

Decennial Service Center (DSC) Updates

August 26, 2020

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United States[®]
Census
2020

Weekly Incident Ticket Volume by Region

8-17-2020 through 8-23-2020

Site	% of Tickets	Total Tickets	Mean Resolution (Hours)	ACO%	RCC%	DSC%	Tier 3%
Atlanta	19.78%	10,235	6.31	92.01 %	1.91 %	5.24 %	0.84 %
Chicago	16.98%	8,787	7.66	83.17 %	9.79 %	6.02 %	1.02 %
Dallas	16.41%	8,491	5.79	89.26 %	6.00 %	3.25 %	1.49 %
Los Angeles	14.47%	7,487	7.28	88.37 %	5.58 %	4.90 %	1.14 %
New York	17.51%	9,057	6.05	90.18 %	4.19 %	4.27 %	1.37 %
Philadelphia	14.69%	7,602	4.68	91.05 %	5.28 %	2.45 %	1.22 %
Island Areas	0.02%	10	21.50	0.00 %	0.00 %	83.33 %	16.67 %
Headquarters	0.14%	70	8.06	0.00 %	0.00 %	83.02 %	16.98 %
Grand Total	100.00%	51,739	6.32	88.99%	5.34%	4.48%	1.20%

Weekly Incident Ticket Volume by Operation 8-17-2020 through 8-23-2020

NRFU Tickets by Type	% of Tickets	Total Tickets
Connectivity	0.42%	159
DAPPS	0.04%	15
FDC	27.22%	10,238
HUB	2.51%	943
LMS	3.60%	1,356
Network/ID	9.07%	3,413
Other	11.30%	4,251
Password	23.24%	8,744
Phone	6.83%	2,569
Voicemail	15.76%	5,930
Grand Total	100.00%	37,618

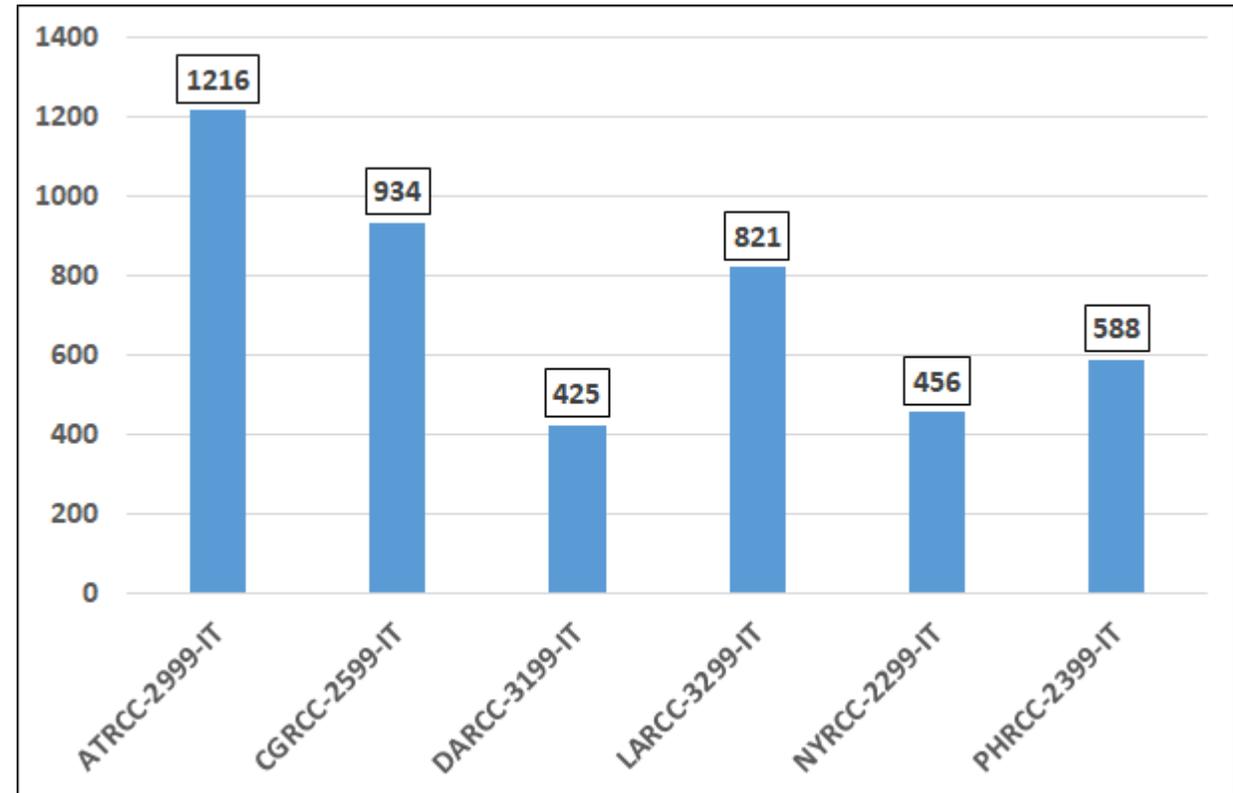
GQ Tickets by Type	% of Tickets	Total Tickets
Connectivity	0.31%	1
FDC	16.87%	55
HUB	1.84%	6
LMS	2.45%	8
Network/ID	8.28%	27
Other	16.56%	54
Password	38.34%	125
Phone	7.36%	24
Voicemail	7.98%	26
Grand Total	100.00%	326

Targeted Support Ticket Volume

Daily as of 8-25-2020

Date	ACO's Supported	ACO Backlog	TS Completed
3-Aug	5	356	150
4-Aug	2	162	155
5-Aug	2	223	220
6-Aug	4	334	227
7-Aug	4	293	265
10-Aug	8	481	140
11-Aug	2	112	211
12-Aug	6	210	220
13-Aug	11	270	227
14-Aug	7	81	195
17-Aug	22	279	161
18-Aug	22	50	156
19-Aug	13	84	147
20-Aug	12	84	160
21-Aug	13	102	207
24-Aug	19	157	148
25-Aug	10	79	151

Inception to Date by Region



Recent Incidents

Rolling Blackouts

- California announced rolling blackouts. Several ACOs in the LA region were offline. All were returned to service.

INC%1045755 - NYRCC and CGRCC Office Phones Down

- New York and Chicago reported offices phones were unable to receive inbound calls or make outbound calls.
- Problem was less widespread than initially reported.
- Misconfiguration of one line in each of the two offices required a minor change.

INC%1090141 - Unable To Access VDI past Storefront Login Screen

- Users across multiple offices are receiving the error "Cannot Complete Your Request" when attempting to login into Citrix Storefront.
- One of the Citrix Storefront servers was unresponsive. It was powered down and removed from the pool and users' access was restored.

Recent Incidents

Dallas ACO Closures

- Dallas RCC is closing some sites as a result of the impending Hurricane Laura, beginning today and anticipated to last for the next 48 hours
 - 3178 – Fort Bend
 - 3180 – Harris East
 - 3181 – Harris Co NE
 - 3182 – Harris Co NW
 - 3184 – Houston NW
 - 3185 – Houston S
 - 3186 – Houston W
 - 3189 – Montgomery Co
- Will be monitoring power outages or network connectivity issues throughout.