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Raad voor Rechtsbijstand

RVRB

Service Status Report August 2017

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DOCUMENT HISTORY

Document Version

Version 2.0

Revision history

Revision Date	Version	Modifications	Marked Modifications
18/09/2017	1.0	Final	
19/09/2017	1.1	Aanpassing, vanwege foute getallen	

Distribution

This document is distributed to:

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1. MANAGEMENT SUMMARY

Dashboard

RVRB	Average	Previous month	Reporting month	
	aug 16 - jul 17	jul 17	aug 17	% vs avg
Opened incidents	163	318	335	106
Opened P1 excl. Monitoring, excl. childs	5	2	5	0
Open incidents	30	56	34	13
Opened requests	72	106	99	38
Open requests	17	27	25	47
Opened problems	6	2	6	0
Open problems	10	19	25	150
Opened changes	44	43	45	2
Opened emergency changes	1	0	0	-100
Open changes	50	40	47	-6
Opened standard changes	2	3	2	0
Open standard changes	1	2	2	100

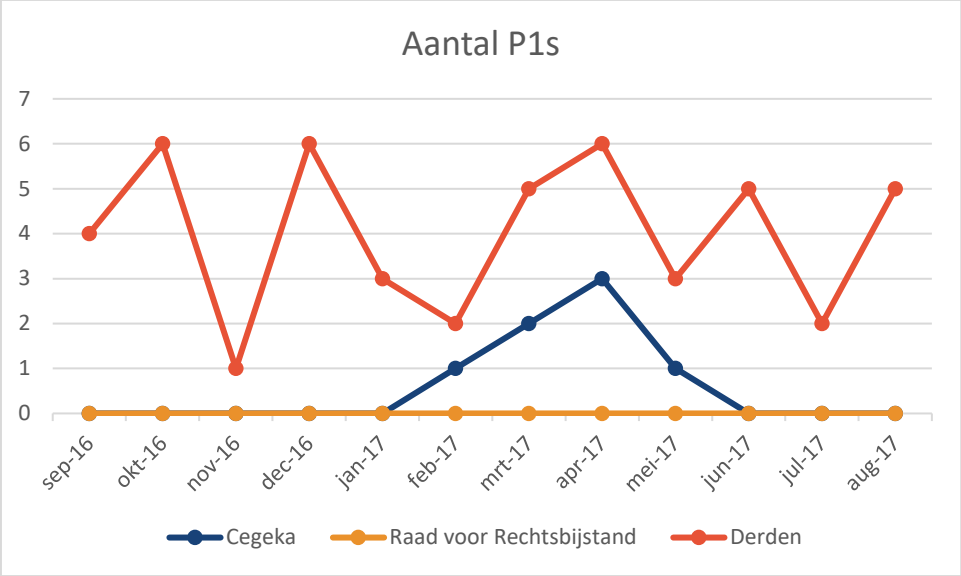
- Behoorlijk wat P1 meldingen voor 3de partijen, welke tot flinke verstoring hebben geleid (piket en websites). Afspraak is dat piket als dienst bij Cegeka in beheer wordt genomen en Cegeka aansturing gaat doen naar de bijbehorende 3de partijen.
- Servicedesk heeft het druk gehad, vanwege onderbezetting, maar dit is ondertussen hersteld door 2 nieuwe ingewerkte medewerkers. Laatste 3 weken is de SLA weer boven de 85%.

1.1. P1 verstoringen

Aantal P1 verstoringen per maand	aug-17	jul-17	jun-17	mei-17	apr-17	mrt-17	feb-17	jan-17	dec-16	nov-16	okt-16	sep-16
Cegeka	0	0	0	1	3	2	1	0	0	0	0	0

Aantal P1 verstoringen per maand	aug-17	jul-17	jun-17	mei-17	apr-17	mrt-17	feb-17	jan-17	dec-16	nov-16	okt-16	sep-16
Raad voor Rechtsbijstand	0	0	0	0	0	0	0	0	0	0	0	0

Aantal P1 verstoringen per maand	aug-17	jul-17	jun-17	mei-17	apr-17	mrt-17	feb-17	jan-17	dec-16	nov-16	okt-16	sep-16
Derden	5	2	5	3	6	5	2	3	6	1	6	4



P1	datum	status	omschrijving	Cegeka	RVR	Derden
1974170	2-8-2017	Closed	Incentro - alle Hippo websites zijn onbereikbaar muv Rechtwijzer			140
1977193	4-8-2017	Closed	printerstoring HTB			239
1985165	14-8-2017	Closed	Problem with loading several websites			260
1994693	23-8-2017	Closed	EMAIL - Mails komende van de landelijke politie worden niet ontvangen			1140
2002342	30-8-2017	Resolved	Certificaat sts.rvr.org lijkt niet vernieuwd - Mijn Wbtv onbereikbaar			60

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2. CALL/MAIL STATISTICS (KPI)

CCPulse - Virtual Queue Level - Calls Statistics

TIME KEY	Calls Answered	%	Calls Abandoned	%	Calls Lost	Answered within SLA Client	%	Answered within SLA internal	%
2016-09	28	96,55%	1	3,45%	16	26	92,86%	26	92,86%
2016-10	39	97,50%	1	2,50%	6	37	94,87%	37	94,87%
2016-11	18	90,00%	2	10,00%	4	17	94,44%	17	94,44%
2016-12	29	100,00%	0	0,00%	4	27	93,10%	27	93,10%
2017-01	19	95,00%	1	5,00%	5	19	100,00%	19	100,00%
2017-02	34	94,44%	2	5,56%	8	30	88,24%	30	88,24%
2017-03	46	93,88%	3	6,12%	6	42	91,30%	42	91,30%
2017-04	40	100,00%	0	0,00%	10	40	100,00%	40	100,00%
2017-05	337	99,12%	3	0,88%	11	312	92,58%	312	92,58%
2017-06	295	95,47%	14	4,53%	13	251	85,08%	251	85,08%
2017-07	265	96,36%	10	3,64%	4	227	85,66%	227	85,66%
2017-08	316	96,93%	10	3,07%	8	255	80,70%	255	80,70%
	1466	**96,89%**	**47**	**3,11%**	**95**	**1283**	**87,52%**	**1283**	**87,52%**

CCPulse - Virtual Queue Level - Mails Statistics

TIME KEY	Mails Entered	Mails opened	Mail opened in SLA client	Mail opened out of SLA client	SLA Client %	Mail opened in SLA Internal	Mail opened out SLA Internal	SLA Internal %
2016-09	644	646	534	112	82,66%	534	112	82,66%
2016-10	725	725	697	28	96,14%	697	28	96,14%
2016-11	737	731	721	10	98,63%	721	10	98,63%
2016-12	667	665	656	9	98,65%	656	9	98,65%
2017-01	729	724	693	31	95,72%	693	31	95,72%
2017-02	708	707	593	114	83,88%	593	114	83,88%
2017-03	619	617	615	2	99,68%	615	2	99,68%
2017-04	651	644	643	1	99,84%	643	1	99,84%
2017-05	1198	1201	1190	11	99,08%	1190	11	99,08%
2017-06	1274	1267	1016	251	80,19%	1016	251	80,19%
2017-07	1060	1051	551	500	52,43%	551	500	52,43%
2017-08	1127	1115	899	216	80,63%	899	216	80,63%
	10139	**10093**	**8808**	**1285**	**87,27%**	**8808**	**1285**	**87,27%**

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3. TICKETS

3.1. Volume Incidents / Problems / Requests

3.1.1. Tickets per type in August 2017

RVRB	Open end previous reporting month	Opened	Resolved	Closed	Open end reporting month
Incident	56	335	358	325	34
Problem	19	6	0	0	25
Request	27	99	102	113	25
TOTAL	**102**	**440**	**460**	**438**	**84**

Opened: All tickets opened during the reporting month.

Resolved: All tickets which received the status 'resolved' during the reporting month (including the ones which have been closed).

Closed: All tickets which received the status 'closed' during the reporting month.

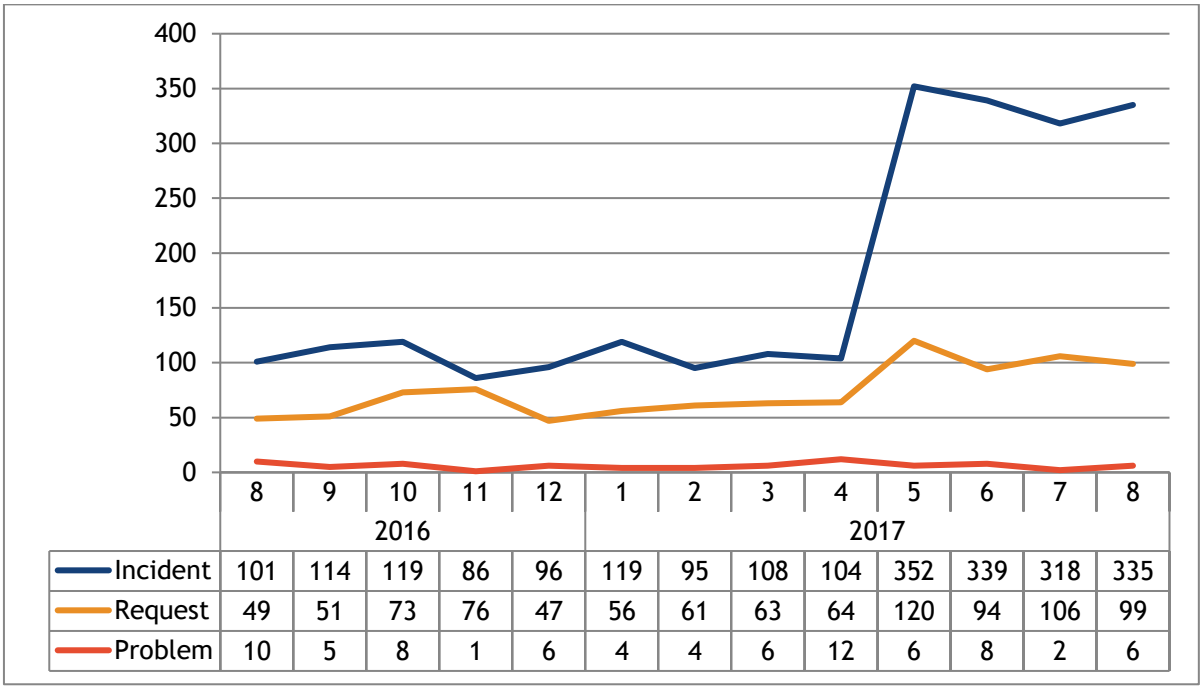
Open end reporting period: All tickets which remain 'active' at the end of the reporting month (all tickets which have a different status than 'resolved' and 'closed').

Comments:

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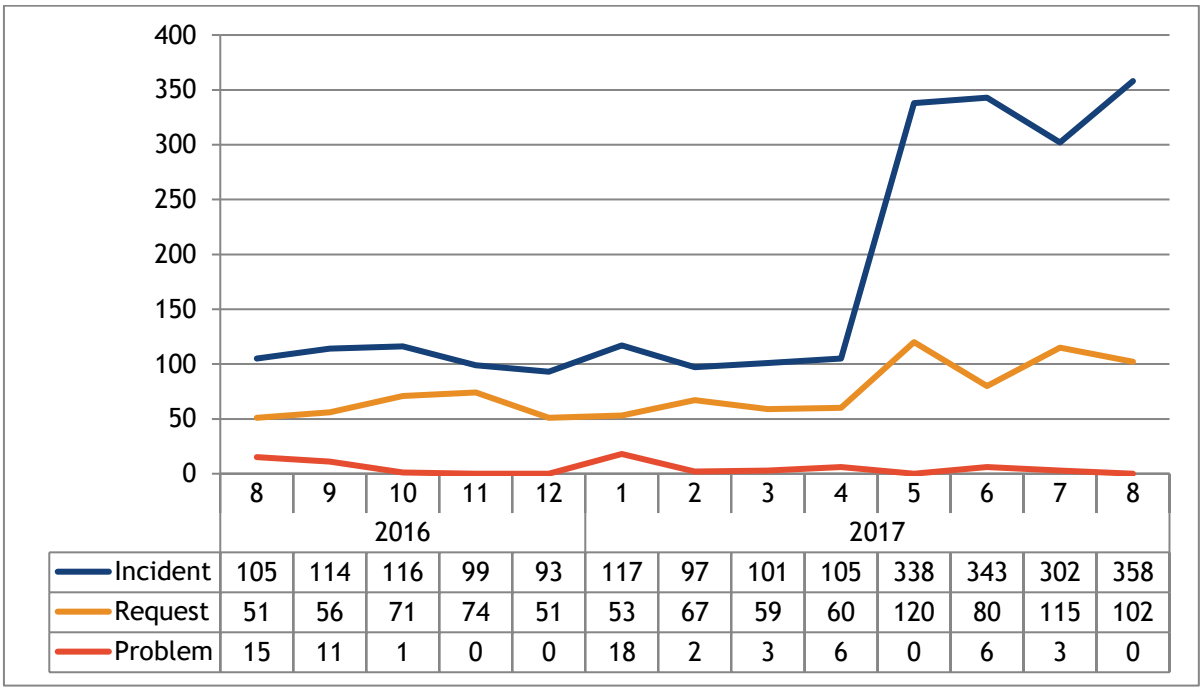
3.1.2. Volume trend (I/P/R) yearly

3.1.2.1. Trend opened tickets



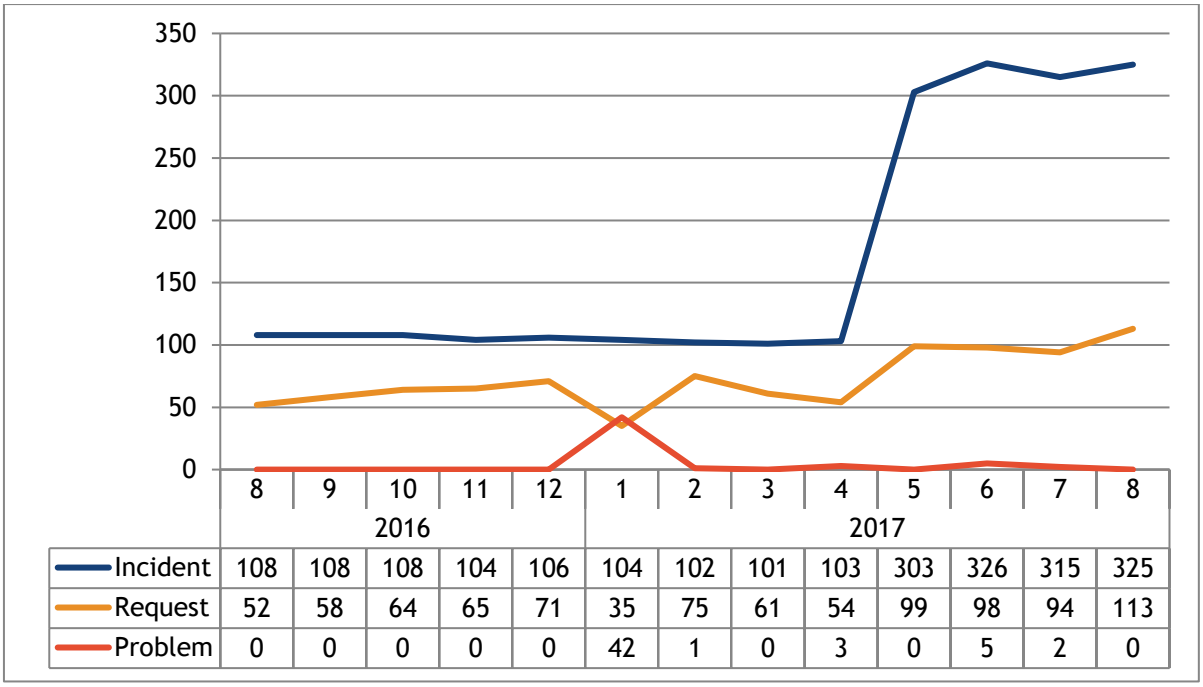
	2016					2017							
	8	9	10	11	12	1	2	3	4	5	6	7	8
Incident	101	114	119	86	96	119	95	108	104	352	339	318	335
Request	49	51	73	76	47	56	61	63	64	120	94	106	99
Problem	10	5	8	1	6	4	4	6	12	6	8	2	6

3.1.2.2. Trend resolved tickets



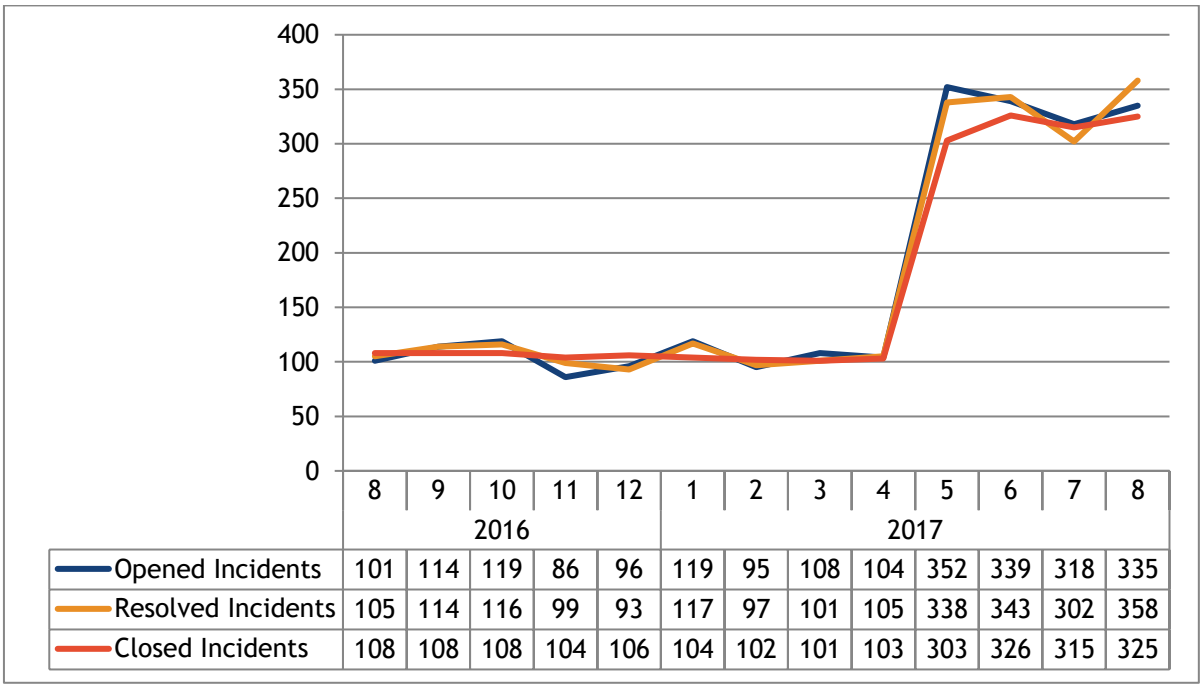
	2016					2017							
	8	9	10	11	12	1	2	3	4	5	6	7	8
Incident	105	114	116	99	93	117	97	101	105	338	343	302	358
Request	51	56	71	74	51	53	67	59	60	120	80	115	102
Problem	15	11	1	0	0	18	2	3	6	0	6	3	0

3.1.2.3. Trend closed tickets



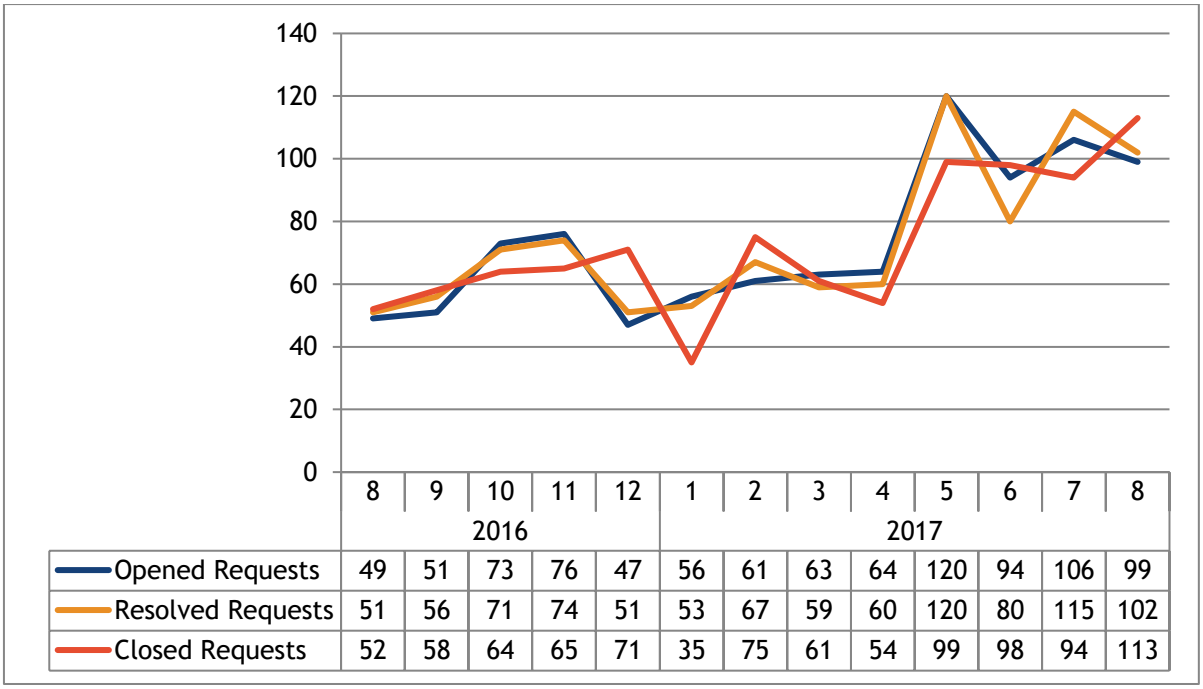
	8	9	10	11	12	1	2	3	4	5	6	7	8
	2016					2017							
Incident	108	108	108	104	106	104	102	101	103	303	326	315	325
Request	52	58	64	65	71	35	75	61	54	99	98	94	113
Problem	0	0	0	0	0	42	1	0	3	0	5	2	0

