

Report Title: Incident Details
Run Date and Time: 22.10.2021 08:06 Central European Summer Time
Run by: Yngve Urdal
Table name: incident

Incident

Short description:

Notification of visitor - Ståle Key-Nilsen (Service på kundes kjøleskap) BSHG

Event Type:	Help/Inquiry	Number:	INC0043428
Site:	DHAS Campus	Opened:	22.09.2021 12:15
Customer:		Opened by:	Geir Vistung
Reported by:	Geir Vistung	Assignment group:	Security
Category:	Access	Assigned to:	Security DHAS
Business Service:		State:	Closed
Technical Service:		Log reason:	
Location Location Hierarchy:		Cancel Reason:	
Location:		On hold reason:	
Affected CI:		Watch list:	
Post RFS Defect:	false	Work notes list:	
Defect time:		Urgency:	
		Impact:	
		Priority:	4 - Low

Description:

Visiting: Lars Westerby

Visitors: Ståle Key-Nilsen (Service på kundes kjøleskap) BSHG

Visitor will arrive on: 2021-09-22

Additional information: For reparasjon av kjøleskap.

Probable cause:

Mitigated:

false

Description of mitigation:

Root Cause:

Additional comments:

Work notes:

Notes

Additional comments:

Work notes:

Related Records

Parent Incident:

Change Request:

Problem:

Work Order (Nuvolo):

Caused by Change:

Closure Information

Problem Candidate:	false	Contact type:	Self-service
Problem description:		Invoice Status:	Not Required
Knowledge:	false	AVS Number:	
Call out:		Closed by:	Security DHAS
Close code:	Closed/Resolved by Caller	Closed:	24.09.2021 09:00

Close notes(Information in this field is visible to Caller):

Service utført 22.09.2021-Ok
Jon Anders A.

Vendor

Vendor:

Vendor ticket:

Vendor point of contact: