

**Report Title:** Incident Details  
**Run Date and Time:** 08/09/2020 14:09:18 Greenwich Mean Time  
**Run by:** Pete O'Sullivan  
**Table name:** incident

**Incident**

Number:	INC0029602	Opened:	19/05/2020 13:58:14
Caller:	Olga Skute	Opened by:	Olga Skute
Customer:	Digiplex Norway AS	Incident state:	Closed
Site:	DigiPlex Norway 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:	
Urgency:	3 - Low	Work notes list:	
Impact:	3 - Low		
Priority:	5 - Planning		

**Short description:**

DigiPlex Staff Offboarding

**Description:**

Daniel Drangsholt 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:****Work notes:**

20/05/2020 08:34:25 - Pete O'Sullivan (Work notes)  
A DS1 Access Card for Daniel Drangsholt was cancelled 10/03/20. REQ0013808 Refers

Previous note contained the wrong request reference number

20/05/2020 08:32:21 - Pete O'Sullivan (Work notes)  
A DS1 Access Card for Daniel Drangsholt was cancelled 10/03/20. REQ0014571 Refers

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

20/05/2020 08:34:25 - Pete O'Sullivan (Work notes)  
A DS1 Access Card for Daniel Drangsholt was cancelled 10/03/20. REQ0013808 Refers

Previous note contained the wrong request reference number

20/05/2020 08:32:21 - Pete O'Sullivan (Work notes)  
A DS1 Access Card for Daniel Drangsholt was cancelled 10/03/20. REQ0014571 Refers

**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:	21/05/2020 09:00:07
Call out:			
Close code:	Solved (Permanently)		

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

A DS1 Access Card for Daniel Drangsholt was cancelled 10/03/20. REQ0013808 Refers

Vendor	
Vendor:	
Vendor ticket:	
Vendor point of contact:	

**Related List Title:** Task SLA List  
**Table name:** task\_sla  
**Query Condition:** Task = INC0029602  
**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	true	19/05/2020 13:59:34	20/05/2020 08:32:21	18 Hours 32 Minutes	1,854.64