

Report Title: Incident Details
Run Date and Time: 08/09/2020 14:08:34 Greenwich Mean Time
Run by: Pete O'Sullivan
Table name: incident

Incident

Number:	INC0030188	Opened:	10/06/2020 14:28:09
Caller:	Olga Skute	Opened by:	Olga Skute
Customer:	Digiplex Fet AS	Incident state:	Closed
Site:	DigiPlex Fet AS	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:	Olga Skute, Frode Elden Kay
Urgency:	1 - High	Work notes list:	
Impact:	3 - Low		
Priority:	3 - Moderate		

Short description:

DigiPlex Staff Offboarding

Description:

James Hipperson 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 effective from June 10, 2020.

Additional comments:**Work notes:**

12/06/2020 09:39:28 - Pete O'Sullivan (Work notes)
James Hipperson's Access Cards have been cancelled wef 10 Jun

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

12/06/2020 09:39:28 - Pete O'Sullivan (Work notes)
James Hipperson's Access Cards have been cancelled wef 10 Jun

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:	13/06/2020 10:00:01
Call out:			
Close code:	Closed/Resolved by Caller		

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

James Hipperson's Access Cards have been cancelled wef 10 Jun

Vendor	
Vendor:	
Vendor ticket:	
Vendor point of contact:	

Related List Title: Task SLA List
Table name: task_sla
Query Condition: Task = INC0030188
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	10/06/2020 14:31:14	10/06/2020 14:58:32	27 Minutes	45.5