3.1.2.4. Trend opened vs closed Incidents



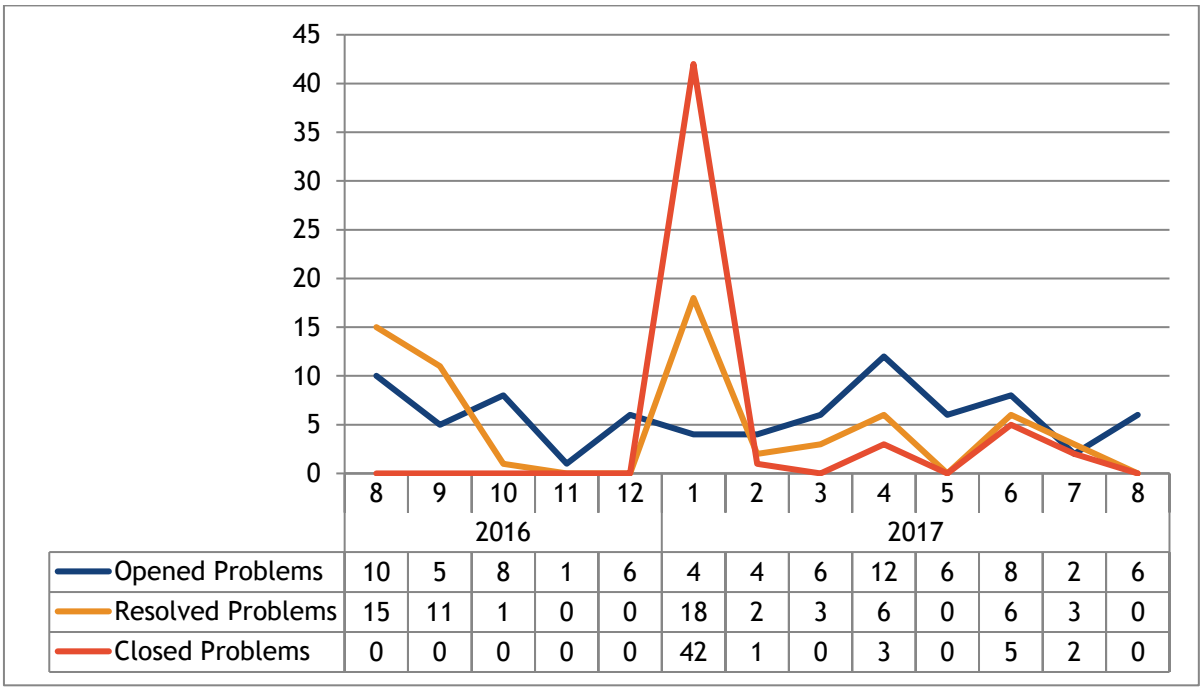
	8	9	10	11	12	1	2	3	4	5	6	7	8
	2016					2017							
Opened Incidents	101	114	119	86	96	119	95	108	104	352	339	318	335
Resolved Incidents	105	114	116	99	93	117	97	101	105	338	343	302	358
Closed Incidents	108	108	108	104	106	104	102	101	103	303	326	315	325

3.1.2.5. Trend opened vs closed Requests



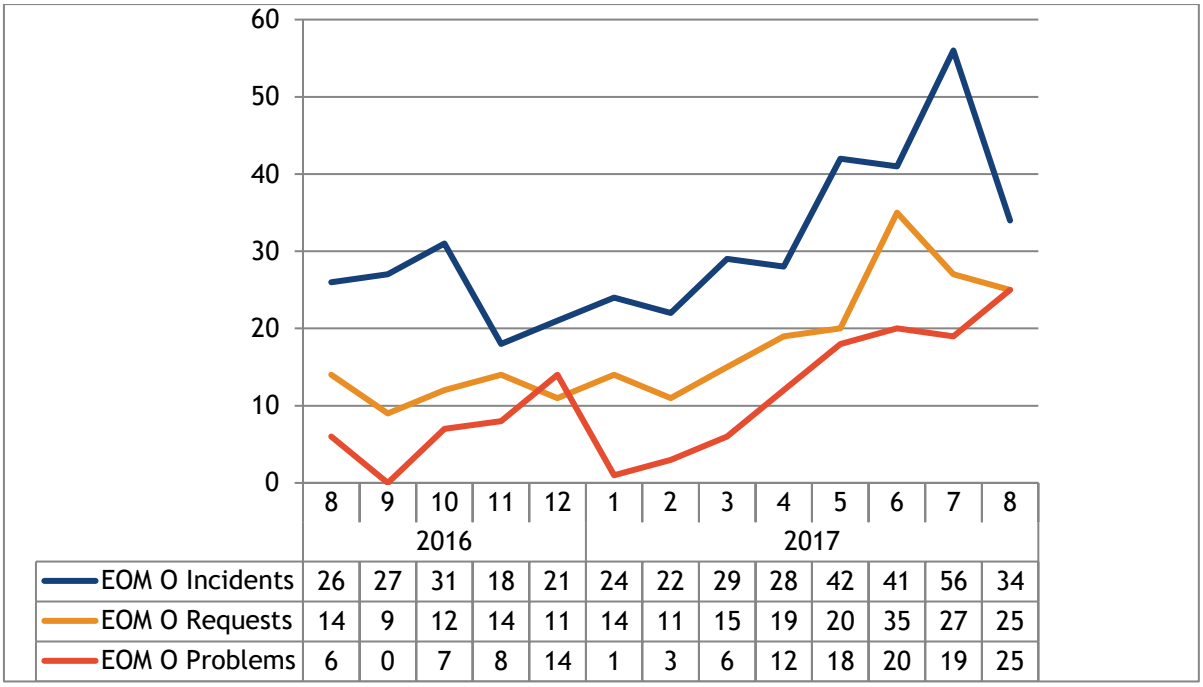
	8	9	10	11	12	1	2	3	4	5	6	7	8
	2016					2017							
Opened Requests	49	51	73	76	47	56	61	63	64	120	94	106	99
Resolved Requests	51	56	71	74	51	53	67	59	60	120	80	115	102
Closed Requests	52	58	64	65	71	35	75	61	54	99	98	94	113

3.1.2.6. Trend opened vs closed Problems



	8	9	10	11	12	1	2	3	4	5	6	7	8
	2016					2017							
Opened Problems	10	5	8	1	6	4	4	6	12	6	8	2	6
Resolved Problems	15	11	1	0	0	18	2	3	6	0	6	3	0
Closed Problems	0	0	0	0	0	42	1	0	3	0	5	2	0

3.1.2.7. Trend open tickets at end of month



	8	9	10	11	12	1	2	3	4	5	6	7	8
	2016					2017							
EOM O Incidents	26	27	31	18	21	24	22	29	28	42	41	56	34
EOM O Requests	14	9	12	14	11	14	11	15	19	20	35	27	25
EOM O Problems	6	0	7	8	14	1	3	6	12	18	20	19	25

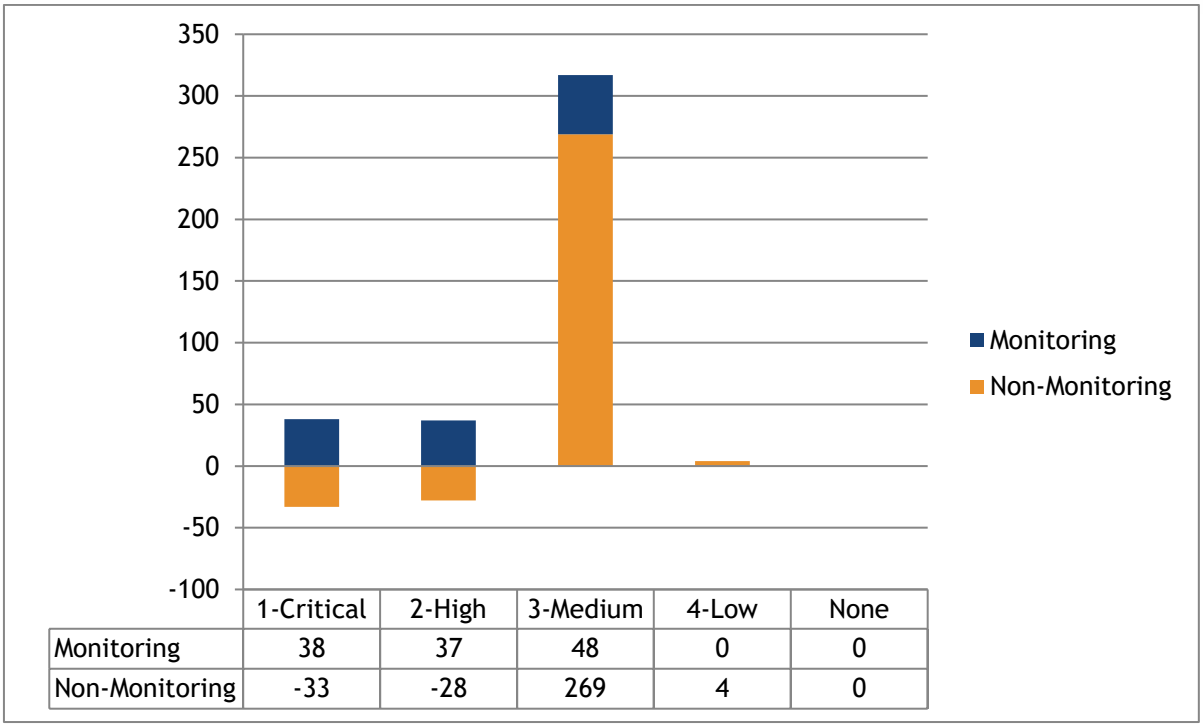
Comments:

4. INCIDENTS

4.1. Incidents per priority in August 2017

4.1.1. Opened incidents

RVRB	1-Critical	2-High	3-Medium	4-Low	None	Total
Monitoring	38	37	48	0	0	123
Non-Monitoring	-33	-28	269	4	0	212
All Incidents	5	9	317	4	0	335



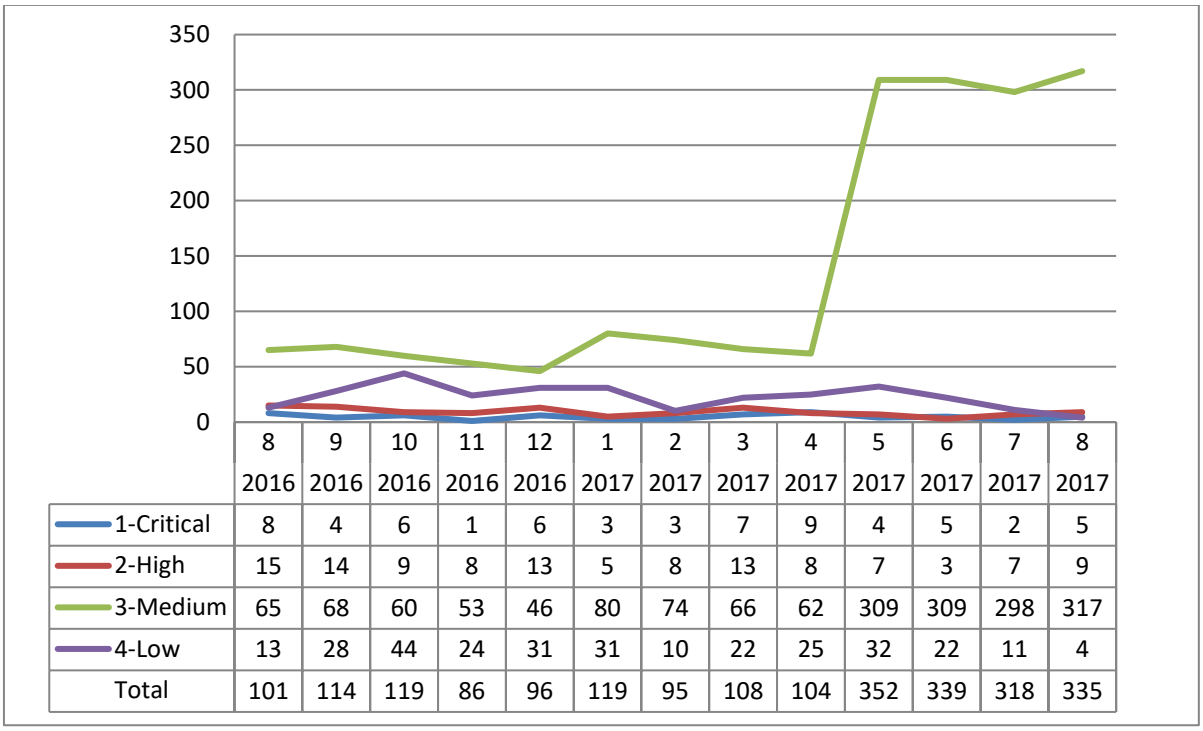
	1-Critical	2-High	3-Medium	4-Low	None
Monitoring	38	37	48	0	0
Non-Monitoring	-33	-28	269	4	0

