

Report Title: Incident Details
Run Date and Time: 08/09/2020 14:06:46 Greenwich Mean Time
Run by: Pete O'Sullivan
Table name: incident

Incident

Number:	INC0030971	Opened:	09/07/2020 06:29:21
Caller:	Olga Skute	Opened by:	Olga Skute
Customer:	Digiplex Norway AS	Incident state:	Closed
Site:		On hold reason:	
Location Location Hierarchy:		Category:	Security Information
Location:		Type:	
Affected CI:		Assignment group:	
Affected Business service:	Security	Assigned to:	Pete O'Sullivan
Technical Service:		Watch list:	
Urgency:	3 - Low	Work notes list:	
Impact:	3 - Low		
Priority:	5 - Planning		

Short description:

DigiPlex Staff Offboarding

Description:

Charlotte Kelly 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.

Additional comments:

09/07/2020 07:39:02 - Pete O'Sullivan (Additional comments)
Charlotte Kelly's access card for DFAS has been cancelled. REQ0015124 refers

Work notes:**Notes****Additional comments:**

09/07/2020 07:39:02 - Pete O'Sullivan (Additional comments)
Charlotte Kelly's access card for DFAS has been cancelled. REQ0015124 refers

Work notes:**Related Records**

Parent Incident:	Change Request:
Problem:	Caused by Change:

Closure Information

Problem candidate :		Invoice Status:	Not Required
Problem description:		AVS Number:	
Knowledge:	false	Closed by:	Pete O'Sullivan
SLA Breach:	No	Closed:	22/08/2020 13:00:01
Call out:			
Close code:	Solved (Permanently)		

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

Charlotte Kelly's access card for DFAS has been cancelled. REQ0015124 refers

Vendor	
Vendor:	
Vendor ticket:	
Vendor point of contact:	

Related List Title: Task SLA List
Table name: task_sla
Query Condition: Task = INC0030971
Sort Order: None

1 Task SLAs

SLA definition	Type	Stage	Has breached	Start time	Stop time	Actual elapsed time	Actual elapsed percentage
Security - INC_Response	OLA	Completed	false	09/07/2020 06:33:51	09/07/2020 07:10:53	37 Minutes	61.72