

Contract Usage Report



Worked Date	Company	Ticket Contact	Issue	Summary Notes	Resource Name	Worked Hours	Billed Hours
Company Name: EGIA - Electric & Gas Industry Association Contract Type Description: Block Hours Contract Name: EGIA MRB Contract							
07/02/2024	EGIA - Electric & Gas Industry Association		[JIRA] (IS-376) Wifi disconnect issues	Checked computer and it is on Windows 11. Suggesting driver reinstall of the wifi card or it is possible hard ware error.	Baetiong, Russell	0.15	0.15
07/02/2024	EGIA - Electric & Gas Industry Association		[JIRA] (IS-377) Karla Guerrero - DESKTOP-KKRJ8LH Freezing and slowness	tried to call user and emailed back clinton	Rojas, Alex	0.15	0.15
07/02/2024	EGIA - Electric & Gas Industry Association	Helpdesk, EGIA	[JIRA] (IS-375) No sound for Microsoft teams	Called User - no response Checked with team Emailed user	Garcia, Enrique	0.15	0.15
07/02/2024	EGIA - Electric & Gas Industry Association	Helpdesk, EGIA	[JIRA] (IS-375) No sound for Microsoft teams	called and emailed user	Garcia, Enrique	0.15	0.15
07/02/2024	EGIA - Electric & Gas Industry Association	Helpdesk, EGIA	[JIRA] (IS-375) No sound for Microsoft teams	Sound worked up until last week checked for updates in both windows and dell everything up to date restarted computer uninstalled and reinstalled devices and drivers in device manager Ran dell diagnostic, failed ran built in troubleshooter noticed user had same issue a few months ago - T20240319.0060 - Rhonda - no audio called dell, dell would send in computer to advance resolution center spoke to user to get details	Garcia, Enrique	1.35	1.35
07/03/2024	EGIA - Electric & Gas Industry Association	Helpdesk, EGIA	[JIRA] (IS-375) No sound for Microsoft teams	Emailed Clinton and Nathaniel	Garcia, Enrique	0.15	0.15

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07/05/2024	EGIA - Electric & Gas Industry Association		[JIRA] (IS-377) Karla Guerrero - DESKTOP-KKRJ8LH Freezing and slowness	emailed nathaniel to follow up	Rojas, Alex	0.15	0.15
07/08/2024	EGIA - Electric & Gas Industry Association	Helpdesk, EGIA	[JIRA] (IS-375) No sound for Microsoft teams	called and emailed user	Garcia, Enrique	0.15	0.15
07/08/2024	EGIA - Electric & Gas Industry Association	Ticket, EGIA	Wifi issues	Emailed Nathan.	Edpao, Gerald	0.30	0.30
07/09/2024	EGIA - Electric & Gas Industry Association	Helpdesk, EGIA	[JIRA] (IS-375) No sound for Microsoft teams	called and emailed user	Garcia, Enrique	0.15	0.15
07/10/2024	EGIA - Electric & Gas Industry Association	Helpdesk, EGIA	[JIRA] (IS-375) No sound for Microsoft teams	Emailed user back	Garcia, Enrique	0.15	0.15
07/10/2024	EGIA - Electric & Gas Industry Association	Ticket, EGIA	Wifi issues	Sent follow up email.	Edpao, Gerald	0.15	0.15
07/11/2024	EGIA - Electric & Gas Industry Association	Ticket, EGIA	Wifi issues	Sent courtesy email.	Edpao, Gerald	0.15	0.15
07/15/2024	EGIA - Electric & Gas Industry Association	Ticket, EGIA	Wifi issues	Sent an email informing the user I am closing the ticket.	Edpao, Gerald	0.15	0.15
07/17/2024	EGIA - Electric & Gas Industry Association	Cramer, Clinton	Security Remediations	Call with Clinton to discuss report Worked in Active Directory to clean up 300+ EoL computers Remediations done as much as possible for now Advised on old Server 2008R2 Domain Controller Removed privileged accounts for all but Clinton and Eddie	Tremper, Michael	2.55	2.55
07/17/2024	EGIA - Electric & Gas Industry Association	Helpdesk, EGIA	[JIRA] (IS-375) No sound for Microsoft teams	Emailed user	Garcia, Enrique	0.15	0.15

