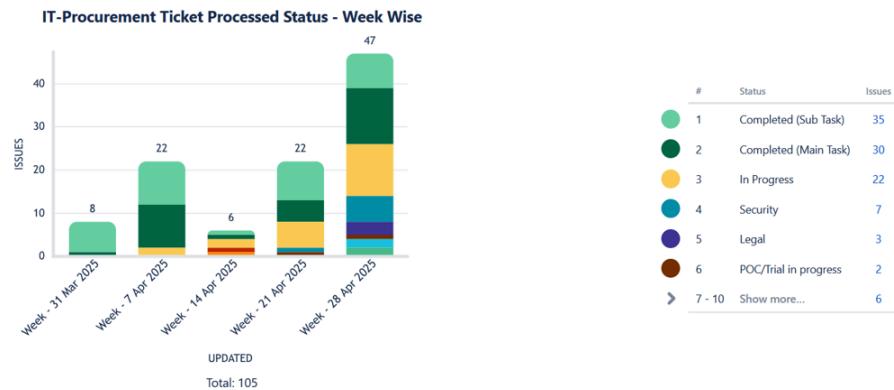
## ===== IT Projects Ticket Status =====



## Lumos, Patch Management and Endpoint Security Updates :

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## IT Procurement



### • Procurement Requests Status

#### Planned for this month:

- Complete 100% GWS Migration
- IT Policy documentations
- Lytics Apps Migration - Ongoing

#### Others?

## 2025-05-14: Weekly Meeting (Week 19)

### Team Updates

- Finish up adding goals in SkillCycle.

US & India Holiday(s) Apr-Jun '25

May	June
01 - Labor day (India)	19 - Juneteenth day (US)
26 - Memorial day (US)	

### High5 (Overall: Until Week 17)

Name	High5 Received	High5 Given
Antony Godwin	8	18
Bhuvan Daruwala	18	6
Gokila A	10	2
Jaykishan Gusani	15	3
Pravin Salian	10	1
Shawn Adams	12	6
Senthamil Selvan	1	3

### Learning & Development (Period: Until Week 17)

Name	Learning / Course	Sessions Completed
Shawn Adams	Google Project Management	2
Abhishek Jumde	ITILv4	6
Pravin Salian	Python for Non-Programmers	6

Jaykishan Gusani	CompTIA Network+	7
Gokila A	Jira Cloud for Admin	7

## Wins and Major Milestones 🎉

Win/Milestone	Contributor(s)

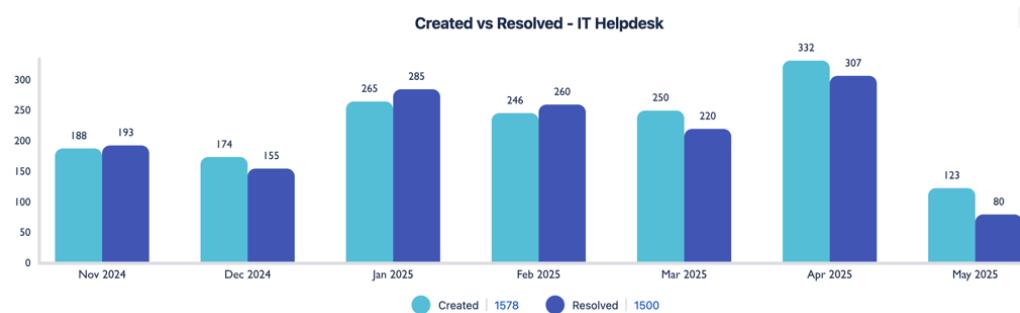
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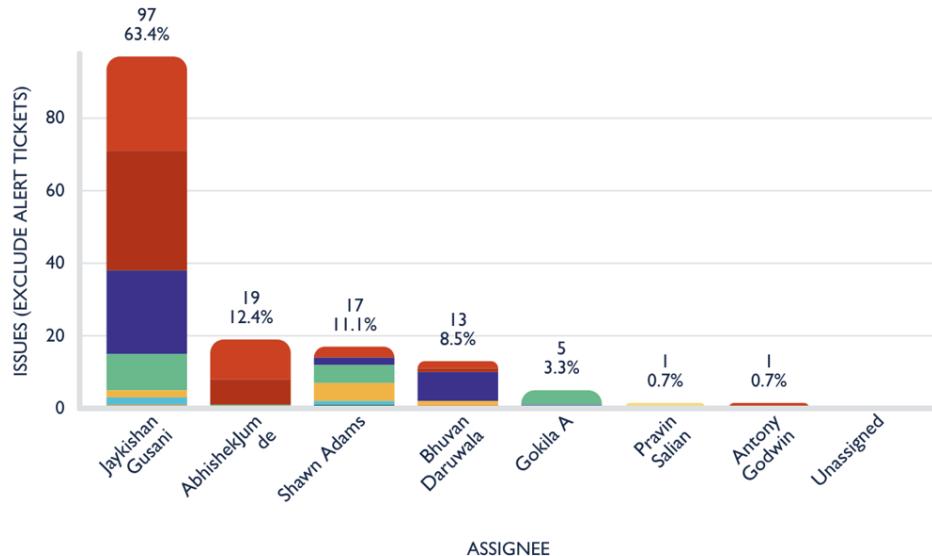
## IT Helpdesk Ticket Status

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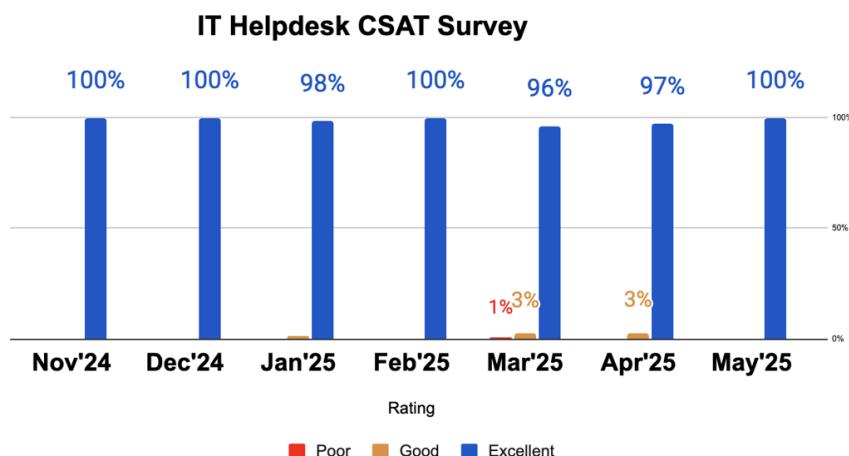
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### IT Helpdesk Status – Resolved (Last 7 Days) & Other Status (All Time)



### Helpdesk CSAT Survey (Week 19) :



Survey response for the Week19 : 33

### Comments:

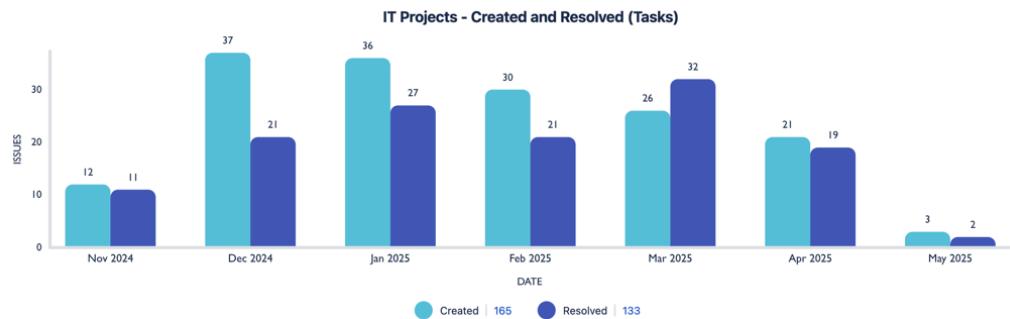
- ★ Smooth process, great customer service.
  - ★ Thanks for fixing it in no time!
- =====
- =====

### IT Projects Ticket Status

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## Lumos, Patch Management and Endpoint Security Updates :

Others?

2025-05-21: Weekly Meeting (Week 20)

## Team Updates:

US & India Holiday(s) Apr-Jun '25

May	June
01 - Labor day (India)	19 - Juneteenth day (US)
26 - Memorial day (US)	

## High5 (Overall: Until Week 17)

Name	High5 Received	High5 Given
Antony Godwin	8	18
Bhuvan Daruwala	18	6
Gokila A	10	2
Jaykishan Gusani	15	3
Pravin Salian	10	1
Shawn Adams	12	6
Senthamil Selvan	1	3

## Learning & Development (Period: Until Week 17)

Name	Learning / Course	Sessions Completed
Shawn Adams	Google Project Management	2
Abhishek Jumde	ITILv4	6
Pravin Salian	Python for Non-Programmers	6

Jaykishan Gusani	CompTIA Network+	7
Gokila A	Jira Cloud for Admin	7

## Wins and Major Milestones 🎉

Win/Milestone	Contributor(s)

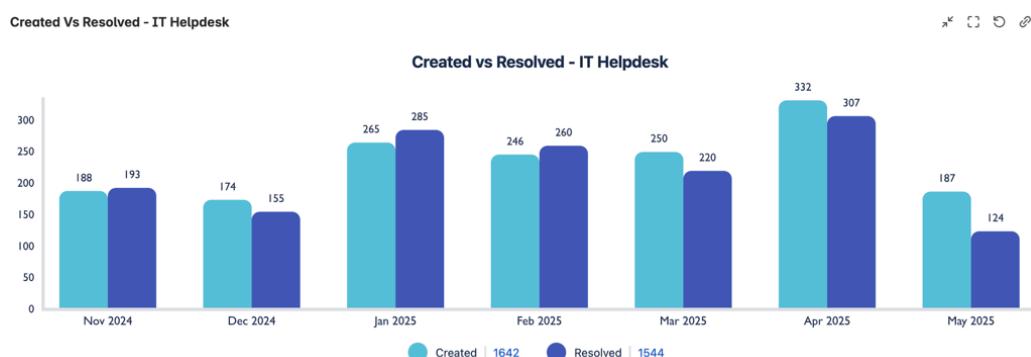
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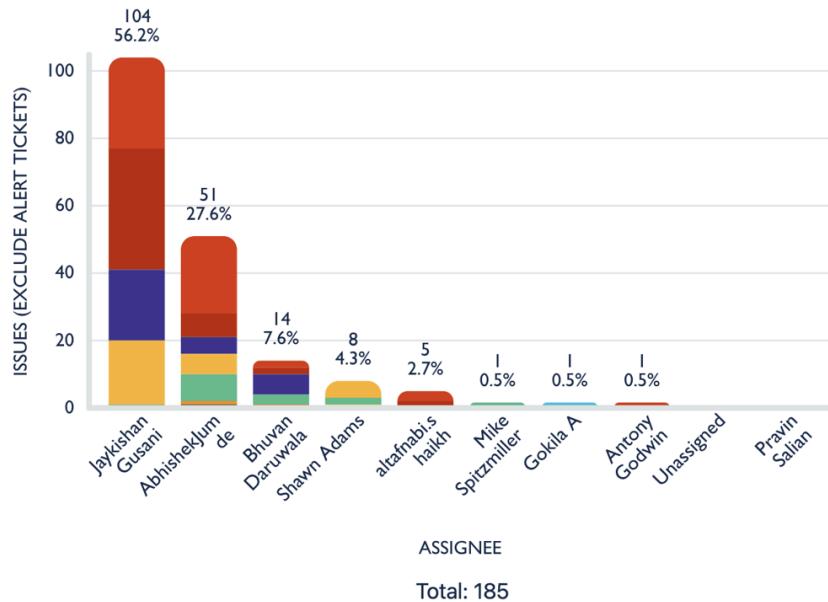
## IT Helpdesk Ticket Status

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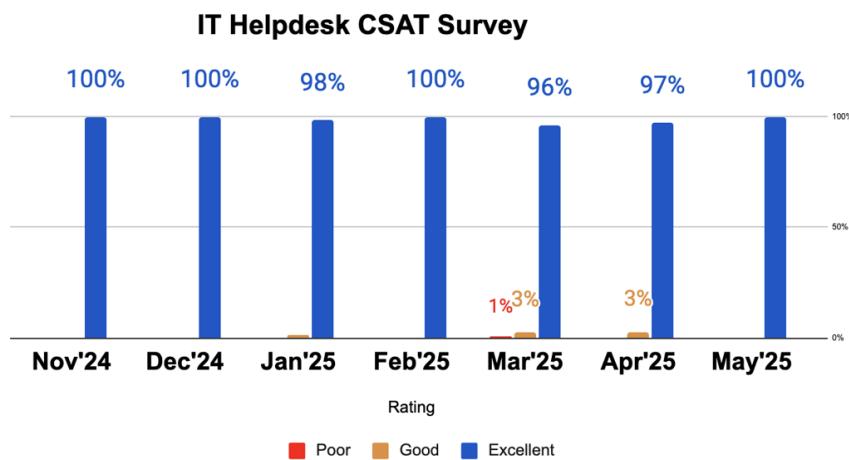
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## IT Helpdesk Status – Resolved (Last 7 Days) & Other Status (All Time)



### Helpdesk CSAT Survey (Week 19) :

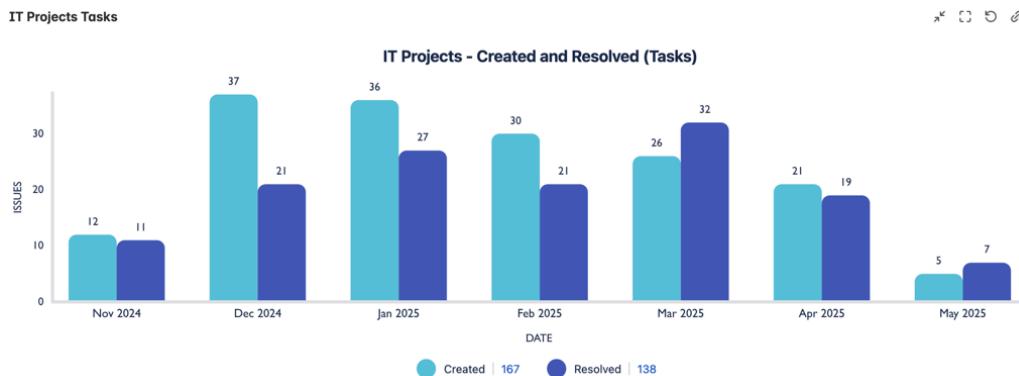


Survey response for the Week19 : 33

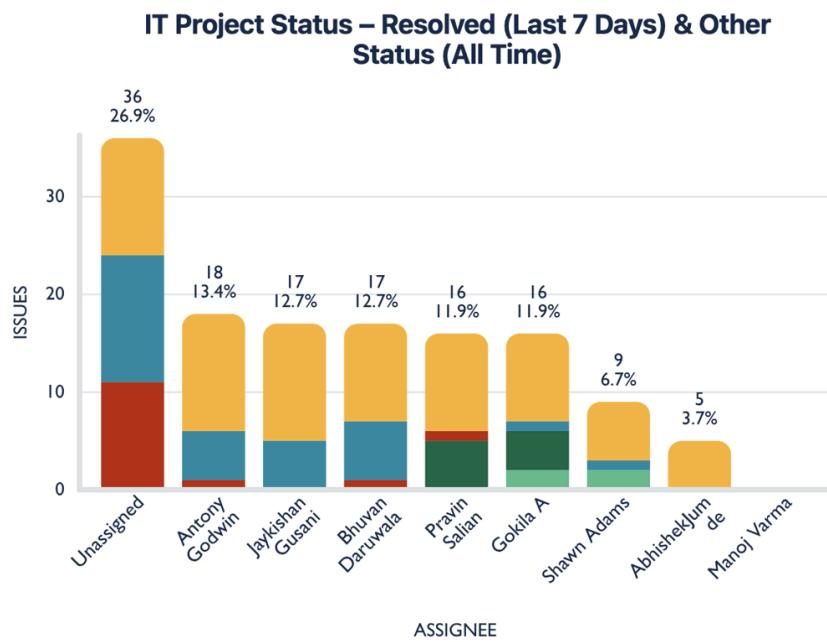
### Comments:

- ★ Thanks for your help! Unrelated: I'd love it the timeout before requiring a new login were slower.
- ★ BEST TEAM EVER!!! WILL MISS WORKING WITH ALL OF YOU!!!!!! CHEERS TO THE IT TEAM :)

## IT Projects Ticket Status



## Project Ticket Status Wise



## Lumos, Patch Management and Endpoint Security Updates :

Others?

2025-05-28: Weekly Meeting (Week 21)

### Team Updates:

- SkillCycle Q1 Updates - by Jun 6, 2025
- Certificate Completion timeline in Q2
- Mike travel to India - Bengaluru & Virar
- Bhuvan travel to US Jun 5, 2025 to Jun 16, 2025
- IT Intern joining in US Jun 9, 2025

US & India Holiday(s) Apr-Jul '25

May	June	July
01 - Labor day (India)	19 - Juneteenth day (US)	4 - Independence Day (US)
26 - Memorial day (US)		

### High5 (Overall: Until Week 21)

Name	High5 Received	High5 Given
Antony Godwin	11	23
Bhuvan Daruwala	22	6
Gokila A	12	2
Jaykishan Gusani	20	4
Pravin Salian	14	1
Altaf Shaik	0	2
Senthamil Selvan	2	3

### Learning & Development (Period: Until Week 21)

Name	Course	Planned Completion Date	Status
Antony Godwin	Certified Scrum Master	May 25, 2025	Completed
Gokila A	ACP-120 - Jira Administration for Cloud	Aug 15, 2025	In Progress...

Pravin Salian	Python for Non-Programmers		
Jaykishan Gusani	CompTIA Network+		
Bhuvan Daruwala			
Abhishek Jumde			
Altaf Shaik			

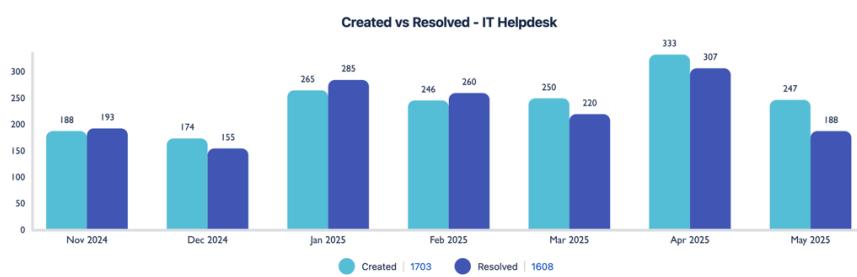
### Wins and Major Milestones 🎉

Win/Milestone	Contributor(s)

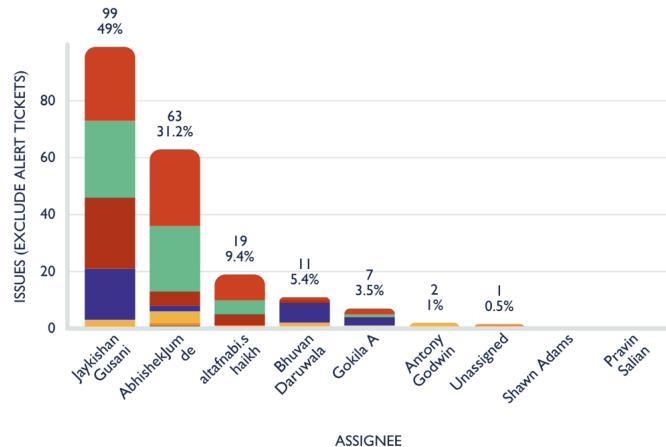
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### IT Helpdesk Ticket Status

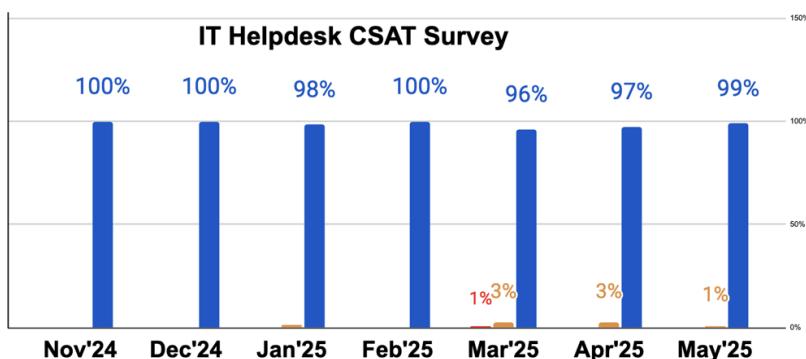
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### IT Helpdesk Status – Resolved (Last 7 Days) & Other Status (All Time)



### Helpdesk CSAT Survey (Week 21) :

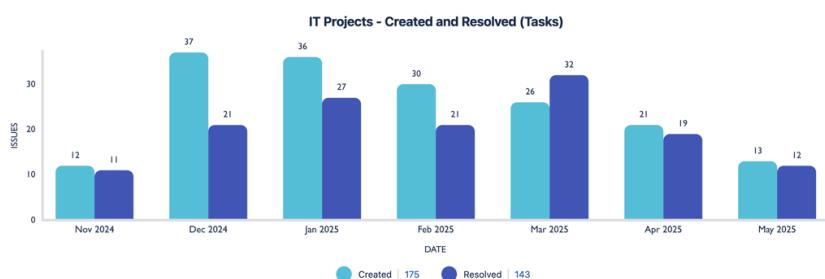


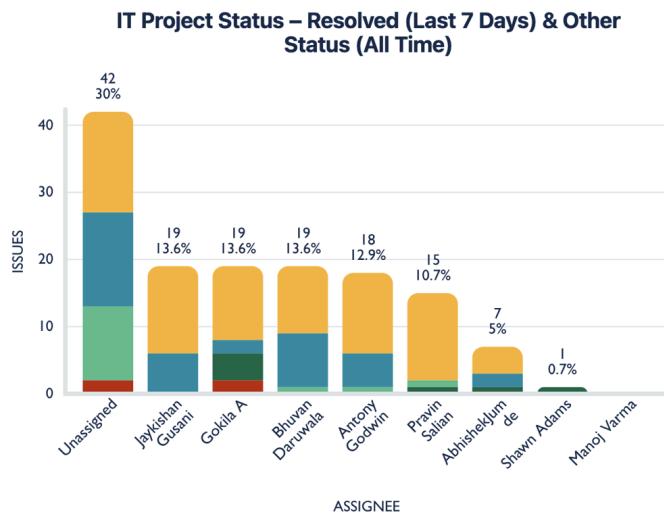
Survey response for the Week21: 8

#### Comments:

- ★ super quick
  - ★ Thanks for your help! Unrelated: I'd love it the timeout before requiring a new login were slower. (Laptop)
- 

### IT Projects Ticket Status





### Lumos, Patch Management and Endpoint Security Updates :

#### In Progress / Planned for next week:

- Interns joining in US
- Interns joining in India
- Lumos response to the Lumos OEM
-

Jun'25

2025-06-04: Meeting with Mike (Jun'25)

## Team Updates

### Company / People Team Updates (Mike)

- ContentCon this week - extra lookout for any helpdesk issues
- June onsite trip to Bangalore & Virar (week of 6/23 in BLR; 6/30-7/1 in Virar)
- Skillcycle: Goals entry and Q1 self-assessments
- BIT Team cohesion
  - Thoughts on a monthly teamwide meeting?
  - BIT Team social page - icebreakers, trivia, etc...?
- Mike on PTO Jun 6-15

### CallOut !!!

Thank You Award to @Senthamil Selvan



### US & India Holiday(s) Jun-Aug '25

June	July	August
19 - Juneteenth day (US)	4 - Independence Day (US)	15 - Independence Day (India)
		27 - Ganesh Chathurthi

### High5 (Overall: Until Week 22)

Name	High5 Received	High5 Given
Antony Godwin	12	25
Bhuvan Daruwala	21	6
Gokila A	12	3
Jaykishan Gusani	22	7
Pravin Salian	15	2
Altaf Nabi Shaikh	3	1

Abhishek Jumde	8	1
Senthamil Selvan	6	3

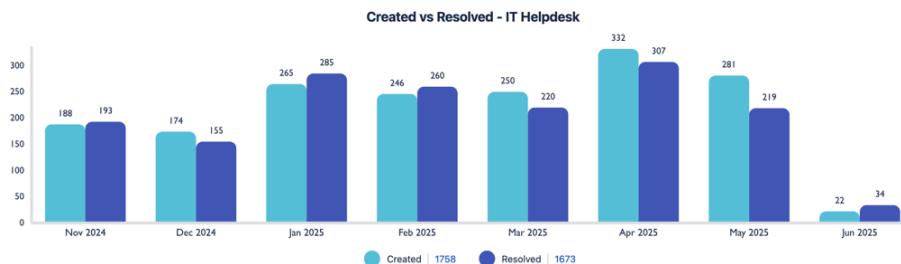
#### Learning & Development (Period: Until May'25)

Name	Course	Planned Completion Date	Status
Antony Godwin	Certified Scrum Master	May 25, 2025	Completed
Gokila A	ACP-120 - Jira Administration for Cloud	Aug 15, 2025	In Progress...
Senthamil Selvan	ISM-Certified Procurement Professional (CPP™) Certification	Jul 31, 2025	In Progress...
Pravin Salian	PCEP – Certified Entry-Level Python Programmer certification	Aug 8, 2025	In Progress...
Jaykishan Gusani	CompTIA Network+	Aug 13, 2025	In Progress...
Bhuvan Daruwala			
Abhishek Jumde	CompTIA Security+	Sep 30, 2025	In Progress...
Altaf Shaik			

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#### IT Helpdesk Ticket Status

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May'25:

FTE Off-boarding: 5 (India) & 10 (US + ROW)

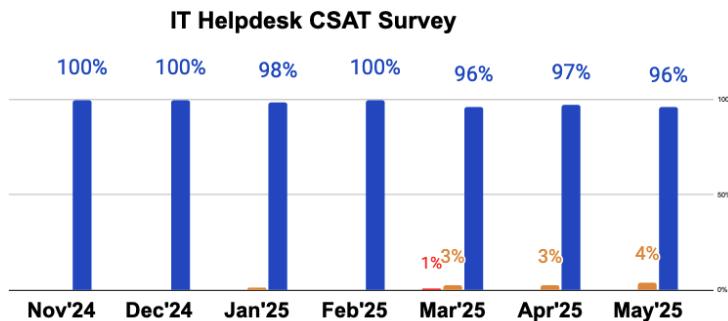
FTE On-boarding: 9 (India) & 9 (US +ROW)

Contractor(s) On-boarding: 12

#### Notable ITSM Achievements

- Accessories procurement is being standardised, and sufficient stock is being maintained at each location.
- Scheduled off-boarding processes are executed via Lumos.
- Gently used laptops in CxC are being re-used and allocated to FTEs.
- Provisioning and de-provisioning tasks are almost at zero, indicating high efficiency.
- Laptops, accessories, and all necessary items for 20 interns were sent well in advance of their joining date.

#### Helpdesk CSAT Survey (May'25) :



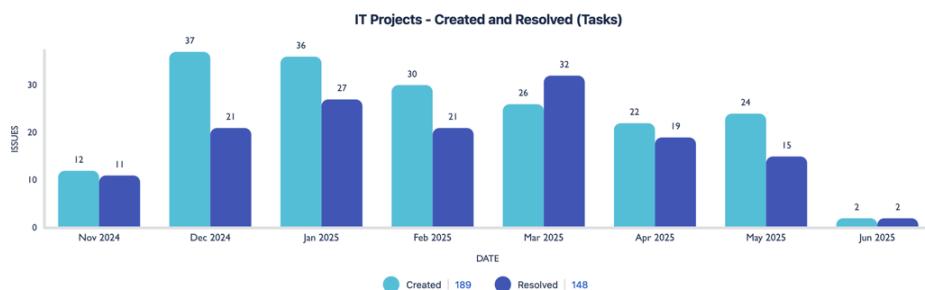
#### Comments:

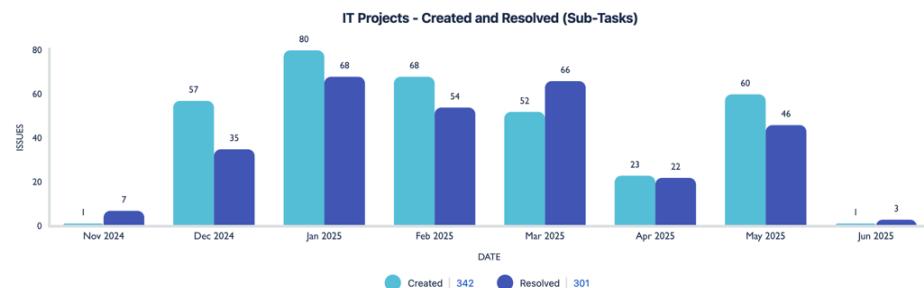
- ★ Smooth process, great customer service.
- ★ Thanks for fixing it in no time.
- ★ BEST TEAM EVER!!! WILL MISS WORKING WITH ALL OF YOU!!!!!! CHEERS TO THE IT TEAM :)

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**IT Projects Ticket Status**

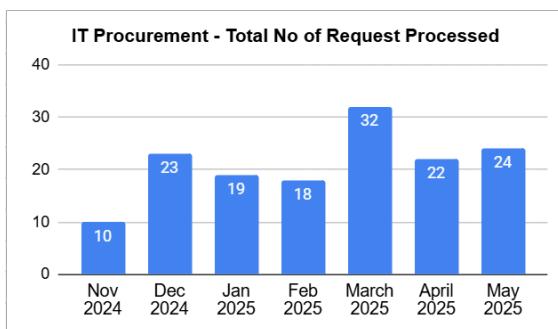
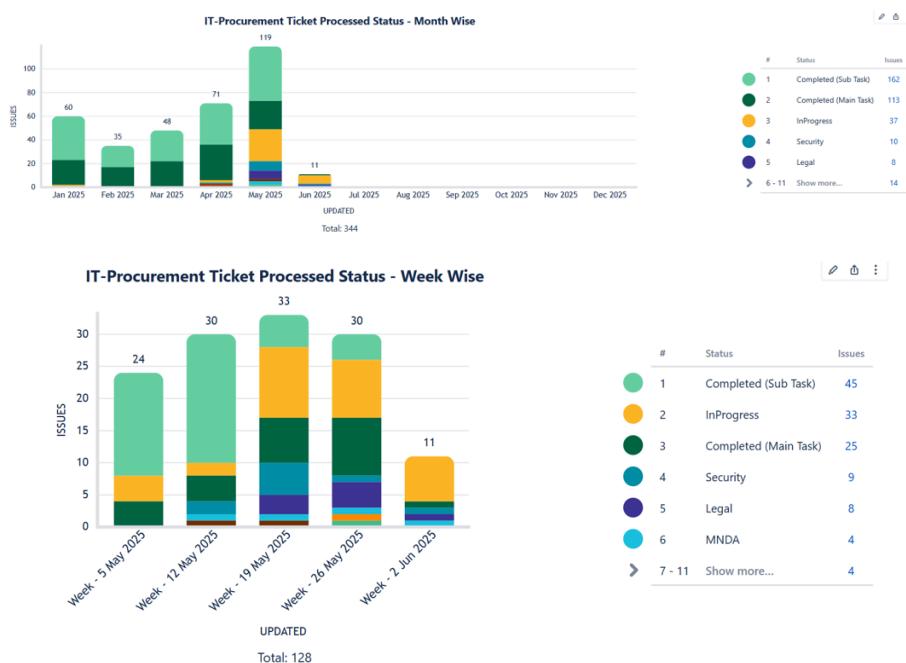
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## Lumos, Patch Management and Endpoint Security Updates :

### IT Procurement



### Procurement Requests Status

Others?

2025-06-11: Weekly Meeting (Week 23)

## Team Updates

### Company / People Team Updates (Antony)

- Plan for next week during the Goa offsite, with special attention to US support coverage.
- Mike's June onsite trip: Bangalore (week of 6/23) and Virar (6/30–7/1).
- Skillcycle: Complete goal entries and Q1 self-assessments.
- Encourage more High5s to increase recognition count.

### US & India Holiday(s) Jun-Aug '25

June	July	August
19 - Juneteenth day (US)	4 - Independence Day (US)	15 - Independence Day (India)
		27 - Ganesh Chathurthi

### High5 (Overall: Until Week 22)

Name	High5 Received	High5 Given
Antony Godwin	12	25
Bhuvan Daruwala	21	6
Gokila A	12	3
Jaykishan Gusani	22	7
Pravin Salian	15	2
Altaf Nabi Shaikh	3	1
Abhishek Jumde	8	1
Senthamil Selvan	6	3

### Learning & Development (Period: Until May'25)

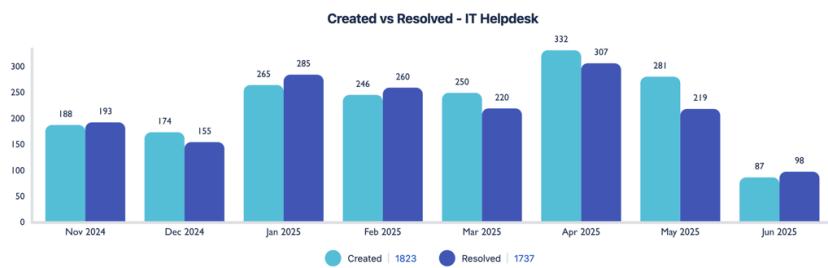
Name	Course	Planned Completion Date	Status
Antony Godwin	Certified Scrum Master	May 25, 2025	Completed
Gokila A	ACP-120 - Jira Administration for	Aug 15, 2025	In Progress...

	Cloud		
Senthamil Selvan	ISM-Certified Procurement Professional (CPP™) Certification	Jul 31, 2025	In Progress...
Pravin Salian	PCEP – Certified Entry-Level Python Programmer certification	Aug 8, 2025	In Progress...
Jaykishan Gusani	CompTIA Network+	Aug 13, 2025	In Progress...
Bhuvan Daruwala			
Abhishek Jumde	CompTIA Security+	Sep 30, 2025	In Progress...
Altaf Shaik			

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### IT Helpdesk Ticket Status

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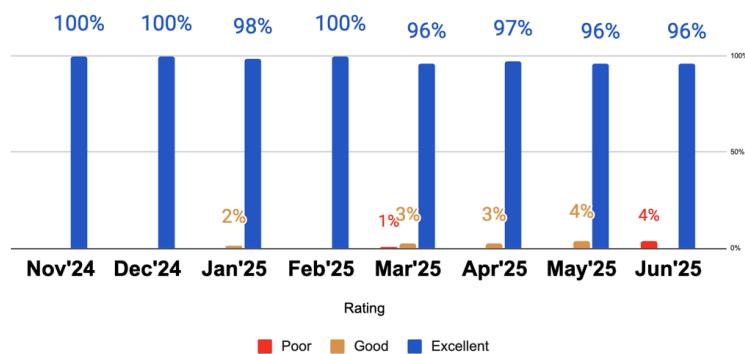


**ITSM Updates**

- 

**Helpdesk CSAT Survey (Week 23) :**

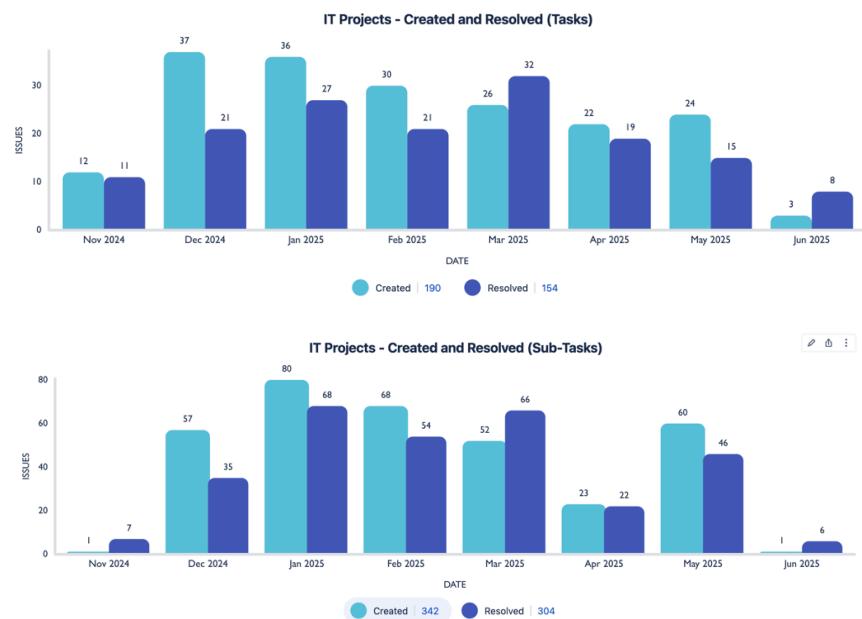
## IT Helpdesk CSAT Survey



### Comments:

★ it's not the first time I've reported an issue with my laptop. I face such issues once in a while, so a long term fix is much better instead of fixing the same laptop repeatedly. Apart from the reported issue this time, I regularly see the lagging issues if I use it for longer hours.

## IT Projects Ticket Status



### ITPR Updates:

- Atlassian License cleanup
- IT Looker dashboards Completed.
- Confluence Migration dryrun
- SkillCycle SSO Completed

## Lumos, Patch Management and Endpoint Security Updates :

Others?

## 2025-06-25: Weekly Meeting (Week 25)

### Team Updates

#### Company / People Team Updates (Antony)

- Plan for next week during the Goa offsite, with special attention to US support coverage.
- Mike's June onsite trip: Bangalore (week of 6/23) and Virar (6/30–7/1).
- Skillcycle: Complete goal entries and Q1 self-assessments.
- Encourage more High5s to increase recognition count.

#### US & India Holiday(s) Jun-Aug '25

June	July	August
19 - Juneteenth day (US)	4 - Independence Day (US)	15 - Independence Day (India)
		27 - Ganesh Chathurthi

#### High5 (Overall: Until Week 25)

Name	High5 Received	High5 Given
Antony Godwin	12	25
Bhuvan Daruwala	21	6
Gokila A	12	3
Jaykishan Gusani	22	7
Pravin Salian	15	2
Altaf Nabi Shaikh	3	1
Abhishek Jumde	8	1
Senthamil Selvan	6	3

#### Learning & Development (Period: Until Jun'25)

Name	Course	Planned Completion Date	Status
Antony Godwin	Certified Scrum Master	May 25, 2025	Completed
Gokila A	ACP-120 - Jira Administration for Cloud	Aug 15, 2025	In Progress...
Senthamil Selvan	ISM-Certified Procurement Professional (CPP™) Certification	Jul 31, 2025	In Progress...
Pravin Salian	<i>PCEP – Certified Entry-Level Python Programmer certification</i>	Aug 8, 2025	In Progress...
Jaykishan Gusani	CompTIA Network+	Aug 13, 2025	In Progress...
Bhuvan Daruwala			
Abhishek Jumde	CompTIA Security+	Sep 30, 2025	In Progress...
Altaf Shaik			

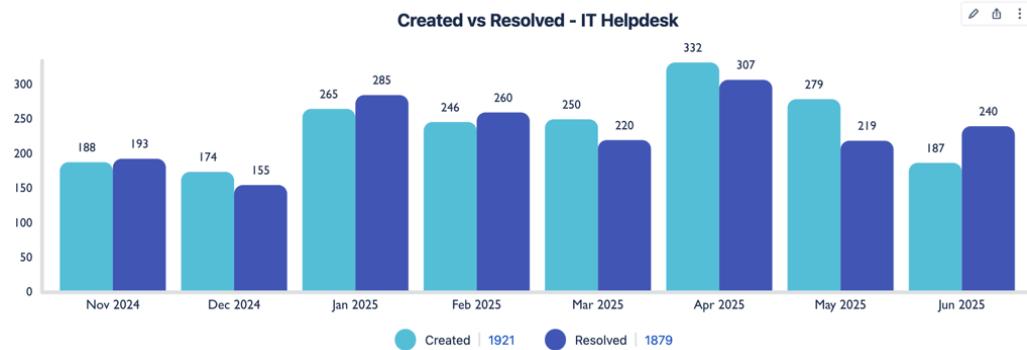
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### IT Helpdesk Ticket Status

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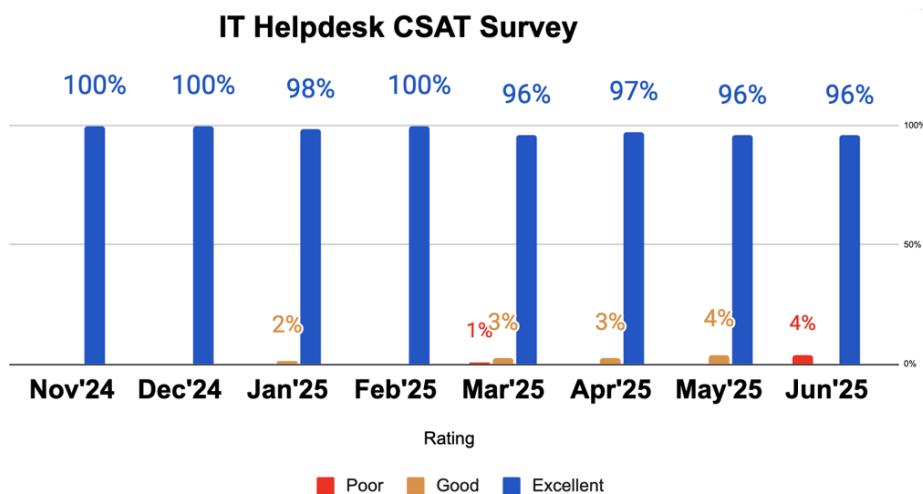
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## ITSM Updates

- 

## Helpdesk CSAT Survey (Week 25) :



## Comments:

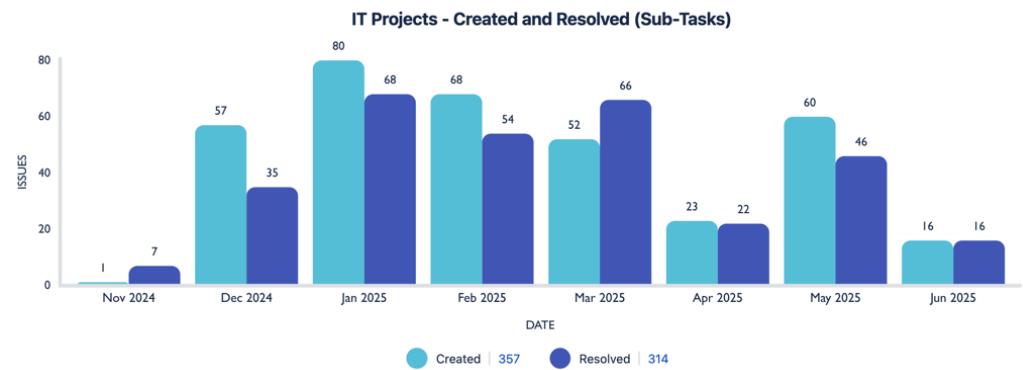
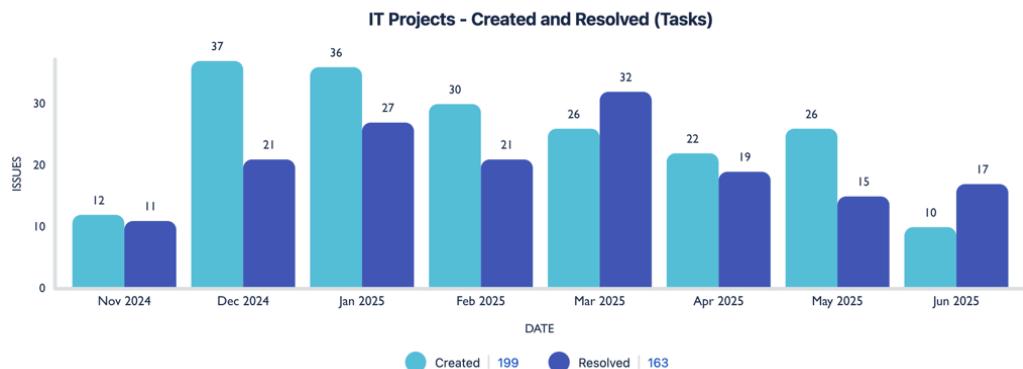
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## IT Projects Ticket Status

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#### ITPR Updates:

- **Lytics - Confluence Space Migration** Completion
- **Crowdstrike alerts** - ITSM ticket generation
- Spycloud Alerts ticket generation and dashboard - In-progress
- Lytics GWS migration Followup activities
- **Atlassian License Cleanup- Cost Savings** - Jira-11; Confluence-9; Jira Product Discovery-12; Compass-12; JSM-5

#### Lumos, Patch Management and Endpoint Security Updates :

#### Others?

Jul'25

2025-07-01: Meeting with Mike (Jul'25)

## Team Updates

### Company / People Team Updates (Mike)

- Dreamguard slides - monthly update.

### US & India Holiday(s) Jul-Sep '25

July	August	September
4 - Independence Day (US)	15 - Independence Day (India)	1 - Labour Day (US)
	27 - Ganesh Chathurthi (India)	

### High5 (Overall: Until Week 26)

Name	High5 Received	High5 Given
Antony Godwin	12	27
Bhuvan Daruwala	28	8
Gokila A	17	5
Jaykishan Gusani	29	10
Pravin Salian	20	3
Altaf Nabi Shaikh	3	1
Abhishek Jumde	11	3
Senthamil Selvan	6	3

### Learning & Development (Period: Until Jun'25)

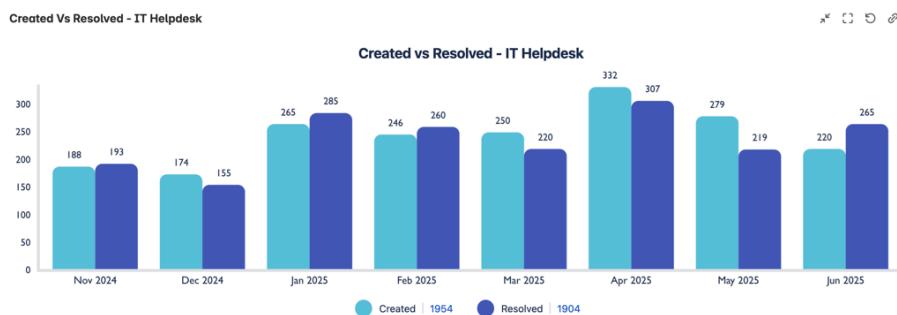
Name	Course	Planned Completion Date	Status
Antony Godwin	Certified Scrum Master	May 25, 2025	Completed
Gokila A	ACP-120 - Jira Administration for Cloud	Aug 15, 2025	In Progress...
Senthamil Selvan	ISM-Certified Procurement	Jul 31, 2025	In Progress...

	Professional (CPP™) Certification		
Pravin Salian	PCEP – Certified Entry-Level Python Programmer certification	Aug 8, 2025	In Progress...
Jaykishan Gusani	CompTIA Network+	Aug 13, 2025	In Progress...
Bhuvan Daruwala			
Abhishek Jumde	CompTIA Security+	Sep 30, 2025	In Progress...
Altaf Shaikh			

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### IT Helpdesk Ticket Status

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Jun'25:

FTE Off-boarding: 4 (India) & 2 (US + ROW)

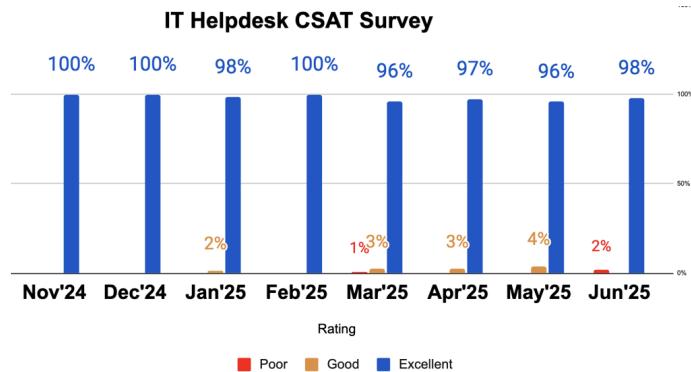
FTE & Intern On-boarding: 18 (India) & 25 (US +ROW)

Contractor(s) On-boarding: 4

#### Notable ITSM Achievements

- Closed all the Lumos offboarding pending tasks.
- Recovered pending exit employees Laptops in USA.
- Completed reconciliation activity of CXC IT stock.

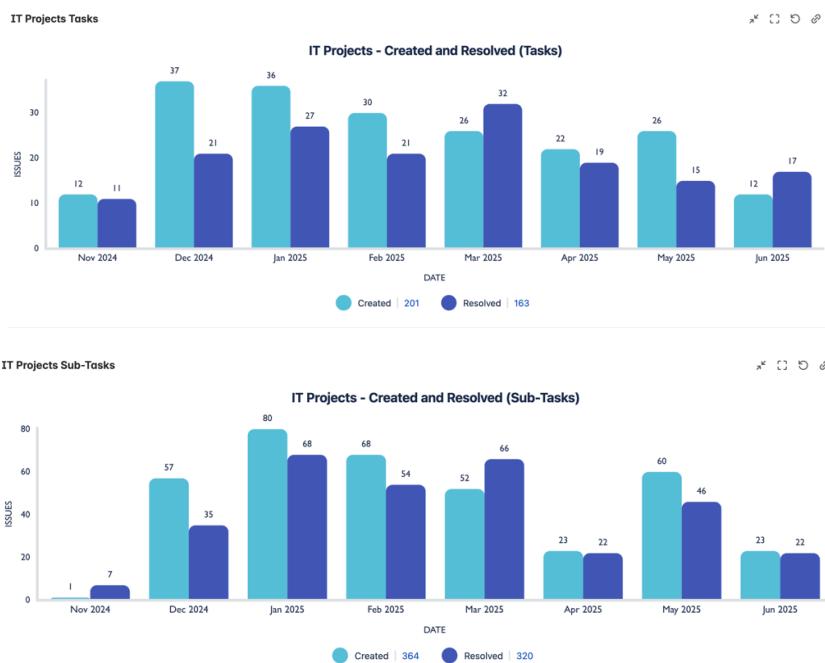
#### Helpdesk CSAT Survey (Jun'25) :



### Comments:

█ It's not the first time I've reported an issue with my laptop. I face such issues once in a while, so a long term fix is much better instead of fixing the same laptop repeatedly. Apart from the reported issue this time, I regularly see the lagging issues if I use it for longer hours

### IT Projects Ticket Status



### IT Projects

#### Completed

- **Lytics - Confluence Space Migration** Completion
- Lytics GWS migration - Followup activities
- **Atlassian License Cleanup- Cost Savings** - Jira-11; Confluence-9; Jira Product Discovery-12; Compass-12; JSM-5
- SkillCycle SSO Completed
- MS365 License Reconciliation(7)

## In-Progress

- Jumpcloud Managed Apps
- SpyCloud and Crowdstrike - Alerts Jira Tickets Integration
- Bitwarden Migration
- Atlassian SSO

## License Usage:

## Lumos, Patch Management and Endpoint Security Updates :

Others?

2025-07-09: Weekly Meeting (Week 27)

## Team Updates

### Company / People Team Updates

- SkillCycle Q1 Check-in

### US & India Holiday(s) Jul-Sep '25

July	August	September
4 - Independence Day (US)	15 - Independence Day (India)	1 - Labour Day (US)
	27 - Ganesh Chathurthi (India)	

### High5 (Overall: Until Week 26)

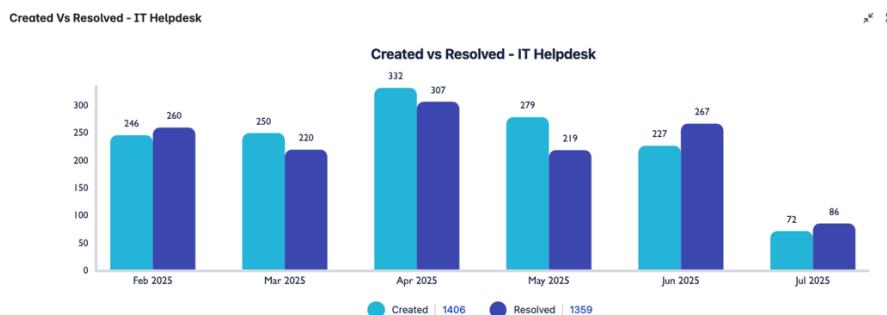
Name	High5 Received	High5 Given
Antony Godwin	12	27
Bhuvan Daruwala	31	10
Gokila A	20	4
Jaykishan Gusani	30	10
Pravin Salian	20	3
Altaf Nabi Shaikh	5	1
Abhishek Jumde	11	3
Senthamil Selvan	6	3

### Learning & Development (Period: Until Jun'25)

Name	Course	Planned Completion Date	Status
Antony Godwin	Certified Scrum Master	May 25, 2025	Completed
Gokila A	ACP-120 - Jira Administration for Cloud	Aug 15, 2025	In Progress...
Senthamil Selvan	ISM-Certified Procurement	Jul 31, 2025	In Progress...

	Professional (CPP™) Certification		
Pravin Salian	PCEP – Certified Entry-Level Python Programmer certification	Aug 8, 2025	In Progress...
Jaykishan Gusani	CompTIA Network+	Aug 13, 2025	In Progress...
Bhuvan Daruwala			
Abhishek Jumde	CompTIA Security+	Sep 30, 2025	In Progress...
Altaf Shaikh			

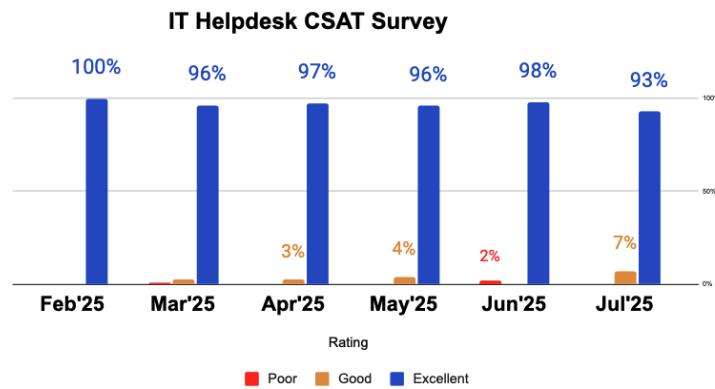
### IT Helpdesk Ticket Status



#### Notable ITSM Achievements

- Working on contractors whose end date has expired
- We have upgraded old Macbook for TSO & UX team as per IT policy before reaching to asset expiry date.
- Worked with Lumos support team and collected data of apps which was missed in offboarding due to bug & shared it with security team for check last app login activity.

#### Helpdesk CSAT Survey (Jun'25) :

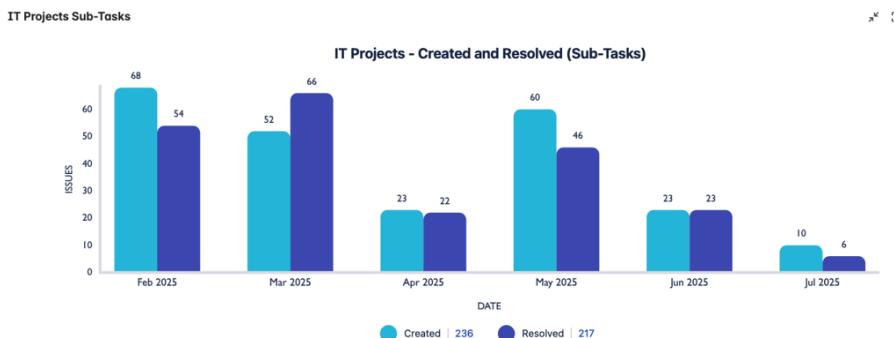
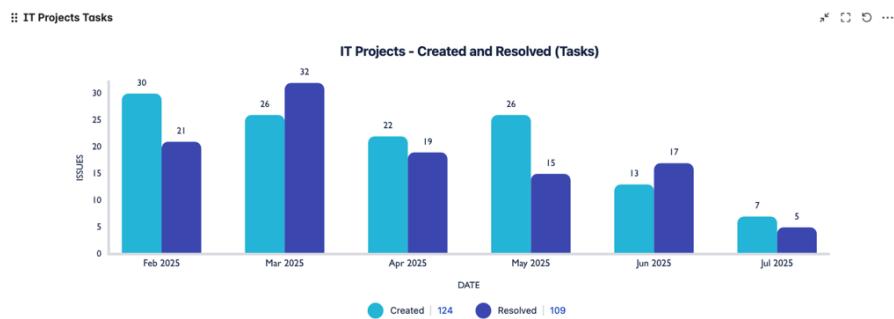


July 1st till Today: Received 14 Total Survey.

#### Comments:

every new on-boarding we need to do the same thing again. I asked for 2 times now to copy the profiles of one of my team members for the new hires and we still need to request most of the apps for them. This is a bad onboarding experience for our new tribe member, a lot of manual work and prone to errors - [ITSM-6320](#)

#### IT Projects Ticket Status



#### IT Projects

##### Completed

- Jumpcloud Managed Apps (Ongoing)

- Slack Department specific prefix notification.
- Meeting Rooms names in Chennai office.

#### **In-Progress**

- SpyCloud Dashboard
- Bitwarden Migration
- GreytHR SSO
- Atlassian SSO Testing
- Pune Office Readiness

#### **License Usage:**

[Lumos, Patch Management and Endpoint Security Updates :](#)

Others?

2025-07-16: Weekly Meeting (Week 28)

## Team Updates

### Company / People Team Updates

- SkillCycle Q1 Check-in

Welcome!!!



US & India Holiday(s) Jul-Sep '25

July	August	September
4 - Independence Day (US)	15 - Independence Day (India)	1 - Labour Day (US)
	27 - Ganesh Chathurthi (India)	

### High5 (Overall: Until Week 29)

Name	High5 Received	High5 Given
Antony Godwin	12	28
Bhuvan Daruwala	31	10
Gokila A	21	4
Jaykishan Gusani	30	10
Pravin Salian	22	4
Altaf Nabi Shaikh	6	1
Abhishek Jumde	11	3
Senthamil Selvan	6	3

### Learning & Development (Period: Until Jun'25)

Name	Course	Planned Completion Date	Status
Antony Godwin	Certified Scrum Master	May 25, 2025	Completed
Gokila A	ACP-120 - Jira Administration for Cloud	Aug 15, 2025	In Progress...
Senthamil Selvan	ISM-Certified Procurement	Jul 31, 2025	In Progress...

	Professional (CPP™) Certification		
Pravin Salian	PCEP – Certified Entry-Level Python Programmer certification	Aug 8, 2025	In Progress...
Jaykishan Gusani	CompTIA Network+	Aug 13, 2025	In Progress...
Bhuvan Daruwala	Google Cloud Leader	Aug 29, 2025	In Progress...
Abhishek Jumde	CompTIA Security+	Sep 30, 2025	In Progress...
Altaf Shaikh	Google Professional Workspace Administrator	Aug 31, 2025	In Progress...
Michael Shi			

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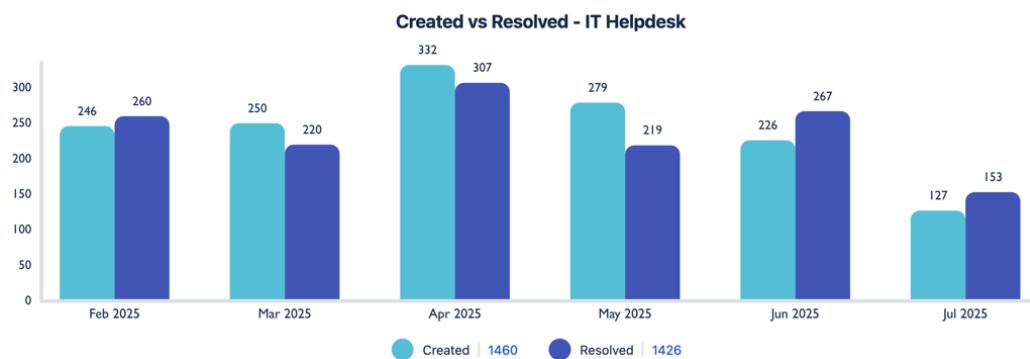
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### IT Helpdesk Ticket Status

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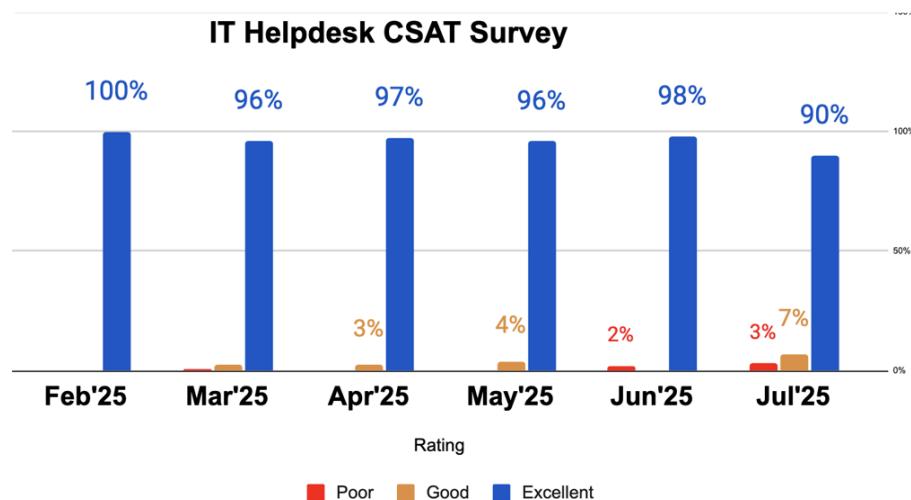
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## Notable ITSM Achievements

- Working on contractors whose end date has expired ( 12 - Completed & 2 - Pending)
- Lumos Offboarding Task has been completed ( More then 5 days old)
- Started Tracking Agent & team based ITSM - SLA

## Helpdesk CSAT Survey (Until Week 29) :



July 1st till Today: Received 29 Total Survey.

## Comments :

Well, in the end the request wasn't fulfilled and I still have a system that doesn't work all the time. It is frustrating to see the system to give up during important prospect calls.

Altaf made sure the entire onboarding of IT assets was seamless.

5 star! Thanks Jay for working across timezones to get me an upgraded machine so fast!  
Appreciate the effort!

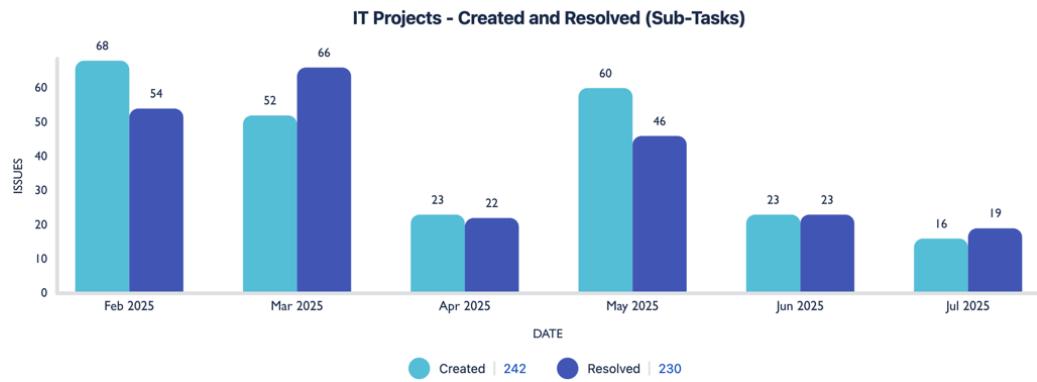
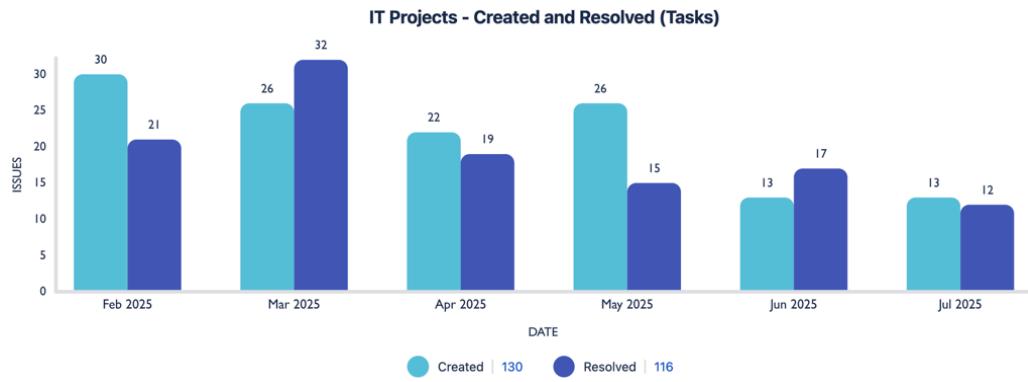
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## IT Projects Ticket Status

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## IT Projects

### Completed

- SAML SSO - Balsamiq & ChatGPT
- Dynamic 1Password Device Group Creation in Jumpcloud
- BoxSync Demo with Legal Templates for Allego & Web
- Jira SSR Board - Workflow

### In-Progress

- CAA - Pilot phase
- Atlassian SSO Testing
- CS Approved Wallpaper across all laptops
- Bitwarden Migration
- ITSM Jira - SLA Revamp.

License Usage:

Lumos, Patch Management and Endpoint Security Updates :

Others?

2025-07-23: Weekly Meeting (Week 29)

## Team Updates

### Company / People Team Updates

- SkillCycle Q1 Check-in

### US & India Holiday(s) Jul-Sep '25

July	August	September
4 - Independence Day (US)	15 - Independence Day (India)	1 - Labour Day (US)
	27 - Ganesh Chathurthi (India)	

### High5 (Overall: Until Week 30)

Name	High5 Received	High5 Given
Antony Godwin	12	30
Bhuvan Daruwala	32	10
Gokila A	21	4
Jaykishan Gusani	31	10
Pravin Salian	22	4
Altaf Nabi Shaikh	7	1
Abhishek Jumde	12	3
Senthamil Selvan	7	3

### Learning & Development (Period: Until Jun'25)

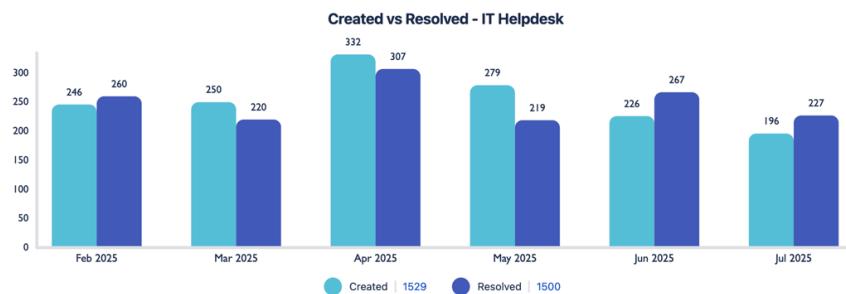
Name	Course	Planned Completion Date	Status
Antony Godwin	Certified Scrum Master	May 25, 2025	Completed

Gokila A	ACP-120 - Jira Administration for Cloud	Aug 15, 2025	In Progress...
Senthamil Selvan	ISM-Certified Procurement Professional (CPP™) Certification	Jul 31, 2025	In Progress...
Pravin Salian	PCEP – Certified Entry-Level Python Programmer certification	Aug 8, 2025	In Progress...
Jaykishan Gusani	CompTIA Network+	Aug 13, 2025	In Progress...
Bhuvan Daruwala	Google Cloud Leader	Aug 29, 2025	In Progress...
Abhishek Jumde	CompTIA Security+	Sep 30, 2025	In Progress...
Altaf Shaikh	Google Professional Workspace Administrator	Aug 31, 2025	In Progress...
Michael Shi	JumpCloud Core Certification 2025	Jul 21, 2025	Completed

=====

### IT Helpdesk Ticket Status

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**Notable ITSM Achievements:**

- Review of CWM Portal - Follow with Managers for contractor renewal status ( 12 - Completed & 3 - Pending)
- All Lumos Offboarding Task has been completed

- Started Tracking Agent & team based Helpdesk - SLA

ITSM - Q2	First time to Response	Time to Resolution
Jaykishan Gusani	95%	89%
altafnabi.shaikh	89%	91%
AbhishekJumde	88%	92%
Pravin Salian	100%	78%
Bhuvan Daruwala	96%	65%
Gokila A	91%	94%
Tori Bissram	63%	50%
<b>Team Performance</b>	<b>91%</b>	<b>90%</b>

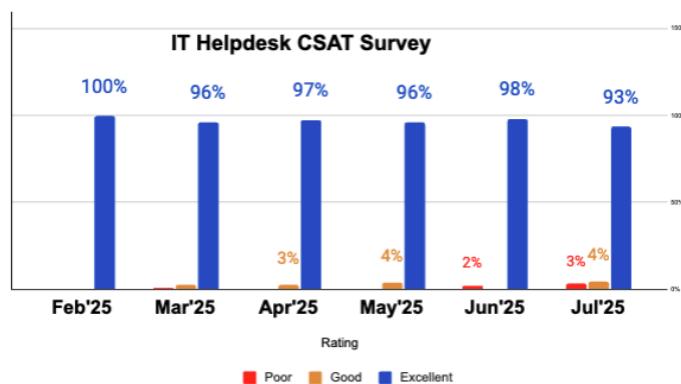
#### July 1st till Today :

Onboarding FTE : 12

Offboarding FTE : 2

Offboarding Intern : 3

#### Helpdesk CSAT Survey (Until Week 30) :



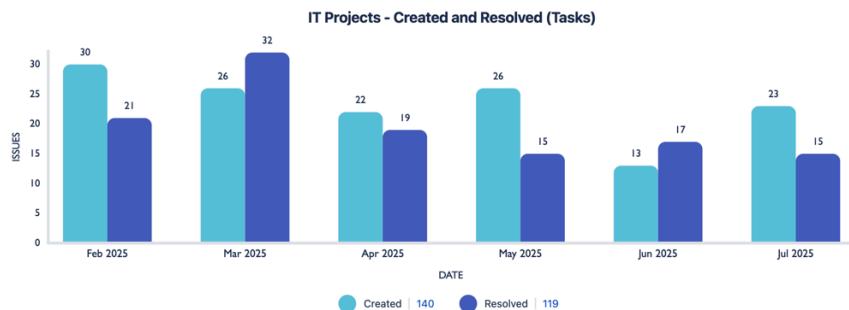
July 1st till Today: Received 45 Total Survey.

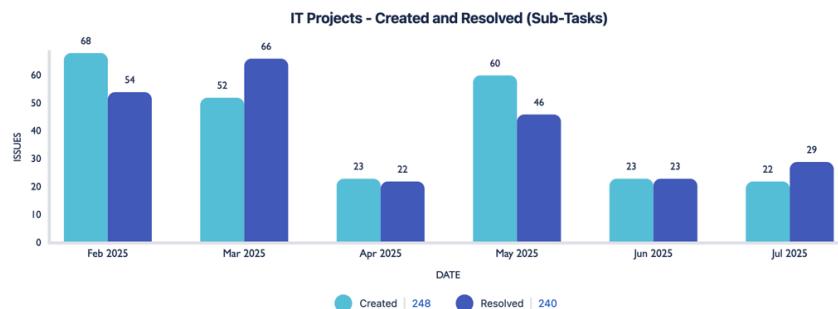
I really appreciate Altaf's support throughout the process for Ravi Kiran. He ensured everything was handled smoothly and did an excellent job in providing timely and accurate details, which made the process seamless.

---

#### IT Projects Ticket Status

---





## IT Projects

### Completed

- SAML SSO - dbtLabs
- Atlassian SSO Implemented
- CrowdStrike Incident Ticket generation.
- Slack and Zoom License Dashboard

### In-Progress

- CAA - Pilot phase
- CS Approved Wallpaper across all laptops
- Spend Matrix Dashboard.
- Bitwarden Migration - Waiting on one user.
- License Reconciliation July- [Monday.com](#) and Atlassian.
- Jira Revamp - ITSM and Product team new feature request.

### License Usage

#### Lumos, Patch Management and Endpoint Security Updates :

### Others?

2025-07-30: Weekly Meeting (Week 30)

## Team Updates

### Company / People Team Updates

- Q2 Self Review complete it by Aug 14, 2025
- End of Q2 - Reflect on the tasks completed this quarter
- High5s - 5 every month

### US & India Holiday(s) Jul-Sep '25

July	August	September
4 - Independence Day (US)	15 - Independence Day (India)	1 - Labour Day (US)
	27 - Ganesh Chathurthi (India)	

### High5 (Overall: Until Week 30)

Name	High5 Received	High5 Given
Antony Godwin	12	31
Bhuvan Daruwala	32	10
Gokila A	22	4
Jaykishan Gusani	31	10
Pravin Salian	22	4
Altaf Nabi Shaikh	7	1
Abhishek Jumde	12	3
Senthamil Selvan	7	3

### Learning & Development (Period: Until Jun'25)

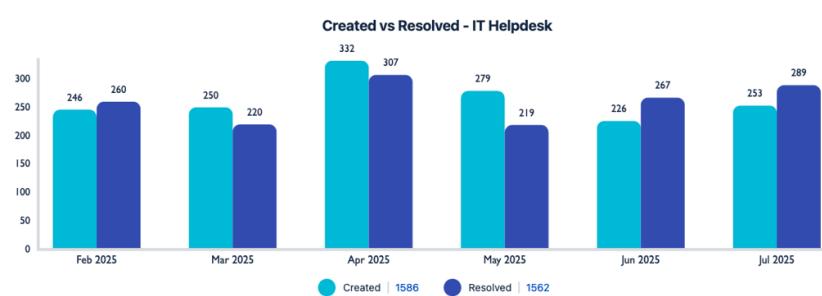
Name	Course	Planned Completion Date	Status

Antony Godwin	Certified Scrum Master	May 25, 2025	<b>Completed</b>
Gokila A	ACP-120 - Jira Administration for Cloud	Aug 31, 2025	In Progress...
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Bhuvan Daruwala	Google Cloud Leader	Aug 29, 2025	In Progress...
Abhishek Jumde	CompTIA Security+	Sep 30, 2025	In Progress...
Altaf Shaikh	Google Professional Workspace Administrator	Aug 31, 2025	In Progress...
Michael Shi	JumpCloud Core Certification 2025	Jul 21, 2025	<b>Completed</b>

=====

### IT Helpdesk Ticket Status

=====



#### Notable ITSM Achievements:

- **Contractor Renewal Review:** Completed review of the CWM Portal and followed up with relevant managers to verify contractor renewal statuses. Successfully closed 15 contractor reviews.
- **ITSM SLA Update:** Implemented a new SLA model in the ITSM system. SLAs are now applied based on predefined ticket categories and their respective closure timelines. Notably, the SLA for all tickets now calculates the "First Response" time from the **ticket creation time**, rather than the previous method of using the agent **assignment time** — ensuring faster and more accountable responses.
- **Lumos App Provisioning:** All pending Lumos app provisioning requests older than 3 days have been successfully closed after consistent follow-ups with the respective app administrators.

#### • Agent & team based Helpdesk - SLA Q2 Metrics

- **First Time to Response (FTTR):** The time taken from when a ticket is created to when an ITSM team first responds to the requester.
- **Time to Resolution (TTR):** The total time taken from when a ticket is created to when it is fully resolved and closed.

ITSM - Q2	First time to Response	Time to Resolution
Jaykishan Gusani	95%	89%
altafnabi.shaikh	89%	92%
AbhishekJumde	88%	92%
<b>ITSM Team Performance</b>	<b>91%</b>	<b>91%</b>

#### July 1st till Today :

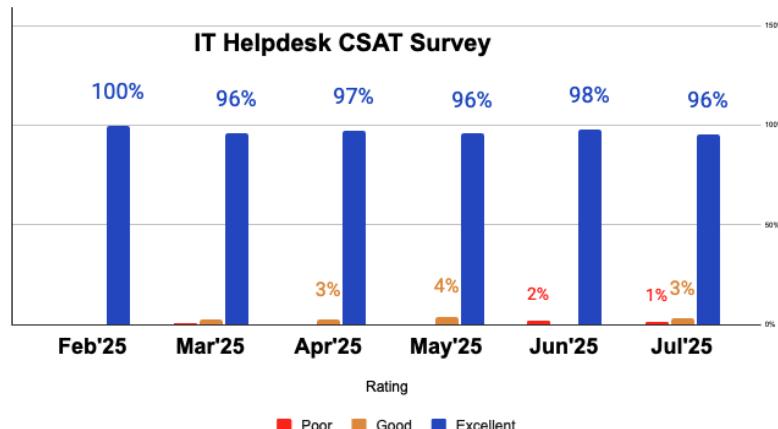
Onboarding FTE : 14

Offboarding FTE : 3

Offboarding Intern : 3

Contractor Offboarding - 6

#### Helpdesk CSAT Survey (Until Week 30) :

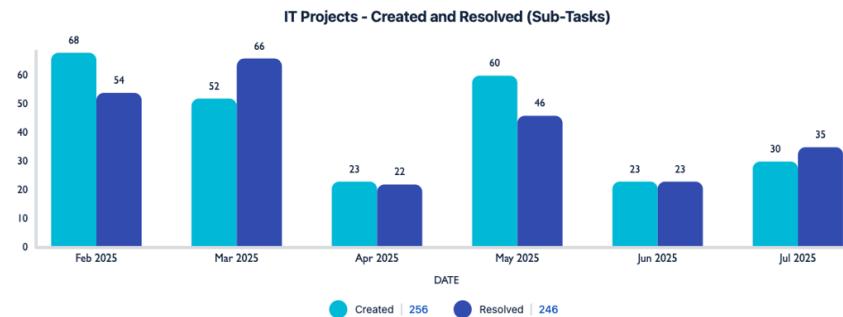
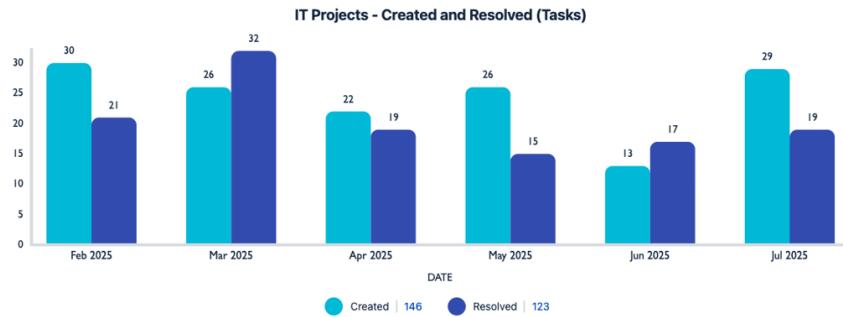


July 1st till Today: Received 70 Total Survey.

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## IT Projects Ticket Status

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## IT Projects

### Completed

- Bitwarden Migration.
- Spycloud ticket generation Testing.
- Dashboard Improvisation - Patch Management and Asset ageing.

### In-Progress

- CAA - Browser validation.
- Jira Revamp - ITSM and Product team new feature request.
- Mandatory Restart validation.

### License Usage

### Lumos, Patch Management and Endpoint Security Updates :

### Others?

Aug'25

2025-08-06: Meeting with Mike (Aug'25)

#### Team Updates

##### Company / People Team Updates (Mike)

.

#### US & India Holiday(s) Aug-Oct '25

August	September	October
15 - Independence Day (India)	1 - Labour Day (US)	1 - Ayudha Puja
27 - Ganesh Chathurthi (India)		2 - Ganesha Jayanti
		20 - Lakshmi Pooja
		21 - Diwali
		22 - Diwali New Year

#### High5 (Overall: Until Week 31)

Name	High5 Received	High5 Given
Antony Godwin	12	27
Bhuvan Daruwala	29	8
Gokila A	17	6
Jaykishan Gusani	29	10
Pravin Salian	21	3
Altaf Nabi Shaikh	4	1
Abhishek Jumde	12	3
Senthamil Selvan	7	3

#### Learning & Development (Period: Until Jul'25)

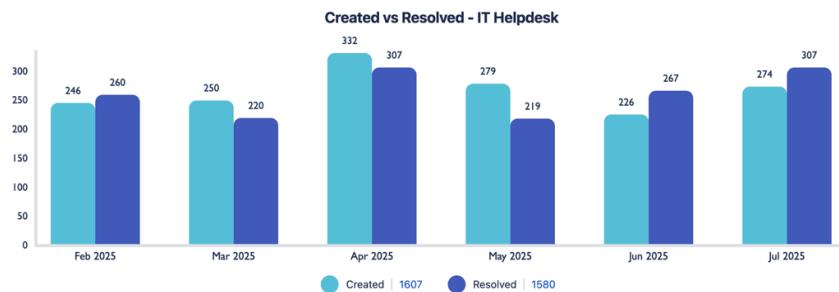
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Senthamil Selvan	ISM-Certified Procurement Professional (CPP™)	Aug 31, 2025	In Progress...

	Certification		
Pravin Salian	PCEP – Certified Entry-Level Python Programmer certification	Aug 31, 2025	In Progress...
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Michael Shi	JumpCloud Core Certification 2025	Jul 21, 2025	<b>Completed</b>

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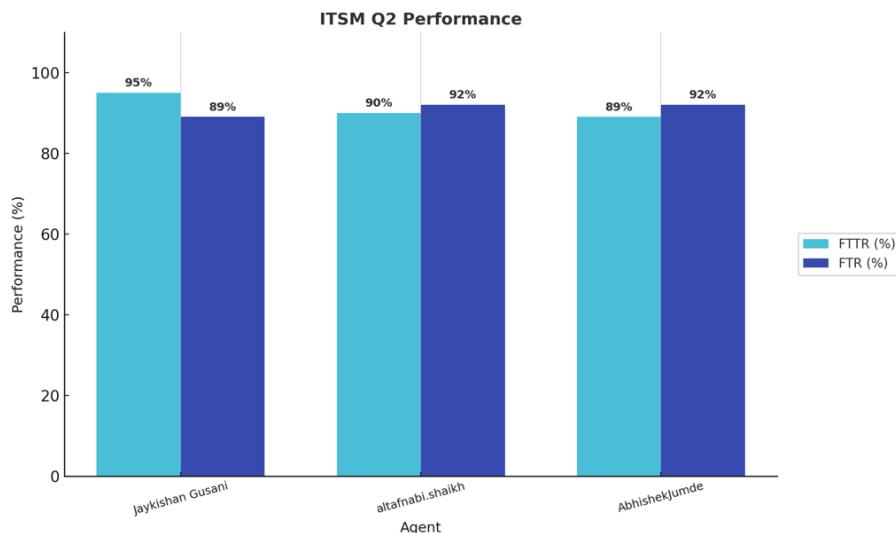
#### IT Helpdesk Ticket Status

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- **Agent & team based Helpdesk - SLA Q2 Metrics**

- **ITSM team has achieved First Time to Response (FTTR) 91%** : The time taken from when a ticket is created to when an ITSM team first responds to the requester.
- **ITSM team has achieved Time to Resolution (FTR) 91%** : The total time taken from when a ticket is created to when it is fully resolved and closed



**July'25:**

Onboarding FTE : 14

Offboarding FTE : 3

Offboarding Intern : 3

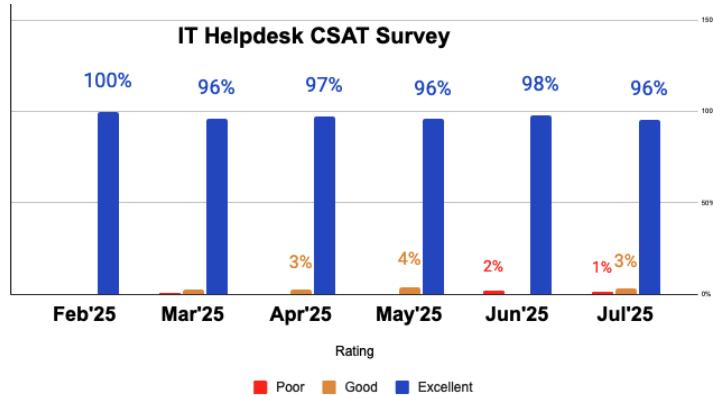
Contractor Offboarding - 6

#### Notable ITSM Achievements

- **Contractor Renewal Review:** Completed review of the CWM Portal and followed up with relevant managers to verify contractor renewal statuses. Successfully closed 15 contractor reviews.
- **ITSM SLA Update:** Implemented a new SLA model in the ITSM system. SLAs are now applied based on predefined ticket categories and their respective closure timelines. Notably, the SLA for all tickets now calculates the "First Response" time from the **ticket creation time**, rather than the previous method of using the agent **assignment time** — ensuring faster and more accountable responses.
- **Lumos App Provisioning:** All pending Lumos app provisioning requests older than 5 days have been successfully closed after consistent follow-ups with the respective app administrators & Closed all the Lumos offboarding pending tasks.
- Recovered pending exit employees Laptops from USA & Germany.
- Completed reconciliation activity of CXC IT stock.
- We have upgraded old Macbook for TSO & UX team as per IT policy before reaching to asset expiry date.

#### Helpdesk CSAT Survey (Jun'25) :

**July 1st till Today: Received 76 Total Survey**



#### Comments:

**Best Experience ever**

**5 star! Thanks Jay for working across timezones to get me an upgraded machine so fast! Appreciate the effort!**

**Altaf made sure the entire onboarding of IT assets was seamless.**

**I really appreciate Altaf's support throughout the process for Ravi Kiran. He ensured everything was handled smoothly and did an excellent job in providing timely and accurate details, which made the process seamless.**

**Awesome service**

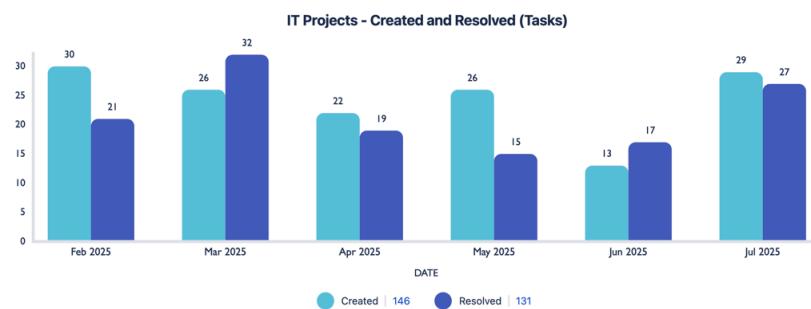
**every new onboarding we need to do the same thing again. I asked for 2 times now to copy the profiles of one of my team members for the new hires and we still need to request most of the apps for them. This is a bad onboarding experience for our new tribe member, a lot of manual work and prone to errors**

**Well, in the end the request wasn't fulfilled and I still have a system that doesn't work all the time. It is frustrating to see the system to give up during important prospect calls.**

---

#### IT Projects Ticket Status

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#### IT Projects

##### Completed

- Box Folder Sync - Legal Templates for Allego & Web Folder
- Atlassian SSO Completion

- Other SAML SSO - Balsamiq, dbtLabs, SuperAdmin & ChatGPT
- Lytics Bitwarden to 1password migration
- Jumpcloud Managed Apps Version Control - Firefox, 1Password, Zoom
- CrowdStrike Incident Ticket generation.

#### **In-Progress**

- SpyCloud Alerts - Jira Tickeys Integration
- Jira - ITSM Project Streamlining - SLA, Workflows and Jira Request Type addition.
- Falcon CS Log Collectors - Google workspace, 1Password.
- CAA

#### **License Usage:**

#### **Lumos, Patch Management and Endpoint Security Updates :**

#### **Others?**

## IT Procurement Meetings

PR-Feb'25

## 2025-02-25 Weekly Procurement Sync (Week 8)

### Last Week (Completed & In Progress)

- Comparably/ZoomInfo Renewal update: The renewal order form has been finalized and is currently undergoing internal review. The legal review has been completed, and we are awaiting Biz Ops approval.
- DocuSign Renewal: The vendor has conveyed that we have exceeded our 1,500 limit. A call is scheduled with the vendor tomorrow (2/26) to discuss the queries regarding the order form.
- Groq Our legal team is fine with the terms and has sent a note to the vendor requesting the use of our DPA draft.
- Arphie: We have finalized this tool as a replacement for RFPIO and have initiated the review process. It appears to be a small company with only 10 employees

### Current Week (In Progress):

- Finalizing critical orders, including Comparably, Groq, and renewals.

### Discussion Points:

- Customer Contracts Drive access: Need access to the Google Drive Customer Contracts folder.
- Dooly Decommission: Michael Eldredge has confirmed that we are good to decommission dooly by end of this week
- Anaconda: The vendor claims that our team has been regularly downloading the packages and is requesting that we either procure 10 licenses or settle for past usage.
- Compass & Jira Product Discovery: Last year we moved our main Atlassian account which was under IT alone to Parseq.

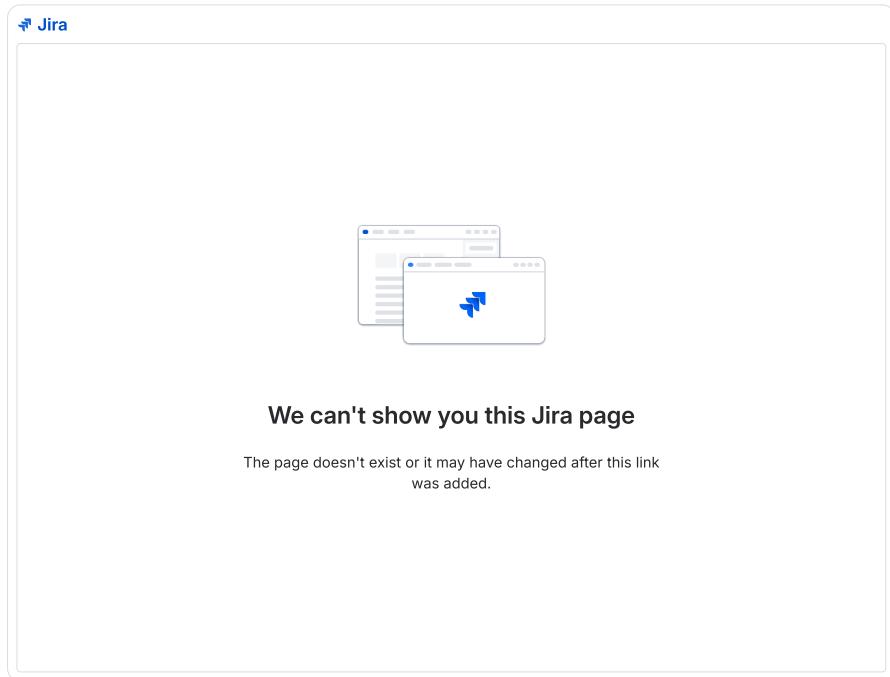
### Approval Required

- ZoomInfo/Comparably, Securitypal, Cursor Trial, Adobe, Base Camp - Email approval required

PR - Mar'25

## 2025-03-03 Weekly Procurement Sync (Week 9)

Attendees: Mike, Senthamil & Antony



### **Last Week (Completed & In Progress)**

- Comparably/ZoomInfo Renewal: The renewal has been completed
  - DocuSign Renewal:
    - Had a call with the vendor and requested an updated renewal proposal removing auto-renewal and marketing clause.
    - Lyitics account -The Lytics account will be placed under our main account to ensure data retention.
  - Groq: We are awaiting the vendor's feedback on using our DPA draft.
  - Arphie: Spoke with Gal - Arphie's sudden shutdown may negatively impact the speed of sales but will not affect our ability to deliver the product.
- 

### **Current Week (In Progress):**

- The BurpSuite Pro subscription and Channeltivity contract are due for renewal by the end of this week.
  - The Sprout Social contract needs to be finalized by the end of this week.
- 

### **Discussion Points:**

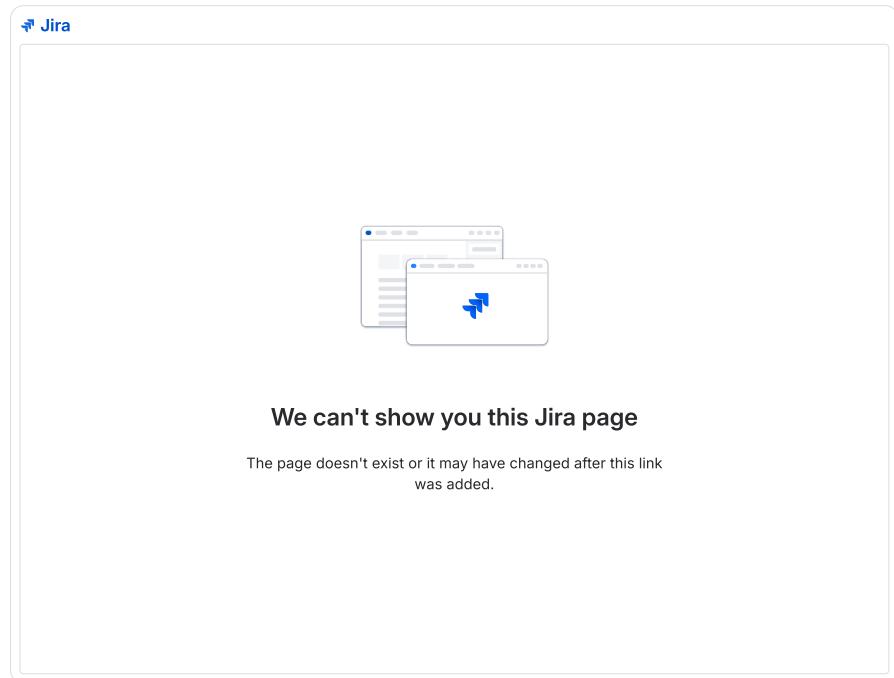
- Zoom Renewal: There is a change in Zoom's licensing model that will impact their basic license offerings.
    - Contentstack: We may need to upgrade from the Pro/Business plan to the Enterprise plan.
    - Raw Engineering: We may need to add additional licenses or consider migrating to Google Meet.
  - Monday.com & 1password: The vendor has informed us that we have been overprovisioned and may require a true-up.
    - Monday.com : We have approximately 18 overprovisioned licenses. Antony and Pravin are conducting an audit and removing inactive users from assigned licenses.
    - 1Password: We have around 8 overprovisioned licenses and will work with the vendor for the true-up.
  - Canva - Discussed with vendor, it appears that only the Enterprise plan includes workspace protection. Our current Team plan does not have this feature.
  - Dooly Decommission: A note for the decommissioning of data/accounts has been sent to the vendor
  - Team computers
  - Legal Tracker
- 

### **Approval Required**

- Sprout Social Upgrade & Renewal, Validity, Whimsical, Securitypal - approval required

2025-03-11 Weekly Procurement Sync (Week 10)

Attendees: Mike, Senthamil & Antony



### Last Week (Completed & In Progress)

- Anaconda:
    - The Anaconda site has been blocked by our IT team.
    - The vendor is requesting a quick resolution and has indicated that if no progress is made, they will escalate the matter through the appropriate legal channels. We have pushed back on the vendor, stating that without detailed and specific data, we are unable to proceed further.
    - Additionally, we have discovered that our team has been utilizing Anaconda services.
  - Brilyant: Our team is utilizing Brilyant IT Solutions for onsite MacBook services.
  - Monday.com true up: Our IT team has reviewed the usage data and updated user access. Currently, only 90 edit licenses have been provisioned out of 100, so a true-up is not required at this time.
  - Burpsuite renewal: BurpSuite renewal was completed using Gaurav's card. These charges can be posted under Biz Ops.
- 

### Current Week (In Progress):

- Zoom Renewal  
**CS:** We have received the renewal proposal for the Enterprise Essentials plan for \$65K.  
**RE:** Working with the vendor to turn off auto-renewal, resolve the billing issue, and explore pricing for renewal options.
  - Jumpcloud renewal : We are working to renew Contentstack for 580 users and Raw Engineering for 90 users. We have received renewal pricing with three options.
  - Docusign renewal : We are still waiting for the updated renewal order form from the vendor. Merit letters are planned to be sent out next week (week of the 17th).
- 

### Discussion Points:

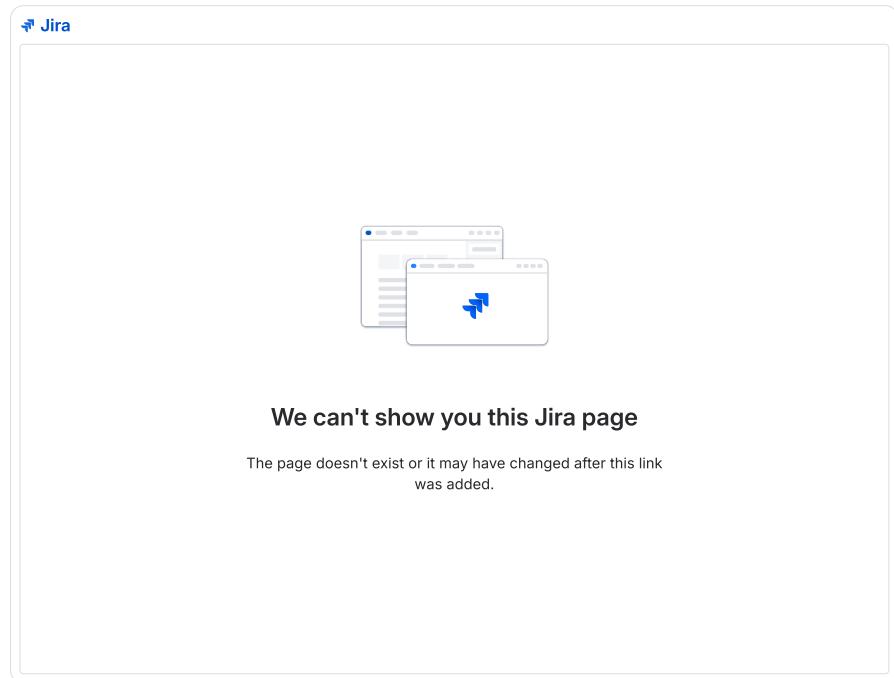
- 1password true up: Had a call with the vendor and discussed true-up options. They have proposed two options:
    - True-up monthly or quarterly with a direct invoice at the unit price agreed upon in the contract.
    - Execute an amendment order form for the additional required licenses.
  - Groq: There has been no response from the vendor regarding the use of our DPA draft.
  - Viva glint & LinkedIn learning Additional licenses: We need **570 licenses** between now and H2. In H2, the total requirement will be **600 licenses**.
    - Glint – Currently contracted for 555 users.
    - LinkedIn Learning – Currently contracted for 550 users.
  - Legal tracker
- 

### Approval Required

- Postal

2025-03-19 Weekly Procurement Sync (Week 11)

Attendees: Mike, Senthamil & Antony



### Last Week (Completed & In Progress)

- Burpsuite renewal: The BurpSuite renewal charges have been recorded under COGS in the March report. (Its depreciated as a one-time expense)
  - Dooly Decommission : Our team has asked the vendor to hold this, as we plan to retain the data for 60 days.
  - Docontrol: We have received the quote from Matt and initiated the review process
- 

### Current Week (In Progress):

- Zoom Renewal

**CS:** The vendor confirmed that we will continue to have the unlimited basic licenses option as we do today. We have also received the final renewal proposal for the Enterprise Essentials plan at \$65K.

**RE:** We will be connecting with the vendor this week to discuss the renewal options.

- JumpCloud Renewal:

- **CS:** We are working to renew for 580 users. We plan to renew with the current platform plan for now and add the conditional access/zero trust feature in the next three months after completing the POC. We have received sandbox access, and our team will be exploring this feature.

- **RE:** We are renewing with our current platform plan for 90 users.