Comments:

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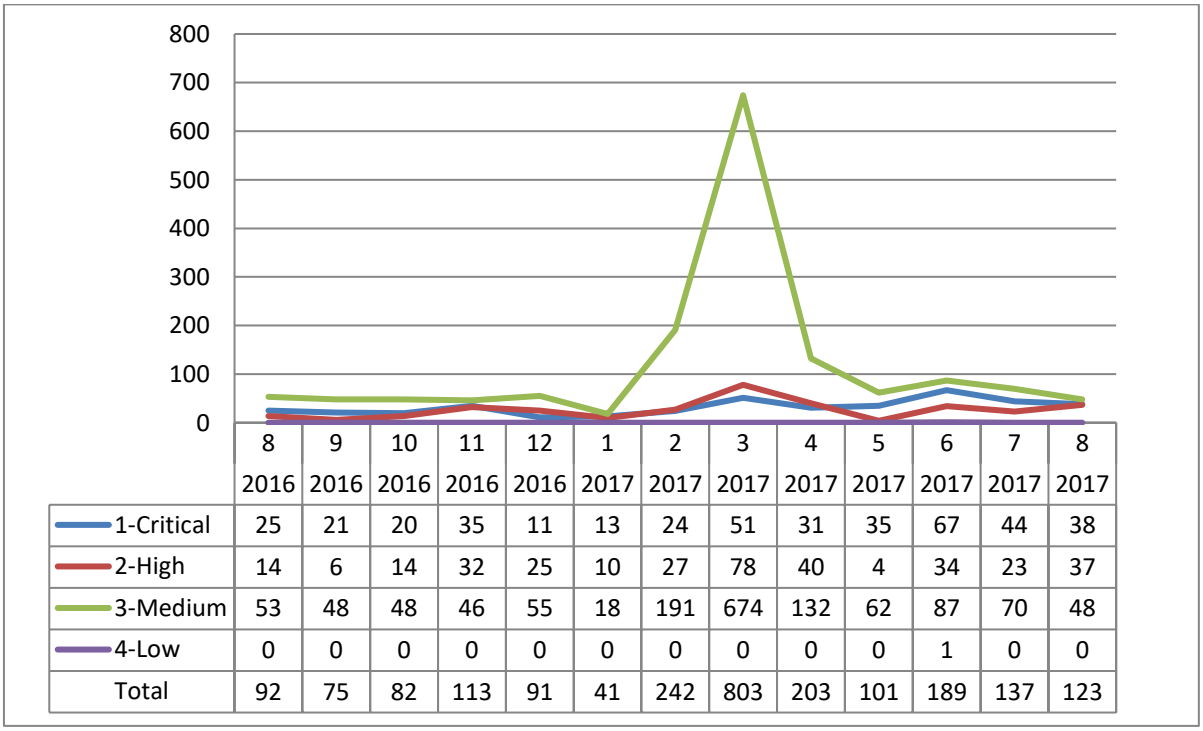
4.2. Incidents per priority trending

4.2.1. Opened incidents



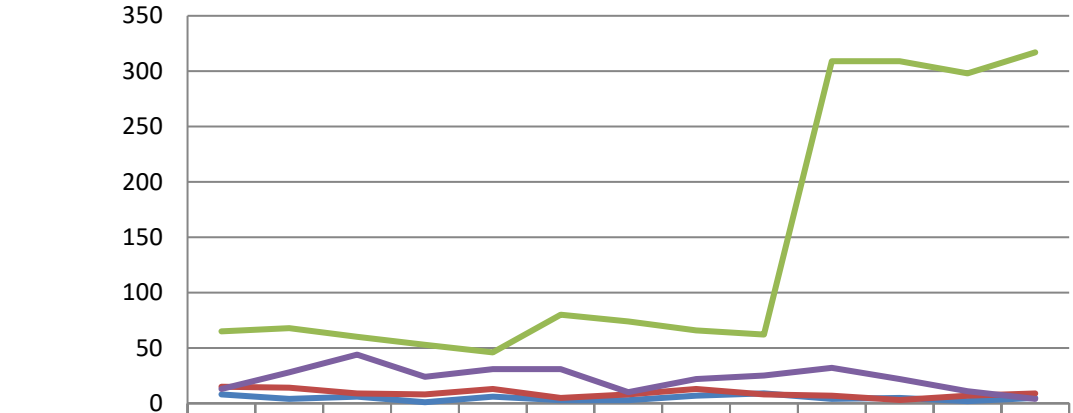
	8 2016	9 2016	10 2016	11 2016	12 2016	1 2017	2 2017	3 2017	4 2017	5 2017	6 2017	7 2017	8 2017
1-Critical	8	4	6	1	6	3	3	7	9	4	5	2	5
2-High	15	14	9	8	13	5	8	13	8	7	3	7	9
3-Medium	65	68	60	53	46	80	74	66	62	309	309	298	317
4-Low	13	28	44	24	31	31	10	22	25	32	22	11	4
Total	101	114	119	86	96	119	95	108	104	352	339	318	335

4.2.2. Opened incidents related to monitoring



	8 2016	9 2016	10 2016	11 2016	12 2016	1 2017	2 2017	3 2017	4 2017	5 2017	6 2017	7 2017	8 2017
1-Critical	25	21	20	35	11	13	24	51	31	35	67	44	38
2-High	14	6	14	32	25	10	27	78	40	4	34	23	37
3-Medium	53	48	48	46	55	18	191	674	132	62	87	70	48
4-Low	0	0	0	0	0	0	0	0	0	0	1	0	0
Total	92	75	82	113	91	41	242	803	203	101	189	137	123

4.2.3. Opened incidents not related to monitoring



	8 2016	9 2016	10 2016	11 2016	12 2016	1 2017	2 2017	3 2017	4 2017	5 2017	6 2017	7 2017	8 2017
1-Critical	8	4	6	1	6	3	3	7	9	4	5	2	5
2-High	15	14	9	8	13	5	8	13	8	7	3	7	9
3-Medium	65	68	60	53	46	80	74	66	62	309	309	298	317
4-Low	13	28	44	24	31	31	10	22	25	32	22	11	4
Total	101	114	119	86	96	119	95	108	104	352	339	318	335

4.3. Resolution times

4.3.1. Overall

RVRB	Number	within SLA		out of SLA	
Priority	Resolved	Nr	%	Nr	%
1-Critical	5	5	100,00%	0	0,00%
2-High	10	10	100,00%	0	0,00%
3-Medium	339	329	97,05%	10	2,95%
4-Low	4	3	75,00%	1	25,00%
5-None	0	0	0,00%	0	0,00%
None	0	0	0,00%	0	0,00%
Total	**358**	**347**	**96,93%**	**11**	**3,07%**

The overall resolution time measured with USD is the total time across all suppliers and Cegeka. The SLA clock is only stopped with the following status:

- *Pending Supplier: Waiting for supplier*
- *Pending RFC: Waiting for an RFC to be executed;*
- *Pending Release: Waiting for a release to be executed;*
- *Scheduled: The solution is scheduled on a specific date*
- *Waiting for feedback: The ticket is waiting for input of the Affected Contact or Requester.*

Comments:

4.3.2. Cegeka only

RVRB Priority	Number Resolved	within SLA Nr	within SLA %	out of SLA Nr	out of SLA %
1-Critical	1	1	100,00%	0	0,00%
2-High	6	6	100,00%	0	0,00%
3-Medium	214	211	98,60%	3	1,40%
4-Low	2	2	100,00%	0	0,00%
5-None	0	0	0,00%	0	0,00%
None	0	0	0,00%	0	0,00%
Total	**223**	**220**	**98,65%**	**3**	**1,35%**

Note that these resolution times are measured but do not fully respresent the actuals, given the fact that Cegeka can be the last executioner in a chain of events/actions.

Comments:

4.4. Detail P1s

See 10 Appendix (4.4 Detail P1s)

4.5. Security incidents

See 11 Appendix (4.5 Security incidents)

4.6. Opened incidents per Area (Top 10)

Area	mrt 17	apr 17	mei 17	jun 17	jul 17	aug 17
RVRB.Software.CSPL.Citrix Access Management Console	3	11	67	51	65	67
RVRB.Software.CSPL	8	14	27	16	11	37
RVRB.Software.CSPL.FileNet Workplace	10	10	32	35	30	36
RVRB.Workplace.Teleworking	10	3	16	23	17	28
RVRB.Software.CSPL.GRAS.Productie	23	24	33	43	27	21
RVRB.Server.DC	8	3	19	19	26	19
RVRB.Workplace.Fat Client	1	0	23	21	25	19
RVRB.Software.SPL.Microsoft Windows	1	2	14	11	16	15
RVRB.Software.SPL.Citrix Access Gateway licentie	0	1	10	14	15	14
RVRB.Network.LAN	3	5	8	8	8	9

Top 10 of Incident areas (exclusive monitoring) for which tickets were opened.

Comments:

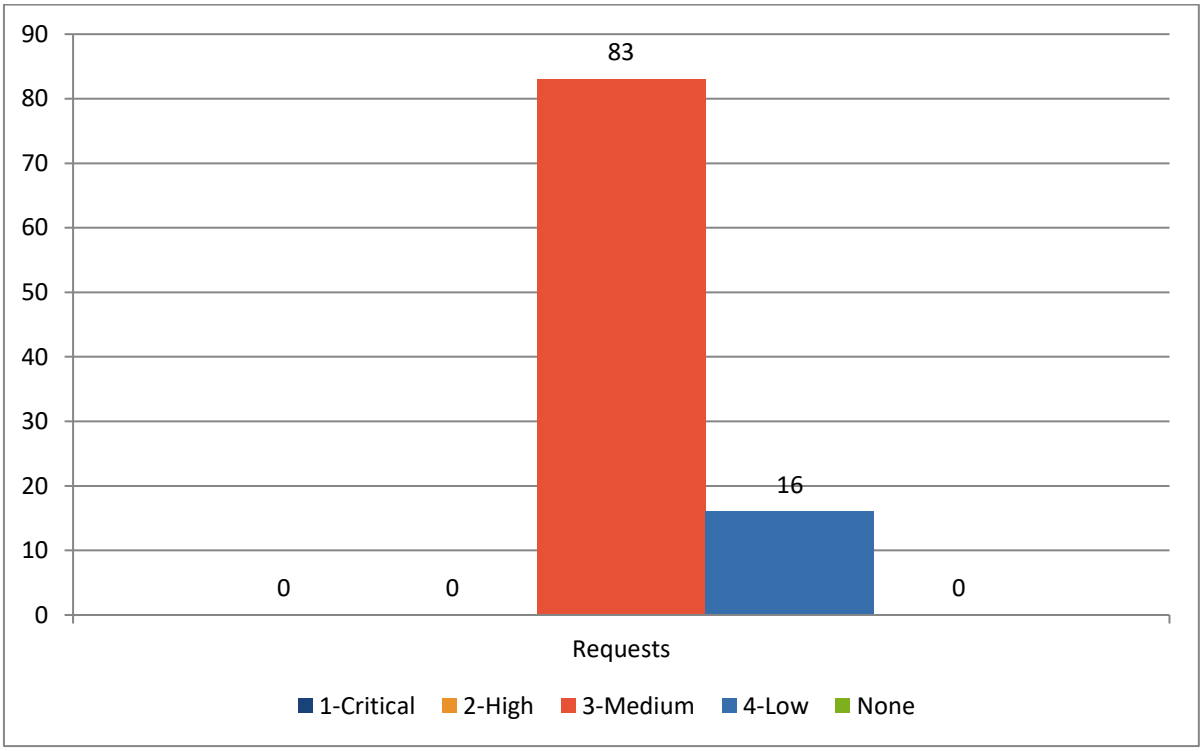
4.7. Open incidents end of August 2017

See 12 Appendix (4.7 Open incidents end of August 2017)

