

# IT STATUS UPDATE

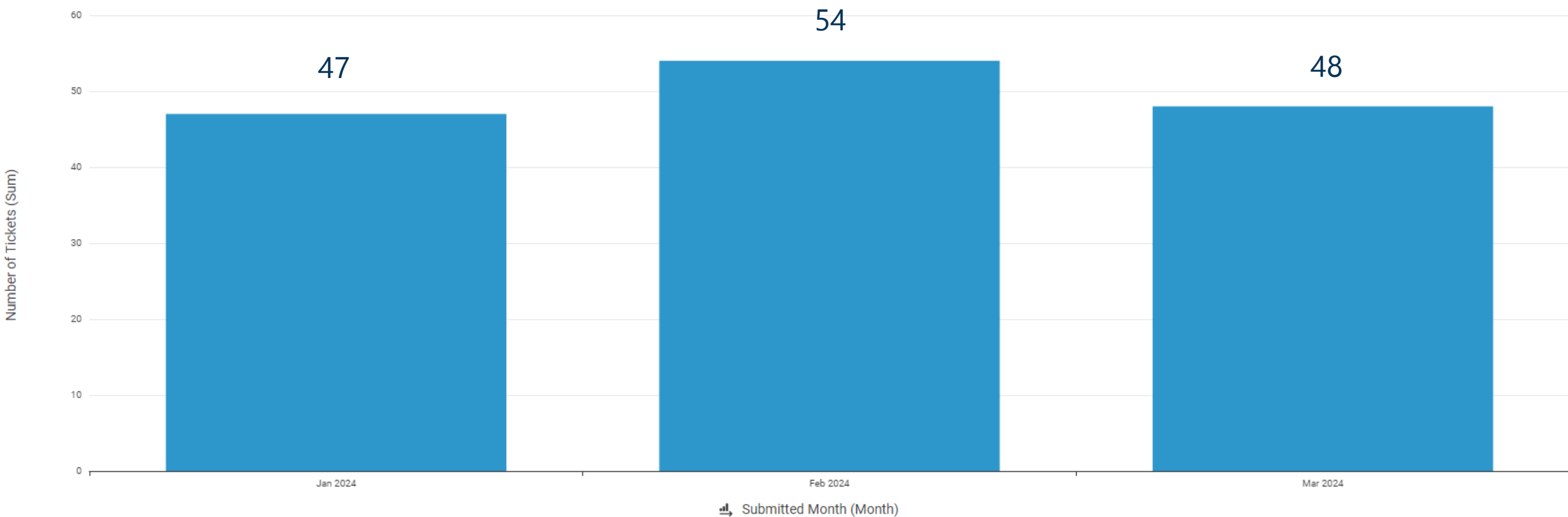


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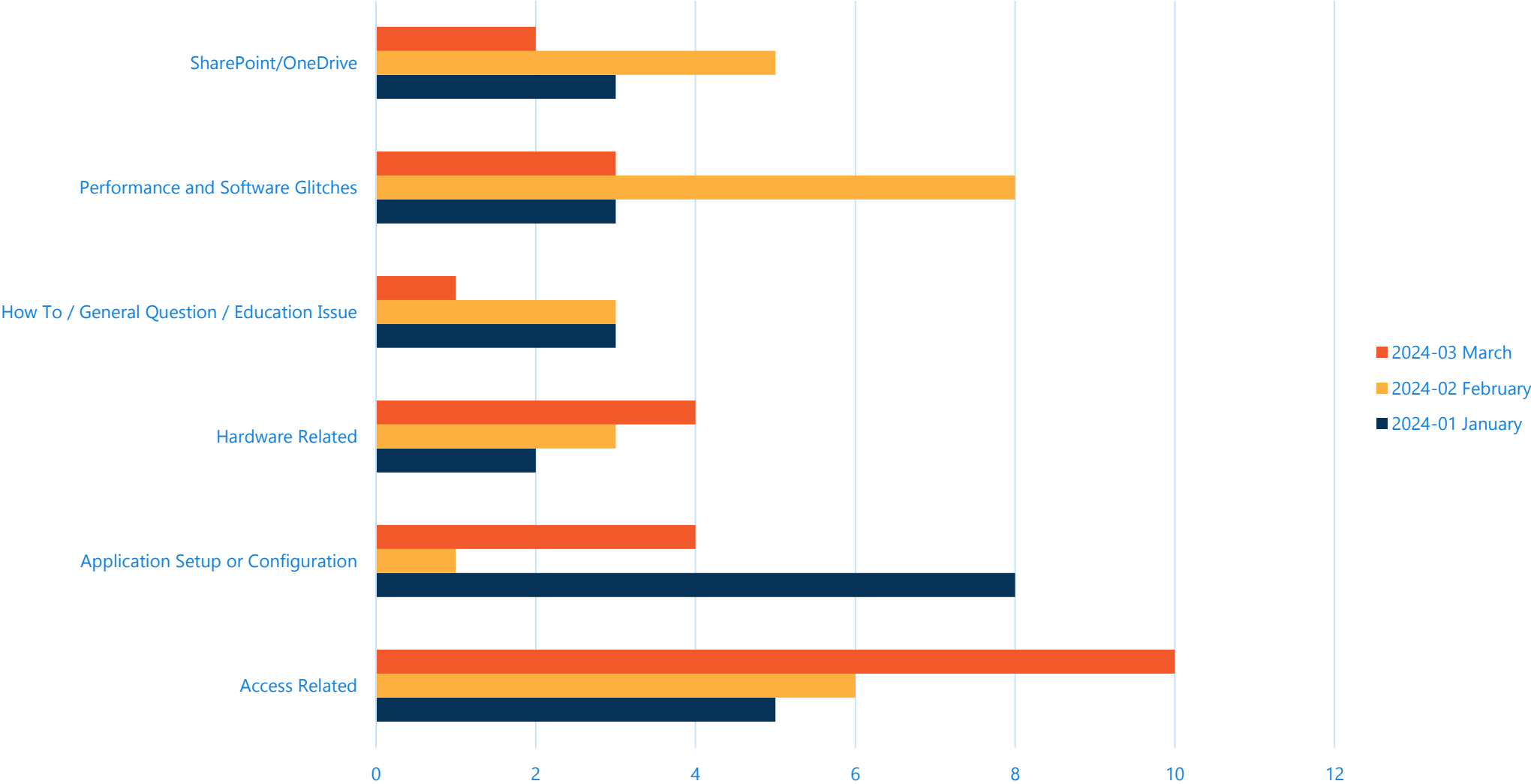


