

Daily Report NOC Helpdesk - 04-09-2024

No	Tiket	Customer	POP	Case	Case Klasifikasi	Sub Klasifikasi	Tgl.Open	Eskalasi NOC	Handle By	Eskalasi Akhir	Problem	Action	Status	Tgl.Close	Durasi Tiket
1	#202409040918	Kuno Villa Gili Trawangan	PEMENANG	Internet Lambat	Gangguan Lastmile	Perubahan Konfigurasi Access Point	2024-09-04 14:57:12	NOC HD	Ilman	NOC	Tidak ada issue internal BLiP	Optimasi perangkat access point dan konfirmasi PIC	Solved	2024-09-04 15:15:12	18 menit
2	#202409040546	Wilson's Retreat	PEMENANG	Tidak bisa akses Wifi	Gangguan LAN	Hardware - End User Equipment	2024-09-04 09:41:04	NOC HD	Fawas	NOC	Suspect Degradasi Sinyal AP Milik Pelanggan	Optimasi AP Frekuensi dan Power dan Konfirmasi PIC	Solved	2024-09-04 09:50:04	9 menit
3	#202409040443	Royal Regantris Villa Karang	PEMENANG	Internet Down	Gangguan Upstream	Upstream Lokal (Intercity)	2024-09-04 10:55:28	NOC IP Core	Fawas	NOC	Kendala Upstream ICT Fiberstar	Reroute Tujuan dan Solved by NOC IP Core Bali	Solved	2024-09-04 11:05:28	10 menit
4	#202409040443	PT. WAHYU WISATA MANDALIKA (Royal Regantris Villa Karang)	PEMENANG	Internet Down	Gangguan Upstream	Upstream Lokal (Intercity)	2024-09-04 10:55:28	NOC IP Core	Fawas	NOC	Kendala Upstream ICT Fiberstar	Reroute Tujuan dan Solved by NOC IP Core Bali	Solved	2024-09-04 11:05:28	10 menit
5	#202409040442	Cocotinus Sekotong	NUTANA	Internet Down	Gangguan Upstream	Upstream Lokal (Intercity)	2024-09-04 10:55:28	NOC IP Core	Fawas	NOC	Kendala Upstream ICT Fiberstar	Reroute Tujuan dan Solved by NOC IP Core Bali	Solved	2024-09-04 11:05:28	10 menit
6	#202409040442	La Cocoteraie Ecolodge	PEMENANG	Internet Down	Gangguan Upstream	Upstream Lokal (Intercity)	2024-09-04 10:55:28	NOC IP Core	Fawas	NOC	Kendala Upstream ICT Fiberstar	Reroute Tujuan dan Solved by NOC IP Core Bali	Solved	2024-09-04 11:05:28	10 menit
7	#202409040442	PT. Digital Wallet Indonesia	NUTANA	Internet Down	Gangguan Upstream	Upstream Lokal (Intercity)	2024-09-04 10:55:28	NOC IP Core	Fawas	NOC	Kendala Upstream ICT Fiberstar	Reroute Tujuan dan Solved by NOC IP Core Bali	Solved	2024-09-04 11:05:28	10 menit
8	#202409040441	PT. Air Minum Giri Menang Site HO	NUTANA	Internet Down	Gangguan Upstream	Upstream Lokal (Intercity)	2024-09-04 10:55:28	NOC IP Core	Fawas	NOC	Kendala Upstream ICT Fiberstar	Reroute Tujuan dan Solved by NOC IP Core Bali	Solved	2024-09-04 11:05:28	10 menit
9	#202409040441	Balai Besar POM Mataram	NUTANA	Internet Down	Gangguan Upstream	Upstream Lokal (Intercity)	2024-09-04 10:55:28	NOC IP Core	Fawas	NOC	Kendala Upstream ICT Fiberstar	Reroute Tujuan dan Solved by NOC IP Core Bali	Solved	2024-09-04 11:05:28	10 menit