5. REQUESTS

5.1. Requests per priority August 2017

RVRB	1-Critical	2-High	3-Medium	4-Low	None	Total
Requests	0	0	83	16	0	99



Cfr incident management

Comments:

5.2. Resolution times

5.2.1. Overall

RVRB	Number	within SLA		out of SLA	
Priority	Resolved	Nr	%	Nr	%
1-Critical	0	0	0,00%	0	0,00%
2-High	0	0	0,00%	0	0,00%
3-Medium	85	75	88,24%	10	11,76%
4-Low	17	17	100,00%	0	0,00%
5-None	0	0	0,00%	0	0,00%

None	0	0	0,00%	0	0,00%
Total	**102**	**92**	**90,20%**	**10**	**9,80%**

The overall resolution time measured with USD is the total time across all suppliers and Cegeka. The SLA clock is only stopped with the following status:

- *Pending Supplier: Waiting for supplier*
- *Pending RFC: Waiting for an RFC to be executed;*
- *Pending Release: Waiting for a release to be executed;*
- *Scheduled: The solution is scheduled on a specific date*
- *Waiting for feedback: The ticket is waiting for input of the Affected Contact or Requester.*

Comments:

5.2.2. Cegeka only

RVRB	Number	within SLA		out of SLA	
Priority	Resolved	Nr	%	Nr	%
1-Critical	0	0	0,00%	0	0,00%
2-High	0	0	0,00%	0	0,00%
3-Medium	52	45	86,54%	7	13,46%
4-Low	11	11	100,00%	0	0,00%
5-None	0	0	0,00%	0	0,00%
None	0	0	0,00%	0	0,00%
Total	**63**	**56**	**88,89%**	**7**	**11,11%**

Note that these resolution times are measured but do not fully respresent the actuals, given the fact that Cegeka can be the last executioner in a chain of events/actions.

Comments:

5.3. Opened Requests per Area (Top 10)

Area	mrt 17	apr 17	mei 17	jun 17	jul 17	aug 17
RVRB.Software.CSPL	2	4	4	14	6	11
RVRB.Mailbox.Distr-List	0	1	2	1	0	10
RVRB.Workplace.Teleworking	3	2	6	2	3	7
RVRB.User Mgmt.Account.AD.New	9	4	10	6	3	6
RVRB.User Mgmt.Authorization	0	2	5	3	10	6
RVRB.Server.DC	4	5	2	8	11	5
RVRB.Server.E-mail	0	3	5	1	1	4

RVRB.User Mgmt.Account.Application.New	0	0	0	2	2	4
RVRB.Server.IIS/Proxy	0	0	0	1	0	3
RVRB.Software.CSPL.GRAS.Productie	9	18	4	6	3	3

Top 10 of Request areas for which tickets were opened.

Comments:

5.4. Open Requests end of August 2017

See 13 Appendix (5.4 Open Requests end of August 2017)

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6. PROBLEMS

6.1. Opened problems during August 2017

Case_id	Open_Date	Resolve_Date	Status	Summary
1974471	2-08-17		Assigned	RCA for P1 1974170: Incentro - alle Hippo websites zijn onbereikbaar muv Rechtwijzer
1976323	3-08-17		Waiting For Feedback	[PROBLEM] Citrix - bij verschillende gebruikers is de muis-aanwijzer gewijzigd naar 2 puntjes
1977605	4-08-17		Assigned	RCA for P1 1977193: printerstoring HTB
1986702	15-08-17		Assigned	RCA for P1 1985165: Problem with loading several websites
1987360	16-08-17	23-08-17	Resolved	HI92833 - SVRVRSHSNP03 - high number of P2 incidents for "WindowsServiceCollection"
1991006	18-08-17		Assigned	RVRB - WindowsServiceCollection - None - WindowsServiceLog: failed collection
1996364	24-08-17		Assigned	RCA for P1 1994693: Mails niet ontvangen - hgoossens
2002647	30-08-17		Assigned	RCA for P1 2002342: Certificaat sts.rvr.org lijkt niet vernieuwd - Mijn Wbtv onbereikbaar

6.2. Resolved problems during August 2017

Case_id	Open_Date	Resolve_Date	Status	Summary
1987360	16-08-17	23-08-17	Resolved	HI92833 - SVRVRSHSNP03 - high number of P2 incidents for "WindowsServiceCollection"

6.3. Open problems end of August 2017

Case_id	Open_Date	Status	Summary
1786597	27-02-17	Assigned	RCA for P1 1786395: RvR Melding P1 Fataal I-17-02 265 Cegeka KA omgeving Geen of hapenrende verbinding Leeuwarden/Den Haag
1795395	6-03-17	Assigned	RCA for P1 1794941: Intranet page not loading - Network error
1823481	27-03-17	Assigned	RCA for P1 1822968: I-17-03 230 Capgemini Webportal MijnRvR Mijn RvR ligt eruit <END> - INC000001726064
1829086	30-03-17	Assigned	RCA for P1 1828863: RvR Melding P1 Fataal I-17-03 299 Vodafone Vaste Telefonie Telefoontoestel Avaya Aura Agent gooit logt users automatisch uit nnb

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Case_id	Open_Date	Status	Summary
1833568	4-04-17	Assigned	RCA for P1 1825736: RvR Melding P1 Fataal I-17-03 269 Cegeka KA omgeving Geen verbinding op locatie Budel nnb
1834976	4-04-17	Waiting For Feedback	RCA for P1 1834908: I-17-04 027 Vodafone Vaste Telefonie Overige kantoorapplicaties AVAYA/ Telefoontje PIKET komen niet binnen
1840884	10-04-17	Callback Scheduled	RCA for P1 1840303: I-17-04 074 Cegeka KA omgeving Geen connectie met rvr.local
1843908	12-04-17	Assigned	RCA for P1 1843482: Filenet - u kunt geen inputstream verkrijgen voor - I-17-04 121
1851232	19-04-17	Assigned	RCA for P1 1850783: RvR Melding P1 Fataal I-17-04 172 Incentro Wbtv Tolk Vertaler search not functioning
1858034	25-04-17	Assigned	RCA for P1 1858014: Citrix loginpagina niet bereikbaar
1860668	26-04-17	Assigned	RCA for P1 1860581: RvR Melding P1 Fataal I-17-04 256 Capgemini Filenet WFM Problemen gras ASD/ +WFM
1881799	15-05-17	Assigned	RCA for P1 1881790: P1 Nood-reboot MijnRvR ivm mislukken patches
1882396	15-05-17	Pending Supplier	[PROBLEM] - performanceproblemen
1901291	31-05-17	Assigned	RCA for P1 1901006: Telefonie ligt eruit voor locatie Utrecht
1902751	1-06-17	Assigned	[PROBLEM] - Mobiele hotspot Iphone
1922816	19-06-17	Assigned	RCA for P1 1922256: Filenet down - 503 Temporary Unavailable
1933945	28-06-17	Work In Progress	Recurring alerts : HI69224 - NL-BDL-RVR-O0001.RVR.local - HI69224 is DOWN!
1936459	29-06-17	Assigned	ALERT: red - CI00017028 - SVRVRSTEPP02 - RVRB - |ProcessorTotalProcessorTime_ProcessorTotalProcessorTime|high cpu usage and queue length - None - threshold of high cpu usage and queue length exceeded: current value 98.466769 -
1944267	5-07-17	Assigned	RCA for P1 1944196: Intranet site - bad gateway
1953670	12-07-17	Assigned	RCA for P1 1953582: Outlook vraagt credentials en geeft aan geen verbinding met Exchange.
1974471	2-08-17	Assigned	RCA for P1 1974170: Incentro - alle Hippo websites zijn onbereikbaar muv Rechtwijzer
1976323	3-08-17	Waiting For Feedback	[PROBLEM] Citrix - bij verschillende gebruikers is de muis-aanwijzer gewijzigd naar 2 puntjes
1977605	4-08-17	Assigned	RCA for P1 1977193: printerstoring HTB
1986702	15-08-17	Assigned	RCA for P1 1985165: Problem with loading several websites
1991006	18-08-17	Assigned	RVRB - WindowsServiceCollection - None - WindowsServiceLog: failed collection

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Case_id	Open_Date	Status	Summary
1996364	24-08-17	Assigned	RCA for P1 1994693: Mails niet ontvangen - hgoossens
2002647	30-08-17	Assigned	RCA for P1 2002342: Certificaat sts.rvr.org lijkt niet vernieuwd - Mijn Wbtv onbereikbaar

Open problems at the end of the reporting month

Comments

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7. COMPLAINTS

7.1. Opened complaints during August 2017

Case_id	Open_Date	Resolve_Date	Status	Summary	Cause

7.2. Open complaints end of August 2017

Case_id	Open_Date	Status	Summary	Action/Feedback	Target Date

Open complaints at the end of the reporting month

Comments

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8. CHANGES

8.1. Change volumes

8.1.1. Opened changes during August 2017

RVRB	Opened	Implemented	Rejected	Closed	Open end reporting month	Open end reporting month with Need_by_date expired
Standard	2	2	0	1	2	
Emergency	0	0	0	3	0	
RFC-1	45	40	13	84	45	3
RFC-2 (review)	0	0	1	1	2	0
RFC-3 (CAB)	0	0	0	0	0	0
RFC-4 (CAB+)	0	0	0	0	0	0
(blank)	0	0	0	0	0	0
Total	**47**	**42**	**14**	**89**	**49**	**3**

Comments:

8.2. Standard Changes

8.2.1. Resolution Times

Number	within SLA		out of SLA	
Implemented	Nr	%	Nr	%
2	2	100,00%	0	0,00%

The overall resolution time measured with USD is the total time across all suppliers and Cegeka.

Comments:

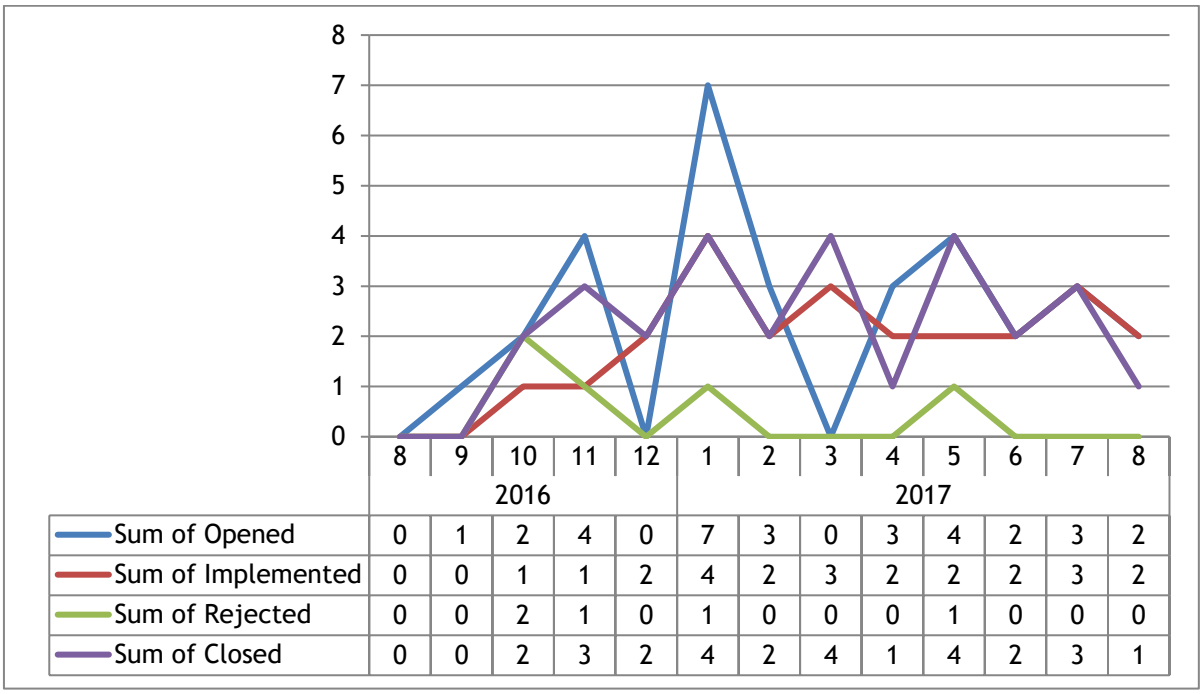
8.2.2. Opened per Category (Top 10)

Area	mrt 17	apr 17	mei 17	jun 17	jul 17	aug 17
CGMSC.Standard.Patch Management Wintel	0	3	2	2	2	2

Top 10 of Standard changes for which tickets were opened.

Comments:

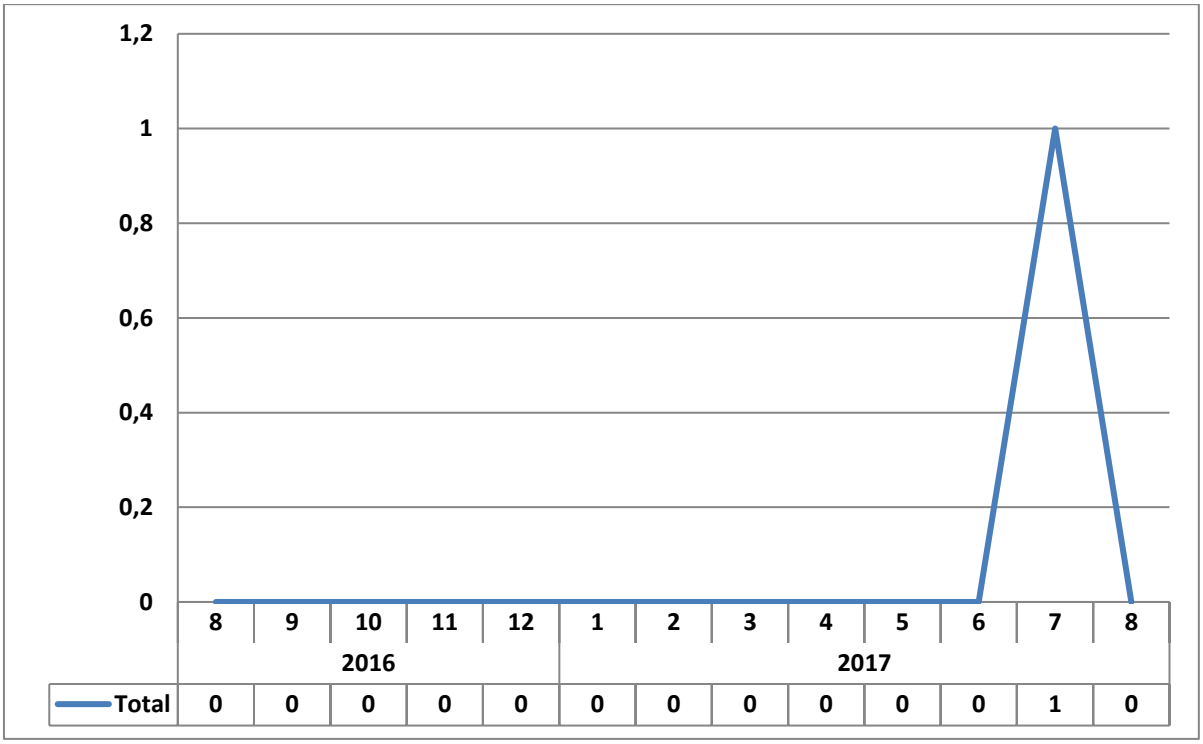
8.2.3. Trend standard changes



	8	9	10	11	12	1	2	3	4	5	6	7	8
	2016					2017							
Sum of Opened	0	1	2	4	0	7	3	0	3	4	2	3	2
Sum of Implemented	0	0	1	1	2	4	2	3	2	2	2	3	2
Sum of Rejected	0	0	2	1	0	1	0	0	0	1	0	0	0
Sum of Closed	0	0	2	3	2	4	2	4	1	4	2	3	1

Comments:

8.2.4. Trend standard changes caused incidents

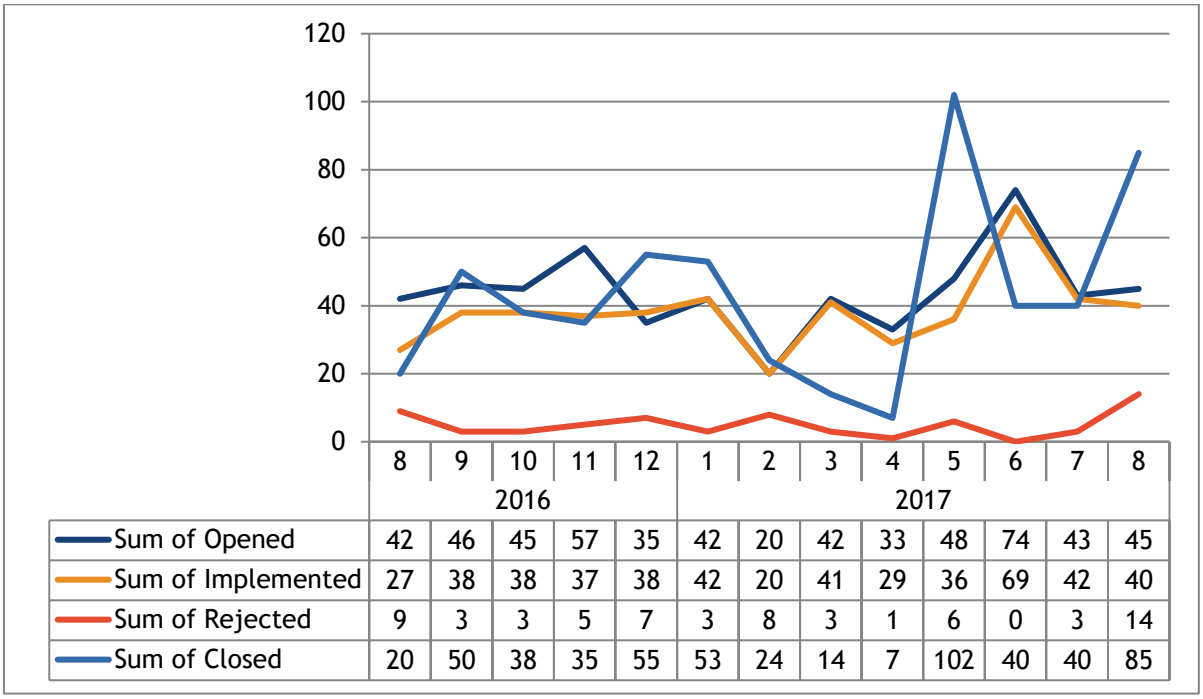


	8	9	10	11	12	1	2	3	4	5	6	7	8
	2016					2017							
Total	0	0	0	0	0	0	0	0	0	0	0	1	0

Comments:

8.3. Normal Changes

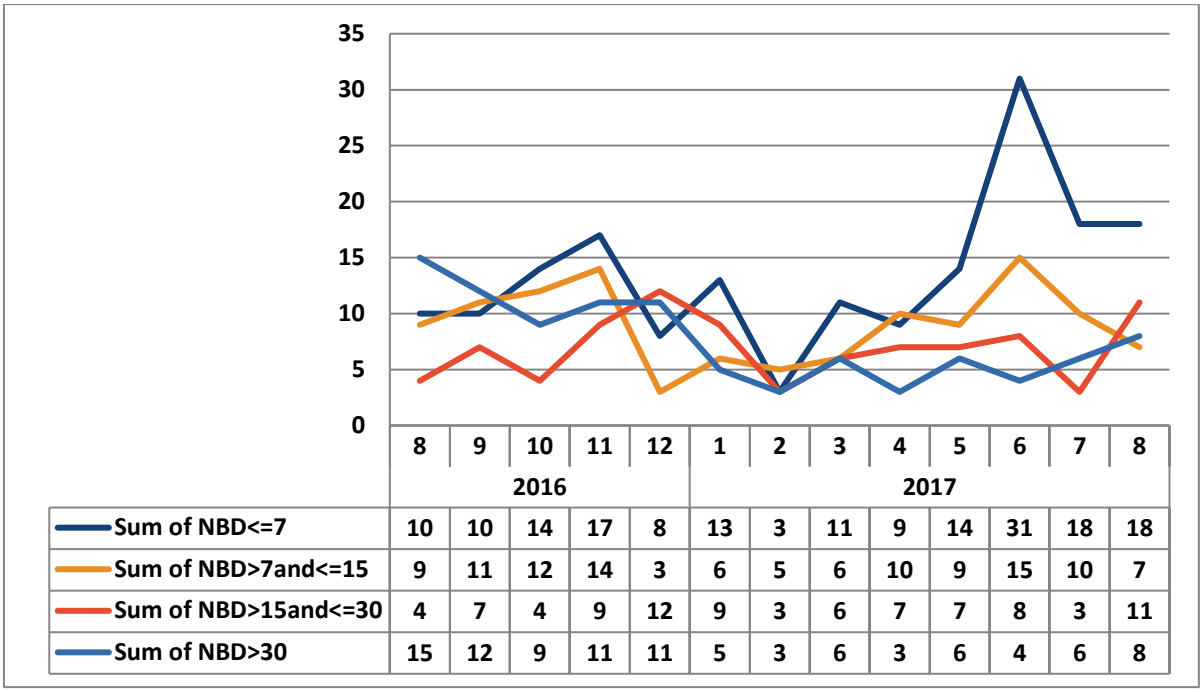
8.3.1. Trend normal changes



	8	9	10	11	12	1	2	3	4	5	6	7	8
	2016					2017							
Sum of Opened	42	46	45	57	35	42	20	42	33	48	74	43	45
Sum of Implemented	27	38	38	37	38	42	20	41	29	36	69	42	40
Sum of Rejected	9	3	3	5	7	3	8	3	1	6	0	3	14
Sum of Closed	20	50	38	35	55	53	24	14	7	102	40	40	85

Comments:

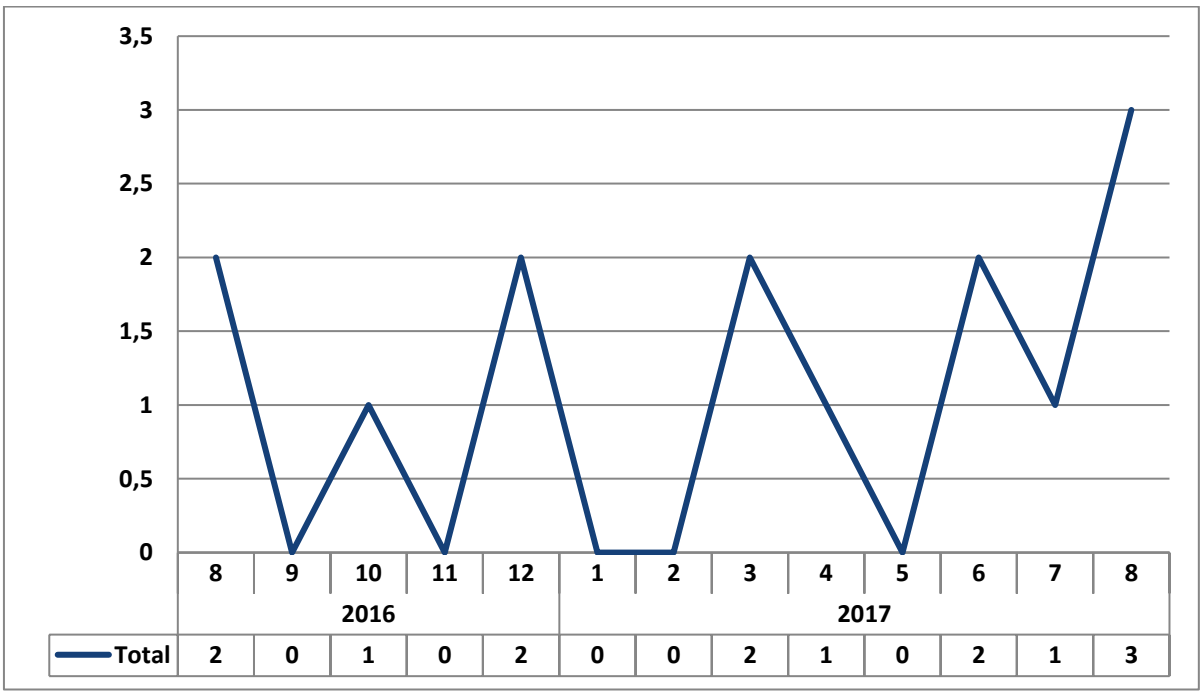
8.3.2. Trend normal changes - opened vs need-by date



	8	9	10	11	12	1	2	3	4	5	6	7	8
	2016					2017							
Sum of NBD<=7	10	10	14	17	8	13	3	11	9	14	31	18	18
Sum of NBD>7and<=15	9	11	12	14	3	6	5	6	10	9	15	10	7
Sum of NBD>15and<=30	4	7	4	9	12	9	3	6	7	7	8	3	11
Sum of NBD>30	15	12	9	11	11	5	3	6	3	6	4	6	8

Comments:

8.3.3. Trend normal changes caused incidents



	8	9	10	11	12	1	2	3	4	5	6	7	8
	2016					2017							
Total	2	0	1	0	2	0	0	2	1	0	2	1	3

Comments:

8.4. Emergency changes

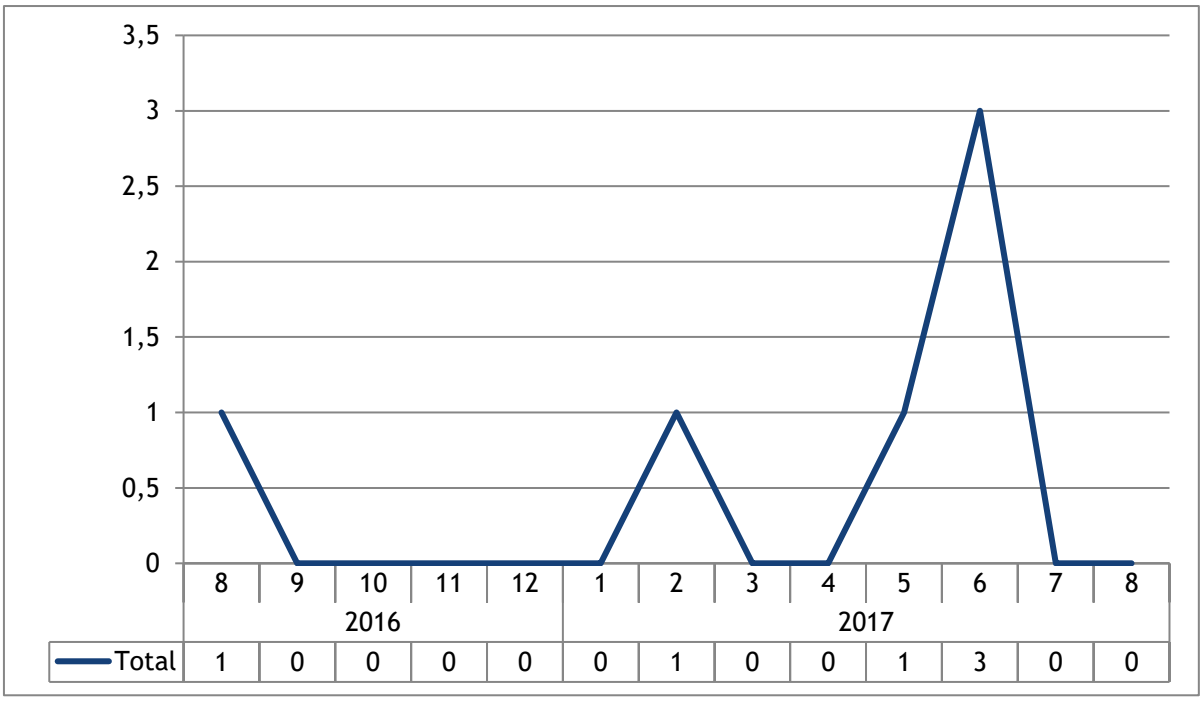
8.4.1. Opened Emergency Changes during August 2017

Change_num	Open_date	status	Summary	Change_area	Actions

Emergency changes opened during the reporting month

Comments:

8.4.2. Evolution Emergency Changes



Comments:

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9. SYSTEM AVAILABILITY

Applicatie Beschikbaarheid - Totaal	aug-17																							
Service Level : 99.0%																								
	aug-17	-	jul-17	-	aug-17	-	jul-17	-	aug-17	-	jul-17	-	aug-17	-	jul-17	-	aug-17	-	jul-17	-	aug-17	-	jul-17	-	aug-17	-
Quartz	100,00%	0	99,69%	40	99,38%	80	100,00%	0	100,00%	0	98,11%	246	99,35%	85	100,00%	0	100,00%	0	100,00%	0	100,00%	0	98,37%	212	97,85%	280
Burgerportaal	100,00%	0	99,69%	40	99,38%	80	100,00%	0	100,00%	0	98,11%	246	99,35%	85	100,00%	0	100,00%	0	100,00%	0	98,08%	250	100,00%	0	100,00%	0
GRAS WFM	100,00%	0	99,69%	40	98,72%	166	100,00%	0	98,69%	170	98,11%	246	99,35%	85	99,65%	46	100,00%	0	100,00%	0	100,00%	0	99,13%	113	99,50%	65
Mijn RVR	98,92%	140	99,69%	40	99,38%	80	99,98%	3	99,80%	26	98,11%	246	98,86%	148	98,11%	246	100,00%	0	100,00%	0	99,27%	95	99,05%	123	99,34%	86
Picket	91,23%	1140	99,69%	40	99,38%	80	100,00%	0	100,00%	0	98,11%	246	99,35%	85	100,00%	0	100,00%	0	100,00%	0	100,00%	0	100,00%	0	100,00%	0
Teamsoft	100,00%	0	99,69%	40	95,79%	547	97,36%	343	99,72%	37	98,11%	246	99,35%	85	100,00%	0	100,00%	0	100,00%	0	98,30%	221	100,00%	0	100,00%	0
Wbtv	99,54%	60	99,69%	40	99,38%	80	100,00%	0	100,00%	0	98,11%	246	99,35%	85	100,00%	0	100,00%	0	100,00%	0	98,38%	210	100,00%	0	100,00%	0
Wrb	100,00%	0	99,69%	40	99,38%	80	100,00%	0	100,00%	0	98,11%	246	99,35%	85	100,00%	0	100,00%	0	100,00%	0	99,82%	23	100,00%	0	100,00%	0
Wsnp	98,00%	260	99,69%	40	99,38%	80	100,00%	0	100,00%	0	98,11%	246	99,35%	85	100,00%	0	100,00%	0	100,00%	0	100,00%	0	100,00%	0	100,00%	0
Internet	100,00%	0	99,41%	77	99,38%	80	100,00%	0	99,32%	88	95,47%	589	99,35%	85	100,00%	0	100,00%	0	100,00%	0	100,00%	0	99,59%	53	99,35%	84
Telefonie	100,00%	0	99,69%	40	99,38%	80	98,92%	140	99,10%	117	97,32%	349	98,42%	205	100,00%	0	100,00%	0	100,00%	0	100,00%	0	98,92%	141	100,00%	0
Email	100,00%	0	99,69%	40	99,38%	80	100,00%	0	100,00%	0	98,11%	246	99,35%	85	100,00%	0	100,00%	0	100,00%	0	100,00%	0	100,00%	0	100,00%	0

Infrastructuur Beschikbaarheid																								
Service Level : 99.5%																								
	aug-17	-	jul-17	-	aug-17	-	jul-17	-	aug-17	-	jul-17	-	aug-17	-	jul-17	-	aug-17	-	jul-17	-	aug-17	-	jul-17	-	aug-17	-
Netwerk	100,00%		99,69%	40	99,38%	80	100,00%		100,00%		98,23%	230	99,35%	85	100,00%		100,00%		100,00%		100,00%		100,00%		100,00%	
Cegeka datacenter infrastructuur	100,00%		100,00%		100,00%		100,00%		100,00%		99,88%	16	100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%	

Applicatie Beschikbaarheid, exclusief infrastructuur																								
	aug-17	-	jul-17	-	aug-17	-	jul-17	-	aug-17	-	jul-17	-	aug-17	-	jul-17	-	aug-17	-	jul-17	-	aug-17	-	jul-17	-	aug-17	-
Quartz	100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		98,37%	212	97,85%	280
Burgerportaal	100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		98,08%	250	100,00%		100,00%	
GRAS WFM	100,00%		100,00%		99,34%	86	100,00%		98,69%	170	100,00%		100,00%		99,65%	46	100,00%		100,00%		100,00%		99,13%	113	99,50%	65
Mijn RVR	100,00%		100,00%		100,00%		99,98%	3	99,80%	26	96,22%	492	99,52%	63	98,11%	246	100,00%		100,00%		99,27%	95	99,05%	123	99,34%	86
Piket	100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%	
Teamsoft	100,00%		100,00%		96,41%	467	97,36%	343	99,72%	37	99,62%	49	100,00%		100,00%		100,00%		100,00%		98,30%	221	100,00%		100,00%	
Wbtv	100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		98,38%	210	100,00%		100,00%	
Wrb	100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		99,82%	23	100,00%		100,00%	
Wsnp	100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%	
Internet	100,00%		99,72%	37	100,00%		100,00%		99,32%	88	97,36%	343	100,00%		100,00%		100,00%		100,00%		100,00%		99,59%	53	99,35%	84
Telefonie	100,00%		100,00%		100,00%		98,92%	140	99,10%	117	99,21%	103	99,08%	120	100,00%		100,00%		100,00%		100,00%		98,92%	141	100,00%	
Email	100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%		100,00%	

Service Window
Maandag t/m vrijdag 08:00 - 18:00

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10. APPENDIX (4.4 DETAIL P1S)

Case_id	Open_Date	Status	Area	Summary	Duration (min.)
1974170	2-08-17	Closed	RVRB.Software.CSPL	Incentro - alle Hippo websites zijn onbereikbaar muv Rechtwijzer	163
1977193	4-08-17	Closed	RVRB.Server.File & print	printerstoring HTB	247
1985165	14-08-17	Closed	RVRB.Workplace.Internet Access	Problem with loading several websites	1700
1994693	23-08-17	Closed	RVRB.Server.E-mail	EMAIL - Mails komende van de landelijke politie worden niet ontvangen	1926
2002342	30-08-17	Resolved	RVRB.Software.CSPL.Wbtv	Certificaat sts.rvr.org lijkt niet vernieuwd - Mijn Wbtv onbereikbaar	168

All P1 incidents opened during the reporting month (only parent tickets)

Comments

11. APPENDIX (4.5 SECURITY INCIDENTS)

Case_id	Open_Date	Prio	Summary	Solution	Area	Resolve_Date	Cause

Only parent tickets are reported in this table.

Comments

12. APPENDIX (4.7 OPEN INCIDENTS END OF AUGUST 2017)

Case_id	Open_Date	Prio	Status	Area	Summary	Actions
1887374	18-05-17	3-Medium	Pending Supplier	RVRB.Software.CSPL.Quartz	Leveren in Quartz lukt niet	
1907701	6-06-17	3-Medium	Pending Supplier	RVRB.Software.CSPL	ws170606b Rechten Pauline	

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Case_id	Open_Date	Prio	Status	Area	Summary	Actions
1920132	16-06-17	4-Low	Pending Supplier	RVRB.Server.IIS/Proxy	Wrong certificate for all Hippo Websites (al bekend bij Incentro)	
1928011	23-06-17	4-Low	Pending Supplier	RVRB.Software.CSPL.Avaya Beheertools	WSNP/WBTV aansluiten op Avaya	
1931656	26-06-17	3-Medium	Pending Supplier	RVRB.Software.CSPL.GRAS.Systeembeheer	artf5681986 Titel: Geboortedatum in GBA antwoordbericht	
1936041	29-06-17	4-Low	Waiting For Feedback	RVRB.Network.Router	ADSL locatie HTB Magistratenlaan	
1937918	30-06-17	3-Medium	Pending Supplier	RVRB.Software.CSPL.GRAS.Productie	1GT3004 - Eigen Bijdrage is vermeld	
1953311	12-07-17	3-Medium	Pending Supplier	RVRB.Server.DC	Broken links Rechtwijzer 1.0	
1953580	12-07-17	3-Medium	Waiting For Feedback	RVRB.Software.CSPL.Citrix Access Management Console	Capgemini - verzoek support GCS onder Citrix Upgrade	
1955560	14-07-17	3-Medium	Pending Supplier	RVRB.Software.CSPL.Quartz	I-17-01 068 eerder incident bekend probleem	
1972571	31-07-17	3-Medium	Pending Supplier	RVRB.Software.CSPL.GRAS.Productie	Bijwerken postcodetabel release september 2017 - INC000002062030	
1982900	10-08-17	3-Medium	Pending Supplier	RVRB.Software.CSPL.Wbtv	Incidentmelding bestaand incident I-17-01 068 / modify address info in 'mijn wbtv'-portal issue	
1987490	16-08-17	3-Medium	Waiting For Feedback	RVRB.Software.SPL.Citrix Access Gateway licentie	[CITRIX] Filenet Workplace freezes constantly - jgerrietsen	
1987746	16-08-17	3-Medium	Pending Supplier	RVRB.Software.CSPL.FileNet Workplace	koppeling tussen FileNet en GRAS geeft foutcode 10	
1990626	18-08-17	3-Medium	Pending Supplier	RVRB.Software.SPL.Microsoft Windows	Password reset for sup.vodafone	
1991033	18-08-17	3-Medium	Pending Supplier	RVRB.Server.IIS/Proxy	Documenten genereren niet mogelijk	
1992955	22-08-17	3-Medium	Pending Supplier	RVRB.Software.CSPL	Incentro - Google Analytics on KART results	

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Case_id	Open_Date	Prio	Status	Area	Summary	Actions
1993094	22-08-17	3-Medium	Pending Supplier	RVRB.Software.CSPL	Planned Projects Ziggo Business - RFC 592963	
1994648	23-08-17	3-Medium	Waiting For Feedback	RVRB.Software.CSPL.Citrix Access Management Console	Log into the RVR-environment using the WSNP-environment not possible	
1994752	23-08-17	3-Medium	Pending Supplier	RVRB.Network.Router	Maintenance KPN	
1997990	25-08-17	3-Medium	Pending Supplier	RVRB.Software.CSPL.GRAS.Productie	Dossier 1GS5509 (algmut5) blijft hangen in de foutwerkbak van de beheerder - INC000002139737	
1999572	28-08-17	3-Medium	Assigned	RVRB.Software.CSPL	Problemen met Symagic Organisatiebureau	
2000669	29-08-17	3-Medium	Pending Supplier	RVRB.Software.CSPL.FileNet Workplace	Filenet - error message in GRAS for ARH account - hgoossensarh	
2000678	29-08-17	3-Medium	Pending Supplier	RVRB.Software.CSPL.Quartz	Incidentmelding - aanvraag blijft hangen in gesloten flow IKV Quartz	
2000844	29-08-17	3-Medium	Pending Supplier	RVRB.Software.CSPL	NaVision - beginsaldo klopt niet - dvdhoek	
2001255	29-08-17	4-Low	Assigned	RVRB.Server.File & print	G-en H- schijven opruimen en rechten nagaan	
2001898	30-08-17	3-Medium	Assigned	RVRB.Workplace.Fat Client	Toevoegen groep staf	
2002247	30-08-17	3-Medium	Pending Supplier	RVRB.Software.CSPL	Navision - verkeerd bankrekeningnummer	
2002870	30-08-17	3-Medium	Pending Supplier	RVRB.Server.DC	Account locked - cgebasti	
2002977	30-08-17	3-Medium	Assigned	RVRB.Software.CSPL	A29571 andere clientgegevens - mnizamoeddin	
2003934	31-08-17	3-Medium	Waiting For Feedback	RVRB.Software.CSPL.GRAS.Productie	Gras dossier 4MO7267, Grasscherm geeft bij opstarten de volgende foutmelding: ‘(grsa1f66a)	
2004156	31-08-17	3-Medium	Assigned	RVRB.Software.CSPL	CTAC17090052 - Navision does not start	
2004178	31-08-17	3-Medium	Waiting For Feedback	RVRB.Software.CSPL	Incidentmelding declaratie REGAZC	
2004587	31-08-17	3-Medium	Pending Supplier	RVRB.Software.CSPL.GRAS.Productie	INC000002152133 - foutmelding adreswijziging gras (4MI3508)	

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Comments

13. APPENDIX (5.4 OPEN REQUESTS END OF AUGUST 2017)

Case_id	Open_Date	Prio	Status	Area	Summary	Actions
1789189	1-03-17	3-Medium	Pending Supplier	RVRB.Techn Applic Mgmt.Maintenance	RvR Melding P4 Laag I-17-03 002 Capgemini Overig SR ondersteuning release ERAv2	
1881970	15-05-17	3-Medium	Pending RFC	RVRB.Software.SPL.Anti-virus	SCCM client + antivirus on Server 2016	
1906931	6-06-17	3-Medium	Pending Supplier	RVRB.Software.SPL.Citrix Access Gateway licentie	Wijzigingsverzoek CapGemini - patching Business Objects	
1912246	9-06-17	3-Medium	Pending Supplier	RVRB.Software.CSPL.Citrix Access Management Console	SR CapGemini - support Rudi Mathijssen bij installatie Teraterm Citrix Upgrade	
1923798	20-06-17	3-Medium	Pending Supplier	RVRB.User Mgmt.Account.AD.New	***18/09*** Nieuwe gebruiker - Jan Arkeveld	
1925362	21-06-17	4-Low	Pending Supplier	RVRB.Software.CSPL.GRAS.Productie	RFI - incident/verzoek om info	
1934685	28-06-17	3-Medium	Pending Supplier	RVRB.Software.CSPL.GRAS.Productie	SR IA GRAS / Uitvoerbesluit na F12 en na ontvangst antwoord Just-id	
1935155	28-06-17	3-Medium	Pending Supplier	RVRB.@Parent request	SR voor CAP. Titel: HOFZAKEN: Bevragingsservice en retour melding zaak onbekend in JDS	
1950981	11-07-17	3-Medium	Waiting For Feedback	RVRB.User Mgmt.Authorization.WIFI	Verzoek wijzigen WI-FI code RVRTAA	
1951099	11-07-17	3-Medium	Pending Supplier	RVRB.Server.DC	Toegang NAV	
1963559	21-07-17	3-Medium	Pending Supplier	RVRB.Software.CSPL	[Vodafone] Verzoek om IA: Aansluiten WSNP op telefonie - 340735	
1963599	21-07-17	3-Medium	Pending Supplier	RVRB.Software.CSPL	INC000002033577 - Capgemini - SR voor support migratie BO database naar SQL cluster	

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Case_id	Open_Date	Prio	Status	Area	Summary	Actions
1975904	3-08-17	3-Medium	Pending Supplier	RVRB.Workplace.Laptop	5 werkplekken kamer Theo	
1978927	7-08-17	3-Medium	Pending Supplier	RVRB.Server.IIS/Proxy	Nieuwe melding Google Analytics	
1980768	8-08-17	3-Medium	Pending Supplier	RVRB.Software.CSPL.GRAS.Productie	[SR voor CapGemini] Onderzoek GRAS	
1985947	14-08-17	4-Low	Assigned	RVRB.User Mgmt.Account.AD.New	Nieuwe gebruiker - Ticho Hellings	
1989584	17-08-17	3-Medium	Pending Supplier	RVRB.Software.CSPL.Quartz	I-17-04-040 - Quartz WBTV	
1991986	21-08-17	3-Medium	Waiting For Feedback	RVRB.Server.DB DIS	Aanpassen zwakke Diffie-Hellman key exchange	
1992047	21-08-17	3-Medium	Assigned	RVRB.Mailbox.Distr-List	Twee mailgroepen op domein rvr	
1992619	21-08-17	3-Medium	Pending Supplier	RVRB.Printer Network.Modify	RFI voor CapGemini: Software ScanPC's samenvoegen?	
1993575	22-08-17	3-Medium	Pending Supplier	RVRB.Server.IIS/Proxy	Link menuknop naar andere pagina	
1996149	24-08-17	3-Medium	Assigned	RVRB.Software.SPL.Microsoft Office	Install Poweroint op laptop - lmaas	
1997930	25-08-17	3-Medium	Assigned	RVRB.Workplace.External E-mail	schrijfrechten geven agenda Vergaderzaal - Ella Schepel	
2002348	30-08-17	3-Medium	Pending Supplier	RVRB.Software.CSPL	Capgemini - SR voor werkzaamheden verruimde openstelling MijnRvR	
2003524	31-08-17	3-Medium	Pending Supplier	RVRB.Software.CSPL	RFI - pdf-a bestanden uploaden in mijnRVR	

Comments