- **Pricing** : We have received the pricing for platform plan is **\$13.20** per user/month, and the conditional access feature is **\$1.50** per user/month, provided conditional access is added within the first 90 days of the agreement.

- Docusign Renewal : We have received the updated renewal order form

- Snowflake Renewal: Had a call with the vendor yesterday and requested an early renewal with the same \$15,000 credits. We are awaiting for the renewal proposal from the vendor. They also mentioned that they would be flexible if we need to make any changes to the contract during the mid-term.

- Postal

- Pick and Pack Fees: \$0.25/item beyond 4 items

- Variable warehousing rates and additional pick item rates are added on the order form

- The number of user licenses has been reduced to 20.

---

### Discussion Points:

- Sustainable Development charter

Current status

Till Now Sent	89	
Completed	69	Out of 69 - 45 has signed the charter and 24 declined stating they have their own policy

InProgress	20	
------------	----	--

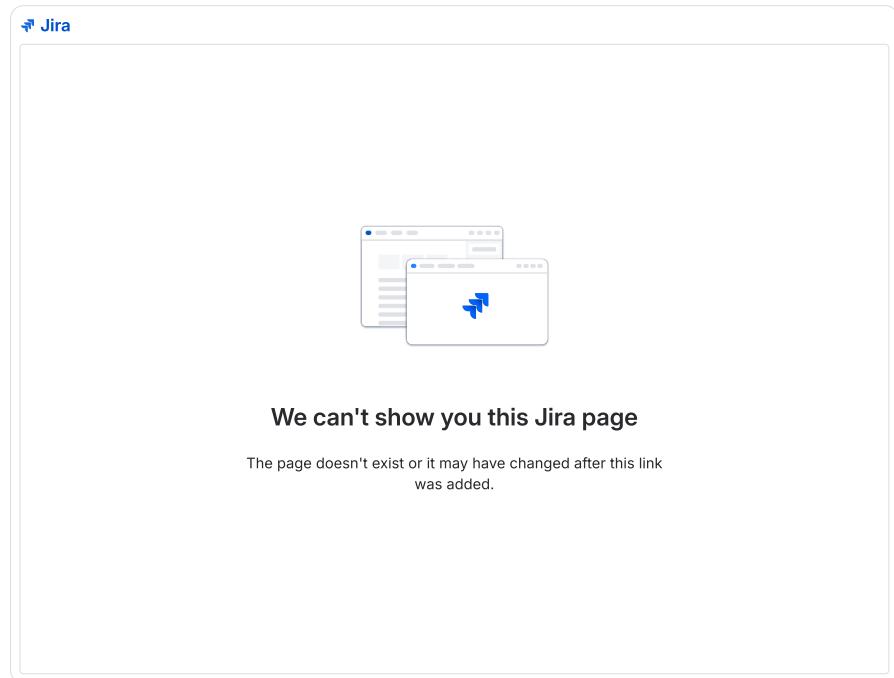
- POC Process
  - Legal tracker
  - Large Value contracts:
- 

#### **Approval Required**

- Zoom, DocuSign

2025-03-28 Weekly Procurement Sync (Week 12)

Attendees: Mike, Senthamil & Antony



### **Last Week (Completed & In Progress)**

- JumpCloud Renewal: The renewal for both CS and RE has been completed.
  - Docontrol:
    - The team has finalized May 1st as the start date. We are working to close the order by March 31st, with access to the platform granted upon signing the order form. (This includes one month of free access)
    - The order form will be signed first, and the transaction will be completed through the AWS Marketplace to support our PPA commitment. The vendor will issue the invoice on May 3rd.
- 

### **Current Week (In Progress):**

- Zoom Renewal

**CS:** The renewal order has been executed.

**RE:** Had a call with the vendor and requested to renew the same plan with 100 basic licenses, aiming to keep the total spend around \$4K. Awaiting their feedback.

- Docusign Renewal : Renewal has been completed. Followed up with the vendor regarding the Lytics migration.
- Snowflake Renewal: The Renewal order has been executed
- Postal
  - Pick and Pack Fees: \$0.25/item beyond 4 items
  - Variable warehousing rates and additional pick item rates are added on the order form
  - The number of user licenses has been reduced to 20.
  - **Shipping charges** are a direct pass-through cost from courier providers and may vary over time. Charges are based on the weight and shipping location. A rate card is available for our reference.

---

### **Discussion Points:**

- Legal
    - Tracker
    - David Approval
  - Procurement Tool for Review/Request process
  - Large Value contracts : Annual spend
  - Spend report : Middesk
- 

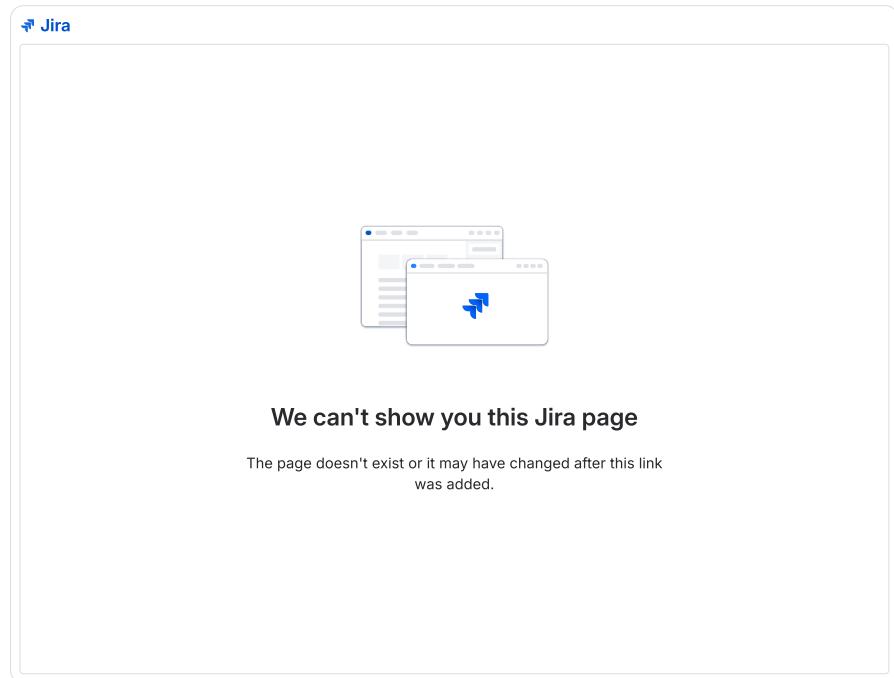
### **Approval Required**

- Linkedin Learning, Postal, Docontrol

PR - Apr'25

2025-04-08 Weekly Procurement Sync (Week 14)

Attendees: Mike, Senthamil & Antony



### **Last Week (Completed & In Progress)**

- Docontrol: The Docontrol order was closed with a start date of May 1st and we will be getting access to the platform starting this month itself.
- 

### **Current Week (In Progress):**

- Raw Engineering - Zoom Renewal :
    - We have received a renewal proposal from the vendor to upgrade our plan to the Enterprise tier, which includes 30 licenses at a cost of \$5,400.
    - As part of this upgrade, we will get unlimited basic licenses, unlimited storage, and two Zoom Room licenses.
  - CS - Zoom True Up :
    - Since we have upgraded to the Enterprise plan and completed the renewal, we can no longer add licenses directly through the Zoom admin console.
    - Zoom has confirmed that any additional licenses will now require a separate order form to be signed, as Enterprise SKUs are classified as offline SKUs.
  - Docusign Renewal : Awaiting an update from DocuSign regarding the process of bringing the Lytics account under our Contentstack account.
  - Postal : We are in the final stage of the process, with only the legal review remaining. We are currently working with the vendor to revise the credit refund clause and to add a few exhibits to the agreement.
  - Searce SOW for Lytics GWS Migration : The SOW is currently under execution. The vendor has signed, and it's now with David for countersignature.
- 

### **Discussion Points:**

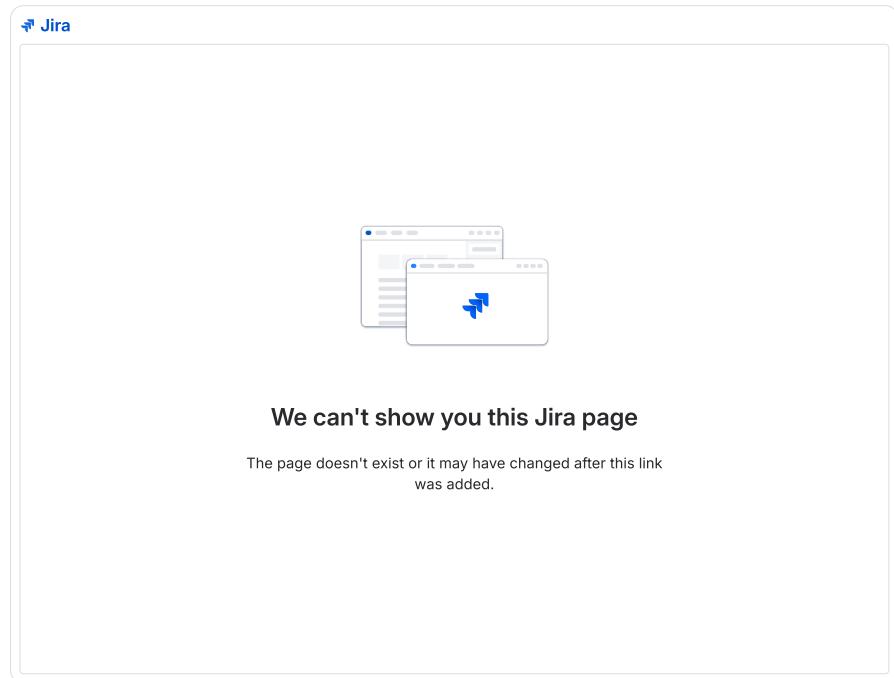
- Legal
    - Tracker
    - David Approval
    - Process change
  - Canva
- 

### **Approval Required**

- Voyage AI & Jina AI POC

2025-04-15 Weekly Procurement Sync (Week 15)

Attendees: Mike, Senthamil & Antony



### **Last Week (Completed & In Progress)**

- Docusign Renewal : Awaiting an update from DocuSign regarding the process of bringing the Lytics account under our Contentstack account.
- 

### **Current Week (In Progress):**

- Raw Engineering - Zoom Renewal :
    - I pushed the vendor for a proposal with 25 licenses at the same unit price, but they declined, stating they can't go beyond the current offer.
  - Groq :
    - DPA
    - Security review
    - Data Protection Impact Assessment
  - Greyt HR : We have received a request from the India People team/Emily to procure an expense management system for India employees from Greyt HR.
  - Legal
    - Tracker
    - David Approval
    - SLA
- 

### **Discussion Points:**

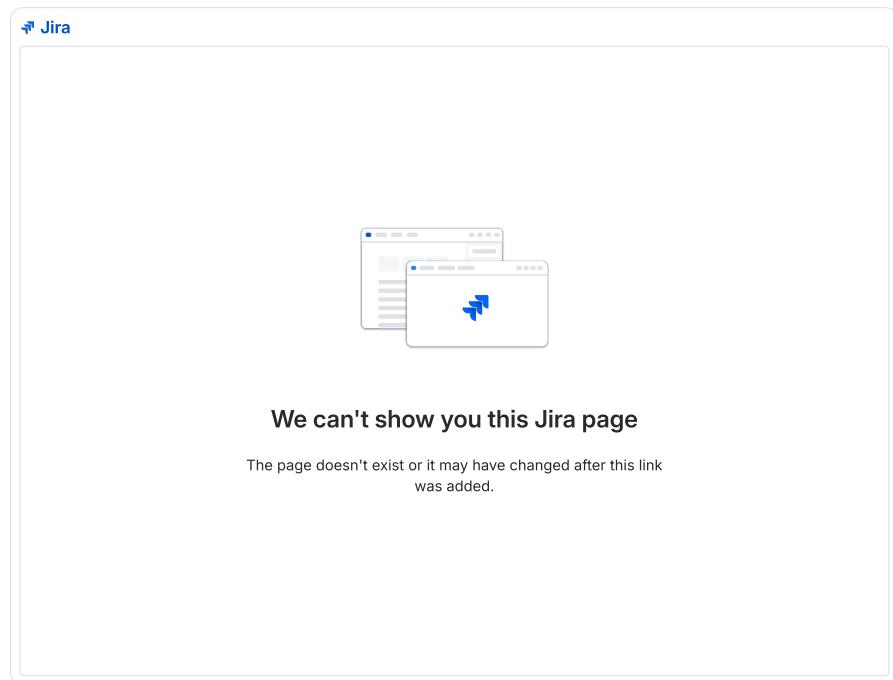
- Depreciated software spend metrics for Feb 2025
- 

### **Approval Required**

- Easy Dmarc, Balsamiq

2025-04-24 Weekly Procurement Sync (Week 16)

Attendees: Mike & Senthamil



### **Last Week (Completed & In Progress)**

- Docusign Renewal : Awaiting an update from DocuSign regarding the process of bringing the Lytics account under our Contentstack account.
  - Raw Engineering - Zoom Renewal : The renewal order has been processed and our account has been updated.
  - Postal : The order form has been signed and the vendor is in the process of assigning a Customer Success Manager for onboarding.
  - Groove/Clari Decommission : Our account has been fully deleted.
- 

### **Current Week (In Progress):**

- Subskrbe : The MNDA has been executed.
  - Crowdstrike renewal : - The renewal will be completed through AWS Marketplace, and our legal team is requesting David's approval.
  - AWS PPA renewal : - The scope has been finalized, and we have received the new order form. We are currently waiting for the previous order form to review before initiating the legal review process.
  - AWS Marketplace spend :
    - In the PPA, it appears that AWS has set a maximum limit of 25% of the committed spend for marketplace spend. (I.e - **\$1.12 M** for first year, **\$1.18 M** for second year and **\$1.25 M** for third year )
    - Based on our current spend, we believe we can achieve the \$1.1M to \$1.25M target each year. We will continue to monitor this and consider bringing in Cloudflare if necessary.
  - Groq.
- 

### **Discussion Points:**

- Spend Metrics
  - Legal Sync
    - Tracker
    - David Approval
    - SLA
- 

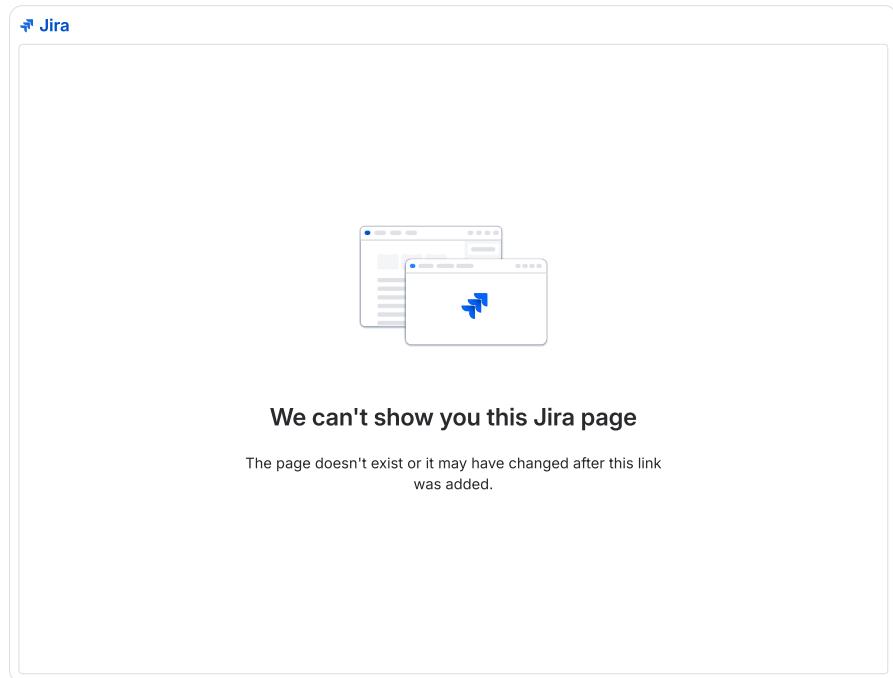
### **Approval Required**

- GreytHR, Anthropic, Usersnap, AWS PPA, Zoom Additional licenses

PR - May'25

2025-05-06 Weekly Procurement Sync (Week 18)

Attendees: Mike, Senthamil & Antony



### **Last Week (Completed & In Progress)**

- Ricotta : The legal review has been completed and the security review is in progress
  - Grog : Sent an email to the vendor requesting input for our external counsel's query regarding the DPA review. Feedback awaited
- 

### **Current Week (In Progress) & Discussion Points:**

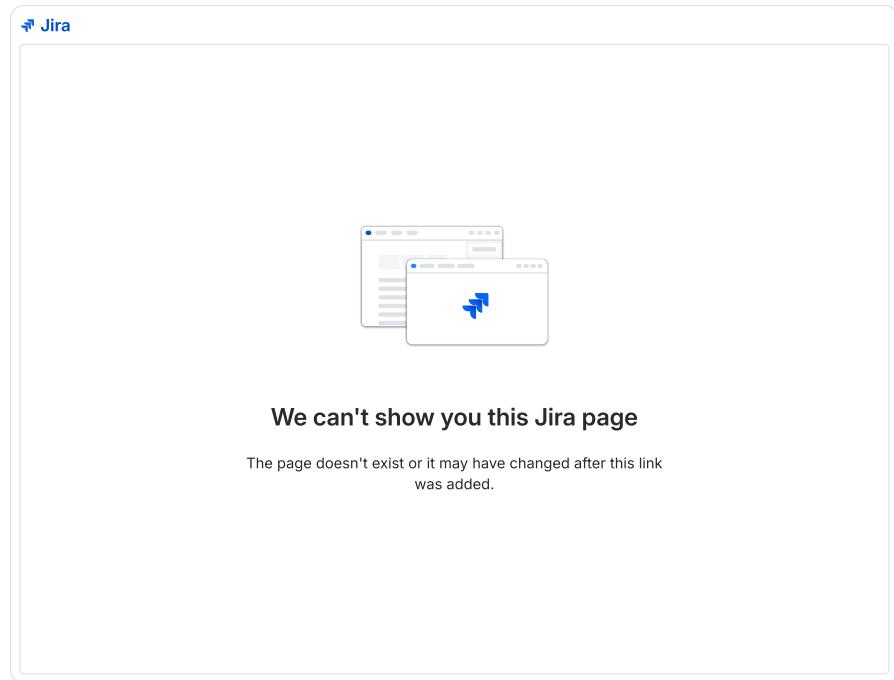
- Spend Metrics For Feb & March 2025
  - Slides on procurement process for DG Meet
  - POC review process
    - Phave - We need to provide read-only access to our SFDC and Marketo production environments for Phave's product testing purposes. The Early Development Partner Program Agreement has already been signed.
    - Endorsed & Clara - It's an AI resume screening tool, requires integration with Greenhouse, including access to full production data during the trial phase.
  - Onyx - The MNDA has been executed and the vendor is requesting a call to discuss the scope.
  - Chargebee
- 

### **Approval Required**

- Scrut

2025-05-14 Weekly Procurement Sync (Week 19)

Attendees: Mike, Senthamil & Antony



### **Last Week (Completed & In Progress)**

- Ricotta : The review process is done and we're good to go ahead with subscribing to the plan
  - Grog : Sent an email to the vendor requesting input for our external counsel's query regarding the DPA review. Feedback awaited
- 

### **Current Week (In Progress) & Discussion Points:**

- BambooHR : The vendor has declined to sign the MNDA, stating that they typically do not sign it. The security review is currently in progress
- Hibob : The MNDA has been executed and the security review is currently in progress
- Heap :
  - A call with the vendor is scheduled for Friday to discuss our renewal.
  - Lytics is currently on a monthly plan.
- Credal Ai, & Dust tt : The MNDA and security review have been initiated.
- Pclub : We are looking to move the contract start date to the second half of 2025.
- Instahyre : Legal requires business approval on these terms - *According to the vendor's terms, the payment we make is non-refundable, even in the event of a breach by the vendor. Additionally, the vendor does not offer any service level agreements (SLAs) or warranties.*
- Spend Metrics For Feb & March 2025
- Slides on procurement process for DG Meet

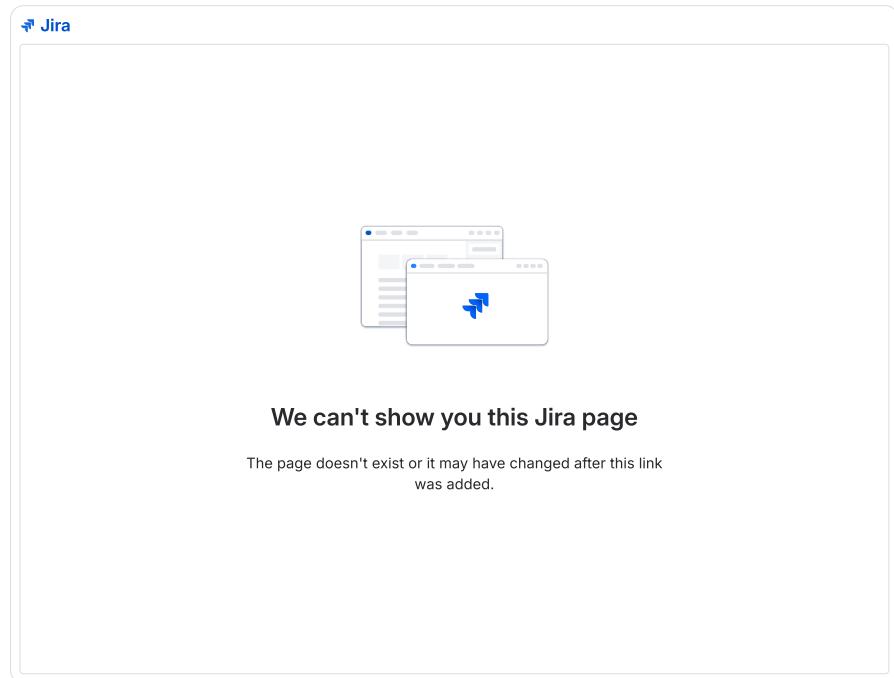
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### **Approval Required**

- Polly, Lightrun, Demopro & Hyper cursor, Webstorm Goland

2025-05-20 Weekly Procurement Sync (Week 20)

Attendees: Mike, Senthamil & Antony



### **Last Week (Completed & In Progress)**

- Ricotta : The review process is done and we're good to go ahead with subscribing to the plan
  - Grog : The order form along with the MSA/DPA has been executed and asked Suryan to proceed with the account setup.
- 

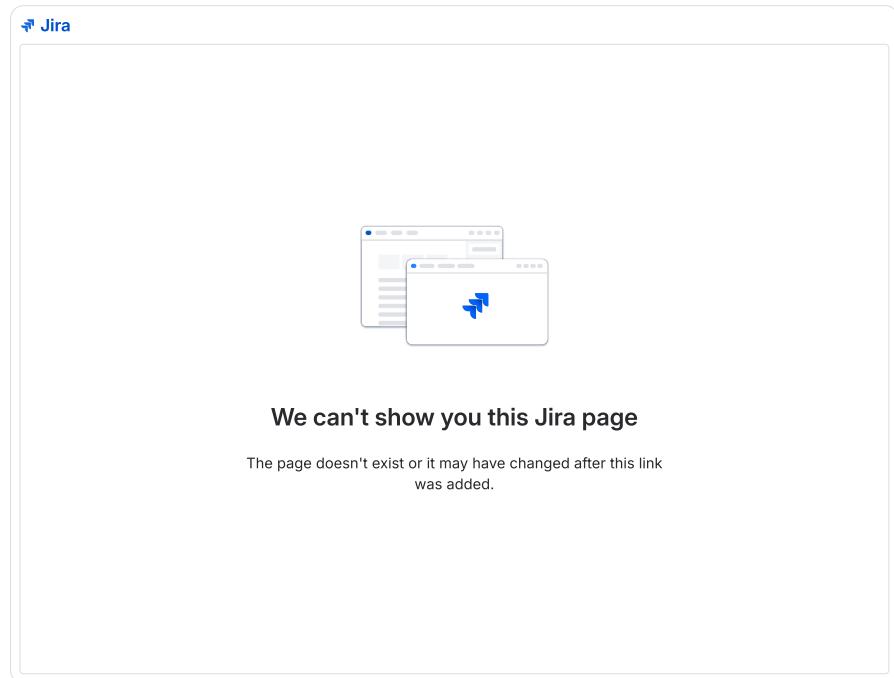
### **Current Week (In Progress) & Discussion Points:**

- Dashworks Replacement
    - Credal : Ranjan is working on the security review and hopefully it will be completed by tomorrow
    - Dust : We will close this request, as we have decided not to move forward.
  - Heap :
    - We had a call with the vendor on Friday and discussed the renewal scope. For Lytics, our team has decided to utilize the Contentstack Heap project directly. We will not be migrating any data from the Lytics account.
    - We have received the pricing options from Heap and Russell is reviewing them internally
  - Pclub : The vendor has agreed to move the start date to Sep 1st, 2025 from January 30th, 2025. We are awaiting on the addendum draft from the vendor.
  - Endorsed & Get clara POC :
    - The security review is in progress. Based on Matt's recommendation, we have also initiated legal review.
  - Trusales : I have sent a note to the vendor requesting deletion of the Trusales data.
  - Granola ai
  - CFO - Procurement Process
  - Demopro & Hyper cursor
  - Lytics Tool Consolidation
- 

### **Approval Required**

2025-05-27 Weekly Procurement Sync (Week 21)

Attendees: Mike, Senthamil & Antony



### **Last Week (Completed & In Progress)**

- Granola :
    - Initiated the review and had a call with the vendor on Friday, along with Ranjan.
    - It appears that the tool will be available for Windows by July or August.
    - The notification at the start of the call, indicating that the call is being transcribed by Granola AI, is missing for the business plan
  - Trusales : The vendor confirmed that our data on the Trusales platform has also been deleted.
- 

### **Current Week (In Progress) & Discussion Points:**

- Atlassian : Last week, we had a call with the vendor to discuss the Teamwork offering. It appears that we may continue paying our current rate, but We will receive Loom Business tier access for all 500 users, instead of just the current 35 users on Enterprise plan
  - Mongodb Renewal : Our MongoDB Cloud Manager contract is due for renewal by the end of this month. Scope and pricing discussions are ongoing, and we expect at least a 2x price increase.
  - AWS PPA Marketplace spend Forecast
  - Allego Renewal
  - Lumos Renewal Reminders
  - Legal - Jira
- 

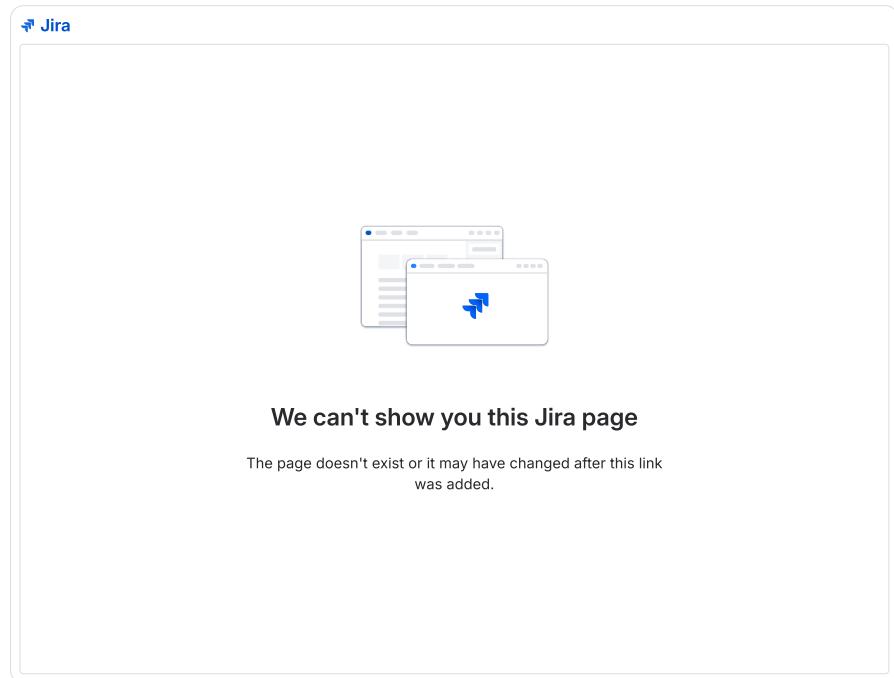
### **Approval Required**

Jetbrains - Webstorm Renewal

PR - Jun'25

2025-06-2 Weekly Procurement Sync (Week 22)

Attendees: Mike, Senthamil & Antony



### **Last Week (Completed & In Progress)**

- Pclub : The amendment order to change the start date from January 30th, 2025 to September 1st, 2025 has been signed.
- 

### **Current Week (In Progress) & Discussion Points:**

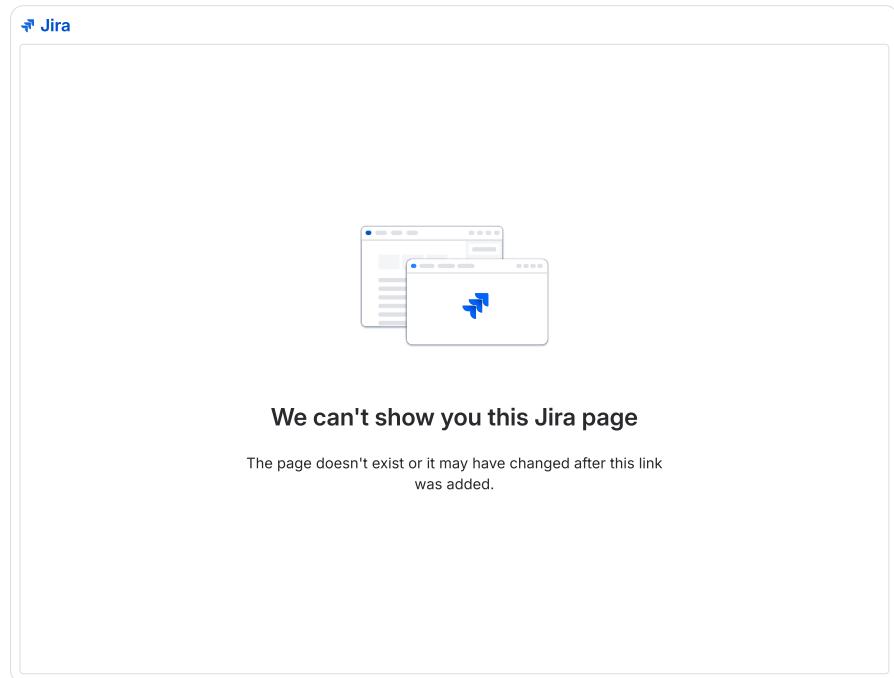
- Mongodb Renewal : The renewal order form is expected from the vendor today.
  - GreytHR
    - The expense management order has been closed with a business exception approval
    - SSO is not included in our current plan and needs to be purchased as an add-on. We will proceed with an add-on order to cover SSO.
  - Obsidian
- 

### **Approval Required**

- Articulate 360

2025-06-16 Weekly Procurement Sync (Week 24)

Attendees: Mike, Senthamil & Antony



### **Last Week (Completed & In Progress)**

- Anaconda : There hasn't been any follow-up from the vendor since April, hence the ticket was closed. Additionally, our IT team has blocked access to the Anaconda website - if we try to visit the site from our CS laptops, it won't open.
  - Subskrib, Amberflo & Chargebee - All three requests have been put on hold.
- 

### **Current Week (In Progress) & Discussion Points:**

- Fastly renewal :

- Our current Fastly contract ends in July 2025 and our team would like to renew it. We've started Cloudflare migration, but we expect the migration to take another six months. Therefore, we're looking to renew the contract with the same scope for an additional six months. After that period, we may consider reducing the scope.

- coworker :

The security team reviewed the SOC2 report and noted that it did not address AI security, API security, DLP, IDS and IPS. Hence team has reached out to the vendor requesting information on these areas.

- Slack
  - Dooly
  - Atlassian licenses count
  - Hibob & BambooHR
  - Heap Renewal
  - Salesforce Renewal
- 

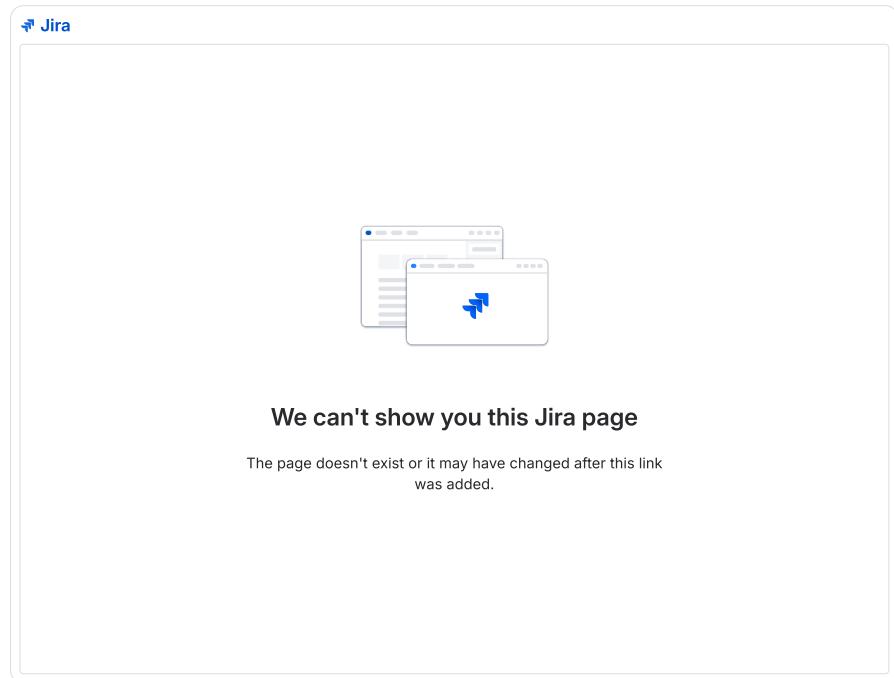
### **Approval Required**

- Orum, Salesforce additional licenses, Grafana, Scrut, Coda

PR - Jul'25

2025-07-01 Weekly Procurement Sync (Week 27)

Attendees: Mike, Senthamil & Antony



### Last Week (Completed & In Progress)

- Scrut
- 

### Current Week (In Progress) & Discussion Points:

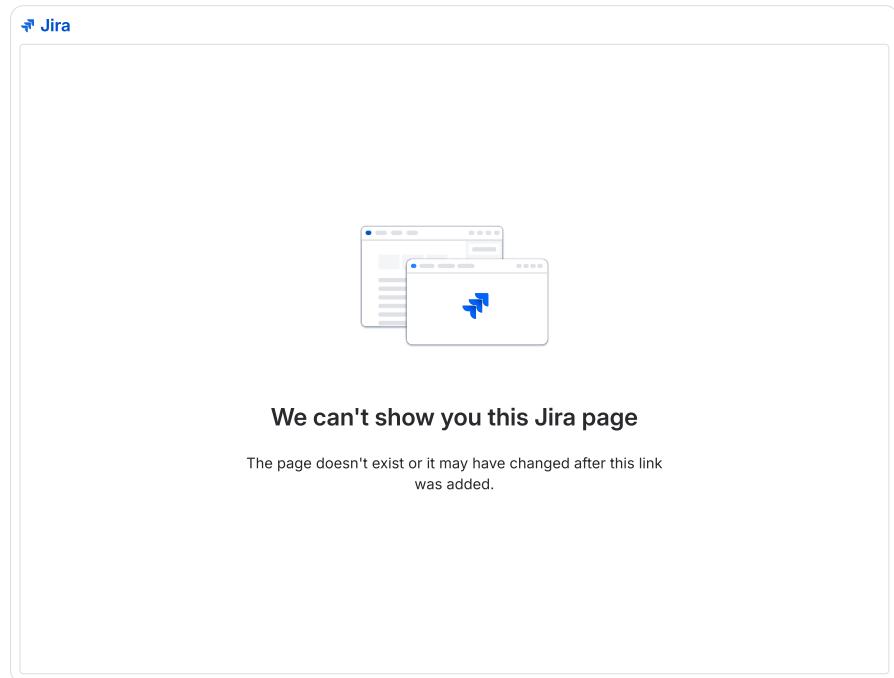
- Slack Renewal / Lytics
  - Hibob
  - ADP
  - Zoom Additional licenses
  - Silveroak
  - Dbtlabs
  - Doti
  - Granola
- 

### Approval Required

- Scrut

2025-07-07 Weekly Procurement Sync (Week 28)

Attendees: Mike, Senthamil & Antony



## **Last Week (Completed & In Progress)**

- **dbt Labs**

With IT team for SSO configuration

- **Balsamiq**

With IT team for SSO configuration

- **Zoom Additional Licenses**

Increased to 310 licenses

---

## **Current Week (In Progress) & Discussion Points**

- **Atlassian**

Negotiated best price for early renewal and transition to Teamwork plan

- **Slack Renewal / Lytics**

Ongoing discussions with India and US sales teams; Final decision expected by end of today

- **Hibob**

Awaiting vendor response on MSA redlines

- **ADP**

Security review in progress

Legal: Redlines shared with vendor

- **Doti**

Security review completed; POC agreement under review with Shannon

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## **Approval Required**

- **Orum**

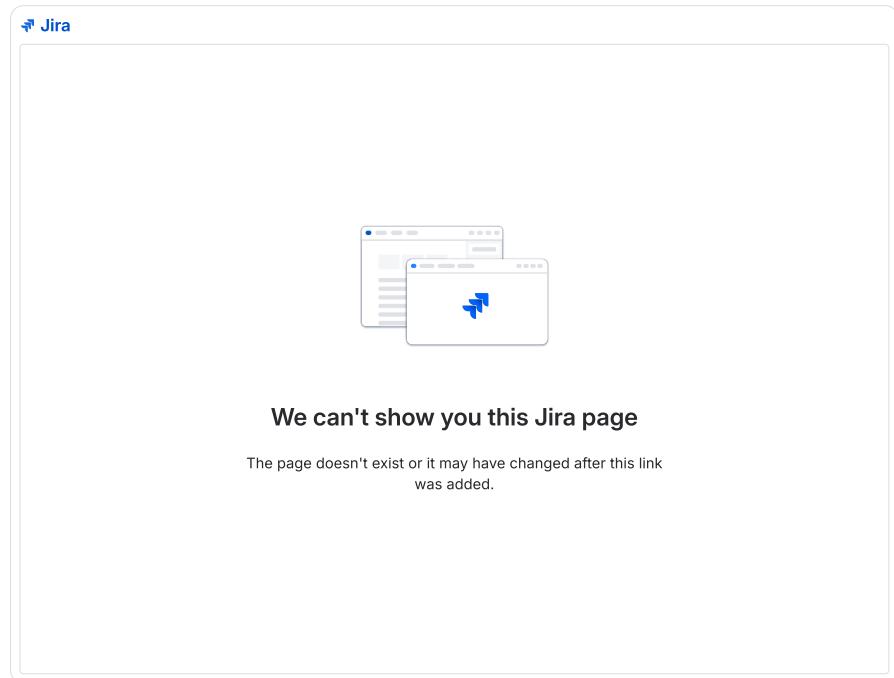
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## **Decommissioned Applications**

- **Calendly**

2025-07-16 Weekly Procurement Sync (Week 29)

Attendees: Mike, Senthamil & Antony



## **Last Week (Completed & In Progress)**

- Slack - Lytics
  - Atlassian License Upgrade & Renewal :
    - Except for Guard, the license count for all other products has been increased to 600.
    - The Guard order form is currently being processed.
    - Once this is finalized, we will begin working on the renewal proposal and also plan to explore alternative resellers.
- 

## **Current Week (In Progress) & Discussion Points**

- Hibob
- Granola :
  - We are awaiting for legal inputs on the notification query
- ADP :
  - Received feedback from the vendor on our redlines
  - Redlines are open on - Liability , Late payment charges & Termination for Cause
- Doti :
  - POC agreement has been finalized, and we are in the process of getting it signed
- Heap Renewal :
  - Renewal was not signed, Team is doing a trial on session replay
- Fastly Renewal

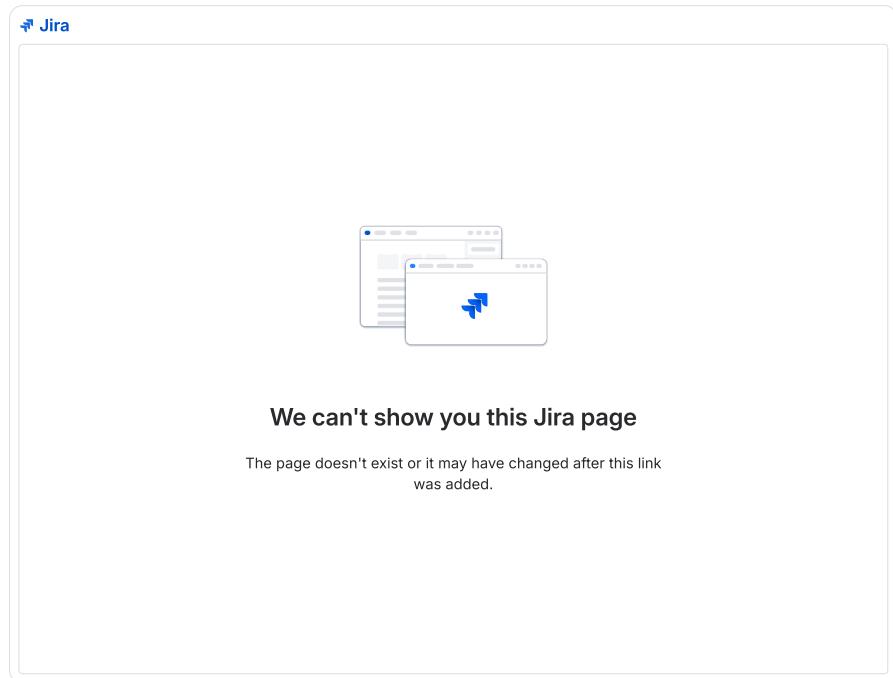
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## **Approval Required**

- Viva Glint Additional licenses, Profound

2025-07-24 Weekly Procurement Sync (Week 30)

Attendees: Mike, Senthamil & Antony



### **Last Week (Completed & In Progress)**

- Lytics - Slack
  - UKG - Non renewal Notice & Plansource contract
  - Doti & Coworker
- 

### **Current Week (In Progress) & Discussion Points**

- ADP
  - We are in the final stage and have received the final order form and addendum from the vendor. Order will be signed by tomorrow.
- CS Heap Renewal
  - We have decided to drop session replay because of the sensitivity of the information it collects and the lack of an effective feature to mask sensitive data.
  - We are now waiting for the updated order form from the vendor to finalize the renewal
- Fastly Renewal
  - We have received a proposal from the vendor for a six-month renewal, which includes a price increase.
- Cloudflare Three Month Extension
  - With the delay in the Cloudflare migration, our team has reached out to Cloudflare to request an additional three months at no charge
- Allego
  - Dropped a note to the vendor confirming that we want to move forward with the main offering only (Modern Content Management and Digital Sales Rooms with Premium Customer Success).
  - Working with the vendor to sign the order form for the renewal.
- Lytics - Google Data Manager API
  - Initiated legal review, and Jessica is currently reviewing the contract.
- Salesforce/Tableau - Auto Renewal Notice
- Lytics GCP
  - Security command center contract is due for renewal by August 31st, 2025
- Workramp

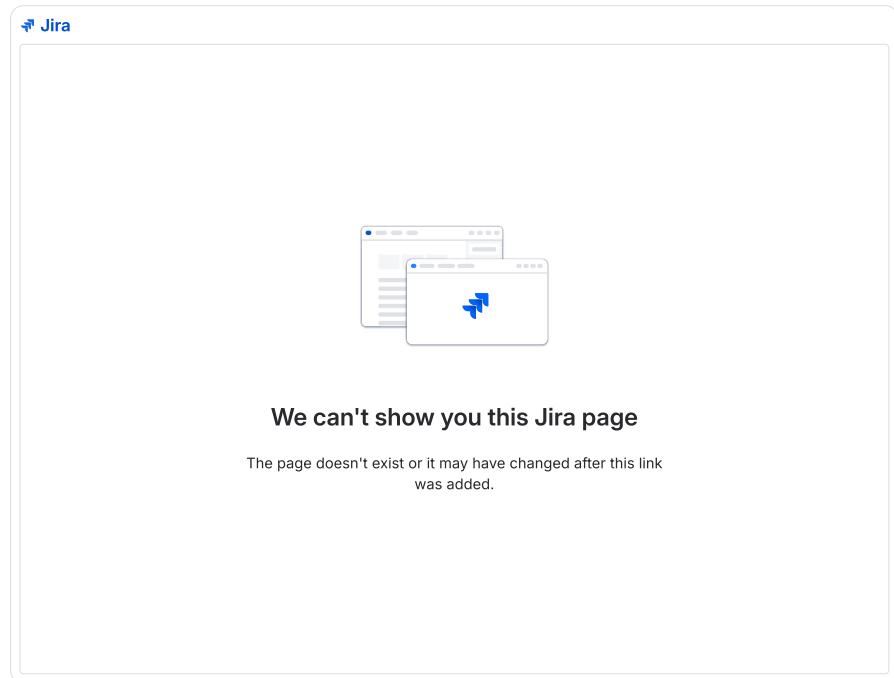
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### **Approval Required**

- Condens , Survey Monkey, ADP

2025-07-29 Weekly Procurement Sync (Week 31)

Attendees: Mike, Senthamil & Antony



## **Last Week (Completed & In Progress)**

- Lytics - Slack
  - UKG - Non renewal Notice & PlanSource contract
    - Leona spoke with our account manager yesterday about non-renewal and has also submitted a support ticket with UKG for the PlanSource contract transition.
- 

## **Current Week (In Progress) & Discussion Points**

- Fastly Renewal
  - We have received a proposal from the vendor for a six-month renewal, which includes a price increase.
- Cloudflare Three Month Extension
  - With the delay in the Cloudflare migration, our team has reached out to Cloudflare to request an additional three months at no charge
- ADP
  - We are in the final stage, but it appears that the current order form does not include SSO or Open API access. We are working with the vendor to have these added to the contract.
- CS Heap Renewal
  - We are awaiting the renewal order form from the vendor, which will have session replay removed.
- Linkedin Sales Navigator
  - We have received the order form from the vendor to add five licenses.
  - Kylie mentioned that Louie has already contacted LinkedIn regarding a potential pilot program and a discount for enabling Sales Navigator licenses for all CSMs.
- Crayon Renewal
  - Our team is planning not to renew the Crayon contract.
- Zendesk -Lytics
- Lytics - Google Data Manager API
  - Initiated legal review, and Jessica is currently reviewing the contract.
- Lytics GCP
  - Security command center contract is due for renewal by August 31st, 2025
- Learnupon Notice

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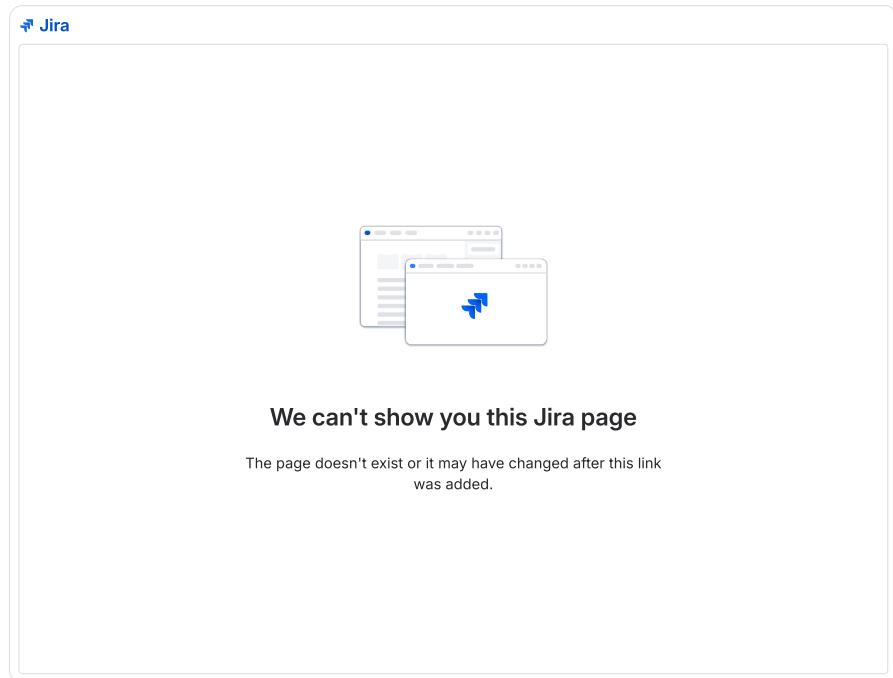
## **Approval Required**

- Allego, Elastic

PR - Aug '25

## 2025-08-06 Weekly Procurement Sync (Week 32)

Attendees: Mike, Senthamil & Antony



### **Last Week (Completed & In Progress)**

- Lytics - Slack
  - UKG - Non renewal Notice & PlanSource contract
- 

### **Current Week (In Progress) & Discussion Points**

- Fastly Renewal
  -
- Cloudflare Three Month Extension
  -
- ADP
  -
- CS Heap Renewal
  -
- Linkedin Sales Navigator
  -
- Lytics - Google Data Manager API
  -
- Lytics GCP
  - Security command center contract is due for renewal by August 31st, 2025
- Atlassian Renewal

---

### **Approval Required**

- Linkedin sales navigator, ADP, Gitlab, Lottie & Rive, Anthropic API

## IT Project Meetings

2024

## Corp IT FY25 Team Goals

● In Progress. ▲ In Progress w/ some challenges. ✖ In Progress w/ larger challenges. ✓ Done!

Goal Description	Measurements	Q1 Deliverable	Q2 Deliverable	Q3 Deliverable	Q4 Deliverable
<b>Implement a security runbook for Crowdstrike endpoint security management process</b>	99% compliance in Falcon agent deployment in systems..  Gradual reduction in number of incidents.  Well defined incident monitoring and response mechanism with a Playbook.	99% compliance in Falcon agent deployment through monitoring Gsheet Dynamic api Data. Creation of Playbook for endpoint incident through monitoring individual incident through helpdesk ticket and gathering information for playbook generation.	Continue regular Service review with Crowdstrike and assess the incident impacts Take necessary actions to mitigate the future incident by implementing best practices. Observe Gradual reduction in number of incidents.	50% reduction in the endpoint security incidents from Q1. Better process to take proactive measures on the incident reported by Falcon MS team	80% reduction in the endpoint security incidents from Q1.
<b>Aligning IT process with Infosec and compliance</b>	100% preparedness and availability of data and required process documents.	100% availability of data and required process documents			
<b>Document all IT / procurement / CXC office facilities policies and processes with clear ownership and accountability.</b>	100% adaption of process with the ability to generate reports against every process in JIRA ITSM.  <a href="https://docs.google.com/spreadsheets/d/1ZciZRQRVne1SIVo6revd7reNqWhhOnDp_QuCMjgYNHU/edit#gid=5527489">https://docs.google.com/spreadsheets/d/1ZciZRQRVne1SIVo6revd7reNqWhhOnDp_QuCMjgYNHU/edit#gid=5527489</a>  83 Connect your Google account  Admin & Enduser Documentation to be created on Google Docs for easy editing and move the final version to Confluence.  Contractor Onboarding/Offboarding process to be implemented via separate JIRA Service Desk project	<b>Admin &amp; End User Documentation which are created on Google Docs for easy editing. The final version to be put on Confluence.</b>  • Complete 25% of the final version of the document in confluence. • Create “Confluence structure” for the documentation.	<b>Contractor Onboarding/Offboarding process to be implemented via separate JIRA Service Desk project.</b>  • Complete 50% of the final version of the document in confluence.	<b>Complete 75% of the final version of the document in confluence.</b>	<b>Complete 100% of the final version of the document in confluence and publish these documents via IT intranet portal to the stakeholders.</b>  •

<b>Complete SaaS - Software License management process in LUMOS and define a standard process for IT procurement</b>	<p>100% visibility of SaaS all tools contracts and Licenses. (Active, Non Active, Shadow IT)</p> <p>100% clear visibility on provisioned licenses to active users.</p> <p>Integration of all applicable SaaS within Lumos for better visibility.</p>	<p>Complete uploading all available / procured SaaS and software subscriptions.</p> <p>Defined process to cleanup the non-compliant users from the database time to time.</p> <p>Setup Timely alerting on contract expiry and renewals dates so as to achieve timely renewals or closures - 90 days advance notice to work on</p> <p>25% SaaS App integration with Lumos.</p> <p>Document and publish the procurement policy process (SaaS and Hardware)</p> <p>Implement vendor service review programs.</p>	<p>50% SaaS App integration with Lumos (<b>Service catalogue from Austin</b>)</p> <p>Vendor service review and application of service improvement process.</p>	<p>80% SaaS App integration with Lumos</p> <p>Vendor service review and application of service improvement process.</p>	
<b>Upskill team and add required resources to achieve goals</b>	<p>Identification of skills gaps to perform the day to day IT ops</p> <p>Approved list of Yearly training plan / certification calendar and monitor.</p>	<p>Conduct 3 each Soft skills and ITSM process training sessions</p>	<p>Conduct 2 Soft skills and internal process training sessions</p>	<p>Conduct 2 Soft skills and internal process training sessions</p>	<p>Conduct 2 Soft skills and internal process training sessions</p>
<b>Implement improvised IT asset management process (with SnipeIT and JIRA)</b>	<p><b>Measurements:</b></p> <p>100% clear data in SNIPE IT tool in line with Finance data.</p> <p>All the systems Checked-In or Checked-Out should be updated within 1 business day</p>	<p>Configure Snipe IT and Jira with required asset status fields like "In Transit", e-Waste, iCloud locked, etc on for</p>	<p>Setup a process to exchange the Asset register to finance team for reconciliation half yearly.</p>	<p>Better Asset data dashboard and reporting</p>	

	<p>All changes to the asset to be recorded in ITSM and SNIP IT tool .</p>	<p>easy identification (API - Data Flow between both tools).</p> <p>Document and publish the Corp IT asset management document which includes :</p> <ul style="list-style-type: none"> <li>• Approved standard IT asset and accessory (end user related)</li> <li>• Approved asset refresh and replacement policy</li> <li>• Asset disposal policy and process</li> </ul>	<b>Initiate asset disposal process derived from asset refresh program</b>		
<b>Better patch management process (OS and APPs)</b>	<p>Achieve 98% compliance for all the end user deployed systems to be on latest “minor OS version” within 15 days of release. (JC and CS)</p> <p>Achieve 98% compliance for patching application vulnerabilities..</p> <p>Better reporting and dashboard.</p>	<p>Define patching baselines for OS and Apps in agreement with security team.</p> <p>Define process to closely monitor the vulnerability incidents and take necessary actions as part of IT SoP.</p>	<p>98% compliance for OS patching</p> <p>98% compliance for Application patching</p>	<p>99% compliance for OS patching and Application patching levels</p> <p>Better reporting and dashboard - combined dashboards of CS and JC (BI Plartform)</p>	
<b>Optimization of IT-managed productivity tools.</b>	<p>Identify and list the tools where feature usage can be reevaluated to reduce duplicate tools.</p> <p>Evaluate the applicable key features which is implementable and project plan.</p>	<p>Identify and list the tools where feature usage can be reevaluated to reduce duplicate tools.</p> <p>Evaluate the applicable key features which is implementable and project plan.</p> <p>License usage by users , Tool feature usage effectively.</p>	<p>25% of Implementation listed app features</p>	<p>50% of Implementation listed app features</p>	<p>90% of Implementation listed app features</p>

<b>Develop IT Program Management processes and capabilities</b>	Setting up of dedicated “IT Projects” JIRA project. Documentation of MoM on Google Docs and link to be provided on Confluence.	Setting up of dedicated “IT Projects” JIRA project. <b>Document MoM in confluence.</b>	Documentation of MoM on Google Docs and link to be provided on Confluence.		
<b>Optimize Helpdesk support system.</b>	99% adherence to SLA clock to respond and resolve, reduce aging ticket, timely updates to the tickets  Constantly achieve CSAT rating of 85% with “Excellent” as response, better escalation management process, better dashboard and reports.	<ul style="list-style-type: none"> <li>Working with JIRA consultant to implement new JIRA Helpdesk project.</li> <li>Implement SLA clock based on Category, Priority/Criticality.</li> </ul>	<ul style="list-style-type: none"> <li>Dashboard which shows metrics of aging, trends, category. With improved SLA we assume that we will get “Excellent” as response for at least 75% of the tickets.</li> <li>Resolve 75% of tickets within SLA</li> <li>Detailed customizable executive dashboard and reports.</li> </ul>	<ul style="list-style-type: none"> <li>“Excellent” as response for at least 80% of the tickets.</li> <li>Resolve 85% of tickets within SLA</li> </ul>	<ul style="list-style-type: none"> <li>“Excellent” as response for at least 85% of the tickets.</li> <li>Resolve 99% of tickets within SLA</li> </ul>
<b>Define clear facility management process and SLA for CXC-US Office.</b>					

### Wins and Major Milestones 🎉

Win/Milestone	Details	Contributor(s)

## IT Project Board

[Jira](#)



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OTHERS?

2025

PRJ-Mar'25

# Week 10 - Project Updates

Attendees: @Mike Spitzmiller @Antony Godwin @Bhuvan Daruwala @Shawn Adams (Deactivated)

## Completed

- Box Folder Structure Change and initiate re-sync
- [Monday.com](#) user reconciliation reduced from 121 to 90 licenses
- Contractors suffix (c) added both in Slack & GWS
- SAML non-supported App reconciliation
- User Management Portal upgrade
- Confluence Templates
- Lytics Endpoint Migration
- BFA Transition

## Work In Progress / Planned for Next Week

- One-time active user reconciliation - Lumos.
- KPI Dashboard
- Device Management dashboard (JC, CS, Snipe IT etc.,)
- Slack Social Channels standardization Prefix update to Social
- Jira Admin role re-organizing
- BIMI Update
- Jira/Confluence workspace Migration
- Slack Upgrade
- Lytics Saas Apps migration / cancel / move to CS
- 1password Insights reconciliation
- Create missing CS superadmin access approval in Lumos
- SSO

## Yet to Start

- Hostname standardization
- Home Page with all the applications used by CS
- Lytics Device Upgrades

## Demo

- N/A

# Week 11 - Project Updates

Attendees: @Mike Spitzmiller @Antony Godwin @Bhuvan Daruwala @Shawn Adams (Deactivated)

## OK Completed

- Create missing CS super admin access approval in Lumos
- SSO Arphie
- Slack Upgrade
- Jira/Confluence workspace Migration
- Created EPICs (Goals) for FY 26 IT on ITPR along with Story (Milestones)
- Device Management dashboard (JC, CS, Snipe IT etc.,)
- [Read.ai](#) disable in RWENG domain

## 💻 Work In Progress / ➡️ Planned for Next Week

- SSO SkillCylce
- CWM Process
- SpyCloud SOP
- IT Policy / Process Documentation
- GWS Migration
- Slack Social Channels standardization Prefix update to Social
- 1password Insights reconciliation
- Lytics Device Upgrades
- KPI Dashboard - 50% complete
- Jira Admin role re-organizing
- Adding Jira SubTasks under Stories.
- Setup JumpCloud Sandbox instance for testing

## 🔴 On Hold / Low Priority Activities

- BIMI Update
- One-time active user reconciliation - Lumos.

## ● Yet to Start

- Hostname standardization
- Home Page with all the applications used by CS
- Lytics SaaS Apps migration / cancel / move to CS

## 🚚 Demo

- N/A

# Week 12 - Project Updates

Attendees: @Mike Spitzmiller @Antony Godwin @Shawn Adams (Deactivated)

## Completed

- Slack Social Channels standardization Prefix update to Social
- Jira Admin role re-organizing
- Setup JumpCloud Sandbox instance for testing
- SSO SkillCylce - Determined that they do not offer SSO or MFA

## Work In Progress / Planned for Next Week

- Feasibility check of Talisman and Semgrep installation via Jumpcloud
- SSO Aon App
- IT Policy /Process Documentation
- Sonicwall Firewall Subscription Renewal
- One-time active user reconciliation of priority apps - Lumos.
- KPI Dashboard - 65% complete
- 1password Insights reconciliation
- Lytics Device Upgrades
- Adding Jira SubTasks under Stories.
- CWM Process
- SpyCloud SOP
- GWS Migration

## On Hold / Low Priority Activities

- BIMI Update
- Zoom Recordings removal

## Yet to Start

- Jira Revamp for ITSM
- Integrate Apps with Lumos for automated Provisioning and deprovisioning
- License Assigning process and reconciliations.
- Greenhouse and GWS integration
- JC and GWS Integration

## Demo

- KPI Dashboard Overview Session - Coming Soon

PRJ-Apr'25

# Week 14 - Project Updates

Attendees: @Mike Spitzmiller @Antony Godwin @Shawn Adams (Deactivated) @Bhuvan Daruwala

## Completed

- SSO Aon App
- Sonicwall Firewall Subscription Renewal
- 1password Insights reconciliation
- BIMI Implemented
- Adding Jira SubTasks under Stories.
- Lytics Device Upgrades
- Assign Primary / Secondary owner for all the applications owned by IT
- Spycloud SOP Documentation & Confluence Page

## Work In Progress / Planned for Next Week

- SaaS Apps Migration -Lytics Atlassian Products
- CWM Process
- Lytics Google Workspace Migration PSO Approach
- KPI Dashboard - 75% complete
- Slack Channel Naming Standards
- IT Policy /Process Documentation 60%

## On Hold / Low Priority Activities

- Zoom Recordings removal

## Yet to Start

- Greenhouse & GWS Integration
- Plan Jira & Snipe IT Integration
- CAA

## Demo

- KPI Dashboard Overview Session - Coming Soon

# Week 15 - Project Updates

Attendees: @Mike Spitzmiller @Antony Godwin @Shawn Adams (Deactivated) @Bhuvan Daruwala

## Completed

- KPI Dashboard on Monday.com.
- CWM Process Documentation.
- Change Management Process Implementation.
- Talisman & Semgrep installation through Jumpcloud - Assessment.
- SpyCloud Alerts Monitoring Process.

## Work In Progress / Planned for Next Week

- IT Policy/Process Documentation - 70%
- Austin Womens Migration - Next Steps
- Review of ROW Non-Compliance Devices
- CWM Process - Assessment and Implementation
- Google Workspace and SaaS Apps Migration - Lytics
- DoControl SSO Setup
- Contractor End date followup with Manager for renewal/Offboarding
- Context Aware Access - Assessment
- Assess SW config of existing contractors with access to sensitive data/tools
- Google PSO Approach

## Low Priority Activities

- Slack Channel Naming Standards

## Yet to Start

- Greenhouse & GWS Integration
- Lumos Provisioning Automation

## Demo

- NA

## Week 16 - Project Updates

Attendees: @Mike Spitzmiller @Antony Godwin @Shawn Adams (Deactivated) @Bhuvan Daruwala

### Completed

Task / Item	Alignment with FY26 Goal	Q1 Deliverable
KPI Dashboard on Monday.com	<b>KPI Dashboard</b>	-
CWM Process Documentation and Plan	<b>Improve IT Process &amp; Procedure</b>	Re-define clear CWM Process to identify stakeholders and their specific roles and responsibilities
Change Management Process Implementation	<b>ITSM - (IT Service Management)</b>	Follow ITILv4 process
Talisman & Semgrep installation through Jumpcloud - Assessment	<b>Enhance MDM capabilities</b>	Work with JC OEM on new features which can be applied for our organization: Ongoing
SpyCloud Alerts Monitoring Process	<b>Aligning IT &amp; Infosec</b>	SpyCloud Implementation along with process documentation
DoControl Setup	<b>Aligning IT &amp; Infosec</b>	-

### Work In Progress / Planned for Next Week

Task / Item	Alignment with FY26 Goal	Q1 Deliverable	Expected completion

IT Policy/Process Documentation - 80%	<b>Improve IT Process &amp; Procedure</b>	Identify & Document IT Policies/Processes (Target: 80%)	Week 18
Review of ROW Non-Compliance Devices	<b>Enhance MDM capabilities</b>	Device Security & Compliance	Week 17
CWM Process - Assessment and Implementation	<b>Contingent Workforce Management</b>	Re-define clear CWM Process to identify stakeholders and their specific roles and responsibilities	Week 18
Google Workspace and SaaS Apps Migration - Lytics	<b>Lytics Migration</b>	Google Workspace Migration SaaS Applications Migration (Target:20%)	Week 20
Contractor End date followup with Manager for renewal/Offboarding	<b>Contingent Workforce Management</b>		
Assess SW config of existing contractors with	<b>Contingent Workforce Management</b>		

access to sensitive data/tools			
Context Aware Access - Assessment	<b>Aligning IT &amp; Infosec</b>	Google workspace CAA (Target: 50%)	Week 20 (After PSO approach)
Slack Channel Naming - Standards for External	N/A	-	Week 18

## Low Priority Activities

Greenhouse & GWS Integration

### 🔴 Yet to Start

### 🚚 Demo

PRJ-May'25

## Week 18 - Project Updates

Attendees: @Mike Spitzmiller @Antony Godwin @Shawn Adams (Deactivated) @Bhuvan Daruwala

### Completed

Task / Item	Alignment with FY26 Goal	Q1 Deliverable
IT Policy/Process Documentation - 80%	<b>Improve IT Process &amp; Procedure</b>	Identify & Document IT Policies/Processes (Target: 80%)
Review of ROW Non-Compliance Devices	<b>Enhance MDM capabilities</b>	Device Security & Compliance
CWM Process - Assessment and Implementation	<b>Contingent Workforce Management</b>	Re-define clear CWM Process to identify stakeholders and their specific roles and responsibilities
Slack Channel Naming - Standards for External	-	-
DoControl Setup and Report assessment	<b>Aligning IT &amp; Infosec</b>	
Crowdstrike Falcon Configuration & Confluence Pages	<b>Aligning IT &amp; Infosec</b>	Review current Crowdstrike configurations and licensing. Create monthly report workflows. Nest associated data in the TRC Confluence space

 Work In Progress /  Planned for Next Week

Task / Item	Alignment with FY26 Goal	Q1 Deliverable	Expected completion
<<<PRAVIN ,SHAWN , GOKILA >>>			
Atlassian Lytics migration	<b>Lytics Migration</b>	Q2FY26	Week 21
Bitwarden Migration	<b>Lytics Migration</b>		Q2FY26
Google Workspace and SaaS Apps Migration - Lytics	<b>Lytics Migration</b>	Google Workspace Migration  Saas Applications Migration (Target:20%)	Week 20
Assess SW config of existing contractors with access to sensitive data/tools	<b>Contingent Workforce Management</b>		
Context Aware Access - Assessment	<b>Aligning IT &amp; Infosec</b>	Google workspace CAA (Target: 50%)	Week 20 (After PSO approach)
Device Hostname Standardization	<b>Enhance MDM capabilities</b>	-	-

Box Script Sync Modification	-	-	-
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## Low Priority Activities

Greenhouse & GWS Integration

### ● Yet to Start

### 🚚 Demo

PRJ-Jun'25

## Week 21 & 22 - Project Updates

Attendees: @Mike Spitzmiller @Antony Godwin @Pravin Salian

### Completed

Task / Item	Alignment with FY26 Goal	Q2 - Deliverable
Lumos Pending Onboarding/appstore and Off-boarding Request Dashboard	Improve Process	Dashboard Created in Looker Studio
Atlassian License Management	Improve Process	Department and Product Last Active Date based Dashboard in Looker Studio
Device Hostname Standardisation	Improve Process	Completed and currently setup a SOP for ITSM team to follow renaming hostname for any new device setup.
Contractor Workforce Management	Improve Process	New form for CWM completed
Slack Group Creation	Improve Process	@usemployees @rowslack group created.

### 💡 Work In Progress / ➡️ Planned for Next Week

Task / Item	Alignment with FY26 Goal	Deliverable	Expected completion

Atlassian Lytics migration	<b>Lytics Migration</b>	Q2FY26	Week 24
Bitwarden Migration	<b>Lytics Migration</b>	In progress...	Q2FY26
Google Workspace and SaaS Apps Migration - Lytics	<b>Lytics Migration</b>	Google Workspace Migration SaaS Applications Migration (Target:20%)	Completed
Context Aware Access - Assessment	<b>Aligning IT &amp; Infosec</b>	Google workspace CAA (Target: 50%)	Week 20 (After PSO approach)
Google Drive Backup for userdata	<b>ITSM - (IT Service Management)</b>	Under Testing	-
Slack Channels Department specific	<b>Beyond Goals</b>	In Progress...	Week 24
Google Admin and Service account validation.	<b>Beyond Goals</b>	In Progress...	

## Low Priority Activities

Greenhouse & GWS Integration - On Hold

### 🔴 Yet to Start

NA

### 💻 Demo

@Pravin Salian to showcase Lumos pending task previsioning / de-provisioning in dashboard

## Week 23 & 24 - Project Updates

Attendees: @Mike Spitzmiller @Antony Godwin

### Completed

Task / Item	Alignment with FY26 Goal	Q2 - Deliverable
Google Workspace De-Duplication Activity	<b>Google Workspace Migration</b>	Completed!
Cursor AI & SkillCycle SSO	<b>SaaS Applications</b>	Completed!
Box-to-Google Drive Sync - Documentation	<b>Beyond Goals</b>	Completed!
Endpoint detection triggered not visible in portal	<b>Beyond Goals</b>	Completed!
Atlassian New navigation feature	<b>Improve IT Process &amp; Procedure</b>	Completed!

### 🟡 Work In Progress / ➡️ Planned for Next Week

Task / Item	Alignment with FY26 Goal	Deliverable	Expected completion
Confluence page(s) Lytics migration	<b>Lytics Migration</b>	Q2FY26	Week 25
Bitwarden Migration	<b>Lytics Migration</b>	In progress...	Q2 - FY'26
Context Aware Access -	<b>Aligning IT &amp; Infosec</b>	Google workspace CAA	Q2 - FY'26

Assessment		(Target: 50%)	
Google Drive Backup for userdata	<b>ITSM - (IT Service Management)</b>	In Progress...	Q2 - FY'26
Slack Channels Department specific	<b>Beyond Goals</b>	In Progress...	Week 26
Google Admin and Service account validation.	<b>Beyond Goals</b>	In Progress...	Q2 - FY'26
Spycloud & Crowdstrike Alert incident creation in Helpdesk	<b>Enhance EDR Capabilities</b>	In Progress...	Q2 - FY'26
CWM Announcement	<b>Contingent Workforce Management</b>	In Progress...	Week 25

## Low Priority Activities

Greenhouse & GWS Integration - On Hold

### ● Yet to Start

NA

### 🚚 Demo

PRJ-Jul'25

## Week 25 & 26 - Project Updates

Attendees: @Mike Spitzmiller @Antony Godwin @Bhuvan Daruwala

### Completed

Task / Item	Alignment with FY26 Goal	Q2 - Deliverable
Confluence Space- Lytics migration	<b>Lytics Migration</b>	Completed!
CWM Announcement	<b>Contingent Workforce Management</b>	Completed!
Google Admin accounts for IT team - Separation from regular accounts.	<b>Beyond Goals</b>	Completed!
Post Migration Activity - Lytics email account removal from Contentstack Atlassian.	<b>Lytics Migration</b>	Completed!
License Audit and Cleanup - Atlassian products and MS365	<b>Beyond Goals</b>	Completed!

### Work In Progress / Planned for Next Week

Task / Item	Alignment with FY26 Goal	Deliverable	Expected completion
Bitwarden Migration	<b>Lytics Migration</b>	In progress...	Q2 - FY'26

Context Aware Access - Assessment	<b>Aligning IT &amp; Infosec</b>	Google workspace CAA (Target: 60%)	Q2 - FY'26
Google Drive Backup for userdata	<b>ITSM - (IT Service Management)</b>	In Progress...	Q2 - FY'26
Slack Channels Department specific	<b>Beyond Goals</b>	In Progress...	Week 27
Google Service account validation.	<b>Beyond Goals</b>	In Progress...	Q2 - FY'26
Spycloud & Crowdstrike Alert incident creation in Helpdesk	<b>Enhance EDR Capabilities</b>	In Progress...	Q2 - FY'26
Lytics Jira and Confluence Subscription Change	<b>Lytics Migration</b>	In Progress...	Week 27
Atlassian SSO	<b>Aligning IT &amp; Infosec</b>	In Progress...	Q2 - FY'26

## Low Priority Activities

Greenhouse & GWS Integration - On Hold

### 🔴 Yet to Start

NA

### 🚚 Demo

## Week 27 & 28 - Project Updates

Attendees: @Mike Spitzmiller @Antony Godwin @Bhuvan Daruwala @Michael Shi

### Completed

Task / Item	Alignment with FY26 Goal	Q2 - Deliverable
Jumpcloud Managed Apps(Firefox,Zoom,1P assword)	<b>Enhance MDM Capabilites</b>	Completed!
BoxSync Demo with Legal Templates for Allego & Web	<b>Beyond Goals</b>	Completed!
SAML SSO - Balsamiq & ChatGPT	<b>Aligning IT &amp; Infosec</b>	Completed!
Lytics Jira and Confluence Subscription Change	<b>Lytics Migration</b>	Completed!

### 💡 Work In Progress / 🎬 Planned for Next Week

Task / Item	Alignment with FY26 Goal	Deliverable	Expected completion
Bitwarden Migration	<b>Lytics Migration</b>	In progress...	Q2 - FY'26
Context Aware Access - Assessment	<b>Aligning IT &amp; Infosec</b>	Google workspace CAA (Target: 60%)	Q2 - FY'26

Google Drive Backup for userdata	<b>ITSM - (IT Service Management)</b>	In Progress...	Q2 - FY'26
Slack Channels Department specific	<b>Beyond Goals</b>	In Progress...	Week 27
Google Service account validation.	<b>Beyond Goals</b>	In Progress...	Q2 - FY'26
Spycloud & Crowdstrike Alert incident creation in Helpdesk	<b>Enhance EDR Capabilities</b>	In Progress...	Q2 - FY'26
Lytics Jira and Confluence Subscription Change	<b>Lytics Migration</b>	In Progress...	Week 27
Atlassian SSO Testing	<b>Aligning IT &amp; Infosec</b>	In Progress...	Q2 - FY'26
CS Approved Wallpaper across all laptops	<b>Enhance MDM Capabilites</b>	In Progress...	Q2 - FY'26
ITSM Jira - SLA Revamp.	<b>Improve IT Process &amp; Procedure</b>	In Progress...	Q3 - FY'26

## Low Priority Activities

Greenhouse & GWS Integration - On Hold

### ● Yet to Start

NA

 **Demo**

## Week 29 & 30 - Project Updates

Attendees: @Mike Spitzmiller @Antony Godwin @Bhuvan Daruwala @Michael Shi

### Projects In Progress / Completed Status:

Goal	Task/ Work Item	Target Date	Actual Completed Date	Status	Remarks / Next Steps
<b>Lytics Migration</b>	Bitwarden Migration	Jul 31, 2025	Jul 24, 2025	Done	
<b>Enhance EDR Capabilities</b>	Spycloud & Crowdstrike Alert incident creation in Helpdesk	Jul 31, 2025	Jul 18, 2025	Done	
<b>Aligning IT &amp; Infosec</b>	Atlassian SSO Rollout	Jul 25, 2025	Jul 21, 2025	Done	
<b>Improve IT Process &amp; Procedure</b>	ITSM Jira - SLA Revamp.	Jul 31, 2025	Jul 28, 2025	Done	
<b>Aligning IT &amp; Infosec</b>	SSO for Contentstack SuperAdmin	Jul 31, 2025		Nearin g Completion	Work with the Dev to identify users based on plan names
<b>Aligning IT &amp; Infosec</b>	Context Aware Access - Assessment	Jul 31, 2025		In Progress	Determine the usage of Chrome based browsers.
<b>Beyond Goals</b>	Slack Channels Department specific	Jul 31, 2025		In Progress	Awaiting on “Slack auto suggestion” implementation

<b>ITSM - (IT Service Management)</b>	Google Drive Backup for userdata	Jul 31, 2025		Deferred	Due date moved to Oct 31, 2025
<b>Enhance MDM Capabilites</b>	CS Approved Wallpaper across all laptops	Jul 31, 2025		Deferred	Deferred in lieu of other priority items, most likely will get cancelled.
<b>Aligning IT &amp; Infosec</b>	Atlassian Gaurd	Aug 14, 2025		In Progress	
<b>Enhance EDR Capabilites</b>	Log Collector	Aug 14, 2025		In Progress	
<b>Aligning IT &amp; Infosec</b>	SpyCloud Dashboard	Aug 14, 2025		In Progress	
<b>Enhance MDM Capabilites</b>	Laptop Restart every 7 days	Aug 14, 2025		In Progress	
<b>Improve IT Process &amp; Procedure</b>	<b>ITSM Jira Revamp</b>	Aug 14, 2025		In Progress	

## IT Projects

## Managed Apple ID Project

Priority Level	Team	Status
High	<b>Project owner:</b> @Shawn Adams (Deactivated)  <b>Team members:</b>	IN PROGRESS

Define the problem	
<b>What is the problem?</b>	Personal Apple IDs on company devices lack centralized control, posing data security risks and complicating IT support.
<b>What are the possible solutions?</b>	Implement Managed Apple IDs, establish data migration protocols, and require app requests via Helpdesk to ensure security and control.
<b>What teams and systems will be impacted?</b>	IT Operations, end users, Helpdesk, and potentially Legal/Compliance will be impacted, along with Apple Business Manager, Google Drive, Jira, and JumpCloud.

## Solution Details

Solution details	Managed Apple IDs will be rolled out via Apple Business Manager, requiring users to back up personal data, sign in with company-provided IDs, and submit helpdesk tickets for app requests.
Validation	Success will be validated by testing Managed Apple ID functionality on sample devices, verifying data backup completion, and ensuring app access through Helpdesk requests.
Visualize the solution	Managed Apple IDs will allow IT to control device settings and app installations, with centralized access and streamlined support for end users.
Measuring success	Success will be measured by reduced support requests for Apple ID issues, successful app request handling via Helpdesk, and feedback from users in the initial rollout wave.

Project Impacts			
Impact rating	System or team impacted	Contact	Description of impact
HIGH	Apple Business Manager, JumpCloud, Google Drive, Jira, IT Operations, and Helpdesk teams will be directly impacted.	@Shawn Adams (Deactivated)	IT will gain centralized control over Apple ID management, while end users will experience changes in data backup, app request processes, and device login protocols.

## Ready to Go

Milestones			
Milestone summary	Details	Dependencies	Ship date
The project will progress through preparation, initial communication, pre-migration setup, pilot migration, full phased rollout, ongoing monitoring, and a formal wrap-up with a post-project review.	The project started with the IT team, has moved to Wave 1 of the broader rollout, and will continue with incremental migrations, supporting each phase with training, documentation, and feedback gathering.	Successful deployment depends on user data backup completion, Apple Business Manager and JumpCloud configurations, app request workflow setup, and Helpdesk support readiness.	The full project completion, including post-rollout monitoring and documentation, is scheduled for March 31, 2025.

Team			
Role	Department	Which milestones will they work on?	Availability notes
IT Operations manages the project, Helpdesk provides user support, Communications handles announcements, end users participate in rollout phases, and ABM Administrators manage accounts.	IT Operations/Helpdesk is the primary department, Communications, and various departments for end users.	IT Operations handles all phases, Helpdesk supports rollout and monitoring, Communications leads initial communication and pre-migration setup, end users engage during rollout, and ABM Administrators set up accounts.	IT Operations and Helpdesk are available throughout, Communications focuses on early phases, end users join per wave, and ABM Administrators assist with each rollout phase.



## Apple Account Meetings

# 2024-11-13 Project Meeting Notes

## Agenda

- overview of the current status of the project ( Wave 1 User group/Communications
- 

## Discussion/Notes

- 
- 

## Action Items

- Communications to Wave 1 @Shawn Adams (Deactivated)
- Send Timeline Information over to @Mike Spitzmiller

## Date

2024-11-13

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## Participants

- @Shawn Adams (Deactivated)
  - @Bhuvan Daruwala
  - @Mike Spitzmiller
- 

## Resources

- [Sign in to access Google Drive Presentation](#)
- [Sign in to access Google Drive Spreadsheet](#)
- [Sign in to access Google Drive Document](#)

## Managed Apple ID Project Resources

## 🔗 Managed Apple ID Wave 1 (Bizops)

[https://docs.google.com/spreadsheets/d/1Ops8rcmtyHNbtOYeIahYkTmafDkTGdGQ3rYPB7\\_aiQ4/edit?usp=sharing](https://docs.google.com/spreadsheets/d/1Ops8rcmtyHNbtOYeIahYkTmafDkTGdGQ3rYPB7_aiQ4/edit?usp=sharing)

## ⌚ Managed Apple ID email

<https://docs.google.com/document/d/1NoCkrLXI5NivkoL7dJ-fAX3038AMGYQgGS94XFmMj0g/edit?usp=sharing>

## ⌚ Managed Apple IDs

<https://docs.google.com/presentation/d/1rRoDmcpQX9xCTLJsHCQ9pBIxzHnUpk33mQjd-ncKeT8/edit?usp=sharing>

## ⌚ Managed Apple ID Milestones

<https://docs.google.com/document/d/1gLrXGrUO1mQPaWmkNaoy3QzIEis7FdAK60CuQWz8jrA/edit?usp=sharing>

## SAML Project Resources

⌚ cs\_enable\_saml\_sso\_tracker

<https://docs.google.com/spreadsheets/d/1mbrg5CGh7ESz3US4v8LJWmClRz0O1QRtobpkSWVENbg/edit?gid=1306990890#gid=1306990890>



## IT Projects | Board

<https://contentstack.atlassian.net/jira/core/projects/ITPR/board?selectedIssue=ITPR-4>

## ⌚ MFA Follow up (SAML)

<https://docs.google.com/document/d/1FQPKvWPtBdfhxOtrTqivpnvpEKSot00pAVoqknkyt20/edit?tab=t.0>

## 🔗 SAML SSO Rollout Template

[https://docs.google.com/document/d/1fjujPHUocDd8mJKql5iNXZ\\_w2i4tgGPwGXWA9tUtDto/edit?tab=t.0](https://docs.google.com/document/d/1fjujPHUocDd8mJKql5iNXZ_w2i4tgGPwGXWA9tUtDto/edit?tab=t.0)

# SAML Implementation Project

Priority Level	Team	Status
High	<b>Project owner:</b> @Bhuvan Daruwala @Shawn Adams (Deactivated) <b>Team members:</b> @Gokila A	IN PROGRESS

## Define the problem

What is the problem?	Some applications do not support SAML, while others face configuration or testing issues, and certain apps require higher subscription plans for SAML support
What are the possible solutions?	Possible solutions include using compensating controls like MFA or Google OAuth, upgrading subscription plans, and configuring separate SAML setups for multi-organization apps
What teams and systems will be impacted?	The IT and security teams, app admins, and end users will be impacted, with systems like Google Workspace Customs Apps being central to the implementation

## Solution Details

<b>Solution details</b>	The solution involves enabling SAML SSO for supported applications, using compensating controls like MFA for non-supported apps, and upgrading subscription plans where necessary
<b>Validation</b>	Validation includes testing SAML configurations for each app, ensuring login works as expected, and troubleshooting issues
<b>Visualize the solution</b>	The solution can be visualized as a centralized SSO system where users log in through Google SAML for supported apps, with compensating controls like MFA for others
<b>Measuring success</b>	Success is measured by the number of applications successfully transitioned to SAML/Compensatory Controls, the reduction of security risks, and user adoption of the new login process

Project Impacts			
Impact rating	System or team impacted	Contact	Description of impact
HIGH	IT Operations, Security, App Admins, and end users will be impacted, along with systems like Google Workspace and other productivity tools.	@Shawn Adams (Deactivated)  @Bhuvan Daruwala @Gokila A	IT gains centralized control over authentication, while end users experience changes in login processes, and app admins need to coordinate SAML configurations or compensating controls

## Ready to Go

Milestones			
Milestone summary	Details	Dependencies	Completion Target Date
The SAML project involves key milestones such as assessing SAML support for applications, configuring and testing SAML for supported apps, and rolling out SAML to users. The project is divided into phases: discovery, configuration, rollout, and post-implementation monitoring. Each phase ensures that apps are properly configured, users are informed, and any issues are addressed. Their is a targeted amount of applications set for each calendar month. these are assessed by security priority.	The project is divided into phases: discovery, configuration, rollout, and post-implementation monitoring. Each phase ensures that apps are properly configured, users are informed, and any issues are addressed. Their is a targeted amount of applications set for each calendar month. these are assessed by security priority.	Vendor support for SAML configuration, plan upgrades for certain apps, and coordination with IT and app admins. The project also requires compensating controls like MFA for apps that do not support SAML. Timely communication and collaboration with stakeholders are critical for a smooth rollout.	The project is expected to be completed by Q1 2025, with some apps requiring additional time for plan upgrades or vendor assistance. Post-rollout monitoring will ensure that any issues are resolved, and ongoing support will be provided.  Mar 31, 2025

## Team

<b>Role</b>	<b>Department</b>	<b>Which milestones will they work on?</b>	<b>Availability notes</b>
The team's role is to assess SAML support for applications, configure and test SAML integrations, communicate with app admins, and ensure a smooth rollout of SAML SSO across the organization. They are also responsible for troubleshooting and providing ongoing support post-implementation	The project is managed by the IT Operations team, with collaboration from other departments such as Business Operations and Security, depending on the application being integrated with SAML	The team will work on all key milestones, including the discovery and assessment of SAML support, configuration and testing of SAML for supported apps, the full rollout of SAML, and post-implementation monitoring and support	The team is actively working on the project, with some apps requiring plan upgrades or additional vendor support. The SSO Implementation team will provide follow-ups and SAML Integrations , and the team is coordinating with app admins to ensure timely completion of the project

## SAML Project Meetings

# 2024-12-2 Project Meeting Notes

## Agenda

- 
- 

## Discussion/Notes

- 
- 

## Action Items

- @Shawn Adams (Deactivated) MFA Followup to 50 users

## Date

2024-12-2

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## Participants

- @Shawn Adams (Deactivated)
  - @Bhuvan Daruwala
  - @Mike Spitzmiller
  - @Gokila A
- 

## Resources

- 
- ↗ <https://contentstack.atlassian.net/jira/core/projects/ITPR/board?selectedIssue=ITPR-4> Can't find link
- 
-

## 16-Dec-24: Weekly Meeting

Current Status Dec 16, 2024

In Progress	Owner	Completion Date
Zoom	Gokila	Dec-2024
LearnUpon	Shawn	Dec-2024
Bronto	Gokila	Dec-2024
DocSend	Gokila	Dec-2024
UKG Pro	Shawn	Jan-2025
Box	Pravin	Jan-2025
Teleport	Gokila	Jan-2025
Loom	Gokila	Jan-2025

### Status Updates

- Zoom configuration is complete. Checking if there is a way to test it before applying to the Org
- Working on Slack Post SAML implementation issues
- LearnUpon configuration completed. Testing in Progress ( Name Id is currently causing a block on SP initiated login) Have reached out to Learnupon and setting up time for a sync this week.
- Bronto working with Gaurav. He was not available in the last 2 days. Eyeing on closing it by end of this week.
- DocSend - Working with Michael Eldredge, waiting for confirmation on SSO or MFA availability with Docsend support team.
- Second followup communication sent to not supported app users ( roughly 50 % if the initial app admins have updated with a response)

## **Post Implementation Activities**

- Atlassian Guard to be implemented to make sure Jira, Confluence, Loom and all other Atlassian Products are access controlled

## SAML Project Updates

November 2024

**Completed - SAML Enabled Apps:**

- Jasper ai
- Fivetran
- MongoDB

**MFA Enforced Apps:**

Localize, Twitter, Gearset, Xoxoday, Zuddle

**Summary of Findings:**

**Monday.com**

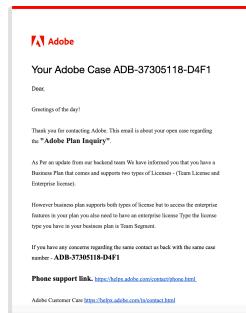
For Monday.com SSO, we are encountering the following issues, which prevent us from proceeding with the currently available Google SSO option:

1. While Monday.com offers Google SSO, our testing indicates that it functions more like Google OAuth.
2. Another issue is that it automatically creates a user and assigns them a Paid seat without any manual input.
3. The above automatic provisioning behavior cannot be controlled or managed from the Google Admin side. The only option is to enforce MFA instead of SAML SSO.

**Adobe**

For Adobe SAML SSO, an Enterprise plan is required. While our Adobe.com login initially indicated an Enterprise plan, further investigation with Adobe support revealed the following:

- We are currently on an Adobe Business plan with a Teams license, which does not include Enterprise features.
- The exact plan details were unclear after ownership was transferred to IT.
- Support case details: ADB-37305118-D4F1
- As administrators, we cannot enforce Two-Factor Authentication (2FA). However, users can enable 2FA individually by accessing their [Adobe: Creative, marketing and document management solutions](#) login and navigating to Account > Security Settings



#### Ongoing - Work-in-Progress Apps:

LinearB - We are still working with the LinearB support team to resolve issues with logging in via the service provider portal, as currently only the IdP login is functional.

Cloudflare - Testing was successful; however, we have reached out to the support team because the portal lacks an SSO login option, and there are limitations with IdP-initiated logins.

#### Source:

## App specific notes

## 1Password : Reason for not enabling SAML

### **Findings:**

Our 1Password subscription supports Single Sign-On (SSO) via Google as the identity provider. However, after conducting thorough testing, we encountered several issues that prevent us from proceeding with the available Google SSO option. The following points highlight the main challenges:

#### **1. Google SSO and Password Requirement:**

While 1Password does offer Google SAML-based SSO, our testing revealed that users are required to enter their Google account password to access the app. This is the expected behavior; however, the complexity arises from our organization's Google password policy.

#### **2. Google Password Policy Conflict:**

Our Google password policy enforces complex passwords with no reuse and requires a password rotation every 90 days. As a result, users began saving their Google credentials within 1Password to manage their password updates. This created a "deadlock" situation, where the password required to unlock 1Password was stored inside the vault itself.

#### **3. Unlocking the Vault:**

In such cases, unless users have memorized their Google password, it becomes almost impossible to unlock the vault, as the app relies on the Google password for initial authentication. While features like biometric or PIN-based unlocking are available, these do not help if the app has been quit and relaunched. In such cases, the app will still prompt for the password and not allow biometric or PIN-based authentication.

### **Summary:**

Unfortunately, this issue cannot be managed or controlled from either the Google Admin console or 1Password's administrative settings. Given these limitations, the only feasible solution is to enforce Multi-Factor Authentication (MFA) as an alternative to SAML-based SSO for added security and smoother user experience.

MFA was successfully implemented in November 2024.

## Monday.com : Reason for not enabling SAML

Monday.com

For Monday.com SSO, we are encountering the following issues, which prevent us from proceeding with the currently available Google SSO option:

1. While Monday.com offers Google SSO, our testing indicates that it functions more like Google OAuth.
2. Another issue is that it automatically creates a user and assigns them a Paid seat without any manual input.
3. The above automatic provisioning behavior cannot be controlled or managed from the Google Admin side. The only option is to enforce MFA instead of SAML SSO.

## Slack SAML SSO

## Slack: Announcement of Rollout

Email Communication to End Users on SAML SSO Implementation for Slack

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**Subject:** Upcoming Changes to Slack Login: SAML SSO Implementation

Dear Team,

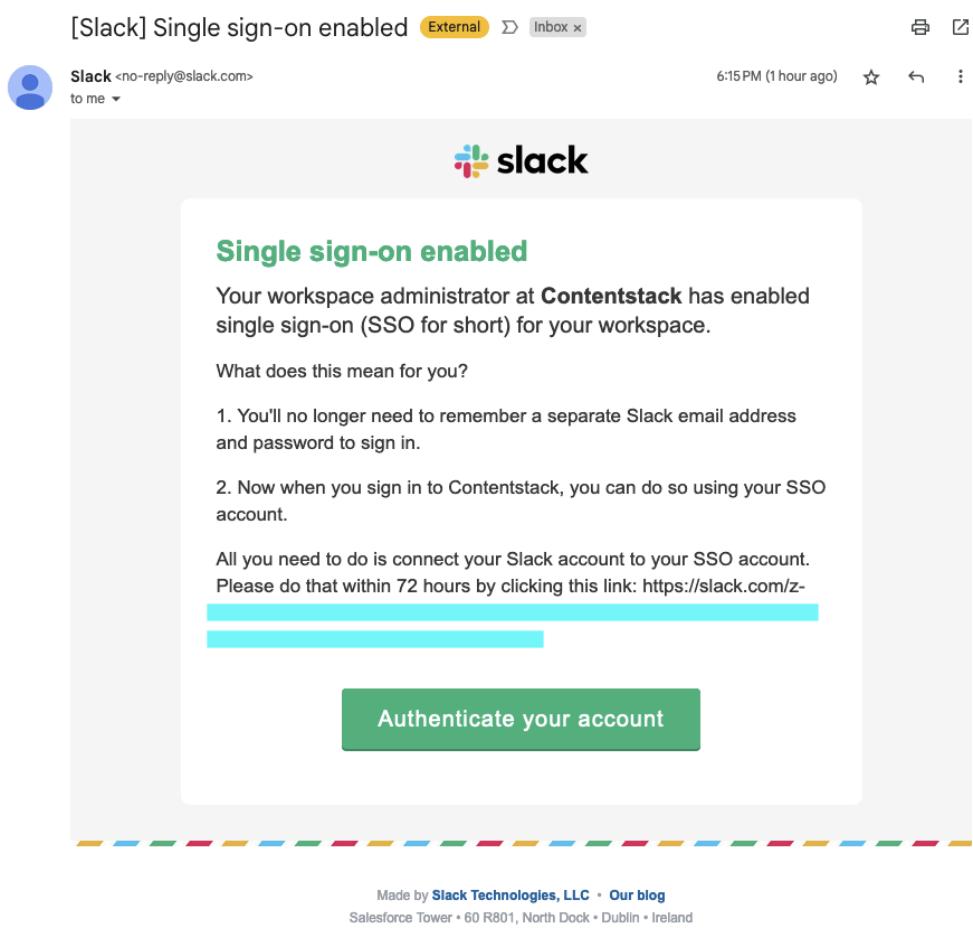
As part of our ongoing efforts to enhance security and streamline access to our tools, we are in the process of implementing **SAML Single Sign-On (SSO)** for Slack. This change will allow you to log in to Slack using your Contentstack Google Workspace credentials, providing a more secure and seamless login experience.

Here's next steps, and what you need to do:

On Monday **9th Dec 2024 at 9:00 AM IST [GMT: 3:30 AM]** The IT team will schedule a maintenance window to transition from OAuth SSO to SAML SSO. This process will require temporarily disabling OAuth SSO.

1. During this time, you will receive an email notification for setting up a Slack password with Subject : **[Slack] Single sign-on disabled** (DO NOT have to take any action on that email).
2. Once SAML SSO is enabled you will receive an email notification (similar to below image) to Authenticate the Slack accounts with Contentstack Google Account.

Email Subject : **[Slack] Single sign-on enabled**



## Impact

- You will be logged out of Slack from ALL YOUR DEVICES and will have to **Login back** on each of those
- **User Action Required:** After the transition, you will need to bind your existing Slack account to the new SAML SSO profile. This will involve clicking a link in the email notification you receive and completing the binding process within **72 hours**.
- **Apps and Customizations:** All apps and customizations integrated into Slack will remain unaffected during the transition.

## What You Need to Do

1. **Stay Informed:**
  - Keep an eye out for further communication from the IT team regarding the transition.
2. **Complete the Binding Process:**

- Once you receive the email notification from Slack, follow the instructions to bind your Slack account to the new SAML SSO profile. If you miss the 72-hour window, the IT team will assist you in resending the binding email.
- 

#### Support

If you have any questions or encounter any issues during this process, please reach out to the IT Helpdesk via [this link](#) or email us at [helpdesk@contentstack.com](mailto:helpdesk@contentstack.com).

We appreciate your cooperation and understanding as we work to enhance the security and usability of our systems. Thank you for your support in making this transition a success!

Best regards,

IT Team

Contentstack

Configuration that needs to be done on Slack Admin console

### ■ Configuration Google Admin Console

- Refer to support article at

<https://support.google.com/a/answer/6357481>

Values that we need to set on Google SAML Slack app under **Service provider details** page

- - 1 ACS URL: <https://contentstack.slack.com/sso/saml>
  - 2 EntityID: <https://slack.com>

- **User access section.**

Click **Off for everyone**, and then choose the Google **Group** `saml-slack@contentstack.com`  
→ Set Service status, select **On** click **Save**.

### ■ Configuration Google Admin Console

- Values and certificate that we need to upload on Slack are

- - 1 SSO URL <https://accounts.google.com/o/saml2/idp?idpid=C01o0if1g>
  - 2 EntityID <https://accounts.google.com/o/saml2?idpid=C01o0if1g>

- **Certificate:**  [Google\\_2027-7-11-153743\\_SAML2\\_0.pem](#)

- For **Choose how the SAML response from your IDP is signed**, check **Responses Signed**.

Please ensure the configuration matches as below



## Configure SAML authentication

Get set up with Azure, Okta and OneLogin or your custom SAML 2.0 solution.

Configure

Follow the steps below to set up Slack with your custom SSO solution. When it's ready, we'll be sending an email to every member in your workspace to notify them of the change and to get them to bind their Slack account.

### SAML 2.0 Endpoint (HTTP)

Enter your SAML 2.0 endpoint.  
This is where you go when you try  
to log in.

<https://accounts.google.com/o/saml2/idp?idpid=C01o0if1g>

[Custom SAML instructions](#)

### Identity provider issuer

The identity provider entity ID for  
the service you use.

<https://accounts.google.com/o/saml2?idpid=C01o0if1g>

### Public certificate

Google (Google Inc.), expiring on 12th July 2027 ([edit](#))

### Advanced options

[close](#)

Sign [AuthnRequest](#)

AuthnContextClassRef

<urn:oasis:names:tc:SAML:2.0:ac:classes:PasswordProtectedTrans>

The [RequestedAuthnContext](#) Slack will send in authentication requests to your identity provider.

Service provider issuer

<https://slack.com>

The SP entity ID you would like us to send. By default, this is <https://slack.com>.

Choose how the SAML response from your IDP is signed. You must choose at least one option.

Responses signed

Assertions signed

### Settings

Update profile each time a user logs in

Available user profile fields will be synced from your identity provider every time a user logs in.

Authentication for your workspace must be used by:

- All workspace members
- All workspace members except guest accounts
- It's optional

Allow users to change their email address

Users will be able to change their email address to something other than the one from their SAML account. They'll still log in with SAML.

Allow users to choose their own display name

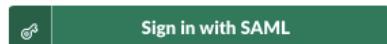
Users will be able to change their display name to something other than the one from their SAML account.

### Customise

Sign-in button label

Custom label

Button preview



Do you have a nickname for your SSO system? Add it to the Sign in button!

This is what your sign-in button will look like.

# Slack SSO SAML Rollout plan

 Summary |  Change implementation tasks | Rollback Plan |  Testing and Escalation |  Post-implementation review

## Summary

- Slack currently uses **OAuth-based SSO** with Google Workspace.
- The implementation of **SAML SSO** will replace the existing OAuth SSO setup with Google IdP providing better security controls.

## Change implementation tasks

Task type	Person / Team	Description
Configure Slack app on GWS for SAML	@Bhuvan Daruwala	To configure Google as IdP for Slack
Configure Slack to use GWS as IdP	@Bhuvan Daruwala	To configure Slack to authenticate with Google SAML IdP
Steps to be carried out	@Bhuvan Daruwala	Available at <a href="https://contentstack.atlassian.net/wiki/pages/resumedraft.action?draftId=303733185&amp;draftShareId=2f4da21d-983f-4952-adc6-df2498452b33">https://contentstack.atlassian.net/wiki/pages/resumedraft.action?draftId=303733185&amp;draftShareId=2f4da21d-983f-4952-adc6-df2498452b33</a>

## Rollback Plan

Task type	Person / Team	Description
-----------	---------------	-------------

Configure Slack to use Google OAUTH as SSO	@Bhuvan Daruwala	To configure Google as OAUTH for Slack refer to below <a href="https://slack.com/in/tl/en-in/help/articles/220403548-Manage-single-sign-on-settings">https://slack.com/in/tl/en-in/help/articles/220403548-Manage-single-sign-on-settings</a>
--	------------------	--

## 💬 Testing and Escalation

Team	Escalation manager	Testing	Testing person
IT Team	@Antony Godwin	REQUIRED	@Gokila A

## ✓ Post-implementation review

Date	
Requests for comments	
Service owner	
Participants	
Review criteria	
Lessons learned	
Follow-up actions	<input type="checkbox"/> <input type="checkbox"/>

Box SAML SSO

## Box app status

### [contentstack.app.box.com](https://contentstack.app.box.com)

The Contentstack IT team is making some important changes to how you access the Box app.

We are implementing Single Sign-On (SSO) with SAML, which will require you to use a [Contentstack.com](https://Contentstack.com) Google account to access Box.

Since currently there are users using Raw Engineering email address to sign in to Box the IT team created [Contentstack.com](https://Contentstack.com) google account which has very limited access.

#### **1. Once user have successfully signed in to new [Contentstack.com](https://Contentstack.com) Google account**

IT team and Mike Spitzmiller will transfer your Box access (all files and folders you owned or had access to) to your new Contentstack Box account.

We will be doing these transfers one user at a time to ensure a smooth transition.

#### **2. SSO Enforcement (Currently both are enabled.)**

We have enabled SSO on Box as well as Username Password based access. After enforcement users will only be able to access Box using [Contentstack.com](https://Contentstack.com) Google account.

We will send another email with the exact enforcement date.

External User email address	CS Google account	Status
sonam.vaidya@raweng.com	sonam.vaidya@contentstack.com	Complete
nidhi.jha@raweng.com	nidhi.jha@contentstack.com	Complete
karen.leslie@raweng.com	karen@contentstack.com	Complete

raj@raweng.com	raj.sampat@contentstack.co m	In Progress
paul.erlicht@raweng.c om	paul.erlicht@contentstack.co m	CS Account not yet activated by user
neha@surfboardventu res.com	neha@contentstack.com	Mike is checking with Neha on switching her account to Contentstack

## LearnUpon SAML SSO

# LearnUpon Configuration

## Objective

To successfully configure and troubleshoot Single Sign-On (SSO) using SAML 2.0 for LearnUpon with Google Workspace as the Identity Provider (IdP).

## Steps Taken

### 1. Initial Configuration

- Set up the **Google Workspace SAML app** with the following key parameters:
  - **Entity ID:** Provided by LearnUpon.
  - **ACS URL:** Provided by LearnUpon.
  - **Name ID:**
    - **Format:** EMAIL .
    - **Value:** Primary email (from Google Directory attributes).
- Configured **LearnUpon SAML Settings:**
  - Enabled SAML 2.0.
  - Set the **Identity Provider Location (SSO URL)** provided by Google:

```
1 https://accounts.google.com/o/saml2/idp?idpid=<unique_id>
```

- Set the **Name Identifier Format** to:

```
urn:oasis:names:tc:SAML:1.1:nameid-format:emailAddress .
```

---

### 2. Issues Encountered

#### 1. SP-Initiated Login Fails:

Users encountered a `403 Error: app_not_configured_for_user` when accessing:

```
1 https://contentstack.learnupon.com/saml/init
```

#### 2. IdP-Initiated Login Works:

Direct access to the IdP SSO URL functioned correctly:

```
1 https://accounts.google.com/o/saml2/idp?idpid=<unique_id>
```

#### 3. Suspected Mismatch:

- Google Workspace's **Name ID format** ( EMAIL ) and LearnUpon's expected format ( emailAddress ) did not align.
  - SAML assertions appeared correctly from the IdP side but failed at the SP.
- 

### 3. Debugging Process

#### 1. Reviewed Name ID Settings:

- Verified Google was sending EMAIL and mapping it to the user's **Primary email**.
- Updated LearnUpon's **Name Identifier Format** multiple times to align:
  - EMAIL
  - urn:oasis:names:tc:SAML:1.1:nameid-format:emailAddress
  - Custom values like primaryemail .

#### 2. Used Debugging Tools:

- **SAML Tracer** and similar tools were used to:
  - Inspect SAML requests and responses.
  - Identify mismatches in <NameID> formatting and assertions.
  - Confirm Google Workspace sent valid SAML assertions.

#### 3. Engaged LearnUpon Support:

- The LearnUpon team used their **SAML debugging/sniffer tools** and determined the issue was on the **SP side**.
  - They adjusted their internal settings to correctly resolve the **Entity ID** and accept assertions from Google Workspace.
- 

### Resolution

- The LearnUpon team made changes on their end to resolve the issue.
  - The **Entity ID** in Google Workspace and LearnUpon was updated.
  - After these changes, both **SP-initiated** and **IdP-initiated** logins worked seamlessly.
- 

### Key Lessons Learned

1. **SP-Side Issues:** Even when the IdP is configured correctly, the SP may require adjustments.

2. **SAML Debugging Tools:** Tools like **SAML Tracer** are essential for identifying assertion mismatches and tracking the login flow.
  3. **Collaboration is Critical:** Involving the SP's support team can quickly resolve misconfigurations that aren't visible from the IdP side.
  4. **Entity ID Accuracy:** Ensuring the Entity ID aligns between the IdP and SP is critical for successful SAML integration.
- 

## Final Checklist

### Google Workspace (IdP)

- **Entity ID:** Updated to match LearnUpon's requirements.
- **SSO URL:**

```
1 https://accounts.google.com/o/saml2/idp?idpid=<unique_id>
```

- **Name ID:**
  - **Format:** EMAIL .
  - **Value:** Primary email .

### LearnUpon (SP)

- **ACS URL:** Configured correctly.
  - **Name Identifier Format:** Configured to align with Google's EMAIL .
  - **SAML Hardening:** Enabled to ensure security.
- 

## Outcome

The SAML 2.0 integration between Google Workspace and LearnUpon is now fully functional. Users can seamlessly log in via both SP-initiated and IdP-initiated flows.

## SSO Communications

**Single Sign-On (SSO) for LearnUpon is Coming**

**Your Way on December 17, 2024**

NOTE: You are receiving this notification because you have a **LearnUpon** account login.

The IT team will be working to enable Security Assertion Markup Language (SAML) Single Sign-On (SSO) for **LearnUpon**, effective **December 17, 2024**

### **What is Single Sign-On?**

Single sign-on is an authentication method that allows users to sign in using one set of credentials to several related yet independent software systems.

### **Why are we doing this?**

The IT team is executing this project to help ensure we remain safe from cyber attacks. We are actively enabling SAML SSO on applications that store critical information.

### **When are we doing it?**

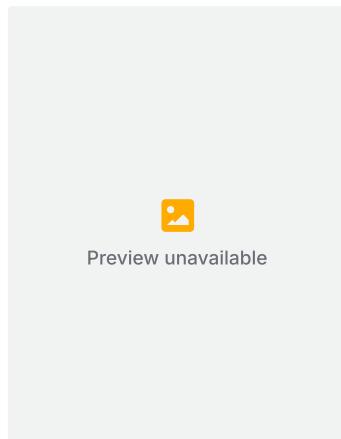
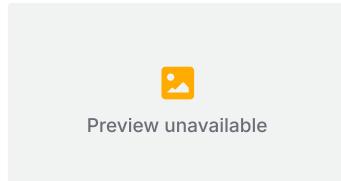
SAML SSO will be enabled for **LearnUpon** effective **December 17, 2024** See the instructions below on how to log in to your application, effectively **December 17, 2024**

### **What if I have questions about the project?**

If you have any questions about the project, process, or SSO in general, please feel free to send an email to [sso-implementation@contentstack.com](mailto:sso-implementation@contentstack.com)

## Instructions to Log in to LearnUpon Post December 17th,

1. Once we enforce Google SAML SSO, you will be logged out of the active Learnupon sessions and asked to log in with company credentials through SSO..
2. From <https://contentstack.learnupon.com> you will be prompted to log in with your Contentstack Google Workspace Credentials..
3. Enter your email associated with your organization and select **Continue**.
4. After authentication with your Contentstack Google Workspace Profile you will be logged into the service.
5. Alternatively you can access learn upon at any time by selecting the application from your Google Apps list that is associated with your Contentstack Chrome profile



6. Select the “LearnUpon” Icon to automatically log into your Learnupon account dashboard.

If you encounter any issues during this process, please contact the IT team at [sso-implementation@contentstack.com](mailto:sso-implementation@contentstack.com).

Thank you,

**The Contentstack IT Team**

Zoom SSO

## Zoom SSO Rollout communication

NOTE: You are receiving this notification because you have a **Zoom** account login.

The IT team will be working to enable Security Assertion Markup Language (SAML) Single Sign-On (SSO) for **Zoom**, effective **January 9th**.

### What is Single Sign-On?

Single sign-on is an authentication method that allows users to sign in using one set of credentials to several related yet independent software systems.

### Why are we doing this?

The IT team is executing this project to help ensure we remain safe from cyber attacks. We are actively enabling SAML SSO on applications that store critical information.

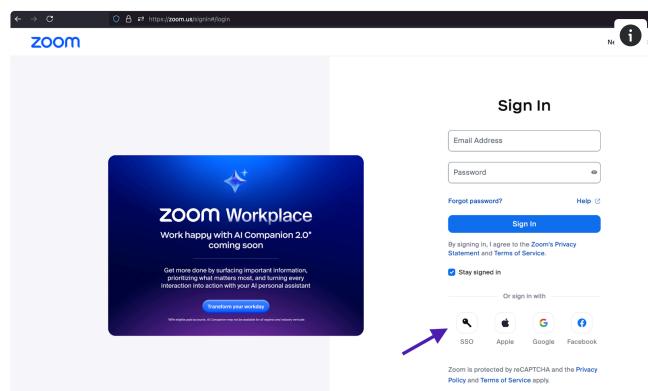
### When are we doing it?

SAML SSO will be enabled for **Zoom** effective **January 9th**. See the instructions below on how to log in to your application, effectively **January 9th**.

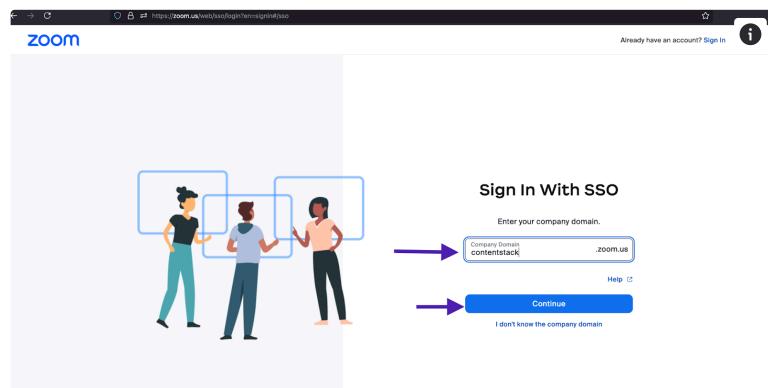
### What Changes:

#### Instructions to Log in to Zoom Post January 9th

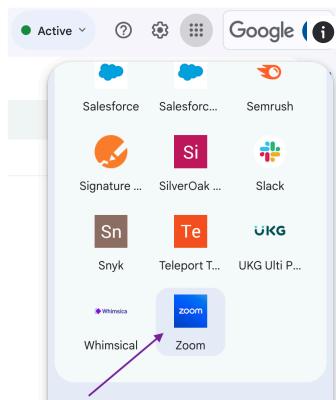
1. From the [Zoom login page](#) in the browser, select Sign-in with **SSO option**.



2. Enter the Company domain as **Contentstack** and click on Continue. You will be redirected to Sign-in with Contentstack Google account login.



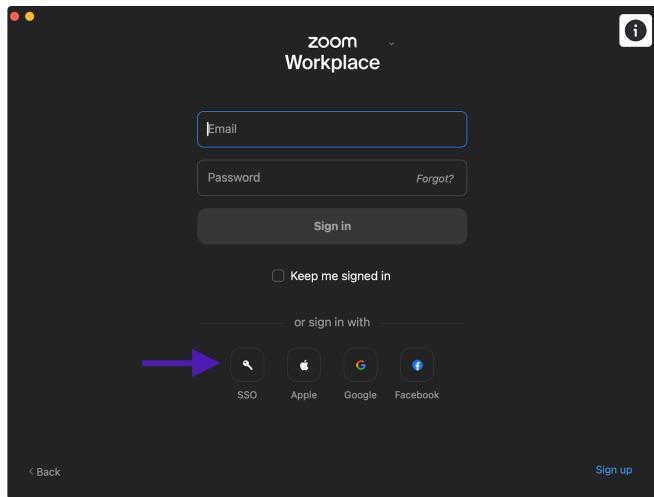
3. The other way is to login your Contentstack Gmail account and from the **Google apps** option available at the top right corner, launch the Zoom application.



4. **To ensure the SSO login transition happens in all the zoom applications login, you will be signed out of your zoom apps automatically after 1 hour of inactivity.** This inactivity tracking policy will be in place to support the transition process.

5. For **Zoom desktop and mobile app login**, select SSO option from the Sign-in window.

6. Enter the domain as **Contentstack** if prompted and you will be redirected to Sign-in with Contentstack Google account login through browser.



## What if I have questions about the project?

If you have any questions about the project, process, or SSO in general, please feel free to send an email to [helpdesk@contentstack.com](mailto:helpdesk@contentstack.com)

## Slack communication in #bizops-it-alerts:

**Single Sign-On (SSO) for Zoom will be implemented on January 9th, 2025.**

The IT team will be working to enable Security Assertion Markup Language (SAML) Single Sign-On (SSO) for **Zoom**, effective **January 9th**.

**When:** 9th Jan 2025, 11:00 AM IST (GMT 5:30 AM)

### What to Expect:

- Please follow the instructions to login to Zoom post January 9th, 2025 - [Zoom SSO Login](#). You should also received an email from Contentstack IT on the same.
- To ensure the SSO login transition happens in all the zoom applications login, Zoom apps will sign out after 1 hour of inactivity to support the transition. Active logins, meetings and recordings won't be affected.

**Support:** Feel free to contact [IT Helpdesk](#) or email [helpdesk@contentstack.com](mailto:helpdesk@contentstack.com) for any clarification.

# Zoom SAML SSO Configuration and Enforcement Plan

- Purpose
- Objectives
- Implementation preparation
- Implementation Plan
- Collaborate with Zoom support:
- Change implementation tasks:
- Roll Back Plan:
- Implementation Time:

## Purpose

This document outlines the plan to enforce SAML SSO for all organizational Zoom accounts using Google Workspace account login. The goal is to ensure secure, streamlined access to Zoom while minimizing disruption during the transition.

## Objectives

Currently, employees log in to Zoom using various methods, including google login, individual credentials (email/password) for shared accounts, Google login. We aim to do the following:

1. Transition all users to SSO method to login Zoom using Google Workspace account.
2. Minimize operational disruptions during the login transition in Zoom web and application.
3. Ensure all users are communicated about the new login method and supported throughout the process.

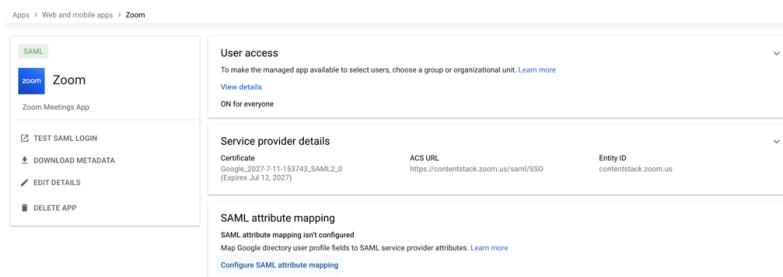
## Implementation preparation

Validate the existing list of zoom users and identify shared local account which are non-google workspace accounts  
Validate users with incorrect email address or alias login.

## Implementation Plan

### Initial Configuration

- SAML app configuration in google admin console with steps outlined - [Google guide](#)



<p>Zoom app in Google admin console</p>

- SSO configurations in Zoom admin console with the steps outlined - [Zoom guide](#)

<p>Zoom Configurations</p>

#### Collaborate with Zoom support:

@Gokila A Working on open zoom support request - [TS1577342](#)

- Possibility to test SAML SSO enforcement for set of users without having other options to login.
- How the login page appears after SSO enforcement to get the prompt screenshots to include in the instructions for users on login after SSO. At present we have all other options as well available in zoom login page.
- Email address update for existing account to match IDP email.
- How the login change updates in Zoom desktop clients and mobile apps login. As it doesn't auto logout users we need to enable session logout time for zoom apps login.

#### Change implementation tasks:

Task type	Person / Team	Status
Configure zoom app on GWS for SAML	@Bhuvan Daruwala	<input checked="" type="checkbox"/> Completed
Configure Zoom to use GWS as IdP	@Bhuvan Daruwala	<input checked="" type="checkbox"/> Completed
Validate if SSO login works as expected	@Gokila A	<input checked="" type="checkbox"/> Tested SSO works from zoom login page and from Google apps list.
<b>Implement and Enforce SSO - Disable other login methods</b>		<input checked="" type="checkbox"/> Completed
<b>Update settings for app session time to logout and sign-in through SAML SSO</b>		<input checked="" type="checkbox"/> Completed

#### Roll Back Plan:

Task type	Person / Team
Configure Zoom to use Google OAUTH. Enable - Allow users to sign in with Google from Zoom admin console.	@Gokila A

**Implementation Time:**

Phase	Timeline
Rollout communication	Jan 2 - Jan 10, 2025
SSO Enforcement and App relogin	Jan 11 - Jan 15, 2025

**Risks and Mitigation**

Risk	Mitigation
Disruption to critical meetings during logout	Schedule enforcement and communicate the date with users in advance to avoid disruptions.
Difficulty accessing Zoom apps post-SAML	Test app logins in advance and include detailed instructions in communication.

**Post Implementation Review:**

Atlassin SSO

## Austin Womes Club : Migration from MS to Google Workspace

Priority Level	Team	Status
Mid	<p><b>Project owner:</b> @Antony Godwin</p> <p><b>Team members:</b> @Bhuvan Daruwala</p>	In Progress

Define the problem	
<b>What is the problem?</b>	<p>The Austin Women's Club is migrating domains and email systems from Microsoft to Google Workspace, consolidating domains under a single GoDaddy account while ensuring email continuity for legacy addresses and minimal downtime during the transition. Email systems and DNS records need to be transferred without disrupting business operations, particularly during critical end-of-month print cycles.</p> <ul style="list-style-type: none"> <li>• Migrating email accounts and data while ensuring minimal downtime.</li> <li>• Consolidating domain ownership under a single GoDaddy account.</li> <li>• Updating DNS records to maintain email and website functionality.</li> <li>• Preserving legacy email addresses and ensuring email forwarding.</li> <li>• Aligning the migration timeline with operational needs, such as the end-of-month print cycle.</li> </ul>
<b>What are the possible solutions?</b>	<ul style="list-style-type: none"> <li>• Carefully plan and execute a phased migration.</li> <li>• Maintain email forwarding for legacy addresses post-migration.</li> <li>• Consolidate domain ownership in GoDaddy to streamline management.</li> </ul>

<p><b>What teams and systems will be impacted?</b></p>	<p><b>Systems Impacted</b></p> <ul style="list-style-type: none"> <li>• <b>Email Systems:</b> Transition from Microsoft Exchange to Google Workspace.</li> <li>• <b>File Storage:</b> Migration of data from OneDrive and SharePoint to Google Drive.</li> <li>• <b>DNS Management:</b> Update DNS records for domains hosted on GoDaddy.</li> </ul> <p><b>Teams Impacted</b></p> <ul style="list-style-type: none"> <li>• <b>IT Team:</b> <ul style="list-style-type: none"> <li>◦ <b>Role:</b> Oversee the migration process, update DNS records, and troubleshoot issues.</li> <li>◦ <b>Impact:</b> Increased workload during the migration period.</li> </ul> </li> <li>• <b>Operations Team:</b> <ul style="list-style-type: none"> <li>◦ <b>Role:</b> Coordinate with IT to ensure minimal disruption to business operations.</li> <li>◦ <b>Impact:</b> Temporary adjustments to workflows during the migration.</li> </ul> </li> <li>• <b>End Users:</b> <ul style="list-style-type: none"> <li>◦ <b>Role:</b> Adapt to the new Google Workspace environment.</li> <li>◦ <b>Impact:</b> Training and potential short-term productivity loss during the transition.</li> </ul> </li> </ul>
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Solution Details	
<p><b>Solution details</b></p>	<ul style="list-style-type: none"> <li>• Migrate email systems to Google Workspace, update DNS records, and consolidate domains in GoDaddy.</li> <li>• Ensure forwarding rules are established for legacy email addresses.</li> </ul>
<p><b>Validation</b></p>	<ul style="list-style-type: none"> <li>• Test email functionality post-migration and verify proper forwarding of legacy addresses.</li> <li>• Confirm DNS records and account consolidation are completed without errors.</li> </ul>

<b>Visualize the solution</b>	The solution involves a streamlined Google Workspace environment with functional DNS records, consolidated domain management under GoDaddy, and seamless email forwarding.
<b>Measuring success</b>	<ul style="list-style-type: none"> <li>Minimal email downtime or disruption during migration.</li> <li>Legacy emails are successfully forwarded.</li> <li>All stakeholders confirm data accessibility in Google Drive.</li> </ul>

Project Impacts			
Impact rating	System or team impacted	Contact	Description of impact
HIGH	<b>Key Systems:</b> Microsoft 365, Google Workspace, GoDaddy DNS.  <b>Teams Impacted:</b> IT, Operations, Editorial.microsoft 365, Google Workspace, GoDaddy DNS.	@Shawn Adams (Deactivated) @Bhuvan Daruwala	Transition to new systems may temporarily affect access and workflows.  • Betsy Blanks (VP, Business Operations) • Kip Garvey (COO, AW Media Inc.)

## Ready to Go

Milestones			
Milestone summary	Details	Dependencies	Completion Date
<b>DNS Updates Finalized:</b> Export, review, and update DNS records.	Ensure minimal downtime and proper planning for the end-of-month cycle.	<b>Access to GoDaddy Admin Portal:</b> Required for DNS updates.	The project is expected to be completed by <b>Q1 2025</b> , including all migrations, DNS updates, and user training.
<b>Email Migration:</b> Plan and execute the		<b>Microsoft Admin Accounts:</b> Needed for data export.	

transfer to Google Workspace.	<b>User Availability:</b> Critical for training and testing.
<b>Domain Consolidation:</b> Consolidate domain ownership under GoDaddy.	<b>Migration Tools:</b> Ensure compatibility and reliability.

Team			
Role	Department	Which milestones will they work on?	Availability notes
IT Operations  Project Lead, Migration Specialist, DNS Admin	Corp IT	DNS updates, email migration, domain consolidation.	Information Listed Below.

Contact				
Team Member	Role	Department	Milestones	Availability Notes
@Antony Godwin	Project Lead	IT	Oversee all milestones	Available full-time during migration
@Bhuvan Daruwala	Technical Lead	IT	Pilot and full migration	Available for technical troubleshooting

Kip Garvey	COO	Operations	Domain consolidation, DNS updates	Available for GoDaddy-related tasks
Betsy Blanks	VP of Business Operations	Operations	Align migration with business needs	Limited availability during print cycles
IT Team	Support Staff	IT	User training and support	Available post-migration

## Migration Project Meetings

# 2024-11-26 ATXWoman Sync

## Date

Nov 26, 2024

## Participants

- @Shawn Adams (Deactivated)
- @Bhuvan Daruwala
- Kip

## Goals

Migrate Primary domain over to ATXWoman Service account

- 

## Discussion topics

Domain Transfer on Primary

DNS Records Backups of primary

[Leatherbook.org](#) update

## Action items

- Transfer atxwoman primary godaddy domain to AW consolidation account.
- Kip to request data usage from microsoft

## Decisions

Transfer 1 domain at a time to the consolidation account

- atxwoman godaddy transfer complete

 Follow up on next Meeting 11/26/24 to assess post migration and initiate transfer of primary account & DNS records

# 2024-11-22 ATXWoman Sync

## Date

Nov 22, 2024

## Participants

- @Shawn Adams (Deactivated)
- @Bhuvan Daruwala
- Kip

## Goals

Establish need for migration and assess GODADDY domain consolidation.

- 

## Discussion topics

Domain Transfer workflow

DNS Records Backups

## Action items

- Transfer awmediainc godaddy domain to AW consolidation account.

## Decisions

Transfer 1 domain at a time to the consolidation account

- awmediainc godaddy transfer complete

 Follow up on next Meeting 11/26/24 to assess post migration and initiate transfer of primary account & DNS records

## Meeting notes in space

[Create meeting note](#)

### Incomplete tasks from meetings

#### Task report

Looking good, no incomplete tasks.

### Decisions from meetings

Title	Decisions
<a href="#">2024-11-22 ATXWoman Sync</a>	 Follow up on next Meeting 11/26/24 to assess post migration and initiate transfer of primary account & DNS records
<a href="#">2024-11-26 ATXWoman Sync</a>	 Follow up on next Meeting 11/26/24 to assess post migration and initiate transfer of primary account & DNS records

### All meeting notes

Title	Creator	Modified
<a href="#">2024-11-26 ATXWoman Sync</a>	Shawn Adams	Apr 01, 2025
<a href="#">2024-11-22 ATXWoman Sync</a>	Shawn Adams	Apr 01, 2025

## Migration Project Resources

## 🔗 Domain Transfer from Microsoft to Google Workspace

[https://docs.google.com/document/d/1aAxXkJIPCK9AZ\\_2IO4i9S5Tda-3fPu8U\\_lSeeLPx9DE/edit?usp=sharing](https://docs.google.com/document/d/1aAxXkJIPCK9AZ_2IO4i9S5Tda-3fPu8U_lSeeLPx9DE/edit?usp=sharing)

⌚ awmediainc.com.txt

[https://drive.google.com/file/d/1XZnaoywSVH\\_aVAdaBOjGr9y4erDV6mg3/view?usp=drive\\_link](https://drive.google.com/file/d/1XZnaoywSVH_aVAdaBOjGr9y4erDV6mg3/view?usp=drive_link)

↪ atxwoman.com.txt

[https://drive.google.com/file/d/1v0Y4Y4iaTlrRhrtT5XEcNa4SvBS08d8q/view?usp=drive\\_link](https://drive.google.com/file/d/1v0Y4Y4iaTlrRhrtT5XEcNa4SvBS08d8q/view?usp=drive_link)

 ITPR-154: Austin Womes Club : Migration from MS to Google Wo

<https://contentstack.atlassian.net/browse/ITPR-154>

## Access Control Projects

## Google Workspace - Context Aware Access (CAA)

## CAA - Introduction

**Context-Aware Access in Google Workspace** is a security feature that allows administrators to define and enforce detailed access control policies for apps and services based on specific contextual conditions.

This ensures that users can access Google Workspace resources only under secure and compliant circumstances.

These policies are based on a dynamic evaluation of contextual attributes like user identity, location, device security status, IP address and so on.

### Key Features of Context-Aware Access

#### Device Security:

- Apply policies based on device status if company-issued devices.
- Verify the device meets security standards - Allow access to apps only if a user storage device is encrypted or secure passwords locks or has updated OS.

#### IP Address and Network:

- Enforce policies based on IP ranges - Restrict access from flagged/suspicious IP ranges or allow access only from corporate networks or VPNs.

**Location-Based Access:** Restrict access based on geographical location

**User Identity and Role:** Apply policies based on user groups or organizational units.

#### Important Note:

**For the device to be determined and assessed by CAA, Chrome Extension has to be installed and users will be able to access Google workspace or any apps mentioned in the access level only on Chrome Browsers.**

**As only from Chrome browser which will have the endpoint verification extension, google will be able to read the device status.**

#### CAA works on:

- Google workspace Web apps, desktop & mobile apps, and Native apps on desktop.

- For apps that are core services (Gmail, calendar, drive etc..) and additional Google services(Looker studio and so on), policy evaluation is continuous.
- The exception is SAML apps, which are evaluated on sign-in as the policy is rechecked only when the user session ends and they sign in again.

#### Prerequisites - Specific for our workspace

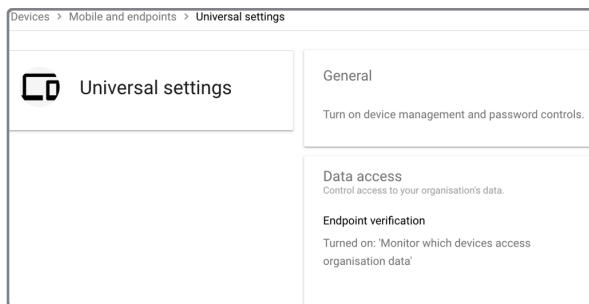
To implement and deploy **Context-Aware Access** in Google Workspace we need to plan and execute the

##### Define Security Requirements

- Identify google apps or resources require context-aware access (like Gmail, G-drive ).
- Identify the conditions to be enforced (like device type, device OS, encryption status, IP address or geolocation).
- Target Audience (like specific users, groups, or organizational units).

##### Enable Endpoint Verification Before Setting Policies:

- If device policy is enforced in an access level, endpoint verification needs to be set up to track devices accessing Google Workspace data.
- From Google **Admin console** → Menu → Devices > Mobile & endpoints > Settings > Universal > Data access > Endpoint verification Turn ON



##### Install Endpoint verification Extension:

- Either let users install the extension - [Set up endpoint verification on your computer.](#)
- Admins can also force-install the extension in the Admin console - [reference steps](#)

##### Mobile Device Management Configuration:

- Ensure all mobile devices are managed through Google Endpoint Management, using either the basic or advanced mode.
- Instructions - either [basic](#) or [advanced](#).

**Organize your users into organizational units or groups:**

- To phase the rollout and to restrict access levels for specific groups or users, access levels can be assigned based on org units or groups.

**(Optional, only for company owned device policy):**

- To enforce a device policy that requires company-owned devices, admins need to upload the list of serial numbers for the company-owned devices. For instructions - [Add company-owned devices to the inventory.](#)

## CAA - Deployment

Create access levels:

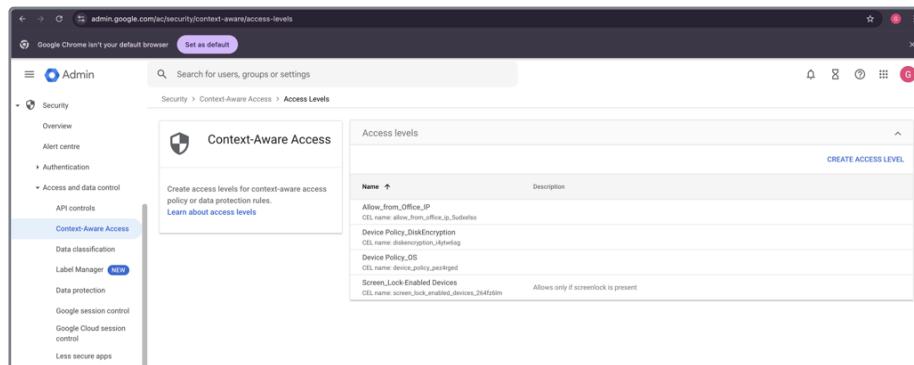
- Navigate to **Admin Console**, from **Security > Access and Data Control > Context-Aware Access**.
- Click on **Access Levels**, Select **Create Access Level**.

**Device Policy:** Specify managed or company-owned devices.

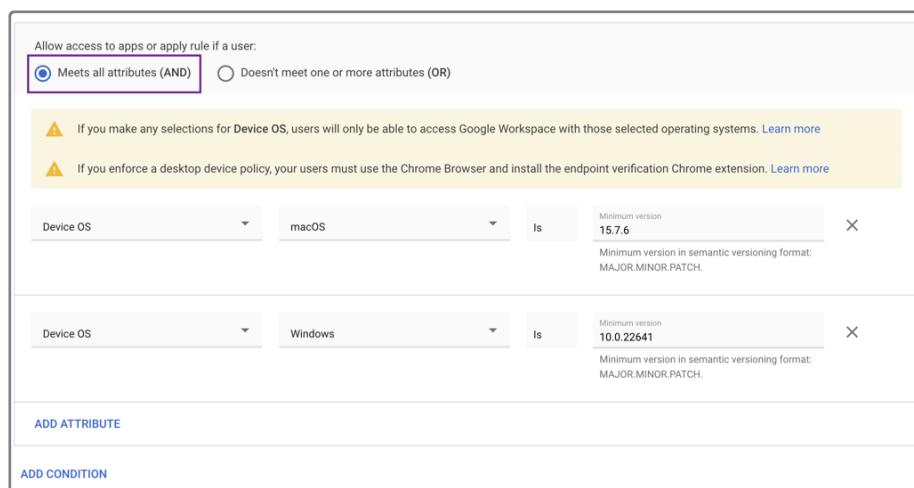
**Location Policy:** Add allowed IP address ranges or restrict access by region.

**Network Policy:** Define trusted networks (e.g., corporate VPN).

- Combine these conditions using **AND/OR logic** as required.



<p>Create Access Level</p>



<p>Define Access Level</p>

- Access levels can be created in 2 different modes, **Basic and Advanced**. Basic mode provides with a list of predefined attributes that you can select. If you need to use attributes that are not in the interface, build a custom access level in Advanced mode instead.

## [Detailed instructions](#) on Creating access levels

Assign access levels to one or more apps.

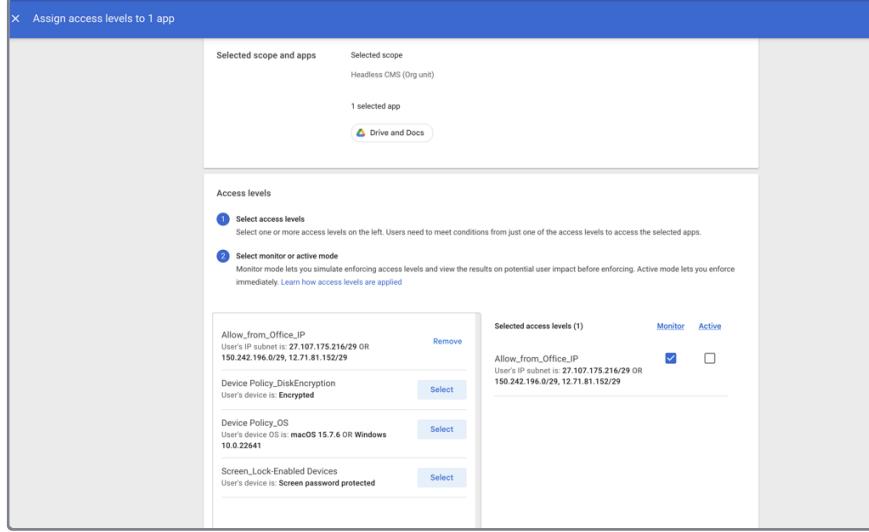
- Once we have access levels created, it can be assigned to one or more apps for the selected OU's and groups.
- From Admin console menu > Security > Access and data control > Context-Aware Access > Assign access levels to see the list of apps.

The screenshot shows the 'Context-Aware Access' page under 'Security'. On the left, there's a summary section with a shield icon, the text 'Context-Aware Access ON', and a note: 'Access levels can be used for context-aware access and data protection rules'. Below this is a 'TURN OFF' button. To the right, a sidebar shows 'Access levels' (4) and a link to 'Assign access levels'. At the bottom, there are buttons for 'Assign access levels to apps' and 'View all assignments in monitor mode'.

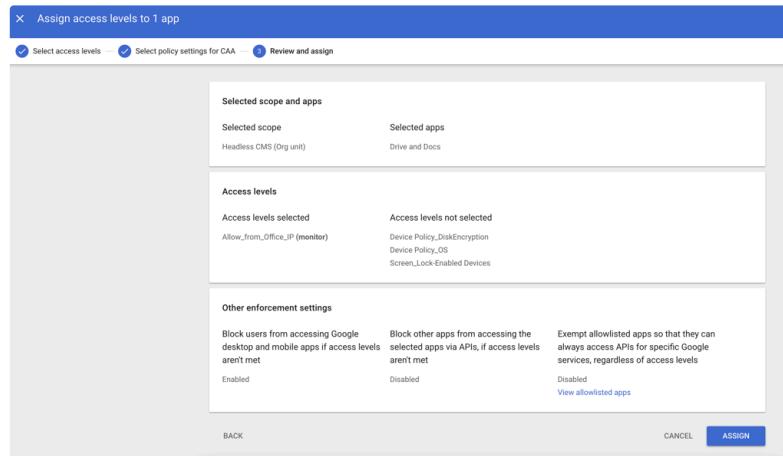
- Hover over an app and click **Assign**, to assign the same access levels to multiple apps at once, check the boxes next to the apps and, at the top, click **Assign**.

The screenshot shows the 'Assign access levels' dialog. It has a header 'Assign access levels' and a sub-header 'Apps'. It says 'Assign access levels to one or more apps. Learn more' and 'Only available for users with specific enterprise licences. Learn more'. A table lists four apps: 'Admin Console' (selected), 'Calendar', 'Cloud Search', and 'Drive and Docs'. Each row shows the app name, evaluation point (Continuous), active applied (0), monitor applied (0), and an 'Actions' dropdown. At the top of the list, there's a summary 'Selected 2 of 15' and an 'Assign' button. There are also 'Name' and 'Evaluation point' filters.

- Select the required access levels on the left and the Selected access levels are displayed to the right and are set to **Monitor** mode by default and Click **Continue**.



- (Recommended) Check the **Block users from accessing Google desktop and mobile apps if access levels aren't met** box to apply the access levels to users of native desktop, Android, and iOS apps and web apps.
- (Optional) Check the **Block other apps from accessing the selected apps via APIs, if access levels aren't met** box to block apps from attempting to access Google Workspace data through exposed public APIs .
- Click **Continue** to Review the selected scope, and the selected apps and selected access levels, and the access level mode (monitor or active) and click **Assign**



Important Rollout recommendations:

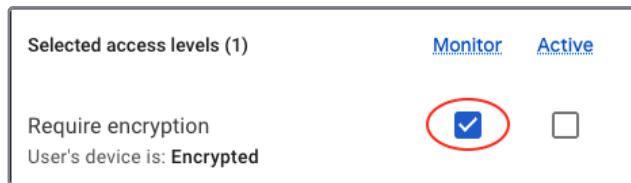
Validating Access levels in Monitor and Active Mode

Turn on and turn off Context-Aware Access

Remediation messages.

#### Validating Access levels in Monitor and Active Mode

- A successful deployment of Context-Aware access protects Workspace data from risky users, while ensuring that legitimate users are not blocked
- The access levels initially can be assigned and validated in Monitor mode rather than active mode. While assigning apps to access level by default the monitor mode gets selected.



- Monitor mode simulate the effects of enforcing an access level without actually blocking user access.
- The logged events in the [Context-Aware Access log](#) displays which users would be blocked if the access level **were** in active mode.

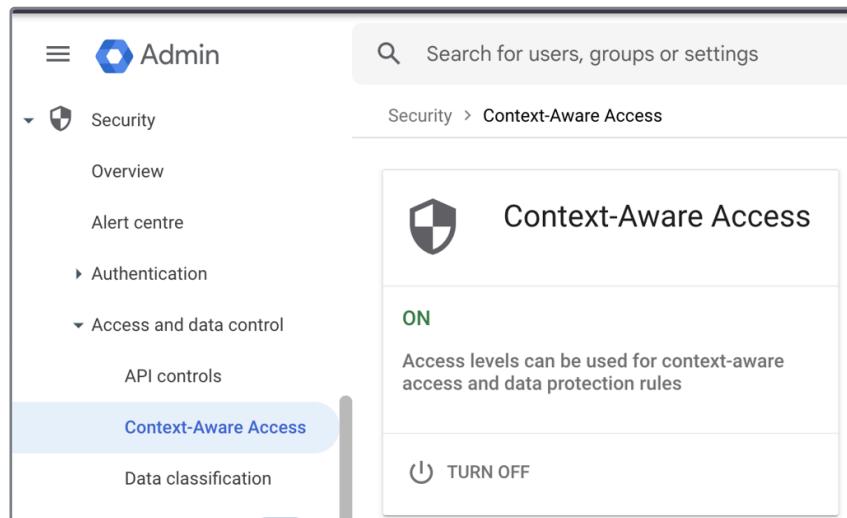
Actor	Event	Application	Device ID	IP Address	Access level applied
gokila.lingam@headlesscmssf.com	Access Denied	CALENDAR	27.0.50.54	Device Policy	
bhuvan.daruwala@headlesscmssf....	Access denied (Monitor mode)	CALENDAR	27.107.175.218	Device Policy	
gokila.lingam@headlesscmssf.com	Access denied (Monitor mode)	CALENDAR	27.0.50.54	Device Policy	

- If an access policy has Active mode enabled, the policy is enforced immediately as we assign and save.
- Therefore it is important that only after verifying that an access level is working the way you want it to, you can turn on actual enforcement by switching the access level to active mode.

#### Turn on and turn off Context-Aware Access

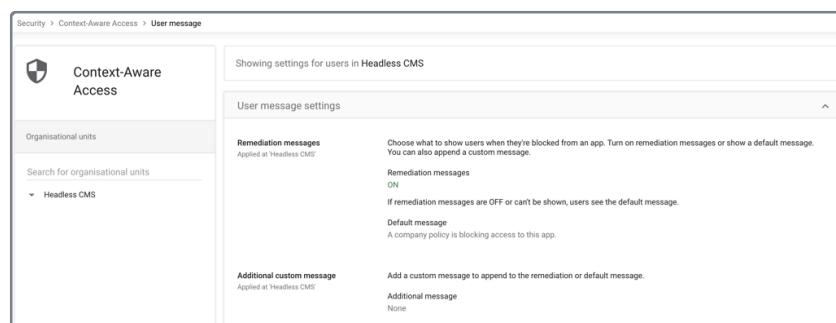
- CAA can be enabled at various stages during the rollout. Enabling it early enforces assigned access levels immediately.
- Initial setup, including access level creation, assignment to apps, and endpoint verification, can be done without enabling enforcement, allowing configuration to be completed before activation.

- In case of user issues, Context-Aware Access can be temporarily disabled to investigate problematic policies. Access levels can then be modified or removed as necessary for specific organizational units or groups.
- To Turn On/Off CAA > From Admin console menu > Security > Access and data control > Context-Aware Access > Verify if ON and when required can select Turn OFF.



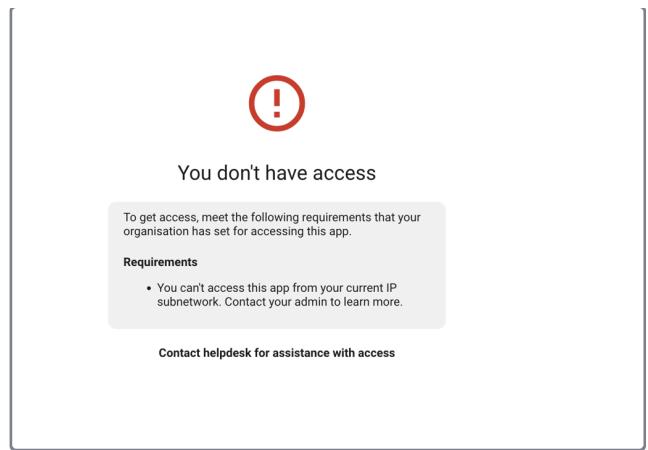
#### Remediation messages.

To customize the messages users get when app access is blocked, navigate to **Security > Access and data control > Context-Aware Access** and click **User message**.



User messages include:

- **Remediation messages**—These messages are system generated, and correspond to the specific policy violation that blocked the user. Remediation messages present remediation options to the user so they can unblock their app access.



- **Custom messages**—Messages admins can add that offer specific help for the user, such as additional advice on getting unblocked .

**Default message**— An example default message is: **Your organization's policy is blocking access to this app.** This message displays if you have not specified a remediation message or a custom message.

## CAA - Assessment

Attributes	Interpretations
<p>Device is Screen password protected .</p> <p>Device Device encryption is encrypted. Device OS macOS is 15.0.0</p> <p><b><i>device.security.screen_locked = true AND device.security.encrypt ed = true AND device.os.type = 'macOS' AND device.os.version = '15.0.0'</i></b></p>	<p>Factory imaged Intel Macbook pro 16inch without ABM or Jumpcloud. set the access level attribute to only effect google calendar for testing purposes.</p> <p>attempted to gain access to google calendar but was successfully blocked. remediation steps will be to update device to mac OS 15.0.0, filevault encrypt the device, and ensure that there is screen password protections.</p> <p>Additionally, for users to be able to sign in they will need googles free "endpoint verification" chrome extension. Also, want to note that with context aware access + Device OS restrictions users will be unable to access their Contentstack google workspace unless they are using the chrome browser.</p>
<p><b><i>device OS - Mac OS is - min version 15.0.0</i></b></p>	<p>Assigned access level to Google calendar and Hangouts application.</p> <p>Attempted to login to calendar and hangouts from Windows machine, and access was blocked successfully. Was able to access gmail and other apps from the same machine.</p> <p>Attempted login from Mac on 15.0.0 OS and was able to access both the apps successfully <b><i>only from Chrome browser</i></b></p>

	<p>which has the endpoint verification extension. Access was blocked for Google calendar and Hangouts application in Safari browser of the Mac Laptop on 15.0.0 OS.</p>
<b>device - device encryption is - encrypted</b>	<p>Assigned access level to google Meet app.</p> <p>Attempted to login from Windows home version, encryption not supported Laptop and access was blocked.</p>
<b>IP Subnet is 27.107.175.216/29</b> (Provided with Virar and CXC IPs)	<p>Applied access level to google calendar and was able to access from Office.</p> <p>Attempted calendar access from home and access was blocked.</p>

### Additional Considerations

There is also an option to only allow approved devices (**Company Owned ; Admin Approved**) access to google workspace accounts through the contex aware system. For the **Company Owned** designation their is a warning "**Company-owned devices can't access Google Workspace if they're using MDM basic.**" This would require a rollout of google advanced mdm system via a deployable agent to all company owned assets. The **Admin Approved** context does not give this warning sujesting that in emergency situations a google admin could grant access to an offcorp device

## Android EMM - Google endpoint management (GEM)

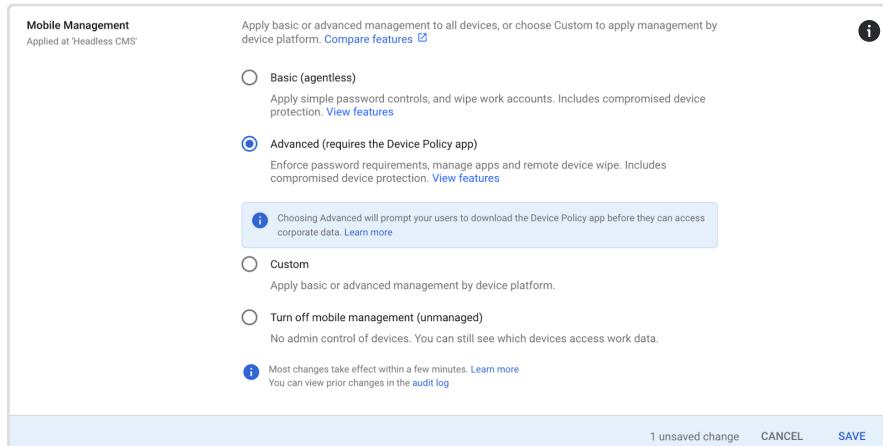
Google endpoint management (GEM) provides a convenient way to manage your organization's devices in the same Google Admin console where you manage Google Workspace security, services, and accounts.

GEM is an EMM (enterprise mobility management) provider that offers many of the features available through Android Enterprise. However, the two are separate. Android Enterprise may have more features available to implement by EMMs than what is available in GEM.

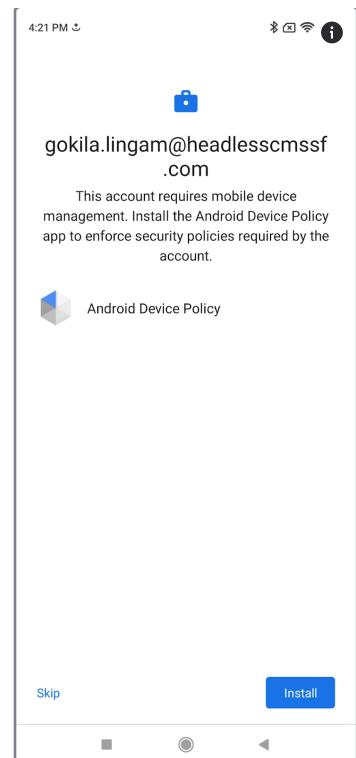
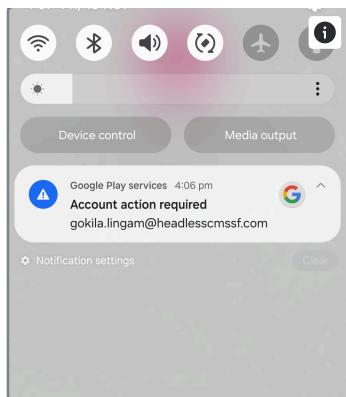
### Setup Advanced mobile management option

Advanced mobile management is required to use all features in the advanced and enterprise endpoint features.

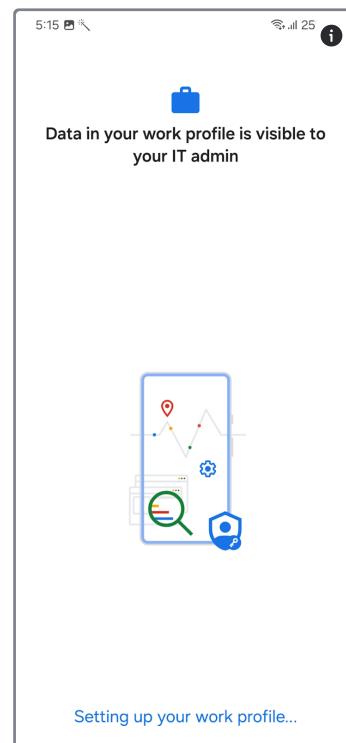
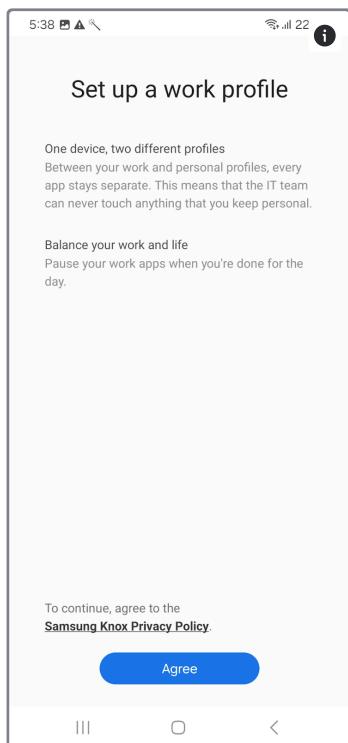
- From Admin console menu > Devices > Mobile and endpoints > Universal settings >General > Mobile management > General and select Advanced option.

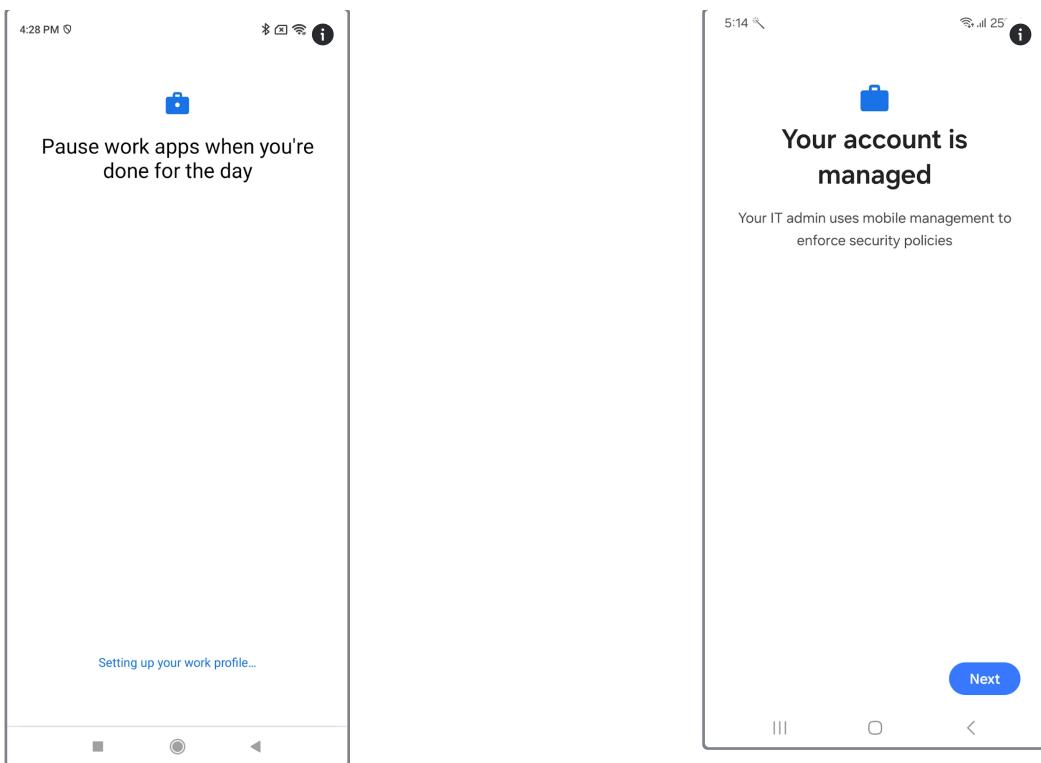


- When we upgrade from Basic to Advanced Mobile management we get the below notification message in end users Android mobiles to install “Android Device Policy” App from Playstore.



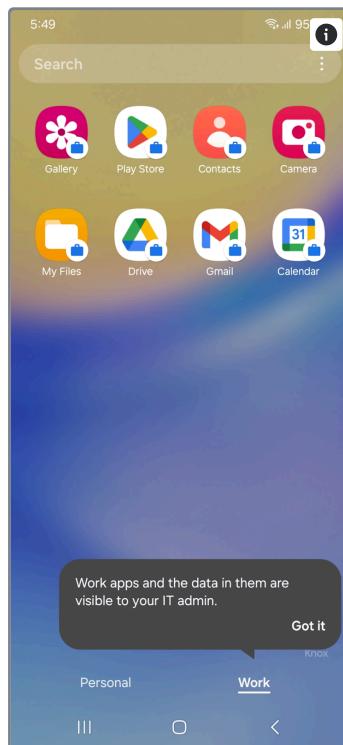
- After the installation, the following screen will appear, prompting to set up the “Work Profile”.





#### Android work profiles

- An **Android Work Profile** separates work apps and data from personal apps and data.
- With a Work Profile users can securely and privately use the same device for work and personal purposes. We can manage the work apps and data while the personal apps, data, and usage remain private
- Work profile apps appear in a separate tab with a briefcase symbol.



The screenshot shows the 'Work profile' settings page. It includes two main sections: 'Work profile setup' and 'Work profile password'. The 'Work profile setup' section has a note about managing work profile setup on Android devices and enabling work profile creation (set to ON). The 'Work profile password' section has a note about applying password requirements only on work profile apps (set to ON).

### Standard and strong passcode enforcement

In Advance:

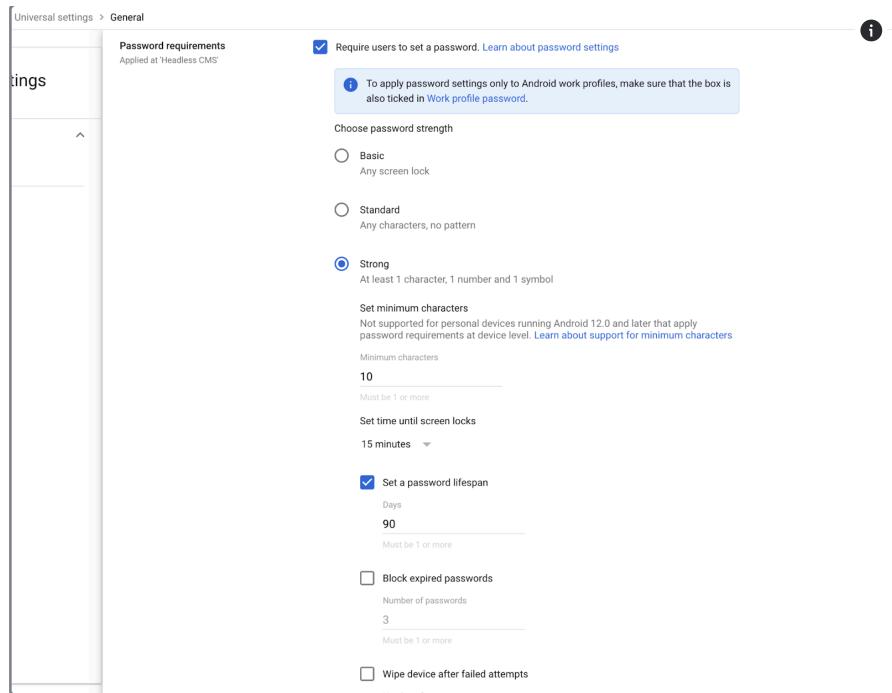
- Options to set minimum characters, password lifespan, wipe profile after number of failed attempts
- Tested with 10 characters and 15 mins screen lock and it worked on the work profile.

The screenshot shows the 'Password requirements' settings page. It includes a note about basic password settings and a 'MOBILE MANAGEMENT' button. Under 'Choose password strength', there are three options: 'Basic' (selected), 'Standard', and 'Strong'. The 'Basic' option is described as 'Any screen lock'.

<p>Basic Mode</p>

In Advance Mobile management options:

- We have Options to set minimum characters, password lifespan, wipe profile after number of failed attempts
- Tested with 10 characters and 15 mins screen lock and it worked on the work profile.



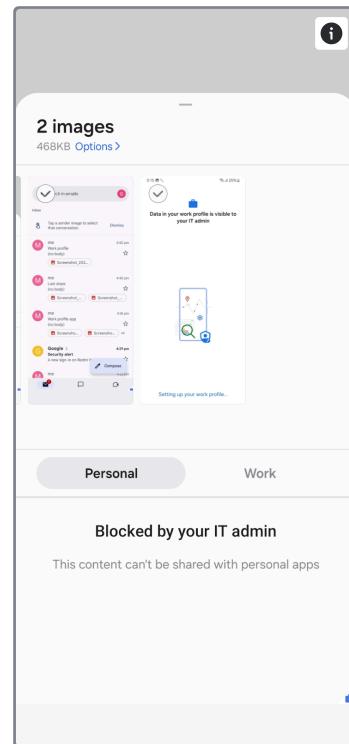
<p>Advanced mode with Options to set Strong passwords</p>

For Advanced we have both standard and strong options. [Security policies](#)

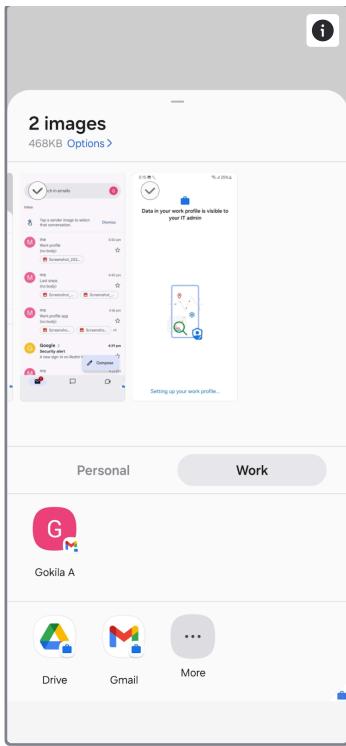
#### Restrict Sharing Data to Other profiles:

We have the option to restrict data sharing fro work profile to personal.

Below data (screenshot) collected from work profile cannot be shared through personal profile apps.



<p>Blocked Message</p>



<p>Selecting attachments in Work profile gallery displays option only to share within Work profile apps</p>

**Considerations:** Selecting Advanced Mobile management also makes iOS users to install **Google device policy app** and configuration is required to access Google account in iOS devices. There won't be work porifle separation, however the app installation becomes mandatory even for other OS users.

**Source:**

[About Android device management with Google endpoint management](#)

[Feature comparison](#) basic and advanced mobile device management

[Sharing to other profiles](#)

Jumpcloud

## JumpCloud - Conditional Access Policy

**JumpCloud Conditional Access Policy** is a security feature that allows organizations to control access to resources based on specific contextual conditions. It ensures that users can access resources only when they meet predefined security requirements, improving security and compliance.

As Jumpcloud is our MDM we are evaluating option to restrict our Google workspace login (primarily) in devices which do not have Jumpcloud configured.

### **Pre Configurations:**

SSO with Google Workspace

Google Workspace Integration in Cloud directories

Conditional Access policies Device certificates to be enabled for Device policies.

Configuring Jumpcloud SSO with Google workspace is mandatory for setting up Conditional access policies

According to Jumpcloud it is recommended to configure Google Workspace in both the Cloud Directory and SSO in JumpCloud for complete integration of Google Workspace with JumpCloud.

### **Conditional Access policies Device certificates to be enabled for Device policies.**

- To use a policy with a device condition, you need to distribute device certificates to your desktop devices.
- Device certificates for desktops allow authentication mechanisms to recognize if login requests are coming from JumpCloud managed devices.
- The JumpCloud certificate is only used by authentication policies.

**Device Certificates**

Device Certificates allow authentication mechanisms to recognize if login requests are coming from JumpCloud managed devices. [Learn more about device certificates.](#)

- To use device-based conditional authentication policies, the devices need to have a JumpCloud certificate installed on them.
- The JumpCloud certificate is only used by authentication policies.
- Some browsers may prompt users to select the certificate on their next visit to the JumpCloud User Portal. Users need to confirm certificate selection or restart their browser for the certificate to take effect. We recommend that you notify your users about this before you turn on certificate distribution.

Global Certificate Distribution

Turning off certificate distribution will remove previously distributed certificates and revoke macOS keychain application access.

**MacOS Keychain Application Access**

Global Certificate Distribution must be turned on to use this feature.

When some SSO-enabled applications on macOS devices attempt to authenticate users via JumpCloud, they don't open a browser window to do so. Instead, they present the website in-app, and the app can't be added to the Device Trust certificate used to authenticate. MacOS Keychain Application Access lets you add these apps as trusted so that your users don't encounter a keychain password prompt from their devices. [Learn more.](#)

**Default Access Policy Settings**

For each resource that has an access policy, determine how users access the resource when no policies apply. Custom policies override the Default Access Policy. Users who aren't enrolled in MFA will be prompted to enroll when a policy requires MFA, overriding any enrollment periods. [Learn more.](#)

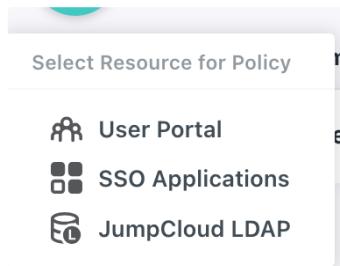
- For the agent to install certificates, JumpCloud managed users need to be logged in to their device.
- When a user accesses a resource, they need to be the same user who is logged in to the device. If a user accesses a resource and they're not the same user who is logged in to the device, they're treated as unmanaged.
- Distribution can take a few minutes.
- Desktop access policies using Device Trust Certificates are only supported on the following browsers:

**Windows:** Google Chrome, Microsoft Edge

**macOS:** Google Chrome, Safari

### Configuring Conditional Access Policy and Assessments:

- From Jumpcloud Admin login → Security management → Conditional policies → Add new policy
- Select SSO Applications as resource for the Policy.



### Assignments:

Select Google Workspace SSO application and can create the required User group.

**Assignments**

**Resource**

- SSO Applications
  - All Applications
  - Select Applications

Google Workspace X

**Users**

If a user is both included and excluded, the policy won't apply to the user.

**Included Users**

- All Users
- Select User Groups

Test Group X

**Excluded User Groups**

## Condition set for Device Management: For Jumpcloud managed device

**Conditions (Optional)**

All of the following conditions must match for this policy to apply.

Condition	Operator	Value
When	Device Management	Is Not <input type="text" value="JumpCloud managed"/> <span style="font-size: small;">X</span>

**Add Condition**

**Action**

Determine how this policy affects user authentication. Conflicting policies are evaluated based on strictness.

**Access**

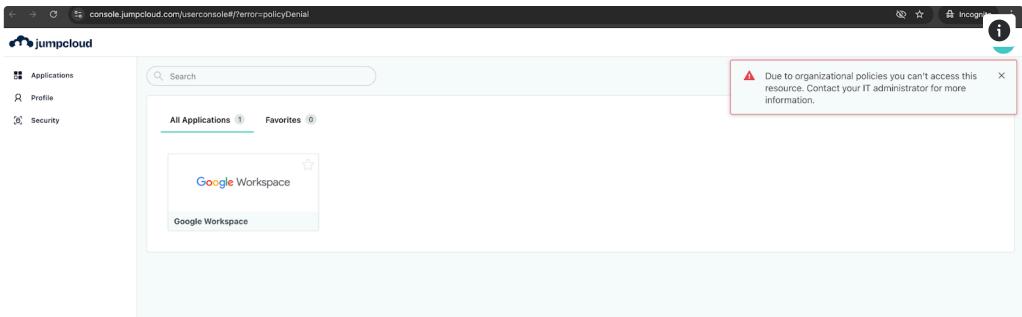
Allowed  Denied

**Authentication**

Password  Password + MFA

**Results:** While trying to access Google Workspace from either Jumpcloud user portal or from [mail.google.com](http://mail.google.com) in a non-Jumpcloud configured device, access denied with message as below.

- [admin.google.com](http://admin.google.com) works irrespective of the Conditions set for Superadmin login.



Sources:

Google Workspace SSO with jumpcloud- [SSO with Google Workspace](#).

Conditional Access Policy - [Get Started: Conditional Access Policies](#)

[Configure a Conditional Access Policy](#)

## Android EMM - JumpCloud

### Introduction:

- Android Enterprise Mobility Management (EMM) in JumpCloud is a solution that allows IT administrators to manage Android devices and apps for their organization.
- Uses a work profile, a separate self-contained space on the device that stores corporate apps, data, and management policies.
- A user's personal apps and data remain on the device's primary profile and are never accessible or visible to the IT Admin or the EMM.

The JumpCloud agent is not installed on the Android mobile device. To initiate enrollment, users need to install [\*\*Android Device Policy\*\*](#) application in their mobile device.

### Android EMM enrollment Types:

**Work Profile on Company owned device** - A work profile can enable work and personal use on a company-owned device.

**Work Profile on Personal device (our use case)** - The Admin enables enrollment of a device owned by an employee, and the user enrolls the device via the User Portal. Work data and personal data are automatically separated.

**Fully Managed** – no separate profile, The device is used exclusively for work and fully controlled.

**Dedicated** – no work profile, This device is a subset of fully managed devices and is used for simple workflows, for single or small sets of apps.

### Registration to Configure Android EMM from Jumpcloud Admin Console:

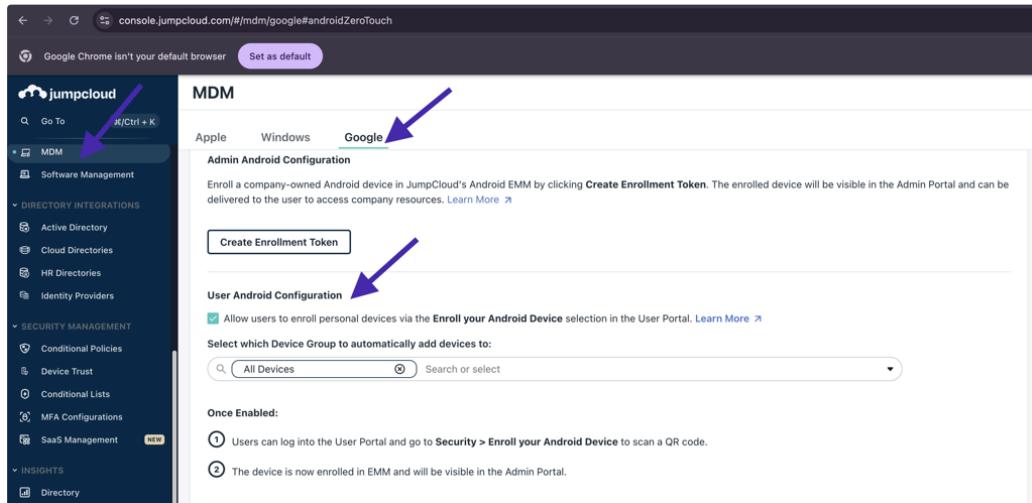
- Go to **DEVICE MANAGEMENT > MDM**.
- On the MDM Home page, select the **Google** tab.
- Click **Begin Registration**. A new browser tab opens.
- Under **Create Admin Account**, enter your Google Admin account email address and click **Next**.
- On the **Add Android Enterprise** screen, click **Continue to Admin console**.
- On **Review your payment plan**, click **CHECKOUT** to add Android Enterprise to your org.  
Note: This is free, and you will not have to submit an actual payment.
- Click **PLACE ORDER**.

- You're asked if you want to manage your Android Enterprise devices using your enterprise domain. This binds your Google account to your JumpCloud instance. Click **Allow**.
- When the Google loading screen clears, you are directed back to the JumpCloud Admin Portal and can begin managing Android devices

As Admin, to enable personal device enrollment before an employee can enroll a personal Android device. Users should be in a private, secure environment before they scan the QR code.

To enable a personal Android device:

- Log in to the JumpCloud Admin Portal.
- From **DEVICE MANAGEMENT > MDM** and then **Google**.
- In the New Device panel, enable enrollment for personal devices by going to **User Android Configuration** and selecting **Allow users to enroll personal mobile devices and access Enroll Your Android Device in the User Portal**.
- Click **Select the Device Group** to choose a device group where this device will automatically be enrolled.



Steps for users to do:

[Users: Enroll Your Personal Android Device](#)

Admins can create below restriction Policies: [Configuring Policies](#)

Source: [How to SetUp Android EMM](#)

## Box-Google Drive Sync

# Authentication And Log Sheet

Function: `getBoxAccessToken()`

## Purpose:

This function manages the retrieval and refresh of a Box API access token. It first checks if a valid token exists (i.e., one that has not expired). If the token is still valid, it returns that token. Otherwise, it makes a POST request to Box's OAuth2 endpoint to obtain a new access token and updates the token and its expiry in the script properties.

---

## Code Explanation

### 1. Retrieve Stored Token and Expiry Time

- The function retrieves the current token expiry time from the script properties.
- It calculates the current time (in seconds) and compares it with the stored expiration time.
- If the token is still valid (i.e., current time is less than the expiry), it returns the stored access token.

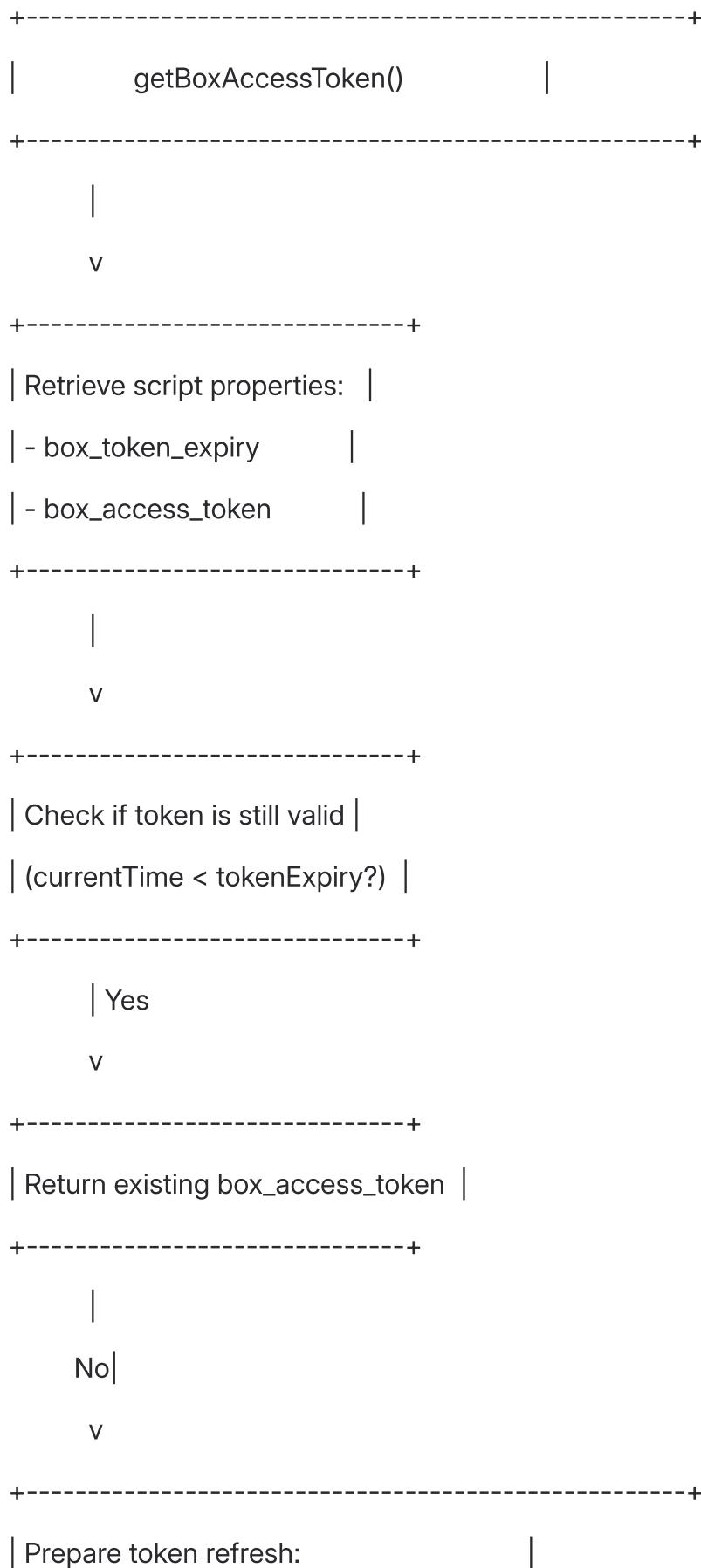
### 2. Token Refresh Process

- If no valid token is found (i.e., token is expired or missing), the function prepares to request a new token.
- It sets up the required parameters including `client_id`, `client_secret`, and `enterprise_id` (placeholders in the code).
- A POST request is sent to the Box OAuth2 endpoint (`https://api.box.com/oauth2/token`) with the proper payload.

### 3. Handling the Response

- If the response contains a valid access token, the function stores the new token along with a new expiry time (current time + 3600 seconds, valid for 1 hour) in the script properties.
- The new access token is then returned.
- If the request fails or does not return a token, an error is logged, and the function returns `null`.

### Textual Diagram



```
| - Set clientId, clientSecret, enterpriseId      |
| - Build payload with grant_type and subject details |  
+-----+
|  
v  
+-----+
| POST request to Box OAuth2 API |  
| URL: https://api.box.com/oauth2/token |  
+-----+
|  
v  
+-----+
| Parse response JSON:          |
| - If access_token exists:    |
|   - Update script properties (token, expiry) |
|   - Return new access_token    |
| - Else:                      |
|   - Log error and return null |  
+-----+
```

---

#### LogSheet Execution Capture :

[Sign in to access Google Drive Spreadsheet](#)

# Box Vendor Folder Sync

[Overview](#)

[High-Level Flow](#)

[Detailed Function Explanations](#)

1. `boxgwsyncvendor()`
2. `syncBoxFolder()`
3. `handleBoxFile()`
4. `handleBoxFolder()`
5. `checkAndTrashOrphansRecursively()`
6. `getDriveFilesAndFolders()`
7. `parseBoxIdFromDescription()`
8. `renameIfChanged()`
9. `logEntry()`
10. `sendErrorNotification()`

[Textual Diagram](#)

[Summary](#)

## Overview

This script is designed to synchronize files and folders from Box to Google Drive by matching Box IDs. It uses a time-driven execution approach, saving progress in case the script nears its execution time limit. Logging is maintained through a Google Spreadsheet, and the script supports error handling and retry mechanisms.

Key points:

- **Time-driven execution:** The script tracks execution time and saves progress to resume later if needed.
- **Progress tracking:** Uses `PropertiesService` to record progress using a unique key per Box folder.
- **Error Handling & Retry:** Implements retries for API calls (with exponential backoff) and logs errors.
- **Orphan Cleanup:** Provides a function to recursively check for and trash files/folders in Drive that no longer exist in Box.
- **Box & Drive Mapping:** Uses custom descriptions on Drive items (e.g., "Box File ID: XXX") to correlate files and folders between Box and Google Drive.

## High-Level Flow

The main entry point is the `boxgwsyncvendor()` function. It handles the initial setup, logs the start of the sync, retrieves progress (if any), and then calls the recursive function `syncBoxFolder()` to perform the synchronization. After processing, if no errors occur, the progress is either cleared or saved if execution time is nearly exhausted.

---

## Detailed Function Explanations

### 1. `boxgwsyncvendor()`

- **Purpose:**

Initializes the sync process by setting constants, opening the log sheet, and retrieving the Box access token.

- **Key Steps:**

- Set configuration constants (`DRY_RUN`, `MAX_RETRIES`).
- Retrieve the root Box folder ID and corresponding Google Drive folder.
- Open the logging spreadsheet and note the start time.
- Retrieve and log the start of synchronization.
- Fetch any saved progress to resume from a previous incomplete run.
- Invoke `syncBoxFolder()` to begin recursive syncing.
- Log success or pause progress if the script needs to stop due to time constraints.
- Handle any exceptions by logging errors and sending error notifications.

---

### 2. `syncBoxFolder()`

- **Purpose:**

Recursively synchronizes a Box folder to the corresponding Google Drive folder. It processes files and subfolders, updates names if changed, and tracks progress based on API responses.

- **Key Steps:**

- Build the Box API URL for the current folder using the offset and limit (set to 100).
- Fetch the folder contents from Box, then parse and validate the JSON response.

- Retrieve a listing of files and folders from the target Drive folder using `getDriveFilesAndFolders()`.
- **For each Box item:**
  - **File:**
    - Add the file ID to a global set.
    - If the file does not exist on Drive, call `handleBoxFile()` to download and create it.
    - If the file exists, ensure its name matches by calling `renameIfChanged()`.
  - **Folder:**
    - Add the folder ID to a global set.
    - If the folder does not exist on Drive, call `handleBoxFolder()` to create it.
    - If the folder exists, verify and update its name if needed.
    - Recursively call `syncBoxFolder()` on the subfolder.
- Check the elapsed time and save progress if execution time is near the limit.
- Implement retry logic with exponential backoff in case of API errors.

---

### 3. `handleBoxFile()`

- **Purpose:**

Downloads a file from Box using its API and creates the file in the designated Google Drive folder.

- **Key Steps:**

- Construct the download URL and execute the API request.
- If successful, retrieve the file blob, set its name, and create the file in Drive.
- Log the creation of the new file with its Box ID.

#### 4. handleBoxFolder()

- **Purpose:**

Creates a matching subfolder in Google Drive for a Box folder if it does not already exist.

- **Key Steps:**

- Create a new folder in Drive with the Box folder's name.
  - Set the description to include the Box folder ID.
  - Log the creation of the new folder.
- 

#### 5. checkAndTrashOrphansRecursively()

- **Purpose:**

Recursively checks the Drive folder for items that no longer exist in Box (orphans) and either logs or trashes them based on the `DRY_RUN` setting.

- **Key Steps:**

- Retrieve the listing of files and folders in the Drive folder.
  - Compare against the global sets of Box items.
  - For orphaned files and folders, either log that they would be trashed or actually trash them.
- 

#### 6. getDriveFilesAndFolders()

- **Purpose:**

Retrieves (or builds from cache) a listing of files and folders in a given Google Drive folder using descriptions to match Box IDs.

- **Key Steps:**

- Iterate over files and folders in the specified Drive folder.
- Parse each item's description for a Box ID using `parseBoxIdFromDescription()`.
- Store the items in a cache for performance and return the mapping.

---

## **7. parseBoxIdFromDescription()**

- Purpose:**

Extracts the Box file or folder ID from the description text of a Drive item.

- Key Steps:**

- Look for the prefix ("Box File ID:" or "Box Folder ID:") in the description.
  - Return the Box ID if found, otherwise return null.
- 

## **8. renameIfChanged()**

- Purpose:**

Compares the name of a Drive item with the name from Box and updates the Drive item's name if they differ.

- Key Steps:**

- Check if the current Drive name differs from the Box name.
  - Rename the item and log the change if needed.
- 

## **9. logEntry()**

- Purpose:**

Appends a log entry to the provided logging spreadsheet.

- Key Steps:**

- Record the current date/time, a status string, and a message.
-

## 10. sendErrorNotification()

- **Purpose:**

Sends an email notification in the event of a critical error during the sync process.

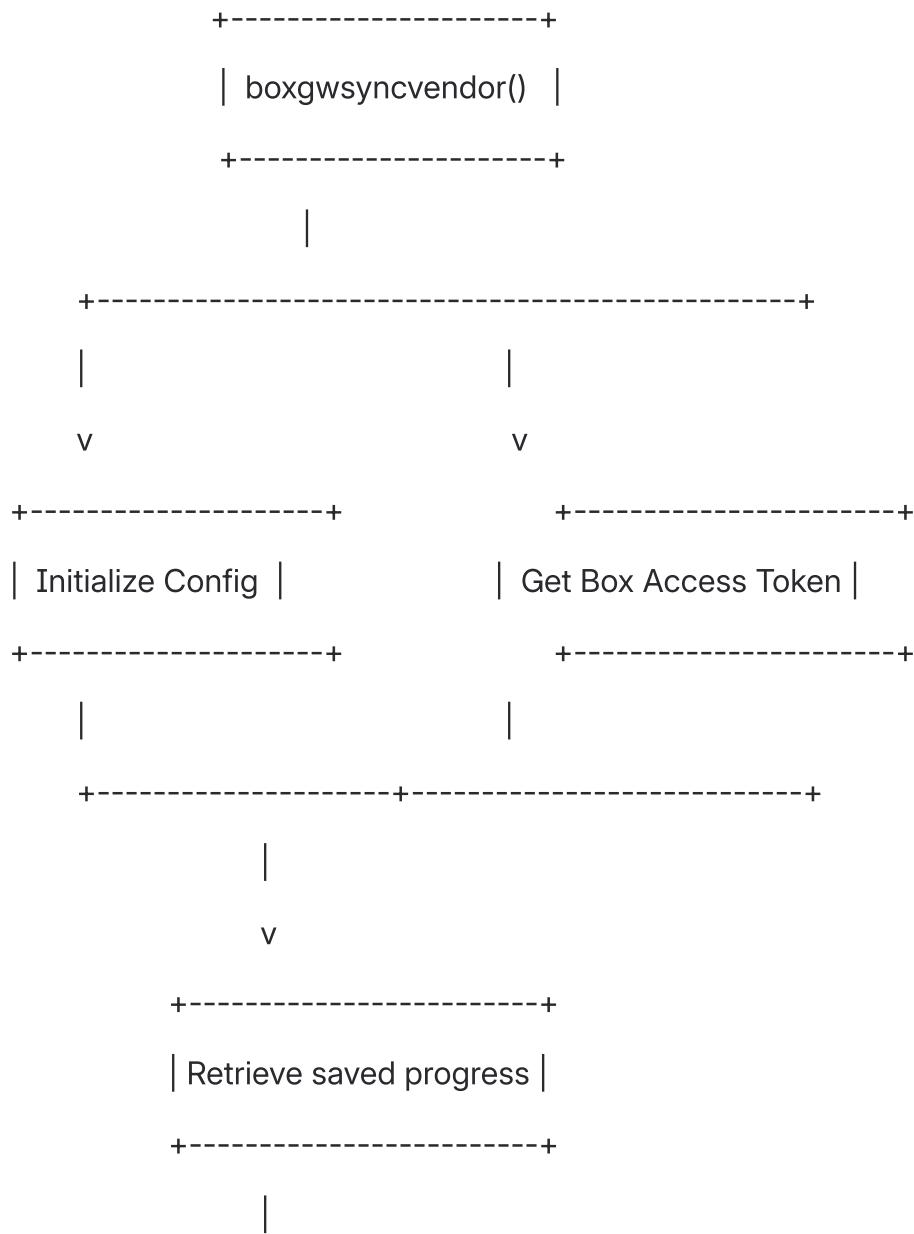
- **Key Steps:**

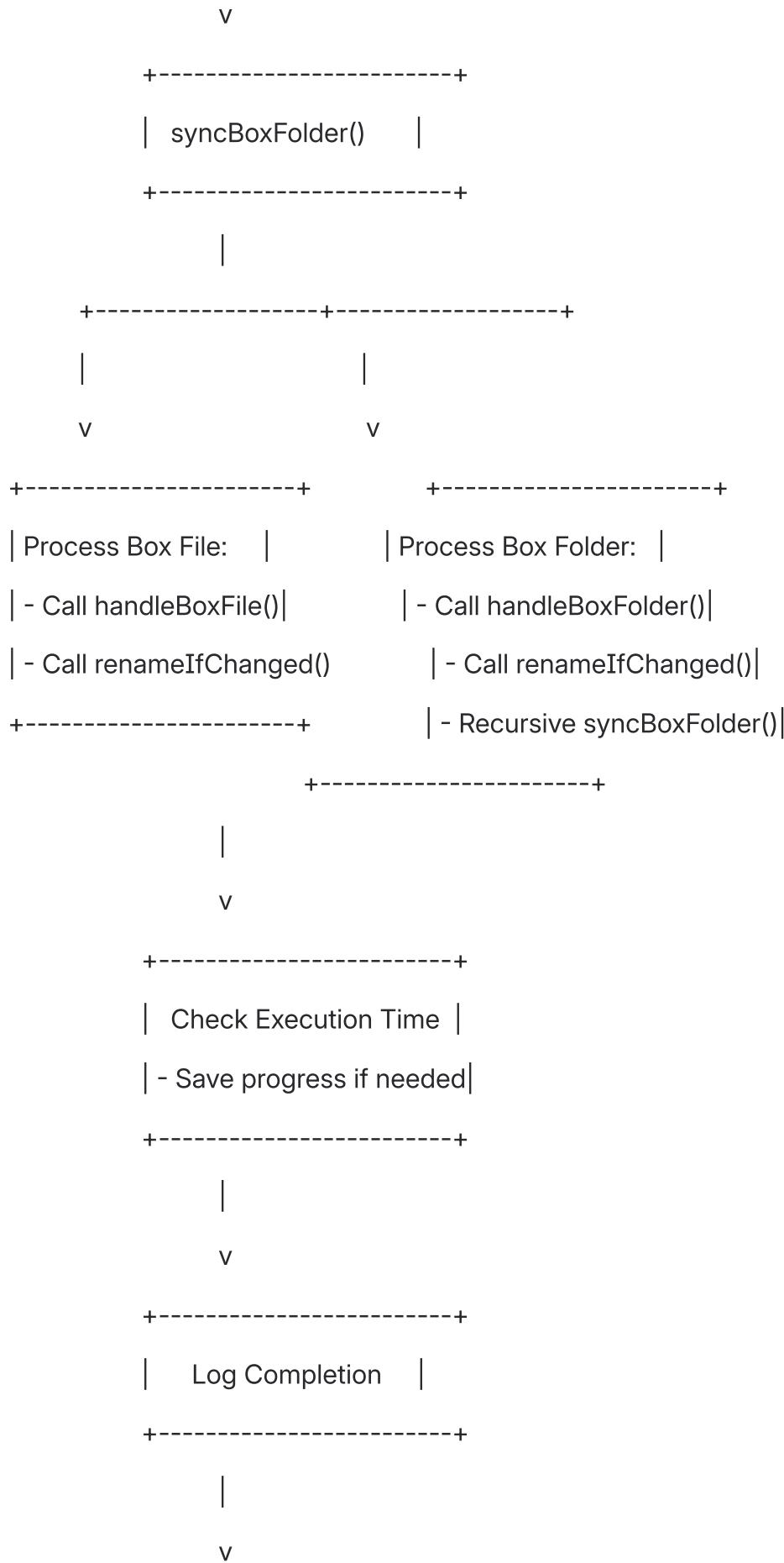
- Construct an email with a subject and error details.
- Send the email via `MailApp.sendEmail`.

---

## Textual Diagram

Below is a textual diagram that outlines the main components and their interactions:





```
+-----+
| checkAndTrashOrphansRecursively() |
+-----+
```

---

## Summary

- **Entry Point:** `boxgwsyncvendor()` initializes the process.
- **Recursive Sync:** `syncBoxFolder()` is the heart of the synchronization, recursively handling both files and folders.
- **File/Folder Handling:**
  - Files are processed by downloading (via `handleBoxFile()`) and optionally renaming.
  - Folders are created in Drive using `handleBoxFolder()` and further processed recursively.
- **Orphan Cleanup:** After synchronization, orphans in Drive (those without corresponding Box IDs) can be trashed via `checkAndTrashOrphansRecursively()`.
- **Logging & Notifications:** Logging is done to a Google Spreadsheet, and any critical errors trigger email notifications.

## Contract Sync Schedule and Considerations :

- **Sync Frequency:** The contract synchronization process is scheduled to run two hour.
- **Potential Delay Factors:**
  - Intermittent empty responses from the Box API endpoint
  - Occasional Apps Script execution failures (e.g., "*JavaScript engine reported an unexpected error. Error code: INTERNAL*")
- **Impact Frequency:** Such issues are rare and typically affect no more than 4–5 sync executions per day.

# Box Customer Folder Sync

- [Overview](#)
  - [Constants & Configuration](#)
  - [Core Functions](#)
    - [Main Job: boxgwsyncjob1test4890](#)
    - [Recursive Sync: syncBoxFolder](#)
    - [File Handling: handleBoxFile](#)
    - [Folder Handling: handleBoxFolder](#)
    - [Orphan Check: checkAndTrashOrphansRecursively](#)
    - [Drive Listing: getDriveFilesAndFolders](#)
    - [Utility Functions](#)
  - [Error Handling & Logging](#)
  - [Textual Diagram](#)
  - [Usage Notes](#)
  - [Trigger Schedule](#)
- 

## Overview

The code synchronizes content from a specified Box folder to a corresponding Google Drive folder. It:

- Fetches Box items (files and folders) via the Box API.
  - Downloads Box files and creates matching files in Google Drive.
  - Creates corresponding folders in Drive for Box folders.
  - Keeps track of global Box IDs to later identify and trash orphaned files/folders in Drive.
  - Logs activities to a Google Sheets log.
  - Implements error handling with retry logic and notifies via email in case of exceptions.
- 

## Constants & Configuration

### • **DRY\_RUN:**

A Boolean flag. When set to `true`, deletion actions (trashing orphan items) are

simulated.

*Default:* `false` (*actual deletions occur*).

- **MAX\_RETRIES:**

Maximum number of retries for API calls before throwing an error.

*Default:* `3`.

Other configuration parameters (e.g., folder IDs, log sheet ID) are defined within the main job function.

---

## Core Functions

### Main Job: `boxgwsyncjob1test4890`

- **Purpose:**

Initiates the sync process by retrieving an access token, initializing logging, and managing progress using script properties.

- **Key Steps:**

a. Retrieve Box access token.

b. Log start of the sync.

c. Retrieve stored progress and set the initial folder and offset.

d. Call `syncBoxFolder` to process the folder recursively.

e. On completion, log success and clear progress; otherwise, log that progress is saved for resumption.

f. Handle exceptions with logging and error notification.

---

### Recursive Sync: `syncBoxFolder`

- **Purpose:**

Recursively syncs a Box folder to a matching Google Drive folder.

- **Key Steps:**

- e. Build the Box API URL with the given offset and fetch folder items.
- f. Parse the JSON response and validate data.
- g. Retrieve current Drive listing via `getDriveFilesAndFolders`.
- h. For each Box item:
  - i. **Files:**
    - Add Box file ID to `globalBoxItems.files`.
    - If not in Drive, call `handleBoxFile` to create it; otherwise, check and rename if needed.
  - j. **Folders:**
    - Add Box folder ID to `globalBoxItems.folders`.
    - If not in Drive, call `handleBoxFolder` to create it and then recursively process it; otherwise, check and rename if necessary and then recursively process it.
  - k. Check elapsed time and save progress if nearing the execution time limit.
  - l. If there are more items (e.g., 100 items per page), indicate that processing should continue.
  - m. Implement retry logic with exponential backoff for transient errors.

---

#### File Handling: `handleBoxFile`

- **Purpose:**

Downloads a Box file and creates it in the target Google Drive folder.

- **Process:**

- a. Construct a download URL using the Box file ID.
- b. Fetch file content from Box.
- c. Convert the response to a blob and upload it to Drive.
- d. Set the file description to include the Box File ID.
- e. Log the file upload action.

#### **Folder Handling: handleBoxFolder**

- Purpose:**

Creates a new folder in Google Drive that corresponds to a Box folder.

- Process:**

- a. Create a folder in Drive with the Box folder name.
  - b. Set the folder description with the Box Folder ID.
  - c. Log the folder creation.
- 

#### **Orphan Check: checkAndTrashOrphansRecursively**

- Purpose:**

Scans the Drive folder tree for items that no longer exist in Box (orphans) and trashes them.

- Process:**

- c. Retrieve files and folders from the Drive folder.
  - d. For each item:
    - e. If its Box ID is not present in the global items list, either simulate or execute trashing based on the `DRY_RUN` flag.
    - f. Recursively apply the process to subfolders.
- 

#### **Drive Listing: getDriveFilesAndFolders**

- Purpose:**

Builds or retrieves (from a cache) a mapping of Box IDs to corresponding Drive files and folders within a given Drive folder.

- Process:**

- a. Iterate over all files in the folder, parse descriptions to extract Box File IDs, and store them in a map.

- b. Iterate over subfolders, parse descriptions for Box Folder IDs, and store them in a map.
  - c. Cache the results for subsequent calls.
- 

## Utility Functions

- **parseBoxIdFromDescription:**

Extracts the Box ID from a description string by identifying the proper prefix (either `Box File ID:` or `Box Folder ID:` ).

- **renameIfChanged:**

Checks if the Drive item's name differs from the Box item name and renames it accordingly, logging the change.

- **logEntry:**

Writes a log entry to the configured Google Sheets log. Logs include a timestamp, status, and message.

- **sendErrorNotification:**

Sends an email notification if an exception occurs during processing.

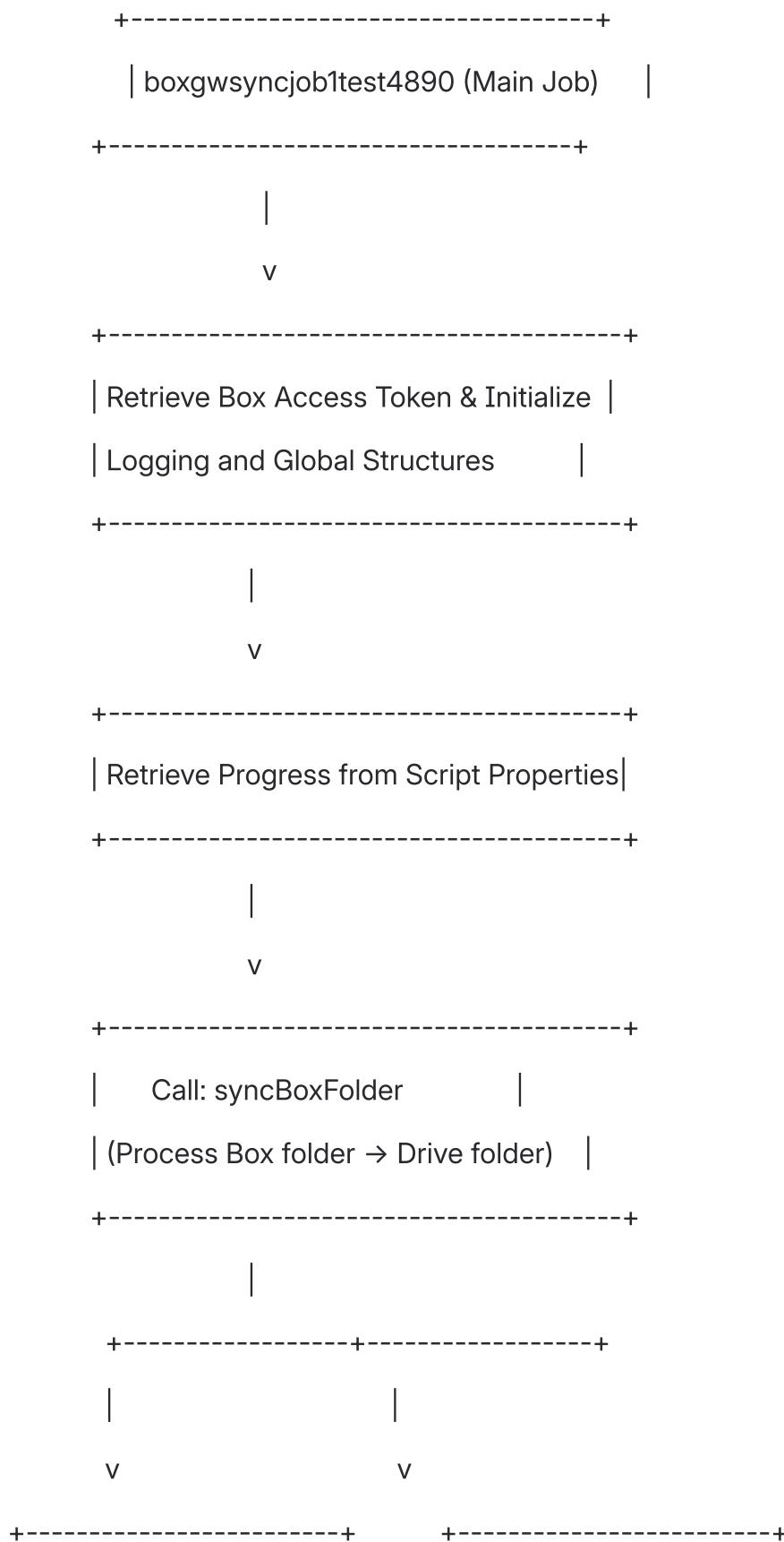
---

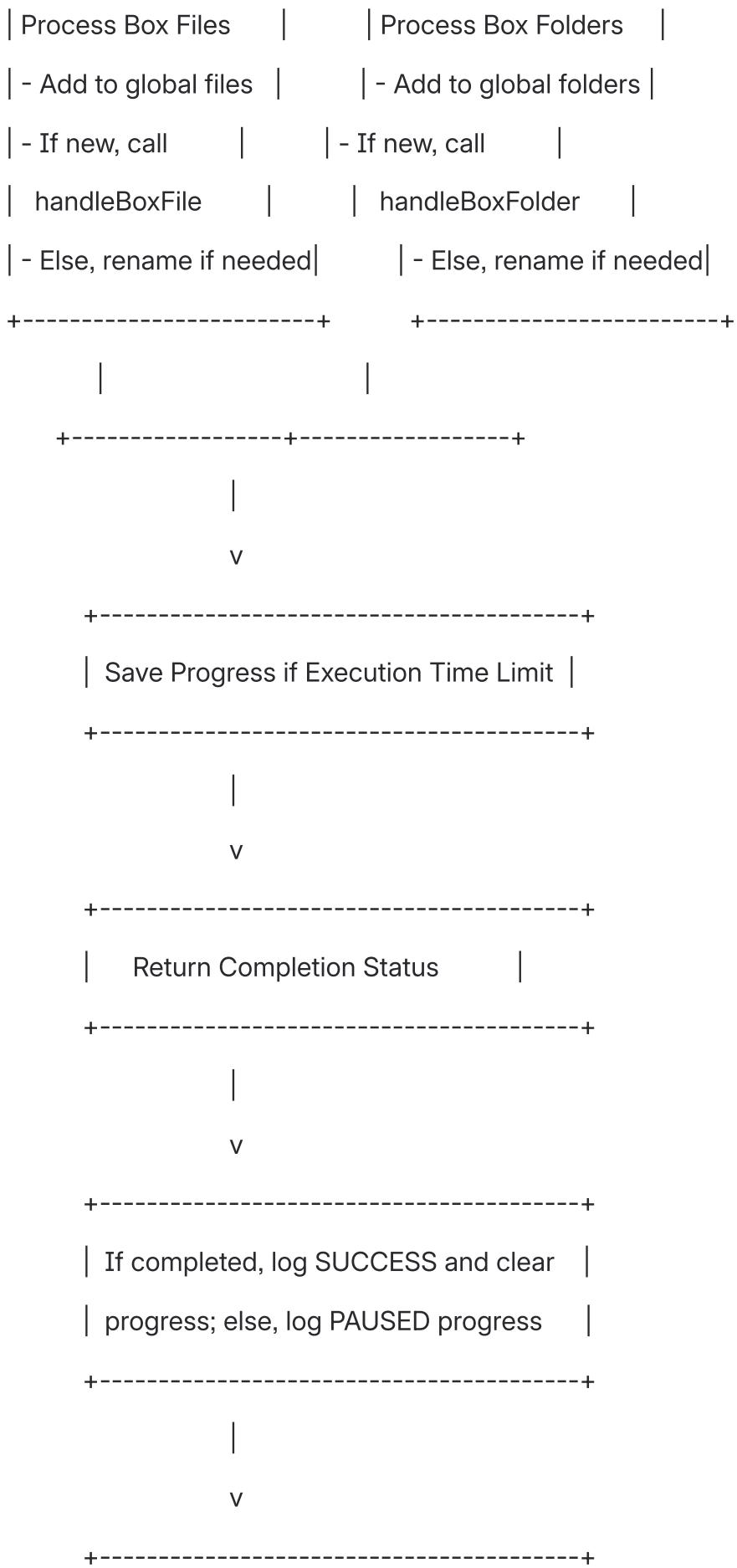
## Error Handling & Logging

- The code uses a try/catch mechanism to handle exceptions during the sync process.
  - It logs errors, warnings, and debug information to the log sheet.
  - The retry mechanism in `syncBoxFolder` uses exponential backoff and limits retries to the `MAX_RETRIES` constant.
  - On reaching the maximum retries, the error is logged and re-thrown, triggering an error notification via email.
-

## Textual Diagram

Below is a textual diagram that outlines the flow of the synchronization process:





+-----+

---

## Usage Notes

- **Configuration:**

Update the placeholder IDs (Box folder ID, Google Drive folder ID, log sheet ID, and sheet name) with the actual values before deployment.

- **DRY\_RUN Mode:**

Set `DRY_RUN` to `true` to simulate deletion of orphan files/folders without actually trashing them. Ensure this is set to `false` for production runs.

- **Time-Driven Execution:**

The sync process saves its progress if nearing the script execution time limit (28 minutes 20 seconds). This ensures that long-running syncs can resume from the last saved progress.

- **Logging & Notifications:**

Monitor the log sheet for real-time updates. Email notifications are sent upon encountering critical errors.

## Trigger Schedule

### Contract Sync Schedule and Considerations :

- **Sync Frequency:** The contract synchronization process is scheduled to run every hour.

- **Potential Delay Factors:**

- Intermittent empty responses from the Box API endpoint
- Occasional Apps Script execution failures (e.g., "*JavaScript engine reported an unexpected error. Error code: INTERNAL*")

- **Impact Frequency:** Such issues are rare and typically affect no more than 4–5 sync executions per day.

# Box Sync Legal Templates for Allego & Web

Note : Authentication token is being generated by Auth Script ([Authentication And Log Sheet](#))

1. Overview
2. Configuration
3. High-Level Flow
4. High-Level Flow
  - 4.1 syncBoxToDriveV2()
  - 4.2 buildGlobalDriveFileMapV2(rootFolder)
  - 4.3 syncBoxFolderV2(boxToken, boxFolderId, driveFolder, globalItems, driveCache, logSheet, offset, startTime, retryCount)
- 4.4 File & Folder Handlers
- 4.5 Utility Parsers & Renamers
5. Test-Case Scenario
6. Script Functionality Overview

## 1. Overview

### Purpose:

Syncs a hierarchy of folders and files from a Box account into a corresponding Google Drive folder, with support for:

- **Resumable pagination** (handles large Box folders in batches)
- **Automatic retry** on transient API failures
- **Duplicate detection** (warns when the same Box ID appears twice)
- **Orphan cleanup** (removes Drive items no longer in Box)
- **Version updates** (re-uploads when Box version\_number changes)
- **Move detection** (re-parents items if their Box parent changes).

## 2. Configuration

Constant	Default	Description
DRY_RUNV2	true	If true, only logs actions (no uploads/deletions). Flip to false to enact changes.
MAX_RETRIESV2	3	Number of times to retry a failed Box API call before giving up.
BOX_FOLDER_IDV2	'' 2	Root Box folder ID to begin syncing from.
GOOGLE_DRIVE_FOLeADER_IDV2	''	Corresponding root Google Drive folder ID.
LOG_SHEET_IDV2	''	Spreadsheet ID for logging sync events.
LOG_SHEET_NAMEV2	'Allego'	Name of the sheet tab used for logging.
PROGRESS_KEYV2	''	Script-property key used to save/resume

		pagination progress.
<code>boxToken</code>	<code>auto</code>	Obtained via <code>getBoxAccessToken()</code> .
<code>runtime flag</code> <code>skipOrphanCleanupV2</code>	<code>false</code>	If set during sync errors, skips orphan cleanup to avoid secondary failures.

### 3. High-Level Flow

#### 1. Initialize logging & progress

Opens the Google sheet, reads saved offset + current Box folder.

#### 2. Build Drive map

Recursively scans the target Drive folder for any existing file/folder descriptions tagged with Box \* ID: and maps them by Box ID.

#### 3. Sync each Box folder

Calls `syncBoxFolderV2()`, which:

- Fetches items from Box (paginated & retryable)
- Detects duplicates within the current Drive folder
- For each item:
  - Files: calls `handleFileItemV2()`
  - Folders: calls `handleFolderItemV2()`
- Saves progress if execution time nears a 28-minute cutoff (Apps Script limit)
- Recurses on next page or returns completion status

#### 4. Orphan cleanup

If the full tree syncs without fatal errors, `checkAndTrashOrphansRecursivelyV2()` walks Drive to trash any items not found in Box.

#### 5. Error handling

All API errors log into the sheet; after three retries on the same folder, it aborts that branch and marks orphans to be skipped.

### 4. High-Level Flow

#### 4.1 `syncBoxToDriveV2()`

- **Role:** Top-level controller.

- **Key steps:**

- a. Read & initialize script properties
- b. Build `globalDriveFileMapV2` via `buildGlobalDriveFileMapV2()`
- c. Invoke `syncBoxFolderV2()`
- d. On success → run orphan cleanup; on pause → save progress; on exception → log & notify.

#### 4.2 `buildGlobalDriveFileMapV2(rootFolder)`

- **Inputs:** `DriveApp.Folder`
- **Outputs:** { [box fileId]: `DriveApp.File` }

- **Behavior:** Recursively scans all files under `rootFolder`, parsing each description for `Box File ID:` and indexing them.
- 

#### 4.3 syncBoxFolderV2(boxToken, boxFolderId, driveFolder, globalItems, driveCache, logSheet, offset, startTime, retryCount)

- **Pagination:** Fetches in batches of 100 using Box's `/folders/{id}/items` endpoint.
  - **Retry logic:** Up to `MAX_RETRIESV2` times on transport or HTTP errors.
  - **Timeout check:** Ensures total execution <1,700,000 ms (~28 min); otherwise pauses.
  - **Actions per entry:**
    - File → `handleFileItemV2()`
    - Folder → `handleFolderItemV2()`
- 

#### 4.4 File & Folder Handlers

Function	Purpose
<code>handleFileItemV2(...)</code>	Detects moves, checks Box version, uploads new files, or replaces outdated ones.
<code>handleBoxFileV2(...)</code>	Downloads file blob from Box, creates Drive file with description tag.
<code>handleFolderItemV2(...)</code>	Creates new Drive folder or renames/re-parents an existing one, then recurses into it.
<code>detectDuplicatesV2(folder, logSheet)</code>	Logs warnings for more than one Drive item sharing the same Box ID in a single folder.
<code>checkAndTrashOrphansRecursivelyV2(...)</code>	Recursively trashes Drive items not present in Box (or untagged items).
<code>getDriveFilesAndFoldersV2(folder, cache)</code>	Returns maps <code>{ files, folders }</code> by Box ID, plus lists of untagged items for cleanup.

---

#### 4.5 Utility Parsers & Renamers

- **parseBoxIdFromDescriptionV2(desc, type)**

Extracts the numeric Box file/folder ID from `description` text.

- **parseBoxVersionFromDescriptionV2(description)**

Reads existing version number from Drive-file description.

- **renameIfChangedV2(item, newName, logSheet)**

Renames Drive item when Box name has changed.

- **reparentIfMovedV2(item, parent, meta, logSheet)**

Moves Drive item if Box parent folder has changed.

- **logEntryV2(sheet, status, message)**

Appends a timestamped row to the logging sheet.

**sendErrorNotificationV2(email, msg)**

Sends an email with the error message (optional address).

## 5. Test-Case Scenario

Test cases attached with status on script progress :

<https://docs.google.com/spreadsheets/d/1NNzr65MU3RU5osP4oDFMdKDBmMfXngyIkMNqBZiqRPE/edit?gid=0#gid=0>

## 6. Script Functionality Overview

```
1  **Primary Purpose**  
2  The script syncs an entire Box folder tree into Google Drive, maintaining folder structure, file versions, and handling complex scenarios like  
   file moves, renames, and deletions.  
3  
4  ### **Key Features**  
5  
6  ##### **1. Resumable Synchronization**  
7  - Uses pagination (100 items per request) to handle large folders  
8  - Saves progress in Google Apps Script properties to resume from where it left off  
9  - Implements timeout handling (28.3 minutes) to work within Google Apps Script limits  
10  
11 ##### **2. Robust Error Handling**  
12 - Retry mechanism with exponential backoff (up to 3 retries)  
13 - Graceful error recovery with detailed logging  
14 - Skips orphan cleanup if errors occur to prevent data loss  
15  
16 ##### **3. Intelligent File Management**  
17 - **Version Control**: Tracks Box file versions and updates Google Drive files when newer versions exist  
18 - **Move Detection**: Automatically moves files when their Box parent folder changes  
19 - **Duplicate Detection**: Identifies and logs duplicate Box IDs in Google Drive  
20 - **Orphan Cleanup**: Removes files/folders from Google Drive that no longer exist in Box  
21  
22 ##### **4. Metadata Preservation**  
23 - Stores Box IDs in Google Drive file/folder descriptions for tracking  
24 - Maintains version numbers in descriptions for version comparison  
25 - Preserves folder structure and hierarchy  
26  
27 ### :arrows_counterclockwise: **Sync Process Flow**  
28  
29 1. **Initialization**  
30 - Loads progress from previous runs  
31 - Builds global map of existing Google Drive files by Box ID  
32 - Sets up logging to Google Sheets  
33  
34 2. **Recursive Folder Processing**  
35 - Fetches Box folder contents via API with pagination  
36 - For each item (file/folder):  
37 - Checks if it exists in Google Drive  
38 - Handles new items, updates, moves, and renames  
39 - Recursively processes subfolders  
40  
41 3. **File Handling Logic**  
42 - **New Files**: Downloads from Box and uploads to Google Drive  
43 - **Existing Files**: Checks version numbers and updates if newer  
44 - **Moved Files**: Reparents in Google Drive and removes old copies  
45 - **Renamed Files**: Updates names in Google Drive  
46  
47 4. **Cleanup Phase**  
48 - Identifies orphaned files/folders (exist in Drive but not in Box)  
49 - Removes untagged items (not created by this sync)  
50 - Logs all actions for audit trail  
51  
52 ### **Safety Features**
```

```
53
54 - **Dry Run Mode**: `DRY_RUNV2` flag to preview changes without making them
55 - **Comprehensive Logging**: All actions logged to Google Sheets with timestamps
56 - **Error Notifications**: Email alerts for critical errors
57 - **Graceful Degradation**: Continues processing even if individual items fail
58
59
60 The script needs these configuration values:
61 - `BOX_FOLDER_IDV2`: Source Box folder ID
62 - `GOOGLE_DRIVE_FOLDER_IDV2`: Target Google Drive folder ID
63 - `LOG_SHEET_IDV2`: Google Sheets ID for logging
64 - `LOG_SHEET_NAMEV2`: Sheet name for logs
65 - Box API access token (via `getBoxAccessToken()` function)
66
67
68 ##### **Smart Caching**
69 - Uses `driveCache` to avoid repeated Google Drive API calls
70 - Maintains `globalDriveFileMapV2` for cross-folder move detection
71
72 ##### **API Efficiency**
73 - Batches operations where possible
74 - Uses Google Drive API's `Drive.Files.update()` for efficient file moves
75 - Implements proper rate limiting with `Utilities.sleep()`
76
77 ##### **Data Integrity**
78 - Validates API responses before processing
79 - Handles empty responses and malformed data
80 - Preserves file metadata and relationships
```

## IT SOP



## Post App Procurement: IT Activities

**Document Owner:** @Gokila A

**Version:** 1.0

**Published Date:** Dec 23, 2024

**Reviewed & Approved By:** @Antony Godwin

- Purpose
- Scope
- Process Steps
- Roles and Responsibilities
- Contact

---

### Purpose

This document outlines the steps the IT and Procurement team must follow after the procurement of a new application, ensuring its readiness for end-user access and integration into the organization's IT systems.

---

### Scope

Applies to all applications procured by the Procurement Team and handed over to the IT team before being made available to users.

---

### Process Steps

#### 1. New Application/Service On-boarding - Procurement

- Once an application is purchased and approved for organizational use, the procurement team must notify the IT team to initiate access configurations as the first step.
- This step ensures that the necessary initial settings are completed before the application is made available to administrators or designated app owners, and subsequently to the

broader user base.

## 2. Configure Authentication - IT team

Determine the app's supported authentication methods:

- **SAML Configuration:** Set up and test Single Sign-On (SSO) with Google Workspace.
- **MFA Configuration:** If Google SAML is not supported by the application, verify they have alternative controls like multi-factor authentication if supported and configure the same.
- IT to directly work with the respective application support (Vendor) team to have the SAML configured before onboarding users.

## 3. Receive Application Details

Confirm the application details from the Procurement Team:

- Application name - To display in Lumos app store and other records
- Owner - Individual/Team who owns the Application.
- Admin - Who will work on access provisioning.
- Access request Approval process - as proposed by the app owner.
- Licensing information - Type of subscription/plan (Only for IT)

## 4. Add the Application to Lumos - IT

- Log into the Lumos platform.
- Add the new application with the above details to the Lumos app store.
- Add the application admin and Manager details to the app for the access workflow.
- Add automatic provisioning to the SSO group for SAML implemented applications.

## 5. Integration Check

- Explore available integrations with Lumos for managing access provisioning or deprovisioning.
- Configure integrations as applicable or create request integration with Lumos for the app.

## 6. Validation and Testing

- Perform a functional validation of the application's configuration.
- Test user access scenarios to ensure smooth login and functionality.

## 7. Handover to Users

- The IT team should add initial users to the application in Lumos and the SAML group, if applicable.
  - Provide the application admin or owner with guidance on requesting application access in Lumos for future user requests and instructions on logging in to the application if SSO is implemented
  - Inform relevant teams and users about the application's availability.
- 

### Roles and Responsibilities

- **IT Team**
    - Ensure successful configuration and integration of the application.
    - Validate application functionality and security compliance.
  - **Procurement Team**
    - Provide all necessary documentation and details about the procured application.
    - Intimate App owners to only use the application after IT completing the configuration.
- 

### Contact

- For any inquiries, please reach out to us at [helpdesk@contentstack.com](mailto:helpdesk@contentstack.com).

## Learning Sessions

JayKishan

# CompTIA N+

[C Network+ \(Plus\) Certification | CompTIA](#)

Session Start Date: Jan 27, 2025

1. OSI Model

2.

AbhishekJumde

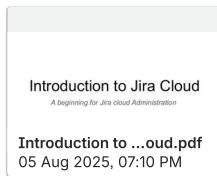
ManojVarma

Gokila A

# Atlassian Jira Cloud

**Session: 1**

**Date: 19th Feb, 2025 | Topic: Introduction to Jira cloud**



## How-to articles

Add how-to article

---

Title	Creator	Modified
Configuration that needs to be done on Slack Admin console	Bhuvan Daruwala	Dec 05, 2024

## Reconciliation of application licenses

## Zoom License Revocation Tracker

Feb 19, 2025 The Zoom license for the following user has been revoked due to no meetings exceeding 40 minutes in the past 90 days:

<input type="checkbox"/>	 Derek David	derek.david@contentstack.com		iPb0z7EQt6tNbKf8uyjMA	Active		399 days ago	1 day ago	96 days ago
<input type="checkbox"/>	 Senthamil Selvan	senthamil.selvan@contents...		mIDX3B0SGsUgYr0D-RUMw	Active		399 days ago	1 day ago	91 days ago
<input type="checkbox"/>	 Contentstack Webinars	foxes@contentstack.com		6qriverqzIeqkNIWQDFIMuA	Active		399 days ago	99 days ago	103 days ago

## 29 July 2025 - Zoom App

<b>License Type</b>	<b>Active Users</b>	<b>Inactive Users</b>
No license assigned	0	1
Zoom Meetings Basic	364	421
Zoom Rooms	10	0
Zoom Workplace	297	0
Enterprise Essentials		
Zoom Workplace	2	0
Enterprise		
Essentials Large Meeting		
1000		
<b>Total</b>	<b>673</b>	<b>422</b>

### Active Users Who Have Not Logged In (By Year)

<b>Year</b>	<b>Active Users Not Logged In</b>
2022	1
2023	2
2024	4
2025 (till Jun 30)	10

Email	First Name	Last Name	Licenses	Last Login(UTC )	User Stat	Non-Login Year ( last logged in)
				)		

						<b>u s</b>	
<a href="mailto:shreyas.dhoke@contentstack.com">shreyas.dhoke@contentstack.com</a>				Zoom Meetings Basic		A cti ve	2022
<a href="mailto:meet@contentstack.com">meet@contentstack.com</a>	Contentstack	SE Support		Zoom Meetings Basic	2022-10-15 03:17:10	A cti ve	2023
<a href="mailto:shreyas.dhoke@contentstack.com">shreyas.dhoke@contentstack.com</a>				Zoom Meetings Basic		A cti ve	2023
<a href="mailto:bharat.kokku@contentstack.com">bharat.kokku@contentstack.com</a>	Bhara t	Kokku		Zoom Meetings Basic	2023-09-07 19:28:41	A cti ve	2024
<a href="mailto:elisheva.sokolic@contentstack.com">elisheva.sokolic@contentstack.com</a>	Elishe va	Sokolic		Zoom Meetings Basic	2023-12-28 16:30:13	A cti ve	2024
<a href="mailto:meet@contentstack.com">meet@contentstack.com</a>	Contentstack	SE Support		Zoom Meetings Basic	2022-10-15 03:17:10	A cti ve	2024
<a href="mailto:shreyas.dhoke@contentstack.com">shreyas.dhoke@contentstack.com</a>				Zoom Meetings Basic		A cti ve	2024
<a href="mailto:nishanth.varadarajan@contentstack.com">nishanth.varadarajan@contentstack.com</a>	Nisha nth	Varada rajan		Zoom Meetings Basic	2024-05-24 12:09:07	A cti ve	2025 (till Jun 30)
<a href="mailto:meet@contentstack.com">meet@contentstack.com</a>	Contentstack	SE Support		Zoom Meetings Basic	2022-10-15 03:17:10	A cti ve	2025 (till Jun 30)
<a href="mailto:george.deorbegoso@contentstack.com">george.deorbegoso@contentstack.com</a>	Georg e	Deorbe goso		Zoom Meetings Basic	2024-11-21 12:27:05	A cti ve	2025 (till Jun 30)

<a href="#"><u>com</u></a>						ve	
<a href="#"><u>elisheva.sokolic@contentstack.com</u></a>	Elisheva	Sokolic	Zoom Meetings Basic	2023-12-28 16:30:13	A cti ve	2025 (till Jun 30)	
<a href="#"><u>bharat.kokku@contentstack.com</u></a>	Bharat	Kokku	Zoom Meetings Basic	2023-09-07 19:28:41	A cti ve	2025 (till Jun 30)	
<a href="#"><u>cloudaccounts@contentstack.com</u></a>	Contentstack	P1 Bridge	Zoom Workplace Enterprise Essentials	2024-10-24 12:30:35	A cti ve	2025 (till Jun 30)	
<a href="#"><u>shreyas.dhoke@contentstack.com</u></a>			Zoom Meetings Basic		A cti ve	2025 (till Jun 30)	
<a href="#"><u>foxes@contentstack.com</u></a>	Contentstack	Webinars	Zoom Meetings Basic	2024-11-12 22:40:25	A cti ve	2025 (till Jun 30)	
<a href="#"><u>debbie.buchan@contentstack.com</u></a>	Debbie	Buchan	Zoom Meetings Basic	2024-10-23 01:59:53	A cti ve	2025 (till Jun 30)	
<a href="#"><u>yeshwanth.reddy@contentstack.com</u></a>	Yeswanth	Reddy	Zoom Meetings Basic	2024-10-08 15:03:19	A cti ve	2025 (till Jun 30)	

Feb 19 2025

## Zoom License Revocation Tracker

Feb 19, 2025 The Zoom license for the following user has been revoked due to no meetings exceeding 40 minutes in the past 90 days:

<input type="checkbox"/>	 Dereck David dereck.david@contentstack...		IPibtz7EQt6tNbKF8uayMA	Active ▾	<span>Active</span>	399 days ago	1 day ago	96 days ago
<input type="checkbox"/>	 Senthamil Selvan senthamil.selvan@contents...		mIDX3BOSRSugYRoD-RUMw	Active ▾	<span>Active</span>	399 days ago	1 day ago	91 days ago
<input type="checkbox"/>	 Contentstack Webinars foxes@contentstack.com		6qewwqxzReqkNIWQDFIMvA	Active ▾	<span>Active</span>	399 days ago	99 days ago	103 days ago

## Atlassian App License Reconciliation

Application Name	Total Users	Last Seen Date Range	Reconciliation Date	License Status	Completed By
Jira	29	4 Apr 2024 - 20 Dec 2024	29 Feb 2025	Deprived	Jaykishan Gusani

	User Name	Email	User Status	Last Seen in Jira - contentstack
1	Erin Michael	<a href="mailto:erin.michael@contentstack.com">erin.michael@contentstack.com</a>	Active	4 Apr 2024
2	Neha Sampat	<a href="mailto:neha@contentstack.com">neha@contentstack.com</a>	Active	16 Apr 2024
3	Steffen Blom	<a href="mailto:steffen.blom@contentstack.com">steffen.blom@contentstack.com</a>	Active	10 Jun 2024
4	David Ogidi	<a href="mailto:david.ogidi@contentstack.com">david.ogidi@contentstack.com</a>	Active	10 Jun 2024
5	Jebastin Prabaharan	<a href="mailto:jebastin.prabaharan@contentstack.com">jebastin.prabaharan@contentstack.com</a>	Active	17 Jul 2024
6	Eddie Brin	<a href="mailto:eddie.brin@contentstack.com">eddie.brin@contentstack.com</a>	Active	1 Aug 2024
7	Nabarupa Chatterjee	<a href="mailto:nabarupa.chatterjee@contentstack.com">nabarupa.chatterjee@contentstack.com</a>	Active	29 Aug 2024
8	Aripriya Basu	<a href="mailto:aripriya.basu@contentstack.com">aripriya.basu@contentstack.com</a>	Active	10 Sep 2024
9	Meenakshi V	<a href="mailto:meenakshi.v@contentstack.com">meenakshi.v@contentstack.com</a>	Active	10 Sep 2024

10	Kelly Grobert	<a href="mailto:kelly.grobert@contentstack.com">kelly.grobert@contentstack.com</a>	Active	11 Sep 2024
11	Kejal Chasia	<a href="mailto:peopleops_india@contentstack.com">peopleops_india@contentstack.com</a>	Active	16 Sep 2024
12	Chinmayee Mestry	<a href="mailto:chinmayee.mestry@contentstack.com">chinmayee.mestry@contentstack.com</a>	Active	20 Sep 2024
13	Brandon Eccles	<a href="mailto:brandon.eccles@contentstack.com">brandon.eccles@contentstack.com</a>	Active	25 Sep 2024
14	Guimaraes Andrade	<a href="mailto:guimaraes.andrade@contentstack.com">guimaraes.andrade@contentstack.com</a>	Active	7 Oct 2024
15	Lauren Johnston	<a href="mailto:lauren.johnston@contentstack.com">lauren.johnston@contentstack.com</a>	Active	10 Oct 2024
16	Chloe Tuvey	<a href="mailto:chloe.tuvey@contentstack.com">chloe.tuvey@contentstack.com</a>	Active	10 Oct 2024
17	Lloyd Layton	<a href="mailto:lloyd.layton@contentstack.com">lloyd.layton@contentstack.com</a>	Active	17 Oct 2024
18	Michelle Jacobs	<a href="mailto:micelle.jacobs@contentstack.com">micelle.jacobs@contentstack.com</a>	Active	29 Oct 2024
19	Sarah Noskey	<a href="mailto:sarah.noskey@contentstack.com">sarah.noskey@contentstack.com</a>	Active	30 Oct 2024
20	Alexandra Garbatini	<a href="mailto:alexandra.garbatini@contentstack.com">alexandra.garbatini@contentstack.com</a>	Active	13 Nov 2024
21	Kevin Thomas	<a href="mailto:kevin.thomas@contentstack.com">kevin.thomas@contentstack.com</a>	Active	14 Nov 2024
22	Varia Makagonova	<a href="mailto:varia.makagonova@contentstack.com">varia.makagonova@contentstack.com</a>	Active	14 Nov 2024

23	Ben Robinson Barker	<a href="mailto:ben.robinsonbarker@contentstack.com">ben.robinsonbarker@contentstack.com</a>	Active	15 Nov 2024
24	Kishor Kumar	<a href="mailto:kishor.kumar@contentstack.com">kishor.kumar@contentstack.com</a>	Active	16 Nov 2024
25	Brooke Nunes	<a href="mailto:brooke.nunes@contentstack.com">brooke.nunes@contentstack.com</a>	Active	22 Nov 2024
26	Manish Sharma	<a href="mailto:manish.sharma@contentstack.com">manish.sharma@contentstack.com</a>	Active	11 Dec 2024
27	Renee Holland	<a href="mailto:renee.holland@contentstack.com">renee.holland@contentstack.com</a>	Active	17 Dec 2024
28	Pankaj Sankhala	<a href="mailto:pankaj.sankhala@contentstack.com">pankaj.sankhala@contentstack.com</a>	Active	17 Dec 2024
29	Alyssa Soland	<a href="mailto:alyssa.soland@contentstack.com">alyssa.soland@contentstack.com</a>	Active	20 Dec 2024

Application Name	Total Users	Last Seen Date Range	Never Accessed	Reconciliation Date	License Status	Completed By
Confluence	75	6 Apr 2022 - 20 Dec 2024	12	29 Feb 2025	Deprovisioned	Jaykishan Gusani

	User name	Email	User status	Last seen in Confluence - contentstack
1	Aripriya Basu	<a href="mailto:aripriya.basu@contentstack.com">aripriya.basu@contentstack.com</a>	Active	6 Apr 2022
2	Guiomar Andrade	<a href="mailto:guiomar.andrade@contentstack.com">guiomar.andrade@contentstack.com</a>	Active	25 Nov 2022
3	Lloyd Layton	<a href="mailto:lloyd.layton@contentstack.com">lloyd.layton@contentstack.com</a>	Active	26 Jan 2023

4	Steffen Blom	<a href="mailto:steffen.blom@contentstack.com">steffen.blom@contentstack.com</a>	Active	16 Feb 2023
5	Jennifer McClenon	<a href="mailto:jennifer.mcclenon@contentstack.com">jennifer.mcclenon@contentstack.com</a>	Active	28 Aug 2023
6	Angie Buccilli	<a href="mailto:angie.buccilli@contentstack.com">angie.buccilli@contentstack.com</a>	Active	7 Sep 2023
7	Heidi Balus	<a href="mailto:heidi.balus@contentstack.com">heidi.balus@contentstack.com</a>	Active	5 Oct 2023
8	David Ogidi	<a href="mailto:david.ogidi@contentstack.com">david.ogidi@contentstack.com</a>	Active	14 Jan 2024
9	Neha Sampat	<a href="mailto:neha@contentstack.com">neha@contentstack.com</a>	Active	22 Jan 2024
10	Erin Michael	<a href="mailto:erin.michael@contentstack.com">erin.michael@contentstack.com</a>	Active	7 Mar 2024
11	Stefanie Pham	<a href="mailto:stefanie.pham@contentstack.com">stefanie.pham@contentstack.com</a>	Active	19 Apr 2024
12	Shristi Sinha	<a href="mailto:shristi.sinha@contentstack.com">shristi.sinha@contentstack.com</a>	Active	30 Apr 2024
13	Sinal Pereira	<a href="mailto:sinal.pereira@contentstack.com">sinal.pereira@contentstack.com</a>	Active	2 May 2024
14	Payton de los Cobos	<a href="mailto:payton.vanvors@contentstack.com">payton.vanvors@contentstack.com</a>	Active	20 May 2024
15	ramon.weterings	<a href="mailto:ramon.weterings@contentstack.com">ramon.weterings@contentstack.com</a>	Active	25 May 2024
16	Prathviraj Shetty	<a href="mailto:prathviraj.shetty@contentstack.com">prathviraj.shetty@contentstack.com</a>	Active	3 Jul 2024

17	Alyssa Soland	<a href="mailto:alyssa.soland@contentstack.com">alyssa.soland@contentstack.com</a>	Active	10 Jul 2024
18	Priyal Patil	<a href="mailto:priyal.patil@contentstack.com">priyal.patil@contentstack.com</a>	Active	18 Jul 2024
19	Jaiden Foss	<a href="mailto:jaiden.foss@contentstack.com">jaiden.foss@contentstack.com</a>	Active	18 Jul 2024
20	Jebastin Prabaharan	<a href="mailto:jebastin.prabaharan@contentstack.com">jebastin.prabaharan@contentstack.com</a>	Active	22 Jul 2024
21	Kelly Grobert	<a href="mailto:kelly.grobert@contentstack.com">kelly.grobert@contentstack.com</a>	Active	30 Jul 2024
22	Nabarupa Chatterjee	<a href="mailto:nabarupa.chatterjee@contentstack.com">nabarupa.chatterjee@contentstack.com</a>	Active	30 Jul 2024
23	katelin.bishop	<a href="mailto:katelin.bishop@contentstack.com">katelin.bishop@contentstack.com</a>	Active	9 Aug 2024
24	Abby Wey	<a href="mailto:abby.wey@contentstack.com">abby.wey@contentstack.com</a>	Active	12 Aug 2024
25	Meenakshi V	<a href="mailto:meenakshi.v@contentstack.com">meenakshi.v@contentstack.com</a>	Active	13 Aug 2024
26	Danielle Tomakin	<a href="mailto:danielle.tomakin@contentstack.com">danielle.tomakin@contentstack.com</a>	Active	15 Aug 2024
27	Emilija Koceva	<a href="mailto:emilija.koceva@contentstack.com">emilija.koceva@contentstack.com</a>	Active	23 Aug 2024
28	john.stiens	<a href="mailto:john.stiens@contentstack.com">john.stiens@contentstack.com</a>	Active	5 Sep 2024
29	Jeff Baher	<a href="mailto:jeff.baher@contentstack.com">jeff.baher@contentstack.com</a>	Active	9 Sep 2024

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31	Chinmayee Mestry	<a href="mailto:chinmayee.mestry@contentstack.com">chinmayee.mestry@contentstack.com</a>	Active	12 Sep 2024
32	Erick Mejia	<a href="mailto:erick.mejia@contentstack.com">erick.mejia@contentstack.com</a>	Active	13 Sep 2024
33	Chloe Tuvey	<a href="mailto:chloe.tuvey@contentstack.com">chloe.tuvey@contentstack.com</a>	Active	18 Sep 2024
34	Eddie Brin	<a href="mailto:eddie.brin@contentstack.com">eddie.brin@contentstack.com</a>	Active	4 Oct 2024
35	Rachel Connors	<a href="mailto:rachel.connors@contentstack.com">rachel.connors@contentstack.com</a>	Active	7 Oct 2024
36	Erin Korogodsky	<a href="mailto:erin.korogodsky@contentstack.com">erin.korogodsky@contentstack.com</a>	Active	10 Oct 2024
37	Rishiraj Upadhyay	<a href="mailto:rishiraj.upadhyay@contentstack.com">rishiraj.upadhyay@contentstack.com</a>	Active	16 Oct 2024
38	Akash Bhosale	<a href="mailto:akash.bhosale@contentstack.com">akash.bhosale@contentstack.com</a>	Active	16 Oct 2024
39	Atharv Joshi	<a href="mailto:atharv.joshi@contentstack.com">atharv.joshi@contentstack.com</a>	Active	21 Oct 2024
40	Akshit Mahaur	<a href="mailto:akshit.mahaur@contentstack.com">akshit.mahaur@contentstack.com</a>	Active	24 Oct 2024
41	Gaurang Jadhav	<a href="mailto:gaurang.jadhav@contentstack.com">gaurang.jadhav@contentstack.com</a>	Active	24 Oct 2024
42	Andrew Seatter	<a href="mailto:andrew.seatter@contentstack.com">andrew.seatter@contentstack.com</a>	Active	28 Oct 2024

43	Snehal Pimple	<a href="mailto:snehal.pimple@contentstack.com">snehal.pimple@contentstack.com</a>	Active	29 Oct 2024
44	Sarah Noskey	<a href="mailto:sarah.noskey@contentstack.com">sarah.noskey@contentstack.com</a>	Active	31 Oct 2024
45	Greg Luciano	<a href="mailto:greg@contentstack.com">greg@contentstack.com</a>	Active	19 Nov 2024
46	Ashley Aller	<a href="mailto:ashley.aller@contentstack.com">ashley.aller@contentstack.com</a>	Active	22 Nov 2024
47	VIKAS RANGASWAMY	<a href="mailto:rangaswamy.vikas@contentstack.com">rangaswamy.vikas@contentstack.com</a>	Active	22 Nov 2024
48	Ruprani Kadam	<a href="mailto:ruprani.kadam@contentstack.com">ruprani.kadam@contentstack.com</a>	Active	23 Nov 2024
49	Keerthi NM	<a href="mailto:keerthi.nm@contentstack.com">keerthi.nm@contentstack.com</a>	Active	26 Nov 2024
50	Jim Odlum	<a href="mailto:jim.odlum@contentstack.com">jim.odlum@contentstack.com</a>	Active	27 Nov 2024
51	Manish Sharma	<a href="mailto:manish.sharma@contentstack.com">manish.sharma@contentstack.com</a>	Active	29 Nov 2024
52	Hanoak S	<a href="mailto:hanoak.suchethan@contentstack.com">hanoak.suchethan@contentstack.com</a>	Active	3 Dec 2024
53	Marian Monaco	<a href="mailto:marian.monaco@contentstack.com">marian.monaco@contentstack.com</a>	Active	9 Dec 2024
54	Ben Ellsworth	<a href="mailto:ben.ellsworth@contentstack.com">ben.ellsworth@contentstack.com</a>	Active	11 Dec 2024
55	Srushti Oza	<a href="mailto:srushti.oza@contentstack.com">srushti.oza@contentstack.com</a>	Active	11 Dec 2024

56	Vibhuti Bajaj	<a href="mailto:vibhuti.bajaj@contentstack.com">vibhuti.bajaj@contentstack.com</a>	Active	11 Dec 2024
57	Prashanth Srinivasan	<a href="mailto:prashanth.srinivasan@contentstack.com">prashanth.srinivasan@contentstack.com</a>	Active	11 Dec 2024
58	Pratiksha Raut	<a href="mailto:pratiksha.raut@contentstack.com">pratiksha.raut@contentstack.com</a>	Active	12 Dec 2024
59	Muhammed Constantino	<a href="mailto:muhammed.constantino@contentstack.com">muhammed.constantino@contentstack.com</a>	Active	12 Dec 2024
60	Swati Priya	<a href="mailto:swati.priya@contentstack.com">swati.priya@contentstack.com</a>	Active	18 Dec 2024
61	Faraaz Biyabani	<a href="mailto:faraaz.biyabani@contentstack.com">faraaz.biyabani@contentstack.com</a>	Active	20 Dec 2024
62	rukshana.karunaratne	<a href="mailto:rukshana.karunaratne@contentstack.com">rukshana.karunaratne@contentstack.com</a>	Active	Never accessed
63	Sarah Macaspac	<a href="mailto:sarah.macaspac@contentstack.com">sarah.macaspac@contentstack.com</a>	Active	Never accessed
64	Renee Holland	<a href="mailto:renee.holland@contentstack.com">renee.holland@contentstack.com</a>	Active	Never accessed
65	Jessica Shor	<a href="mailto:jessica.shor@contentstack.com">jessica.shor@contentstack.com</a>	Active	Never accessed
66	Jeff Cheal	<a href="mailto:jeff.cheal@contentstack.com">jeff.cheal@contentstack.com</a>	Active	Never accessed
67	john.sterling	<a href="mailto:john.sterling@contentstack.com">john.sterling@contentstack.com</a>	Active	Never accessed

68	Lauren Johnston	<a href="mailto:lauren.johnston@contentstack.com">lauren.johnston@contentstack.com</a>	Active	Never accessed
69	kayla.jones	<a href="mailto:kayla.jones@contentstack.com">kayla.jones@contentstack.com</a>	Active	Never accessed
70	Kejal Chasia	<a href="mailto:peopleops_india@contentstack.com">peopleops_india@contentstack.com</a>	Active	Never accessed
71	Kevin Thomas	<a href="mailto:kevin.thomas@contentstack.com">kevin.thomas@contentstack.com</a>	Active	Never accessed
72	thangaprabha.j	<a href="mailto:thangaprabha.j@contentstack.com">thangaprabha.j@contentstack.com</a>	Active	Never accessed
73	Michelle Jacobs	<a href="mailto:michelle.jacobs@contentstack.com">michelle.jacobs@contentstack.com</a>	Active	Never accessed
74	mohammed.rifnas	<a href="mailto:mohammed.rifnas@contentstack.com">mohammed.rifnas@contentstack.com</a>	Active	Never accessed
75	Brooke Nunes	<a href="mailto:brooke.nunes@contentstack.com">brooke.nunes@contentstack.com</a>	Active	Never accessed

## Crowdstrike License Cleanup

## Google Workspace - Users License Reconciliation

- Reconciliation : Completed ✓
- Procurement of License : Completed ✓
- Archived - 2 Suspended ( **Google Workspace Frontline Standard**) ✓
- Archived - 9 Suspended (**Cloud Identity Free**) ✓

Application Name	Total Users	Reconciliation Date	Requirement - Archive License	Activity by
Google Workspace	11	27 Mar 2025	11	Jaykishan Gusani

Subscriptions Add or upgrade a subscription					
Name	Status	Licenses	Payment plan	Payment due	
Cloud Identity Free	Active	85 available	Reseller pricing source inc	Reseller pricing	
Gemini Business Google Workspace add-on	Active	3 assigned	Reseller pricing source inc	Reseller pricing	
Google Workspace Enterprise Plus	Suspended	0 assigned <a href="#">Assign licenses</a>	Reseller pricing source inc	Reseller pricing	
Google Workspace Enterprise Standard	Active	1 available, 585 assigned	Reseller pricing source inc	Reseller pricing	
Google Workspace Enterprise Standard - Archived User	Active	137 assigned	Reseller pricing source inc	Reseller pricing	
Google Workspace Frontline Standard	Active	2 available, 102 assigned	Reseller pricing source inc	Reseller pricing	

SN	First Name	Last Name	Email Address	Status	Assigned License
1	BizOps	Systems	<a href="mailto:bizopssystems@contentstack.com">bizopssystems@contentstack.com</a>	Suspended	Cloud Identity Free
2	Kathirvel	Saravanan (C)	<a href="mailto:kathirvel.saravanan@contentstack.com">kathirvel.saravanan@contentstack.com</a>	Suspended	Cloud Identity Free
3	Krishiv	Gubba	<a href="mailto:krishiv.gubba@contentstack.com">krishiv.gubba@contentstack.com</a>	Suspended	Cloud Identity Free
4	Manan	Solanki (C)	<a href="mailto:manan.solanki@contentstack.com">manan.solanki@contentstack.com</a>	Suspended	Cloud Identity Free
5	Mohammad	Aljaberi (C)	<a href="mailto:mohammad.aljaberi@contentstack.com">mohammad.aljaberi@contentstack.com</a>	Suspended	<b>Google Workspace Frontline Standard</b>
6	Naman	Saraf(C)	<a href="mailto:naman.saraf@contentstack.com">naman.saraf@contentstack.com</a>	Suspended	Cloud Identity Free
7	Neha	Charanya (C)	<a href="mailto:neha.charanya@contentstack.com">neha.charanya@contentstack.com</a>	Suspended	<b>Google Workspace Frontline Standard</b>
8	Nilesh	Nair (C)	<a href="mailto:nilesh.nair@contentstack.com">nilesh.nair@contentstack.com</a>	Suspended	Cloud Identity Free

9	Prashant	Sakharkar (C)	<a href="mailto:prashant.sakharkar@contentstack.com">prashant.sakharkar@contentstack.com</a>	Suspended	Cloud Identity Free
10	SDK	Automation	<a href="mailto: sdk-automation@contentstack.com">sdk-automation@contentstack.com</a>	Suspended	Cloud Identity Free
11	Virendra	Singh (C)	<a href="mailto:virendra.pratap.singh@contentstack.com">virendra.pratap.singh@contentstack.com</a>	Suspended	Cloud Identity Free

27 Mar 2025

- Reconciliation : Completed ✓
- Procurement of License : Completed ✓
- Archived - 2 Suspended ( **Google Workspace Frontline Standard**) ✓
- Archived - 9 Suspended ( **Cloud Identity Free** ) ✓

Application Name	Total Users	Reconciliation Date	Requirement - Archive License	Activity by
Google Workspace	11	27 Mar 2025	11	Jaykishan Gusani

Subscriptions Add or upgrade a subscription					
Name	Status	Licenses	Payment plan	Payment due	
Cloud Identity Free	Active	85 available	Reseller pricing source inc	Reseller pricing	
Gemini Business Google Workspace add-on	Active	3 assigned	Reseller pricing source inc	Reseller pricing	
Google Workspace Enterprise Plus	Suspended	0 assigned <a href="#">Assign licenses</a>	Reseller pricing source inc	Reseller pricing	
Google Workspace Enterprise Standard	Active	1 available, 585 assigned	Reseller pricing source inc	Reseller pricing	
Google Workspace Enterprise Standard - Archived User	Active	137 assigned	Reseller pricing source inc	Reseller pricing	
Google Workspace Frontline Standard	Active	2 available, 102 assigned	Reseller pricing source inc	Reseller pricing	

SN	First Name	Last Name	Email Address	Status	Assigned License
1	BizOps	Systems	<a href="mailto:bizopssystems@contentstack.com">bizopssystems@contentstack.com</a>	Suspended	Cloud Identity Free
2	Kathirvel	Saravanan (C)	<a href="mailto:kathirvel.saravanan@contentstack.com">kathirvel.saravanan@contentstack.com</a>	Suspended	Cloud Identity Free
3	Krishiv	Gubba	<a href="mailto:krishiv.gubba@contentstack.com">krishiv.gubba@contentstack.com</a>	Suspended	Cloud Identity Free
4	Manan	Solanki (C)	<a href="mailto:manan.solanki@contentstack.com">manan.solanki@contentstack.com</a>	Suspended	Cloud Identity Free
5	Mohammad	Aljaberi (C)	<a href="mailto:mohammad.aljaberi@contentstack.com">mohammad.aljaberi@contentstack.com</a>	Suspended	<b>Google Workspace Frontline Standard</b>
6	Naman	Saraf(C)	<a href="mailto:naman.saraf@contentstack.com">naman.saraf@contentstack.com</a>	Suspended	Cloud Identity Free
7	Neha	Charanya (C)	<a href="mailto:neha.charanya@contentstack.com">neha.charanya@contentstack.com</a>	Suspended	<b>Google Workspace Frontline Standard</b>
8	Nilesh	Nair (C)	<a href="mailto:nilesh.nair@contentstack.com">nilesh.nair@contentstack.com</a>	Suspended	Cloud Identity Free

9	Prashant	Sakharkar (C)	<a href="mailto:prashant.sakharkar@contentstack.com">prashant.sakharkar@contentstack.com</a>	Suspended	Cloud Identity Free
10	SDK	Automation	<a href="mailto: sdk-automation@contentstack.com">sdk-automation@contentstack.com</a>	Suspended	Cloud Identity Free
11	Virendra	Singh (C)	<a href="mailto:virendra.pratap.singh@contentstack.com">virendra.pratap.singh@contentstack.com</a>	Suspended	Cloud Identity Free

29 July 2025

<b>Google Workspace License</b>	<b>User_Count</b>
Google Workspace Enterprise Standard	658
Enterprise Standard + Gemini Business	3
Google Workspace Frontline Standard	107
Google Workspace Enterprise Standard - Archived User	131
Cloud Identity Free	29

<b>Metric</b>	<b>Count</b>
Total Users	928
Active Users	797
Suspended Users	0
Users with No Last Sign-In	4
Users Archived (> 3 months)	93

### Enterprise Standard + Gemini Business

( Note : We are not paying any additional cost for Gemini Business license)

First Name	Last Name	Email Address	Status	Last Sign In	Mapped License Name

Dean	Haddock	<a href="mailto:dean.haddock@contentstack.com">dean.haddock@contentstack.com</a>	Active	2025-07-24 14:13:10	Enterprise Standard + Gemini Business
Tharun Kumar Reddy	Kalluru	<a href="mailto:tharun.kalluru@contentstack.com">tharun.kalluru@contentstack.com</a>	Active	2025-07-24 21:16:36	Enterprise Standard + Gemini Business
Varia	Makagonova	<a href="mailto:varia.makagonova@contentstack.com">varia.makagonova@contentstack.com</a>	Active	2025-07-24 09:48:39	Enterprise Standard + Gemini Business

### Users with No Last Sign-In

First Name	Last Name	Email Address [Required]	Status	License Name
Admin	Bhuvan	<a href="mailto:admin.bhuvan@contentstack.com">admin.bhuvan@contentstack.com</a>	Active	Cloud Identity Free
Jack	Stampfl (C)	<a href="mailto:jack.stampfl@contentstack.com">jack.stampfl@contentstack.com</a>	Active	Google Workspace Frontline Standard
Lytics IAP	Service Account	<a href="mailto:lytics-iap@contentstack.com">lytics-iap@contentstack.com</a>	Active	Cloud Identity Free
Marketing	Foxes	<a href="mailto:foxes@contentstack.com">foxes@contentstack.com</a>	Active	Cloud Identity Free

### Users Archived for More Than 3 Months - 93

Year	Archived User Count
2022	2
2023	7

2024	58
2025	26

First Name	Last Name	Email Address	Status	Last Sign In	Mapped License Name
Abby	Wey	<a href="mailto:abby.wey@contentstack.com">abby.wey@contentstack.com</a>	Arc hive d	2025-03-03 04:47:53	Google Workspace Enterprise Standard - Archived User
Abhinav	Gupta	<a href="mailto:abhinav.gupta@contentstack.com">abhinav.gupta@contentstack.com</a>	Arc hive d	2024-09-12 02:07:27	Google Workspace Enterprise Standard - Archived User
Adonis	Alcantara (C)	<a href="mailto:adonis.alcantara@contentstack.com">adonis.alcantara@contentstack.com</a>	Arc hive d	2025-04-15 18:55:27	Google Workspace Enterprise Standard - Archived User
Akin	Alli	<a href="mailto:decom.akin.alli@contentstack.com">decom.akin.alli@contentstack.com</a>	Arc hive d	2024-11-12 01:21:49	Google Workspace Enterprise Standard - Archived User
Alana	Hass	<a href="mailto:alana.hass@contentstack.com">alana.hass@contentstack.com</a>	Arc hive d	2025-01-05 09:20:21	Google Workspace Enterprise Standard - Archived User
Alexis	Walker	<a href="mailto:alexis.walker@contentstack.com">alexis.walker@contentstack.com</a>	Arc hive d	2024-01-16 06:52:28	Google Workspace Enterprise Standard - Archived User
Alison	Mancinelli	<a href="mailto:alison.mancinelli@contentstack.com">alison.mancinelli@contentstack.com</a>	Arc hive d	2024-02-20 15:22:35	Google Workspace Enterprise Standard - Archived User
Allison	Scott	<a href="mailto:allison.johnson@contentstack.com">allison.johnson@contentstack.com</a>	Arc hive d	2024-01-10 10:42:18	Google Workspace Enterprise Standard - Archived User

Andrew	King	<a href="mailto:andrew.king@contentstack.com">andrew.king@contentstack.com</a>	Arc hive d	2024-05-02 13:13:02	Google Workspace Enterprise Standard - Archived User
Andrew	Hoffman [DO NOT DELETE]	<a href="mailto:andrew.hoffman@contentstack.com">andrew.hoffman@contentstack.com</a>	Arc hive d	2024-02-02 13:28:13	Google Workspace Enterprise Standard - Archived User
Andy	Wamsta d [DO NOT DELETE]	<a href="mailto:offboarded_andy.wamstad@contentstack.com">offboarded_andy.wamstad@contentstack.com</a>	Arc hive d	2023-11-15 12:24:36	Google Workspace Enterprise Standard - Archived User
Antony	Raj	<a href="mailto:antony.raj@contentstack.com">antony.raj@contentstack.com</a>	Arc hive d	2024-04-29 01:51:27	Google Workspace Enterprise Standard - Archived User
Ashley	Aller	<a href="mailto:offboarded.ashley.aller@contentstack.com">offboarded.ashley.aller@contentstack.com</a>	Arc hive d	2025-04-03 06:19:07	Google Workspace Enterprise Standard - Archived User
Auden	Hinton	<a href="mailto:auden.hinton@contentstack.com">auden.hinton@contentstack.com</a>	Arc hive d	2024-07-12 15:07:04	Google Workspace Enterprise Standard - Archived User
Ayush	Tripathi (C)	<a href="mailto:ayush.tripathi@contentstack.com">ayush.tripathi@contentstack.com</a>	Arc hive d	2025-04-22 22:56:10	Google Workspace Enterprise Standard - Archived User
Bart	Dirksen	<a href="mailto bart.dirksen@contentstack.com">bart.dirksen@contentstack.com</a>	Arc hive d	2024-03-29 03:27:24	Google Workspace Enterprise Standard - Archived User
Behic	Akgun	<a href="mailto:behic.akgun@contentstack.com">behic.akgun@contentstack.com</a>	Arc hive d	2024-03-26 10:01:19	Google Workspace Enterprise Standard - Archived User
Brady	Brown	<a href="mailto:brady.brown@contentstack.com">brady.brown@contentstack.com</a>	Arc hive d	2025-04-10	Google Workspace Enterprise Standard - Archived User

			d	08:51:01	
Brett	Robbins	<a href="#"><u>offboarded_brett.robbins@contentstack.com</u></a>	Arc hive d	2024-05-04 08:07:32	Google Workspace Enterprise Standard - Archived User
Chad	Frederiksen	<a href="#"><u>chad.frederiksen@contentstack.com</u></a>	Arc hive d	2025-01-07 07:24:37	Google Workspace Enterprise Standard - Archived User
Chaira	Gopalakrishna	<a href="#"><u>chaira.gopalakrishna@contentstack.com</u></a>	Arc hive d	2025-02-20 02:48:15	Google Workspace Enterprise Standard - Archived User
Chandriga	DS	<a href="#"><u>chandriga.ds@contentstack.com</u></a>	Arc hive d	2024-10-11 02:37:22	Google Workspace Enterprise Standard - Archived User
Charlie	Schopperle	<a href="#"><u>charlie.schopperle@contentstack.com</u></a>	Arc hive d	2024-01-04 10:03:06	Google Workspace Enterprise Standard - Archived User
Chris	McCann	<a href="#"><u>decom.chris.mccann@contentstack.com</u></a>	Arc hive d	2024-11-11 07:59:53	Google Workspace Enterprise Standard - Archived User
Clay	Wiehe	<a href="#"><u>clay.wiehe@contentstack.com</u></a>	Arc hive d	2024-06-01 03:58:28	Google Workspace Enterprise Standard - Archived User
Connor	Schinderman	<a href="#"><u>decom.connor.schinderman@contentstack.com</u></a>	Arc hive d	2024-11-01 10:33:49	Google Workspace Enterprise Standard - Archived User

Danny	Manafikhi	<a href="#"><u>OFFBOARDED_danny.manafikhi@contentstack.com</u></a>	Arc hive d	2024-10-15 19:44:06	Google Workspace Enterprise Standard - Archived User
Danny	Voight	<a href="#"><u>danny.voight@contentstack.com</u></a>	Arc hive d	2024-05-28 12:56:19	Google Workspace Enterprise Standard - Archived User
Dave	Roycroft	<a href="#"><u>dave.roycroft@contentstack.com</u></a>	Arc hive d	2024-03-11 19:42:03	Google Workspace Enterprise Standard - Archived User
Deepchand	Yadav	<a href="#"><u>deepchand.yadav@contentstack.com</u></a>	Arc hive d	2024-12-13 03:26:51	Google Workspace Enterprise Standard - Archived User
Doug	Mitchell	<a href="#"><u>doug.mitchell@contentstack.com</u></a>	Arc hive d	2024-10-29 09:46:41	Google Workspace Enterprise Standard - Archived User
Eddie	Brin	<a href="#"><u>eddie.brin@contentstack.com</u></a>	Arc hive d	2025-04-28 07:16:35	Google Workspace Enterprise Standard - Archived User
Emma	Kunitz	<a href="#"><u>emma.kunitz@contentstack.com</u></a>	Arc hive d	2024-11-20 09:25:19	Google Workspace Enterprise Standard - Archived User
Gaby	Golumbovici	<a href="#"><u>gaby.golumbovici@contentstack.com</u></a>	Arc hive d	2024-01-11 11:05:00	Google Workspace Enterprise Standard - Archived User
Girish	NV	<a href="#"><u>girish.nv@contentstack.com</u></a>	Arc hive d	2024-07-18 07:49:12	Google Workspace Enterprise Standard - Archived User
Givenchy	Dsilva	<a href="#"><u>givenchy.dsilva@contentstack.co</u></a>	Arc hive d	2024-04-15	Google Workspace Enterprise Standard - Archived User

		<u>m</u>	d	02:08:39	
Harvey	Singh	<a href="#"><u>offboarded_harvey.singh@contentstack.com</u></a>	Arc hive d	2024-05-08 07:36:44	Google Workspace Enterprise Standard - Archived User
Hem	Asher	<a href="#"><u>hem.asher@contentstack.com</u></a>	Arc hive d	2023-06-01 16:10:47	Google Workspace Enterprise Standard - Archived User
James	Malbon	<a href="#"><u>offboarded_james.malbon@contentstack.com</u></a>	Arc hive d	2024-04-30 06:06:02	Google Workspace Enterprise Standard - Archived User
Jasmin	Guthmann	<a href="#"><u>jasmin.guthmann@contentstack.com</u></a>	Arc hive d	2024-12-02 06:25:03	Google Workspace Enterprise Standard - Archived User
Jelle	te Vruchte	<a href="#"><u>jelle.tevruchte@contentstack.com</u></a>	Arc hive d	2024-01-16 00:27:29	Google Workspace Enterprise Standard - Archived User
Jordan	Watson	<a href="#"><u>jordan.watson@contentstack.com</u></a>	Arc hive d	2025-01-02 09:09:14	Google Workspace Enterprise Standard - Archived User
Julie	Dillon	<a href="#"><u>offboarded_julie.dillon@contentstack.com</u></a>	Arc hive d	2024-04-30 09:54:19	Google Workspace Enterprise Standard - Archived User
Keval	Gohil	<a href="#"><u>keval.gohil@contentstack.com</u></a>	Arc hive d	2024-11-21 01:55:32	Google Workspace Enterprise Standard - Archived User
Kevin	Broderick	<a href="#"><u>kevin.broderick@contentstack.com</u></a>	Arc hive d	2025-04-28 10:45:41	Google Workspace Enterprise Standard - Archived User

Krishiv	Gubba	<a href="mailto:k Krishiv.gubba@contentstack.com">k Krishiv.gubba@contentstack.com</a>	Arc hive d	2024-11- 27 14:05:32	Google Workspace Enterprise Standard - Archived User
Laerke	Voergaard	<a href="mailto:OFFBOARDED_laerke.voergaard@contentstack.com">OFFBOARDED_laerke.voergaard@contentstack.com</a>	Arc hive d	2025-04- 07 06:18:26	Google Workspace Enterprise Standard - Archived User
Louis	Bitonti	<a href="mailto:offboarded_louis.bitonti@contentstack.com">offboarded_louis.bitonti@contentstack.com</a>	Arc hive d	2025-04- 23 07:11:51	Google Workspace Enterprise Standard - Archived User
Mahesh	Chilumula	<a href="mailto:mahesh.chilumula@contentstack.com">mahesh.chilumula@contentstack.com</a>	Arc hive d	2025-01- 31 05:55:20	Google Workspace Enterprise Standard - Archived User
Maria	McDermott [DO NOT DELETE]	<a href="mailto:deactivated.maria.mcdermott@contentstack.com">deactivated.maria.mcdermott@contentstack.com</a>	Arc hive d	2024-10- 02 12:25:57	Google Workspace Enterprise Standard - Archived User
Marty	Briggs	<a href="mailto:martin.briggs@contentstack.com">martin.briggs@contentstack.com</a>	Arc hive d	2024-03- 19 09:50:14	Google Workspace Enterprise Standard - Archived User
Matt	Zikovich	<a href="mailto:matt.zikovich@contentstack.com">matt.zikovich@contentstack.com</a>	Arc hive d	2024-01- 16 07:49:38	Google Workspace Enterprise Standard - Archived User
Matt	Kirsch	<a href="mailto:matt.kirsch@contentstack.com">matt.kirsch@contentstack.com</a>	Arc hive d	2024-01- 16 06:32:31	Google Workspace Enterprise Standard - Archived User
Matt	Havins	<a href="mailto:offboarded_matt.havins@contentstack.com">offboarded_matt.havins@contentstack.com</a>	Arc hive d	2024-05- 08 08:28:07	Google Workspace Enterprise Standard - Archived User

Matthe w	Baier	<a href="mailto:matthew@contentstack.com">matthew@contentstack.com</a>	Arc hive d	2022-12-20 12:21:13	Google Workspace Enterprise Standard - Archived User
Megan	Castillo	<a href="mailto:megan.castillo@contentstack.com">megan.castillo@contentstack.com</a>	Arc hive d	2024-01-30 10:22:07	Google Workspace Enterprise Standard - Archived User
Michelle	Grady	<a href="mailto:michelle.grady@contentstack.com">michelle.grady@contentstack.com</a>	Arc hive d	2024-04-05 07:00:13	Google Workspace Enterprise Standard - Archived User
Mike	Dudley	<a href="mailto:mike.dudley@contentstack.com">mike.dudley@contentstack.com</a>	Arc hive d	2025-03-31 15:21:22	Google Workspace Enterprise Standard - Archived User
Milano	Afshari	<a href="mailto:milano.afshari@contentstack.com">milano.afshari@contentstack.com</a>	Arc hive d	2024-05-09 07:12:33	Google Workspace Enterprise Standard - Archived User
Muhammed	Constan tino	<a href="mailto:muhammed.constantino@contentstack.com">muhammed.constantino@contentstack.com</a>	Arc hive d	2025-04-25 08:39:54	Google Workspace Enterprise Standard - Archived User
Naveen	Dsa	<a href="mailto:naveen.dsa@contentstack.com">naveen.dsa@contentstack.com</a>	Arc hive d	2024-02-26 19:43:12	Google Workspace Enterprise Standard - Archived User
Paige	Covingt on	<a href="mailto:paige.covington@contentstack.com">paige.covington@contentstack.com</a>	Arc hive d	2024-10-30 10:25:19	Google Workspace Enterprise Standard - Archived User
Paige	Hibbert	<a href="mailto:paige.hibbert@contentstack.com">paige.hibbert@contentstack.com</a>	Arc hive d	2023-06-21 06:47:00	Google Workspace Enterprise Standard - Archived User
Prajna	Maharan a (C)	<a href="mailto:prajna.maharana@contentstack.com">prajna.maharana@contentstack.com</a>	Arc hive d	2025-04-11 06:12:19	Google Workspace Enterprise Standard - Archived User

Prasad	Rao	<a href="mailto:prasad.rao@contentstack.com">prasad.rao@contentstack.com</a>	Arc hive d	2024-08- 29 20:18:39	Google Workspace Enterprise Standard - Archived User
Rahul	Jana	<a href="mailto:rahul.jana@contentstack.com">rahul.jana@contentstack.com</a>	Arc hive d	2024-07- 18 22:11:05	Google Workspace Enterprise Standard - Archived User
Rakesh	Boddu	<a href="mailto:rakesh.boddu@contentstack.com">rakesh.boddu@contentstack.com</a>	Arc hive d	2023-06- 26 16:24:11	Google Workspace Enterprise Standard - Archived User
Ramakrishna	Gollapalli	<a href="mailto:ramakrishna.gollapalli@contentstack.com">ramakrishna.gollapalli@contentstack.com</a>	Arc hive d	2024-09- 12 03:35:16	Google Workspace Enterprise Standard - Archived User
Ranjita	Nayak	<a href="mailto:ranjita.nayak@contentstack.com">ranjita.nayak@contentstack.com</a>	Arc hive d	2024-09- 26 22:38:55	Google Workspace Enterprise Standard - Archived User
Rosalie	Avelar	<a href="mailto:rosalie.avelar@contentstack.com">rosalie.avelar@contentstack.com</a>	Arc hive d	2024-07- 11 20:59:57	Google Workspace Enterprise Standard - Archived User
Sagar	Malve	<a href="mailto:sagar.malve@contentstack.com">sagar.malve@contentstack.com</a>	Arc hive d	2024-07- 18 11:31:57	Google Workspace Enterprise Standard - Archived User
Samantha	Akl	<a href="mailto:samantha.akl@contentstack.com">samantha.akl@contentstack.com</a>	Arc hive d	2023-06- 26 07:33:55	Google Workspace Enterprise Standard - Archived User
Sandeepp	Mhaske	<a href="mailto:sandeep.mhaske@contentstack.com">sandeep.mhaske@contentstack.com</a>	Arc hive d	2024-06- 06 05:30:53	Google Workspace Enterprise Standard - Archived User
Santanu	Barman	<a href="mailto:santanu.barman@contentstack.com">santanu.barman@contentstack.com</a>	Arc hive d	2024-11- 21 03:53:47	Google Workspace Enterprise Standard - Archived User

Saqib	Subhan	<a href="mailto:saqib.subhan@contentstack.com">saqib.subhan@contentstack.com</a>	Arc hive d	2025-02-13 00:14:06	Google Workspace Enterprise Standard - Archived User
Scott	Cunningham	<a href="mailto:deprecated.scott.cunningham@contentstack.com">deprecated.scott.cunningham@contentstack.com</a>	Arc hive d	2025-02-03 08:00:51	Google Workspace Enterprise Standard - Archived User
Senguttuvan	Rajasekar	<a href="mailto:senguttuvan.rajasekar@contentstack.com">senguttuvan.rajasekar@contentstack.com</a>	Arc hive d	2025-03-26 02:33:55	Google Workspace Enterprise Standard - Archived User
Shauna	Kozinski	<a href="mailto:deactivated.shauna.kozinski@contentstack.com">deactivated.shauna.kozinski@contentstack.com</a>	Arc hive d	2024-08-23 06:27:24	Google Workspace Enterprise Standard - Archived User
Soumik	Paul	<a href="mailto:soumik.paul@contentstack.com">soumik.paul@contentstack.com</a>	Arc hive d	2024-11-28 12:10:23	Google Workspace Enterprise Standard - Archived User
Sowmiya	Kamaraja(C)	<a href="mailto:sowmiya.kamaraja@contentstack.com">sowmiya.kamaraja@contentstack.com</a>	Arc hive d	2025-03-31 01:29:56	Google Workspace Enterprise Standard - Archived User
Sreeji	Pitale	<a href="mailto:sreeji.pitale@contentstack.com">sreeji.pitale@contentstack.com</a>	Arc hive d	2023-03-08 00:10:23	Google Workspace Enterprise Standard - Archived User
Sreekanth	Suraboina	<a href="mailto:sreekanth.suraboina@contentstack.com">sreekanth.suraboina@contentstack.com</a>	Arc hive d	2024-11-11 20:45:46	Google Workspace Enterprise Standard - Archived User
Srinidhi	Sathish	<a href="mailto:srinidhi.sathish@contentstack.com">srinidhi.sathish@contentstack.com</a>	Arc hive d	2024-09-19 12:11:57	Google Workspace Enterprise Standard - Archived User
Stephenie	Jefferson	<a href="mailto:stephenie.jefferson@contentstack.com">stephenie.jefferson@contentstack.com</a>	Arc hive d	2025-02-10	Google Workspace Enterprise Standard - Archived User

		<u>com</u>	d	04:54:35	
Sunil	Panda (C)	<u><a href="mailto:sunil.panda@contentstack.com">sunil.panda@contentstack.com</a></u>	Arc hive d	2025-04-10 21:59:50	Google Workspace Enterprise Standard - Archived User
Suraj	Air	<u><a href="mailto:suraj.air@contentstack.com">suraj.air@contentstack.com</a></u>	Arc hive d	2024-06-27 04:27:27	Google Workspace Enterprise Standard - Archived User
Sutherson	Ratnaraja (C)	<u><a href="mailto:sutherson.ratnara ja@contentstack.com">sutherson.ratnara ja@contentstack.com</a></u>	Arc hive d	2025-01-21 07:43:07	Google Workspace Enterprise Standard - Archived User
Swagata	Ghosh	<u><a href="mailto:swagata.ghosh@contentstack.co m">swagata.ghosh@contentstack.co m</a></u>	Arc hive d	2022-06-07 06:24:25	Google Workspace Enterprise Standard - Archived User
Swapnil	Jariwala	<u><a href="mailto:swapnil.jariwala@contentstack.co m">swapnil.jariwala@contentstack.co m</a></u>	Arc hive d	2024-06-10 14:47:03	Google Workspace Enterprise Standard - Archived User
Vanessa	Gutierrez [DO NOT DELETE]	<u><a href="mailto:offboarded_vanes sa.gutierrez@contentstack.com">offboarded_vanes sa.gutierrez@contentstack.com</a></u>	Arc hive d	2023-11-30 09:48:19	Google Workspace Enterprise Standard - Archived User
Vinothkumar	Sathiya (C)	<u><a href="mailto:vinothkumar.sathy a@contentstack.com">vinothkumar.sathy a@contentstack.com</a></u>	Arc hive d	2025-04-14 20:48:06	Google Workspace Enterprise Standard - Archived User
Virendra	Singh (C)	<u><a href="mailto:virendra.pratap.singh@contentstack.com">virendra.pratap.singh@contentstack.com</a></u>	Arc hive d	2024-09-24 05:45:10	Google Workspace Enterprise Standard - Archived User
Winna	Salazar (C)	<u><a href="mailto:winna.salazar@contentstack.com">winna.salazar@contentstack.com</a></u>	Arc hive d	2025-03-24 00:26:41	Google Workspace Enterprise Standard - Archived User



Lumos

## Lumos - Pending tasks and tickets tracker

Lumos Ticket Portal : [Pylon](#)

S N	Issue	Point discus- sed in Lumos - Meetin- g	Type	Tic- ket	Tic- ket	Cre- ated	Res- olv	Ex- pe- cte- d	Remarks
1	The off boarding task is not available in the new UI.	No <b>2025-02-24</b>		709 3	Clo- sed	202 5- 02- 03		Feb- end .	<b>From,</b> <b>Alexis Kemp (Lumos Support )</b>  The new UI will have the offboarding tasks by the end of February. We'd recommend using the old UI for February if that is a critical task -
2	The current onboarding and offboarding scheduling process is not functioning as expected.	Yes <b>2025-01-27</b> <b>2025-02-24</b> <b>2025-04-03</b>		734 0	In- Pro- gre- ss	202 5- 02- 14		Aw- aiti- ng rep- ly fro- m Lu	<b>From,</b> <b>Andrey Safundzic at 24-Feb 2025</b>  Hi Jay! Our scheduling is not minute perfect! If you want to have minute perfect

								mo s as of no w - Ch arle s Fis her at 202 5- 02- 24	scheduling, I'd recommend manually clicking "complete offboarding." We have an interval of ~15-30min where offboarding gets kicked off. We are working on this!
3	JumpCloud User Provisioning:  We would like to automate the provisioning of JumpCloud users once a Google account is created in Google Workspace, prior to onboarding. This process should include assigning custom permissions (e.g., Global Admin or Sudo Admin) and enforcing a password change	Yes  <b>2025-01-27</b>  <b>2025-02-24</b>  <b>2025-04-03</b>	Featu re  Requ est	NA	In Pro gre ss	202 5- 01- 28	No  dea dlin e	<b>From,</b>  as of no w - Ch arle s Fis her at 202 5- 02- 24	

	through a custom workflow.  <b>Alternatively, you can implement a custom rule with these permissions, as we do not provide JumpCloud accounts to contractors.</b>							
4	Offboarding Enhancements:  During offboarding, the system should: Remove the end user's personal recovery email and mobile number.  Disconnect or remove all connected apps associated with the user in Google Workspace.  Remove all Google Groups associated with the offboarded user from Google Workspace.	Yes  <b>2025-01-27</b>  <b>2025-02-24</b>  <b>2025-03-04</b>	Feature Request	NA	In Progress	2025-01-28	Waiting for answer as of now - Charles Fisher at 04-Apr 2025  Hi <a href="#">@Jaykishan Gusani</a> , <a href="#">@Bhuvan Daruwala</a> - wanted to follow up here that our Google Workspace integration will support the removal from groups by about May timeframe. With this, it will ensure when an	From, Charles Fisher at 20-Feb 2025  Tracking down updates regarding these items. Will follow up shortly!

								offboarding process kicks off, the removal from the Google Group will also remove personal recovery emails and mobile numbers.
5	Can't modify access policies from Manage Rules	No	755 3	Clo sed	202 5- 02- 25	<b>202</b> <b>5-</b> <b>02-</b> <b>27</b>	<b>From: Allie Kemp</b> <b>Date : 2025-02-27</b>  Hey @Jaykishan Gusani - just heard back from our engineers, and here's what's happening: <ul style="list-style-type: none"><li>• Every app in an access policy must be considered "valid" to save the access policy. If an app provisions to a specific permission, that means a permission must be selected. If an app requires a custom intake field, similarly the field must be filled in.</li><li>• In this case, it looks like the</li></ul>	

Zoom app had a custom intake field added called 'Zoom License' after the access policy was created, which must be selected. Since the access policy is considered invalid without this custom intake field completed, it won't let you save it.

- To fix this issue, you'll need to select the 'Zoom' app and edit it to select a license. Once you do that, you'll be able to 'Save Changes' on the modal and make any additional edits.

However, I want to call out that I was also unable to pinpoint this, given the lack of error display. So, the team is taking this into consideration for improvements of

									our access policies tab. We can expect more visual signifiers to direct users to where the error lies for updating. Let me know if there are any questions or concerns in the meantime!
6	Jira Workflow for while user suspend it should change from Site Admin to Basic user								
7	Bulk App Notification to App admin's		810 2	In Pro gre ss	202 5- 03- 19			<b>From : Caleb Daniel</b> <b>Date : 2027-04-03</b>  Hey Jay! So sorry for my delay in getting back to you. Charlie let me know that you were waiting for an update on this, and I realized that the message that I thought I sent you never actually sent. I've got our engineering team looking into this, and will let you know as soon as I've got	

								more info. To confirm, has this occurred for any other requests that you know of, or does it seem to be an isolated issue? I did a quick spot check and didn't see anything, but I just want to make sure I'm understanding the scope of the issue.
8	Enable Auto Onboarding & Offboarding		8129	Yet to explore	2025-03-19			<p><b>From : Caleb Daniel</b>  <b>Date : 2027-03-19</b></p> <p>Hi Jay! Lumos has five default user attributes that you can map to the user sources in your <a href="#">Source of Truth settings</a>—one of these is 'Start Date'. The onboarding trigger that you're looking at relies on the 'Start Date' attribute to launch onboarding at the set interval. Since you have Google Workspace set as your user source,</p>

									you could map a start date field from there to Lumos's 'Start Date' attribute.
9	We are planning to Automate Provisioning & Deprovisioning through Lumos for <b>Default Apps:</b>  Dashworks, LearnUpon, KnowBe4, Advocacy,JumpCloud, Slack.  <a href="https://docs.google.com/spreadsheets/d/1ZjIS5Wu0lbYFt3DT8CwPVFg81HirjNL8U MEMikr350E/edit?usp=sharing">https://docs.google.com/spreadsheets/d/1ZjIS5Wu0lbYFt3DT8CwPVFg81HirjNL8U MEMikr350E/edit?usp=sharing</a>	Need to discuss with Charles  <b>2025-03-04</b>	7	Ope n					From : <b>Briana Language</b>  Hey Jaykishan - taking a look!
10	Unable switch application in Lumos App Store by end user			Ope n					From : <b>Caleb Daniel</b>  Ah gotcha, thanks for clarifying! I'll flag this to our team.
11	We have an app named <i>SkillCycle</i> listed in the Lumos App Store. During offboarding, we	-	903 2	Ope n	Apr 29, 202 5	-	-		From : <b>Kyle Farmer</b>  Apr 29, 2025  Hey Jaykishan

	would like to <b>stop sending notifications to the app admin</b> specifically for SkillCycle. However, for regular app provisioning—such as onboarding or when a user requests the app from the Lumos App Store—we still want the <b>notifications to be sent to the app admin</b> as usual.						There would not currently be a way to disable the App Admin notifications for Offboarding users in Lumos, either on a per-app basis or globally for all apps. Thanks for this suggestion through! I'll share it with the product team on behalf of Contentstack
12	We are getting reports from app admins that the previously working offboarding workflow is not sending offboarding requests to admins. This was previously not an issue. The offboard users in question are Adonis Alcantara and Louis Bitonti	Bug	90 04	Ope n	Apr 29, 202 5		<p>From : Andrej Safundzic</p> <p>Apr 29, 2025</p> <p>Caleb, I think Shawn's input is expected behavior. I'd try to create a bug internally. For Salesforce, Shawn, we'd really recommend integrating that tool with Lumos. Is there any reason why it's not?</p>

13	Today, we had executed offboarding for 4-account and it seems offboarding is not sending notification to app admin and status shows as paused. Please look into this on priority. Off boarded Users list:		Bug	90 41	Clo sed	Apr 29, 202 5			
14	Netsuite appears to be provisioned in the activity log, but it's not showing under the <b>Active Apps</b> list on the user's page.		Bug	951 7	Ope n	Apr 29, 202 5	Kyle Farmer: May 21, 2025  Hey Jaykishan, taking a look!		
15	We've noticed that for the Lusha app, tasks are being assigned to Mike Dudley, who is a former employee at Contentstack. Upon review, we found that Louie is listed as the app admin, and the designated approver is the respective manager. However,		Bug	100 81	Ope n	Jun 17, 202 5	Claudia Rocha Cary: Could you try reproducing the issue by requesting access to the Lusha app, so we can check our internal logs?		

	despite this configuration, the system continues to send notifications to Mike Dudley, even though he is not listed or configured anywhere in the current setup. Could you please help us investigate and resolve this issue?						
16	We have noticed that Ashley Aller still appears as an active user in the Chili Piper app. However, during the offboarding process, no deprovisioning notification for this app was sent to the app admin via Lumos. As shown in the attached screenshot, the deprovisioning step for Chili Piper was not triggered when executing the offboarding workflow for	-	Bug	9681	Closed	May 29, 2025	If you head over to the <a href="#">Offboarding page</a> and open up <a href="#">Ashley Aller's offboarding record</a> , Chili Piper doesn't appear to be included in her offboarding, which would be why there wasn't a task related to it.

Ashley Aller.Could you please look into this and let us know why the deprovisioning notification was not sent?

## Short Term Initiatives

## IT Internship Plan – Tori

 **Department:** Corporate IT

 **Duration:** 8 Weeks (June 10 – August 2, 2025)

 **Reporting Manager:** Antony Godwin – Director, IT

 **Location:** Austin, US

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### **Objective**

To provide Tori with structured, hands-on experience across Corporate IT's three core functions – ITSM, IT Projects, and IT Procurement – while leading a special AI-focused project for service desk improvement and revamp IT Team's Confluence spaces .

---

### **Weekly Breakdown**

#### **Week 1: Orientation & Setup**

**Goal:** Familiarisation with the team, tools, and processes

-  **Day 1:**

-  **Day 1:**
  - Welcome session with Antony
  - Internship overview and expectations
  - Introduction to Corporate IT structure: ITSM, IT Projects, IT Procurement
  - Overview of special project: *AI in Service Desk Support*

-  **Team Interactions:**

-  **Team Interactions:**
  - Meet all 3 IT sub-teams
  - Join daily and weekly syncs
  - Shadow team on ticket handling

-  **Access Setup:**

-  **Access Setup:**
  - Laptop/workstation setup
  - Access to Jira, Confluence, Slack, etc.
  - Introduction to IT policies and documentation

-  **Initial Training:**

-  **Initial Training:**
  - Ticket handling basics via Jira
  - Overview of hardware processes, onboarding flows, and knowledge base

### **ⓘ Deliverables:**

- Daily sync with mentor
- Summary doc: understanding of IT structure & ticket flow
- 1:1 check-in with Antony (Friday)

---

## **Week 2: Technical Fundamentals**

**Goal:** Build hands-on skills and participate in support tasks

- Troubleshooting: Windows/macOS
- Intro to AV systems and conference room setups
- Asset tracking and inventory tools
- Observe live tickets and assist with resolution
- Review AWS SYNC 2 and Google Workspace migration context

### **ⓘ Deliverables:**

- Resolve 2–3 minor tickets
- Draft AV troubleshooting doc
- 3 insights shared during team sync
- 1:1 check-in with Antony

---

## **Week 3: ITSM Deep Dive**

**Goal:** Learn and perform ITSM support processes

- Participate in IT Induction/onboarding
- Begin independently managing Jira tickets
- Understand escalation, closure, and response protocols
- Assist with offboarding and hardware return flows

### **ⓘ Deliverables:**

- Handle 5–7 tickets independently
- Suggest 1 improvement to onboarding or ticket flow
- 1:1 check-in with Antony

## Week 4: Projects Exposure

**Goal:** Gain experience in IT procurement and projects

- Learn ordering, asset tracking, and vendor follow-up
- Shadow IT Projects team on current initiatives
- Improve documentation in CxC

### **i Deliverables:**

- Improve 1 procurement/process doc
- Join a real vendor follow-up or inventory check
- 1:1 check-in with Antony

---

## Week 5: Special Project Kickoff – AI for ITSM

**Goal:** Begin research and define scope for AI-driven solution

- Study AI tools for service desks (chatbots, predictive ticketing, etc.)
- Identify current bottlenecks in ticket handling
- Draft a solution outline/proposal for improvement

### **i Deliverables:**

- 1-page concept note for AI project
- Finalize scope for a 3-week PoC
- 1:1 check-in with Antony

---

## Week 6: Execute AI Project – Phase 1

**Goal:** Develop and refine the AI initiative

- Begin PoC (light prototype, mock UI, or concept flow)
- Share initial output in Teach & Learn session
- Align solution with Jira use case or ticket tagging

### **i Deliverables:**

- Midweek demo/update
- Working draft of AI concept
- 1:1 check-in with Antony

---

## Week 7: Execute AI Project – Phase 2

**Goal:** Finalize and polish project output

- Refine prototype or visuals
- Gather feedback from 2 team members
- Continue supporting active tickets and projects

### **Deliverables:**

- Final version of project
- Participate in team support tasks
- 1:1 check-in with Antony

---

## Week 8: Final Presentation & Wrap-Up

**Goal:** Share outcomes and reflect on learning journey

-  Present “Show & Tell” to Corporate IT team
- Share 3 improvement ideas for IT or onboarding process
- Submit internship summary and feedback

### **Deliverables:**

- 10-min presentation with slides/demo
- 3 documented improvement recommendations
- Final 1:1 feedback session with Antony

---

## Ongoing Activities (All Weeks)

- Daily stand-ups with the team
- Weekly sync with Antony (Fridays)
- Attend bi-weekly Teach & Learn
- Contribute to documentation on Confluence
- Collaborate with teams across India, US, and EMEA
- Keep a weekly log of learnings and blockers

---

## Learning Outcomes

By the end of the internship, Tori will:

- Understand the role of Corporate IT Team of a global IT organization
- Operate Jira and ITSM workflows end-to-end
- Contribute to documentation and process improvement
- Lead a mini AI-focused initiative
- Gain soft skills through meetings, presentations, and collaboration

 Bhuvan's Visit to the Austin (CxC): June 6th - 15th, 2025 Itinerary

---

 June 6th, 2025 (Friday)

- Arrival in Austin
  - Initial visit to CxC to understand the setup
- 

 June 9th, 2025 (Monday)

- Interns Joining Date
  - Meeting with Tori to set expectations
  - Conversation with Reesa to discuss IT team support
  - Other activities at CxC
  - Jay to conduct IT Induction for all the Interns joining on day
  - Bhuvan to sync-up with Lui on ATX Woman
- 

 June 10th, 2025 (Tuesday)

- Activities at CxC
  - Lytics De-Dup Activity planned for Lytics users
  - Meeting with Sara
  - Check the Boardroom speaker and work on getting a Vendor for fixing it
  - Work with “Critical Updates”
- 

 June 11th, 2025 (Wednesday)

- Assessment of Network (Firewall, Wi-Fi), AV, Zoom Rooms, and planning for upgrades if needed
  - Understanding of the CxC office layout, storage, cubicles, and Zoom Room
  - Jay to assist Bhuvan in understanding CxC operations
  - Planning for face-to-face sessions with potential candidates
-

**17 June 12th, 2025 (Thursday)**

- Planning for face-to-face sessions with potential candidates
  - Scheduling sessions with senior management
- 

**17 June 13th, 2025 (Friday)**

- Preparation of action items for CxC
- Early departure

BIT Team in India 2025

## BIT Team Get-Together India 2025

Date	Day	Events	Location
23rd June	Day 1 (Monday)	<ul style="list-style-type: none"> <li>• Meet &amp; Greet</li> <li>• Be comfortable, Assign ID cards, configure Wi-Fi, Assign workspace</li> <li>• Mike, Vasu &amp; Antony Discussion</li> <li>• BIT team lead connect with Nishant</li> <li>• Dinner with Nishant</li> </ul>	Bengaluru
24th June	Day 2 (Tuesday)	<ul style="list-style-type: none"> <li>• Corp IT Team Leads Discussion with Mike</li> <li>• Infosec &amp; Corp IT Team meeting with Mike <ul style="list-style-type: none"> <li>◦ <a href="#">Infosec Apps Provisioning ownership change</a></li> </ul> </li> </ul>	Bengaluru
25th June	Day 3 (Wednesday)	<ul style="list-style-type: none"> <li>• Discussion with Emily &amp; Austin <ul style="list-style-type: none"> <li>◦ <a href="#">CSAT Survey Discussion</a></li> <li>◦ <a href="#">Integration using Unifyapps</a></li> </ul> </li> </ul>	Bengaluru
26th June	Day 4 (Thursday)	<ul style="list-style-type: none"> <li>• Half a day outing Post Lunch (GoKarting, Bowling etc.)</li> <li>• Team Dinner</li> </ul>	Bengaluru
27th June	Day 5 (Friday)	<ul style="list-style-type: none"> <li>• Senthamil, Mike &amp; Antony Discussion <ul style="list-style-type: none"> <li>◦ <a href="#">Budget Discussion</a></li> <li>◦ <a href="#">Procurement Tool</a></li> </ul> </li> </ul>	Bengaluru

28th June	Day 6 (Saturday)	<ul style="list-style-type: none"> <li>• Day trip to Mysore</li> </ul>	Bengaluru
29th June	Day 7 (Sunday)	<ul style="list-style-type: none"> <li>• Leisure - Travel to Virar</li> </ul>	Bengaluru
30th June	Day 8 (Monday)	<ul style="list-style-type: none"> <li>• In-Person Team meeting with Corp IT Team</li> <li>• Corp IT team Outing &amp; Dinner</li> </ul>	Virar
1st July	Day 9 (Tuesday)	<ul style="list-style-type: none"> <li>• Yesha, Mike &amp; Antony Connect</li> </ul>	Virar

## Visit to Pune Office

Attendees: @Antony Godwin @Bhuvan Daruwala

- CCTV, Access Controller arrangement
- Zoom room setup requirement
- Setup arrangements for Jul 13, 2025 Postman+CS Event
- Discussion with @Suvish Thoovamalayil and @siddharth.kulkarni
- Plan on the Pune Contractor
- Ask on the TV arrangement
- Discussion with the Akshay (Redbricks) on the arrangements
- Rename Pune Wi-Fi SSID to avoid conflict with Virar SSID

## Templates

## Template - ITSM runbook

<b>Runbook name</b>	
<b>Runbook description</b>	
<b>Owner</b>	
<b>Service</b>	
<b>Version</b>	
<b>Version date</b>	
<b>On this page</b>	<ul style="list-style-type: none"><li>•  <a href="#">Architecture</a></li><li>•  <a href="#">Application monitoring</a></li><li>•  <a href="#">Known errors</a></li><li>•  <a href="#">Troubleshooting</a></li></ul>

### [Architecture](#)

### [Application monitoring](#)

	<b>Application</b>	<b>Function</b>
1		• •
2		

### [Known errors](#)

	<b>Error</b>	<b>Error date</b>	<b>Error report</b>
1			<a href="#">ITSM known errors template</a>
2			

3			
---	--	--	--

## 💡 Troubleshooting

	Step instructions	Enabled	Execution location	Run environments	Run conditions	Documentation
1		YES / NO				
2						
3						



## Template - IT project poster

Priority Level	Team	Status
	<b>Project owner:</b>	
	<b>Team members:</b>	

Define the problem	
What is the problem?	
What are the possible solutions?	
What teams and systems will be impacted?	

Solution Details	
Solution details	
Validation	
Visualize the solution	
Measuring success	

Project Impacts			
Impact rating	System or team impacted	Contact	Description of impact
HIGH / MEDIUM / LOW			

## Ready to Go

Milestones			
Milestone summary	Details	Dependencies	Ship date


Team			
Role	Department	Which milestones will they work on?	Availability notes

- For IT Project Poster pro tips from Atlassian teams  
 visit: <https://www.atlassian.com/team-playbook/plays/it-project-poster>

# Template - IT change management

 Summary |  Change details |  Change plans |  Change implementation tasks |  Communications |  Post-implementation review

## Summary

### Change details

<b>Change request</b>	
<b>Status</b>	<span>IN PROGRESS</span> / <span>DONE</span> / <span>OTHER</span>
<b>Related issues</b>	
<b>Driver</b>	
<b>Impacted services</b>	
<b>Current blockers</b>	
<b>Service owner review</b>	
<b>Technical review</b>	
<b>Reporter</b>	
<b>Change approvers</b>	
<b>Informed stakeholders</b>	

### Change plans

Plan type	Description	Impact	Risk	Schedule
<span>TEST PLAN</span> / <span>BACKUP PLAN</span> / <span>ROLLBACK PLAN</span> / <span>OTHER</span>			<span>HIGH</span> / <span>LOW</span>	

## Change implementation tasks

Task type	Team	Description
<span style="background-color: red; color: white; padding: 2px;">OUTAGE</span> / <span style="background-color: green; color: white; padding: 2px;">NO IMPACT</span>		

## Communications

Team	Escalation manager	Testing	Testing manager	Testing manager contact information
		<span style="background-color: red; color: white; padding: 2px;">REQUIRED</span> / <span style="background-color: green; color: white; padding: 2px;">OPTIONAL</span>		

## Post-implementation review

Date	
Requests for comments	
Service owner	
Participants	
Review criteria	
Lessons learned	
Follow-up actions	<input type="checkbox"/> <input type="checkbox"/>



Monday.com Monthly call

## Monday.com - MOM

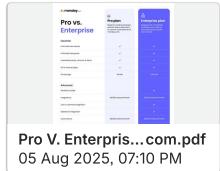
March 5, 2025 | [Monday.com](#)

Attendees: [Anthony Godwin](#) [Bhuvan Daruwala](#) [Abhishek Jumde \(C\)](#)

[Davidbo@monday.com](mailto:Davidbo@monday.com)

### Notes

- For integrating the Jira app **David Boese** (account manager) has shared the Pro vs Enterprise License plan comparison.

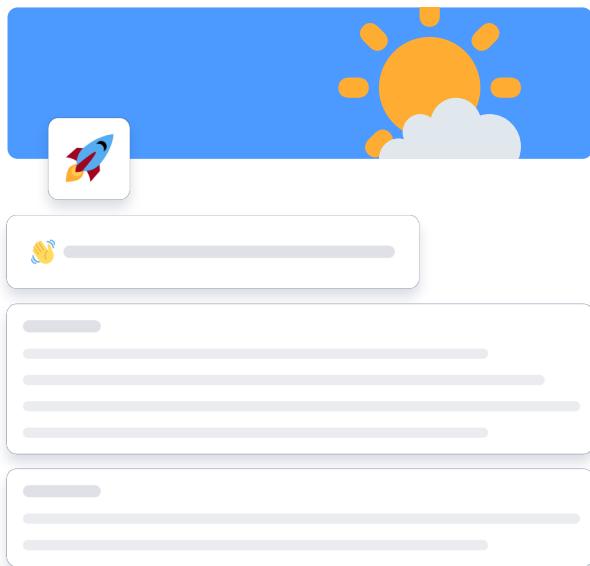


### Action items

## Get the most out of your team space

### Create a stellar overview

The overview is the first page visitors will see when they visit your space, so it helps to include some information on what the space is about and what your team is working on.



**Add a header image.** This gives your overview visual appeal and makes it welcoming for visitors.

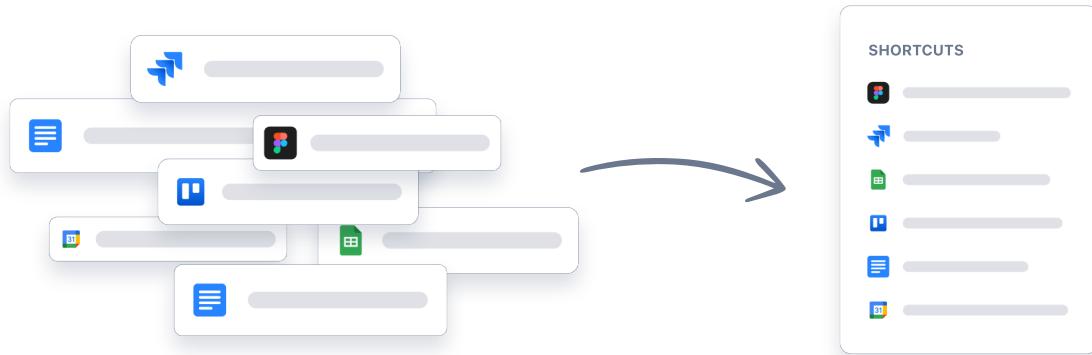
**Explain what the space is for.** Start by summarizing the purpose of the space. This could be your team's mission statement or a brief description of the kind of work you do.

**Share team goals.** Add links to your team's [OKRs](#), [project plans](#), and [product roadmaps](#) so visitors can quickly get a sense of your team's goals.

**Tell people how to contact you.** Share your timezone and links to Slack channels, email aliases, or other contact details your team uses so visitors can contact you with questions or feedback about your team's work.

### Use shortcuts for easy access

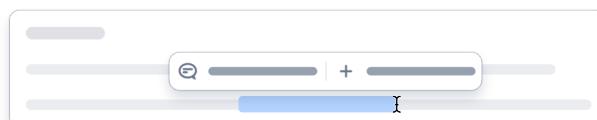
Shortcuts are helpful for important pages that members of a space might need to get to often. These shortcuts are added and organized by the space administrator. Space admins can link to pages in the space, other related spaces, or relevant external web content as well as reorder the shortcuts as needed.



### 💡 Start discussions with inline comments

Thoughtful responses can get lost and lose context as email replies pile up. And if you neglect to copy someone or want to add them later on, it's difficult for them to get up to speed. [Inline comments](#) allow anyone (or everyone) to huddle around an idea while referencing key information on the project page.

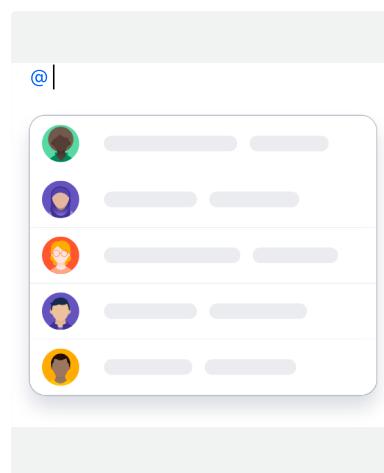
To leave an inline comment, highlight text on the page and the comment icon will appear.



Team members with permission to access the page can respond to any comment. Plus, when a comment thread comes to its natural conclusion, comments can be resolved and cleared away.

### 👏 Loop in team members with @mentions

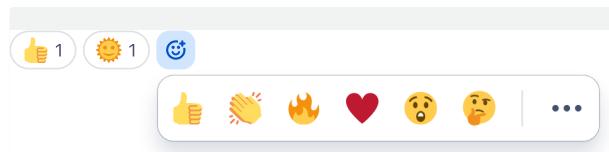
[@mentions](#) on Confluence function like @mentions on social media platforms like Twitter, Instagram, and Slack. Type the @ symbol on a Confluence page or in a comment, begin spelling a team member's first name, and a list will appear. Select the individual to ask a question or assign a task.



## 👏 Endorse ideas with reactions

Use reactions when you want to support a comment or acknowledge you've seen one without clogging up the thread with another comment.

You can also use reactions on a page or blog post. The author of the content will be notified, and if enough team members react or add comments to the content, it'll be surfaced on Confluence home feed

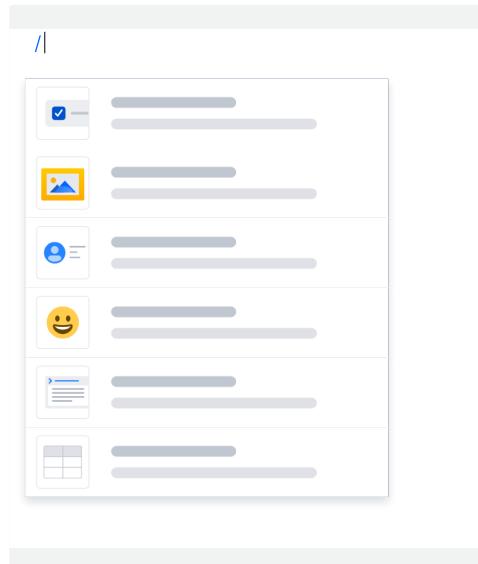


## Take your Confluence space to the next level

Extend the capabilities of your Confluence pages by adding extra functionality or including dynamic content.

### To add functionality:

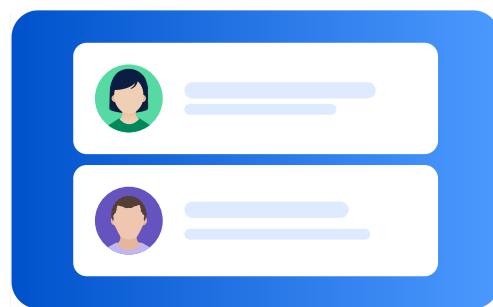
1. Type ' / ' to open the list of items available to use
2. Find the item to be inserted and select it
3. Select **Insert**

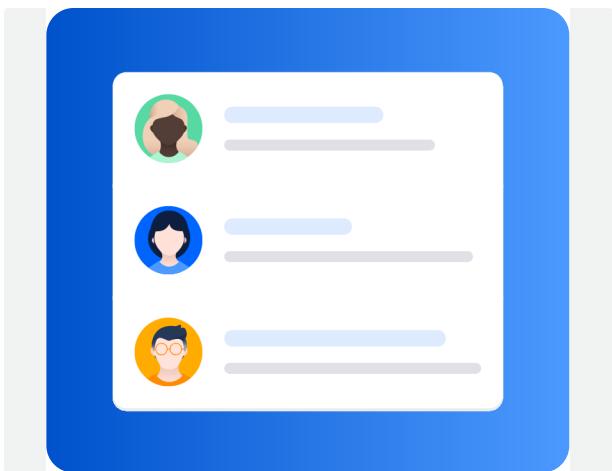


## Useful elements for Team space

### Introduce the team

Add [user profiles](#) to display a short summary of a given Confluence user's profile with their role, profile photo and contact details.





### Display a list of important pages

Paste in page URLs to create smart links, or use the [content report table](#) to create a list of all the pages in the space.

### Share news and announcements with your team

Display a stream of latest [blog posts](#) so your team can easily see what's been going on.