# NUMBER OF TICKETS

Tickets by Date Submitted and Client



# TOP CLASSES TRENDS

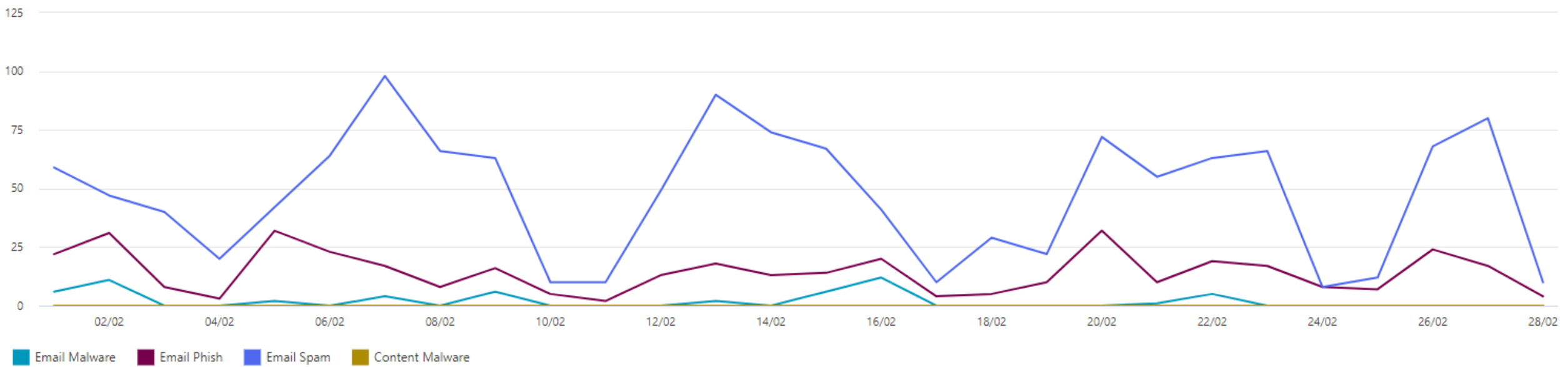


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## EMPLOYEE FEEDBACK

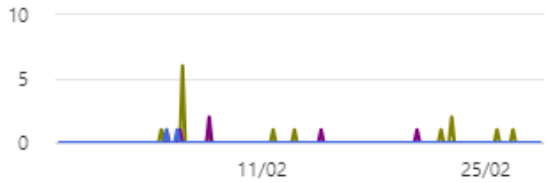
Month	Negative (1)	Neutral (2-3)	Positive (4)	Total Tickets	Response Rate
December	0	0	0	28	0%
January	0	0	4	47	8.5%
February	0	0	4	54	7.3%
March	0	0	1	48	0.2%

# EMAIL THREAT PROTECTION



## User reported messages

23 Past 30 days



Not junk Phish Spam

[View details](#)

[Go to Submissions](#)

# DEVICE COMPLIANCE

Device compliance



Device compliance status

Status	Devices
Compliant	
Compliant	43
In grace period	0
Noncompliant	
Not compliant	0
Not evaluated	0
Other	
Managed by Configuration Manager	0

# PROJECT SUMMARY – ONBOARDING

Legend

On Plan

Delay

Behind Plan

Report Date	Feb 22	Reporting Period	Jan 25 – Feb 22
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Overall Status	Last Period	This Period	Trend
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### Milestones

Milestone	Due Date*	Status
User Migration	Oct 25	100%
M365 Backup Configuration	Oct 16	100%
Computer Migration	Nov 17	100%
Teams Voice (Optional)	Nov 30	0%
On-premises Servers decommissioned	Jan 19	90%
Network Updates	Nov 30	To be transferred to other sheet
Printer Management	Dec 15	100%
Managed SOC	Dec 29	100%

Decision	Owner	Date

Client Tasks

Key Events Completed
<ul style="list-style-type: none"><li>Continuation of Computer Migrations</li><li>GP Azure Migrated – testing ongoing</li><li>Access Card server migration Planning</li><li><b>StoneShare’s Shared Content migration</b></li><li><b>Complete Access Card server migration</b></li></ul>
Upcoming Tasks and Events
<ul style="list-style-type: none"><li>Domain Transfer</li></ul>

# NEW IT STRUCTURE

The new IT Department will have four (4) clear functional areas:

Service Desk	Systems Operations	Administration/ Communications	Projects / Improvements
<ul style="list-style-type: none"><li>• IT Requests</li><li>• Triage Requests</li><li>• Service Desk Support PC, Mobile, Apps Front Line, O365</li><li>• Onboarding Support</li></ul>	<ul style="list-style-type: none"><li>• IT Systems Operations / Security</li><li>• Monitoring/Health Checks</li><li>• IT Support Escalations</li><li>• OnSite IT Support</li><li>• French Language Support</li></ul>	<ul style="list-style-type: none"><li>• Inventory Management</li><li>• IT Communications</li><li>• HR Staff onboarding mgmt</li><li>• Contract Management</li><li>• Training Coordination</li></ul>	<ul style="list-style-type: none"><li>• Major Systems Upgrades</li><li>• IT Strategy</li><li>• Information Management</li><li>• Technical Project Management</li></ul>

- The support process and functions will follow the diagram on the next page.
- This process ensures clear ownership of incidents and requests for IT services offered at Mississippi Mills.
- All IT Requests, from application to hardware, will follow a similar process and will be triaged and assigned as appropriate based on the incident.
- Requests will be converted to tickets and assigned to the correct person on the team.



# IT OPERATIONS STRUCTURE

