

**Report Title:** Incident Details  
**Run Date and Time:** 08.10.2021 07:40 Central European Summer Time  
**Run by:** Yngve Urdal  
**Table name:** incident

**Incident**

## Short description:

DigiPlex Staff Offboarding

|                              |              |                   |   |
|------------------------------|--------------|-------------------|---|
| Event Type:                  | Help/Inquiry | Number:           | INC0037839  |
| Site:                        |              | Opened:           | 01.03.2021 17:14  |
| 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 DFAS, Security DNAS,<br>Security DS1, Sten Iwan Jensen |
| Post RFS Defect:             | false        | Work notes list:  |   |
| Defect time:                 |              | Urgency:          |   |
|                              |              | Impact:           |   |
|                              |              | Priority:         | 4 - Low   |

## Description:

Pete O'Sullivan 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.

## Probable cause:

## Mitigated:

false

## Description of mitigation:

## Root Cause:

## Additional comments:

02.03.2021 15:02 - Security DNAS (Additional comments)

Access card to DNAS are deleted in Thorguard and updated in SN Access card database.

## Work notes:

12.03.2021 07:13 - Security DFAS (Work notes)

Access to DFAS Campus deleted

03.03.2021 07:37 - Security DS1 (Work notes)

Access card to DS1 deleted from SSM.

02.03.2021 07:29 - Sten Iwan Jensen (Work notes)

02-03-2021

Pete O'Sullivan has no longer access to DC1

01.03.2021 17:34 - Yngve Urdal (Work notes)

@Sten Iwan Jensen can you please cancel all access cards for Pete O'Sullivan and change the access card state in SN?

When complete update this inc

01.03.2021 17:32 - Reception DS1 (Work notes)

Hi Yngve,

It's done!

Best regards, Edita

01.03.2021 17:31 - Yngve Urdal (Work notes)

@Reception DS1 can you please cancel all access cards for Pete O'Sullivan and change the access card state in SN?

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01.03.2021 17:25 - Yngve Urdal (Work notes)

@Security DFAS, @Security DNAS can you please cancel all access cards for Pete O'Sullivan and change the access card state in SN?

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## Notes

Additional comments:

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#### Related Records

Parent Incident:

Problem:

Work Order (Nuvolo):

Change Request:

Caused by Change:

#### Closure Information

Problem Candidate: false

Problem description:

Knowledge: false

Call out:

Close code: Resolved Permanently

Contact type:

Invoice Status: Not Required

AVS Number:

Closed by: Yngve Urdal

Closed: 11.03.2021 15:00

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

Card Deleted.

#### Vendor

Vendor:

Vendor ticket:

Vendor point of contact: