Incident Details Page 1

Report Title: Incident Details

Run Date and Time: 08.10.2021 07:43 Central European Summer Time

Run by: Yngve Urdal

Table name: incident

Incident

Short description:

DigiPlex Staff Offboarding

Event Type:	Help/Inquiry	Number:	INC0037840
Site:		Opened:	01.03.2021 17:17
Customer:		Opened by:	Olga Skute
Reported by:	Olga Skute	Assignment group:	
Category:	Access	Assigned to:	Yngve Urdal
Business Service:		State:	Closed
Technical Service:		Log reason:	
Location Location Hierarchy:		Cancel Reason:	
Location:		On hold reason:	
Affected CI:		Watch list:	Security DNAS, Security DFAS
Post RFS Defect:	false	Work notes list:	
Defect time:		Urgency:	
		Impact:	

Description:

Rolf Arne Storøy is no longer a DigiPlex employee and no longer has authority to access DigiPlex data centre sites. Please cancel all access cards for all data centres.

Priority:

Probable cause:

Mitigated:

false

Description of mitigation:

Root Cause:

Additional comments:

02.03.2021 14:57 - Security DNAS (Additional comments)

Card at both DRAS and DNAS deleted.

Work notes:

12.03.2021 07:30 - Security DFAS (Work notes)

Deleted access and SN #no

01.03.2021 17:27 - Yngve Urdal (Work notes)

@Security DFAS, @Security DNAS can you please cancel all access cards for Rolf Arne Storøy and change the access card state in SN?

When complete update this inc

Notes

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Incident Details Page 2

Additional	comments:

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When complete update this inc

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Parent Incident:	Change Request:
Problem:	Caused by Change:
Work Order (Nuvolo):	

Closure Information

Problem Canditate:	false	Contact type:	
Problem description:		Invoice Status:	Not Required
Knowledge:	false	AVS Number:	
Call out:		Closed by:	Yngve Urdal
Close code:	Resolved Permanently	Closed:	11.03.2021 15:00

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

Card holder Deleted.

Vendor

Vendor:
Vendor ticket:
Vendor point of contact: