

Decennial Service Center (DSC) Updates

July 15, 2020

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Census
2020

Weekly Incident Ticket Volume by Region

7-6-2020 through 7-12-2020

Site	% of Tickets	Total Tickets	Mean Resolution (Hours)	ACO%	RCC%	DSC%	Tier 3%
Atlanta	13.44%	1,711	8.49	77.58 %	10.26 %	10.01 %	2.15 %
Chicago	17.04%	2,170	5.41	85.09 %	8.15 %	4.28 %	2.49 %
Dallas	18.10%	2,305	8.08	80.79 %	11.42 %	5.57 %	2.22 %
Los Angeles	20.07%	2,555	5.28	82.39 %	9.10 %	6.09 %	2.42 %
New York	14.15%	1,801	7.10	80.48 %	9.91 %	6.94 %	2.68 %
Philadelphia	16.30%	2,075	6.70	83.25 %	9.53 %	4.92 %	2.31 %
Island Areas	0.15%	19	2.19	0.00 %	0.00 %	93.33 %	6.67 %
Headquarters	0.75%	96	7.58	0.00 %	0.00 %	83.78 %	16.22 %
Grand Total	100.00%	12,732	6.66	81.07%	9.63%	6.81%	2.49%

Weekly Incident Ticket Volume by Operation 7-6-2020 through 7-12-2020

NRFU Tickets by Type	% of Tickets	Total Tickets
Connectivity	0.58%	25
DAPPS	0.05%	2
FDC	10.78%	464
FOCS	2.74%	118
LMS	6.48%	279
Network/ID	14.96%	644
Other	29.15%	1255
Password	18.97%	817
Phone	6.50%	280
Voicemail	9.80%	422
Grand Total	100.00%	4306

GQ Tickets by Type	% of Tickets	Total Tickets
Connectivity	0.63%	6
DAPPS	0.21%	2
FOCS	5.48%	52
LMS	0.95%	9
Network/ID	12.12%	115
Other	27.19%	258
Password	29.93%	284
Phone	11.28%	107
Voicemail	12.22%	116
Grand Total	100.00%	949

UL Tickets by Type	% of Tickets	Total Tickets
Connectivity	4.61%	7
FOCS	2.63%	4
LMS	1.32%	2
Network/ID	30.26%	46
Other	26.97%	41
Password	25.00%	38
Phone	3.29%	5
Voicemail	5.92%	9
Grand Total	100.00%	152

Recent Incidents

INC%613984 - Accounts do not have EBOCAS fields in Account Administration Console

- IDMS issue temporarily impacting users ability to access LMS and for IT support staff to perform some administrative functions. IDMS team was able to identify the problem and modified configuration to restore services. (Thursday, 7-9-20)

INC%615666 – Enterprise Certificate Expiration

- Enterprise IDP public certificate expired, impacting users access to LMS, FOCS, Hermes, BLQ, Workspace One, and SMarCS, as well as trainees ability to enroll devices. TCO enterprise team was able to generate a new certificate, restoring users to service. (Friday, 7-10-20)

Recent Incidents (continued)

INC%629879 – Workspace One slowness

- Workspace One issue impacting trainees enrollment on new devices and for IT support staff access to the Workspace One administrative console. Directed all IT staff to log out of Workspace One console, after which time, trainees were able to log in to and enroll devices. (Tuesday, 7-14-20)
- Temporary direction given to IT staff to have one user log in to Workspace One at a time at all offices (RCCs and ACOs) to prevent the issue from reoccurring
- System team (VMware) conducting analysis to get to root cause