

Report Title: Incident Details
Run Date and Time: 22.10.2021 11:46 Central European Summer Time
Run by: Yngve Urdal
Table name: incident

Incident**Short description:**

Cargo Lift, issue with calling the elevator up to 3rd floor when it's on Free Access

| | | | |
|------------------------------|--|-------------------|-----------------------------|
| Event Type: | Incident | Number: | INC0041094 |
| Site: | DFAS Campus | Opened: | 23.06.2021 11:59 |
| Customer: | Digiplex Fet AS | Opened by: | Security DFAS |
| Reported by: | Security DFAS | Assignment group: | DFAS Facility Management |
| Category: | Security | Assigned to: | Atle Torp |
| Business Service: | Access Control - Component failure | State: | Closed |
| Technical Service: | | Log reason: | |
| Location Location Hierarchy: | DFAS Campus/AM/AM_3/AM_315 Goods Lift 1 (Level 3 Landing) | Cancel Reason: | |
| Location: | AM_315 Goods Lift 1 (Level 3 Landing) | On hold reason: | Awaiting Vendor |
| Affected CI: | | Watch list: | Yngve Urdal, Pål Rune Viken |
| Post RFS Defect: | false | Work notes list: | Atle Torp |
| Defect time: | | Urgency: | 3 - Low |
| | | Impact: | 3 - Low |
| | | Priority: | 4 - Low |

Description:

Cargo Lift, issue with calling the elevator up to 3rd floor when it's on Free Access.
Cargo Lift works just fine other wise, when it's on Secure Access.

Stanley Security is first to be called to analyze the root cause. A technician will call to further investigate this matter. If they are unable to resolve this. The second option is to call Orona, as alternative cause could be a component configuration.

Probable cause:

Unknown - Need root cause analysis

Mitigated:

false

Description of mitigation:**Root Cause:****Additional comments:****Work notes:**

19.08.2021 10:46 - Shipra Kansal (Work notes)

Expected by end of aug

19.08.2021 10:44 - Shipra Kansal (Work notes)

Stanley bør snakke med Orona for å fikse feilen.

01.07.2021 10:18 - Security DFAS (Work notes)

@Atle Torp

This incident has to be put On Hold, until Orona elevator operator comes for yearly inspection to troubleshoot this matter

30.06.2021 12:42 - Atle Torp (Work notes)

How are we doing with this incident, is it fixed yet? Please update the case, or resolve if fixed.

Notes

Additional comments:

Work notes:

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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: No

Close code: Resolved Permanently

Contact type:

Invoice Status: Not Required

AVS Number:

Closed by: Security DFAS

Closed: 22.10.2021 09:00

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

We're closing this task due to the customer's SLA.

Customer has required the Cargo lift to have the PIN+Card functionality to be preserved. Therefore this incident/task is not required to be carried out.

The functionality on the cargo lift since this ticket has been raised has been PIN+Card, so there has been no SLA breach.

End of Report.

Vendor

Vendor:

Vendor ticket:

Vendor point of contact:

Related List Title: Task SLA List

Table name: task_sla

Query Condition: Task = INC0041094

Sort Order: None

1 Task SLAs

| SLA definition | Type | Stage | Has breached | Start time | Stop time | Actual elapsed time | Actual elapsed percentage |
|--|------|-----------|--------------|------------------|------------------|----------------------------|---------------------------|
| Time to resolve security incident (P4) | SLA | Completed | true | 23.06.2021 12:13 | 21.10.2021 08:28 | 7 Days 22 Hours 10 Minutes | 128,5 |