

Decennial Service Center (DSC) Updates

August 12, 2020

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United States[®]
Census
2020

Weekly Incident Ticket Volume by Region

8-3-2020 through 8-9-2020

Site	% of Tickets	Total Tickets	Mean Resolution (Hours)	ACO%	RCC%	DSC%	Tier 3%
Atlanta	23.03%	21,141	13.39	94.73 %	1.57 %	3.37 %	0.33 %
Chicago	15.61%	14,330	15.10	89.95 %	7.30 %	2.28 %	0.47 %
Dallas	15.45%	14,184	9.22	91.49 %	5.14 %	2.56 %	0.80 %
Los Angeles	17.06%	15,668	20.64	89.22 %	5.03 %	5.13 %	0.62 %
New York	14.79%	13,578	12.41	93.49 %	3.43 %	2.23 %	0.85 %
Philadelphia	13.94%	12,802	8.22	94.08 %	2.95 %	2.25 %	0.72 %
Island Areas	0.01%	11	6.89	0.00 %	0.00 %	100.00 %	0.00 %
Headquarters	0.11%	102	11.70	1.30 %	0.00 %	76.62 %	22.08 %
Grand Total	100.00%	91,816	13.35	92.29%	4.01%	3.06%	0.64%

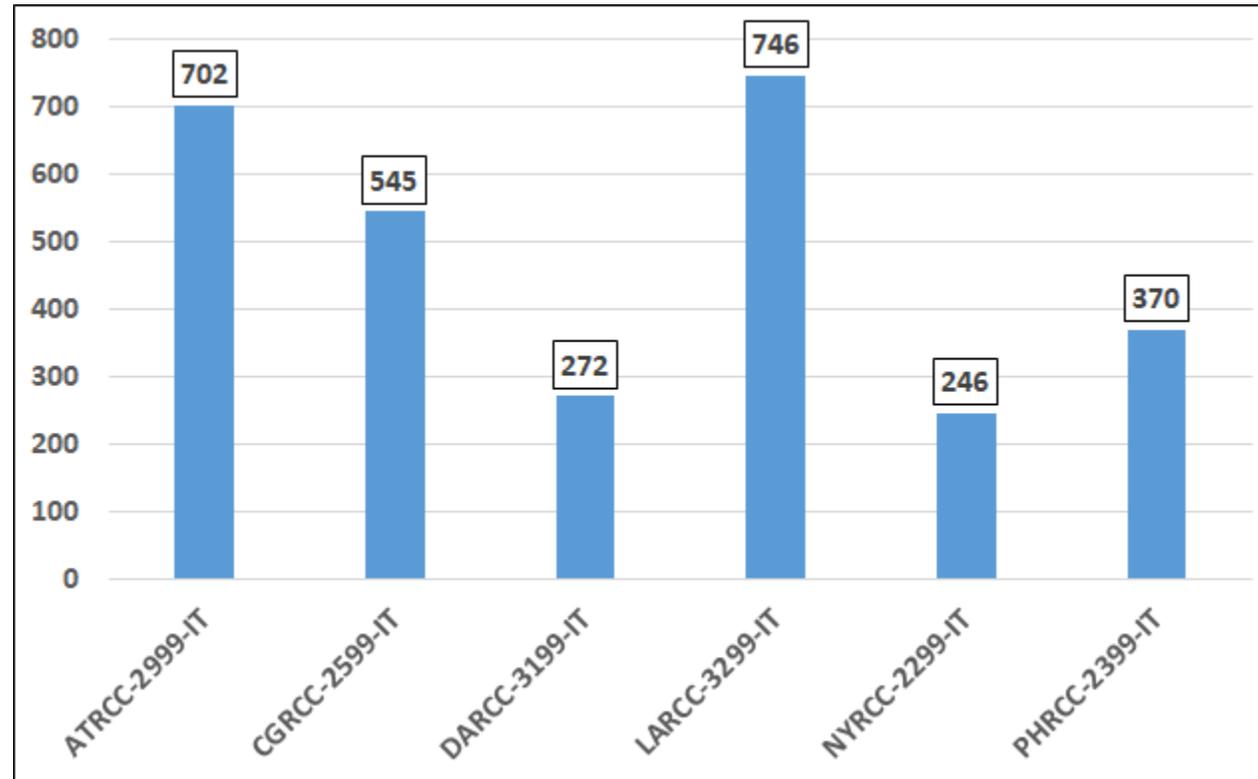
Weekly Incident Ticket Volume by Operation 8-3-2020 through 8-9-2020

NRFU Tickets by Type	% of Tickets	Total Tickets
Connectivity	0.37%	262
DAPPS	0.04%	28
FDC	15.99%	11,237
HUB	2.77%	1,944
LMS	5.68%	3,995
Network/ID	12.20%	8,578
Other	11.70%	8,222
Password	31.08%	21,849
Phone	4.07%	2,864
Voicemail	16.09%	11,309
Grand Total	100.00%	70,288

GQ Tickets by Type	% of Tickets	Total Tickets
FDC	16.09%	75
HUB	2.79%	13
LMS	0.43%	2
Network/ID	12.45%	58
Other	6.87%	32
Password	46.57%	217
Phone	5.15%	24
Voicemail	9.66%	45
Grand Total	100.00%	466

UL Tickets by Type	% of Tickets	Total Tickets
FDC	9.91%	11
HUB	4.50%	5
LMS	2.70%	3
Network/ID	22.52%	25
Other	9.91%	11
Password	40.54%	45
Phone	1.80%	2
Voicemail	8.11%	9
Grand Total	100.00%	111

Targeted Support Ticket Volume Inception to Date



Recent Incidents

INC%794995 – Remedy Latency Issues

- IT support staff reported slowness when attempting to perform actions within Decennial Remedy.
- Worked with BMC to analyze application log files and implemented several re-indexing and configuration changes.
- Performance has since returned to normal.

INC%821405 - IVR Issues

- Callers reported receiving either an error message or a fast busy signal when calling the DSC IVR. The system team has opened a ticket with the vendor to investigate and troubleshoot the issues.
- AT&T temporarily rerouted all IVR call traffic through a different path. This stabilized the intermittent call failures.
- Once the original routing was restored users continued to see some issues with "dead air" on the line.
- AT&T was reengaged and deployed field technicians to make two physical repairs.
- IVR performance is now normal.

Recent Incidents (continued)

Major AT&T & Verizon Cellular Outage due to Isaias

- Impacted PR, NC, VA, PA, NJ, NY, DE
- Service restoration efforts completed the following day by AT&T and Verizon teams.

Sites Down due to Tropical Storm/Hurricane Isaias:

- INC%814781 – PHACO 2387 Virginia Beach, VA
- INC%828455 - NYACO 2259 East Bridgewater (Taunton), MA
- INC%825578 - NYACO 2275 Melville (Brookhaven), NY
- INC%820925 - NYACO 2270 Tom River, NJ
- INC%821342 - NYACO 2266 South Plainfield (Edison), NJ Site Down
- INC%821508 - NYACO 2265 Parsippany (Dover), NJ
- INC%824966 - NYACO 2282 Pawling (Newburgh), NJ