

Decennial Service Center (DSC) Updates

July 28, 2020

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Census
2020

Weekly Incident Ticket Volume by Region

7-20-2020 through 7-26-2020

| Site | % of Tickets | Total Tickets | Mean Resolution (Hours) | ACO% | RCC% | DSC% | Tier 3% |
|--------------------|----------------|---------------|-------------------------|---------------|--------------|--------------|--------------|
| Atlanta | 8.77% | 2,679 | 7.20 | 82.95 % | 7.36 % | 7.31 % | 2.37 % |
| Chicago | 20.70% | 6,322 | 6.01 | 89.50 % | 4.73 % | 4.15 % | 1.62 % |
| Dallas | 15.97% | 4,877 | 7.36 | 87.08 % | 7.02 % | 4.63 % | 1.28 % |
| Los Angeles | 18.37% | 5,609 | 9.34 | 80.83 % | 8.43 % | 8.80 % | 1.94 % |
| New York | 18.80% | 5,740 | 8.15 | 90.06 % | 4.44 % | 3.74 % | 1.76 % |
| Philadelphia | 16.84% | 5,143 | 7.72 | 90.23 % | 4.17 % | 4.07 % | 1.53 % |
| Island Areas | 0.08% | 23 | 8.02 | 0.00 % | 0.00 % | 81.25 % | 18.75 % |
| Headquarters | 0.48% | 147 | 10.33 | 3.57 % | 0.00 % | 80.95 % | 15.48 % |
| Grand Total | 100.00% | 30,540 | 7.67 | 86.92% | 5.79% | 5.54% | 1.76% |

Weekly Incident Ticket Volume by Operation 7-20-2020 through 7-26-2020

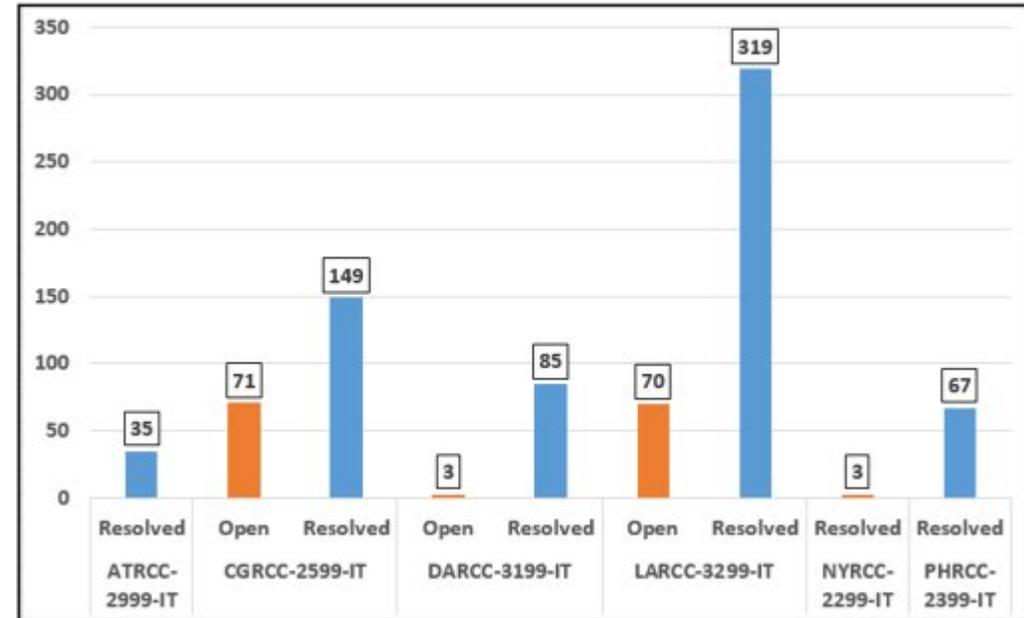
| NRFU Tickets by Type | % of Tickets | Total Tickets |
|----------------------|----------------|---------------|
| Connectivity | 0.79% | 158 |
| DAPPS | 0.06% | 12 |
| FDC | 14.50% | 2,910 |
| FocS | 3.25% | 653 |
| HUB | 4.49% | 902 |
| LMS | 3.94% | 791 |
| Network/ID | 10.46% | 2,100 |
| Other | 15.05% | 3,021 |
| Password | 31.93% | 6,408 |
| Phone | 4.38% | 878 |
| Voicemail | 11.14% | 2,235 |
| Grand Total | 100.00% | 20,068 |

| GQ Tickets by Type | % of Tickets | Total Tickets |
|--------------------|----------------|---------------|
| Connectivity | 1.39% | 7 |
| FocS | 6.57% | 33 |
| HUB | 3.39% | 17 |
| LMS | 0.40% | 2 |
| Network/ID | 13.94% | 70 |
| Other | 20.12% | 101 |
| Password | 40.04% | 201 |
| Phone | 3.78% | 19 |
| Voicemail | 10.36% | 52 |
| Grand Total | 100.00% | 502 |

| UL Tickets by Type | % of Tickets | Total Tickets |
|--------------------|----------------|---------------|
| Connectivity | 1.18% | 2 |
| FocS | 1.18% | 2 |
| HUB | 1.18% | 2 |
| Network/ID | 9.41% | 16 |
| Other | 10.59% | 18 |
| Password | 71.76% | 122 |
| Phone | 0.59% | 1 |
| Voicemail | 4.12% | 7 |
| Grand Total | 100.00% | 170 |

Targeted Support Ticket Volume 7-13-2020 through 7-24-2020

| Date | ACOs Supported | Tickets Completed |
|--------|----------------|-------------------|
| 13-Jul | 8 | 1 |
| 14-Jul | 7 | 25 |
| 15-Jul | 8 | 37 |
| 16-Jul | 3 | 57 |
| 17-Jul | 3 | 49 |
| 20-Jul | 3 | 72 |
| 21-Jul | 4 | 80 |
| 22-Jul | 5 | 100 |
| 23-Jul | 4 | 109 |
| 24-Jul | 4 | 128 |



Recent Incidents

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.
- Configuration changes made to address the issue with marked improvements to performance. Tuning work continues to ensure readiness for peak training and enrollments late this week and into next.

INC%688504 – Puerto Rico Devices Profile Change from NRFU-P-PR to NRFU-P

- Puerto Rico NRFU-P-PR device users reported that their devices were changed to NRFU-P English language profiles causing training resources to change to English language versions.
- Moved devices back to the correct group and the materials were returned to Spanish language versions.

Recent Incidents (continued)

INC%665180 – Device Connectivity problems with FDC Prod

- End users experiencing device connectivity problems, mostly in rural areas reported various issues when attempting to access or work a case.
- Operational workaround to instruct users to temporarily place their phone in Airplane mode when they encounter this issue. KBA was developed and released for IT support staff. A job aid was developed for end users and was deployed to the devices.