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07/18/2024	EGIA - Electric & Gas Industry Association		Offline >5 Minutes (EGIADC01W) - EGIADC01W	Logged into another DC, cannot RDP or PING this server, emailed on site support.	Martinez, Jason	0.15	0.15
07/18/2024	EGIA - Electric & Gas Industry Association	Helpdesk, EGIA	[JIRA] (IS-375) No sound for Microsoft teams	Emailed user to close ticket	Garcia, Enrique	0.15	0.15
07/22/2024	EGIA - Electric & Gas Industry Association		Immediate action required: Out of File capacity	Looking into database issues. Working with Microsoft to resolve.	Baetiong, Russell	0.30	0.30
07/22/2024	EGIA - Electric & Gas Industry Association		Offline >5 Minutes (EGIADC01W) - EGIADC01W	Emailed a second time.	Martinez, Jason	0.15	0.15
07/23/2024	EGIA - Electric & Gas Industry Association		Immediate action required: Out of File capacity	Reviewed database and tables. Will check with Clinton to see if it is at all needed.	Baetiong, Russell	0.30	0.30
07/24/2024	EGIA - Electric & Gas Industry Association		Immediate action required: Out of File capacity	Sent email to Clinton to review database table spreadsheet provided my MS support rep.	Filmore, Jeff	0.15	0.15
07/24/2024	EGIA - Electric & Gas Industry Association	Ticket, EGIA	[JIRA] Nathaniel James Odom mentioned you on IS-397	Emailed user	Garcia, Enrique	0.15	0.15
07/25/2024	EGIA - Electric & Gas Industry Association		Account Management	Meeting with Randy and Cliton. Passed the VPN issue to Chris.	Weston, Donnie	0.60	0.60
07/25/2024	EGIA - Electric & Gas Industry Association		SSLVPN not working	<p>It was brought to my attention that the SSLVPN was not working. Reached out to get some clarification and started looking into this. There are two sonicwalls, with one dedicated to the sslvpn. this is an older model with 52 sslvpn licenses.</p> <p>The newer sonicwall doesn't have any SSLVPN configuration SSLVPN is using LDAP without TLS I was able to get the SSLVPN working again after updating the LDAP server IP on the sonicwall and the primary DNS for the SSLVPN connection.</p> <p>Attempted to enable TLS but the connection to LDAP fails. To set this up properly Radius authentication should be configured</p>	Davis, Chris	0.75	0.75

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07/25/2024	EGIA - Electric & Gas Industry Association	Ticket, EGIA	[JIRA] Nathaniel James Odom mentioned you on IS-397	User had previous account changed to a shared inbox but with alias of new email checked settings two different accounts but also a share inbox with similar emails/identities checking in with team	Garcia, Enrique	0.60	0.05
07/25/2024	EGIA - Electric & Gas Industry Association	Ticket, EGIA	[JIRA] Nathaniel James Odom mentioned you on IS-397	User had previous account changed to a shared inbox but with alias of new email checked settings two different accounts but also a share inbox with similar emails/identities checking in with team	Garcia, Enrique	0.60	0.55
07/25/2024	EGIA - Electric & Gas Industry Association	Ticket, EGIA	[JIRA] Nathaniel James Odom mentioned you on IS-397	called user user still was showing aschindler@EGIA563.onmicrosoft.com account tested other emails checking settings again had to rebuilt her account emails are taking a long time to populate manually forcing inbox synchronization helped user mapped share inboxes to owa search function still weird having user test out different methods will have to reindex search, but need to let boxes finish syncing	Garcia, Enrique	1.80	1.80
07/26/2024	EGIA - Electric & Gas Industry Association	Ticket, EGIA	[JIRA] Nathaniel James Odom mentioned you on IS-397	Called user - other inbox is still showing checked settings again changed default inbox searching is still not working indexing is still in progress advice user to let indexing finish up	Garcia, Enrique	0.45	0.45
07/29/2024	EGIA - Electric & Gas Industry Association		Immediate action required: Out of File capacity	- Sent email to Clinton with recommendation to contact Microsoft support to confirm deleting tables won't effect other Azure features.	Filmore, Jeff	0.30	0.30
07/29/2024	EGIA - Electric & Gas Industry Association		SSLVPN not working	The SSLVPN was fixed on Friday. Closing ticket	Davis, Chris	0.15	0.15

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07/29/2024	EGIA - Electric & Gas Industry Association	Ticket, EGIA	[JIRA] Nathaniel James Odom mentioned you on IS-397	Emailed user responded to user responded to Nathon on Jira	Garcia, Enrique	0.15	0.15
EGIA - Electric & Gas Industry Association Total Hours Used:						12.30	12.30
EGIA MRB Contract Total Hours Used:						12.30	12.30