10	#202409040441	Svarga Resort Lombok	NUTANA	Internet Down	Gangguan Upstream	Upstream Lokal (Intercity)	2024-09-04 10:55:28	NOC IP Core	Fawas	NOC	Kendala Upstream ICT Fiberstar	Reroute Tujuan dan Solved by NOC IP Core Bali	Solved	2024-09-04 11:05:28	10 menit
11	#202409040440	Balai Pelatihan Kesehatan Mataram (Kementerian Kesehatan Republik Indonesia)	NUTANA	Internet Down	Gangguan Upstream	Upstream Lokal (Intercity)	2024-09-04 10:55:28	NOC IP Core	Fawas	NOC	Kendala Upstream ICT Fiberstar	Reroute Tujuan dan Solved by NOC IP Core Bali	Solved	2024-09-04 11:05:28	10 menit
12	#202409040440	The Sasak Resto Gili Trawangan	PEMENANG	Internet Down	Gangguan Upstream	Upstream Lokal (Intercity)	2024-09-04 10:55:28	NOC IP Core	Fawas	NOC	Kendala Upstream ICT Fiberstar	Reroute Tujuan dan Solved by NOC IP Core Bali	Solved	2024-09-04 11:05:28	10 menit
13	#202409040440	Pengadilan Negeri Mataram	NUTANA	Internet Down	Gangguan Upstream	Upstream Lokal (Intercity)	2024-09-04 10:55:28	NOC IP Core	Fawas	NOC	Kendala Upstream ICT Fiberstar	Reroute Tujuan dan Solved by NOC IP Core Bali	Solved	2024-09-04 11:05:28	10 menit
14	#202409040439	Universitas Islam Al-Azhar (UNIZAR)	NUTANA	Internet Down	Gangguan Upstream	Upstream Lokal (Intercity)	2024-09-04 10:55:28	NOC IP Core	Fawas	NOC	Kendala Upstream ICT Fiberstar	Reroute Tujuan dan Solved by NOC IP Core Bali	Solved	2024-09-04 11:05:28	10 menit
15	#202409040439	PERENCANAAN DAN PENGAWASAN JALAN NASIONAL PROVINSI NTB	NUTANA	Internet Down	Gangguan Upstream	Upstream Lokal (Intercity)	2024-09-04 10:55:28	NOC IP Core	Fawas	NOC	Kendala Upstream ICT Fiberstar	Reroute Tujuan dan Solved by NOC IP Core Bali	Solved	2024-09-04 11:05:28	10 menit
16	#202409040435	PT. Air Minum Giri Menang Site Gerung	NUTANA	Link Down	Gangguan Lastmile	Kelistrikan	2024-09-04 10:29:30	NOC HD	Fawas	NOC	Kendala kelistrikan di Pelanggan	Konfirmasi PIC	Solved	2024-09-04 10:36:30	7 menit
17	#202409040435	PT. Air Minum Giri Menang Site Kediri	NUTANA	Link Down	Gangguan Lastmile	Kelistrikan	2024-09-04 10:29:30	NOC HD	Fawas	NOC	Kendala kelistrikan di Pelanggan	Konfirmasi PIC	Solved	2024-09-04 10:36:30	7 menit
18	#202409040435	PT. Spectrum Nusantara (Dairy Food)	NUTANA	Link Down	Gangguan Lastmile	Kelistrikan	2024-09-04 10:29:30	NOC HD	Fawas	NOC	Kendala kelistrikan di Pelanggan	Konfirmasi PIC	Solved	2024-09-04 10:36:30	7 menit
19	#202409040435	Lombok Sunset Bay Resort	NUTANA	Link Down	Gangguan Lastmile	Kelistrikan	2024-09-04 10:29:30	NOC HD	Fawas	NOC	Kendala kelistrikan di Pelanggan	Konfirmasi PIC	Solved	2024-09-04 10:36:30	7 menit

Regards,

NOC Area NTB