

Hexagon Work Request

Ticket Information:

- Hexagon Ticket #: 10732408
- ServiceNow Ticket #: INC1092015
- Site: GRIM
- Location: N/A
- Status: Open

Timeline:

- Date Submitted: Jul 21, 2025
- Required Completion Date: Aug 31, 2025

Task Instruction:

There are critical security patches that must be applied within 30 days at the [GRIM] site.

Please schedule a maintenance outage of at least two hours and contact the ITCC @ 918-732-4822 with service now ticket number [INC1092015] to coordinate Netops to apply security updates and reboot the equipment.

Devices to be Updated:

The following devices will be updated and rebooted:

1. GRIMESNSWAN03
2. GRIMESNSWAN02

Personnel:

- Supervisor: VAN TINE, ROY
- Technician: N/A

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