

Daily Report NOC Helpdesk - 11-09-2024

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	#202409111409	HALID ASWANDI	PEMENANG	Link Down	Gangguan Lastmile	Link - FO	2024-09-11 15:07:34	NOC HD	Fawas	NOC	Suspect FO Cut	Eskalasi ke tim TS dan Konfirmasi PIC	Pending		-28767788 menit
2	#202409110237	PT. Trans Hybrid Communication Site Lombok	NUTANA	Kendala ICT	Gangguan ICT	Upstream Lokal (Intercity)	2024-09-11 05:07:10	NOC IP Core	Ilman	NOC	Backup failure upstream	Manual reroute by team		2024-09-11 06:36:10	89 menit
3	#202409110236	PT. Air Minum Giri Menang Site Narmada	NUTANA	Kendala Kelistrikan	Gangguan diluar Layanan	Kelistrikan	2024-09-11 09:47:32	NOC HD	Ilman	NOC	Kendala Kelistrikan	Konfirmasi ke pelanggan	Solved	2024-09-11 11:00:32	73 menit
4	#202409110234	RSUD Provinsi NTB	NUTANA	Kendala ICT	Gangguan ICT	Upstream Lokal (Intercity)	2024-09-11 09:28:06	NOC IP Core	Ilman	NOC	Backup failure upstream	Manual reroute by team	Solved	2024-09-11 09:33:06	5 menit
5	#202409110233	BAPPEDA PROV NTB	NUTANA	Kendala ICT	Gangguan ICT	Upstream Lokal (Intercity)	2024-09-11 08:37:23	NOC IP Core	Ilman	NOC	Backup failure upstream	Manual reroute by team	Solved	2024-09-11 08:45:23	8 menit
6	#202409110231	I Made Labda	PEMENANG	Kendala ICT	Gangguan ICT	Upstream Lokal (Intercity)	2024-09-11 06:42:30	NOC IP Core	Ilman	NOC	Backup failure upstream	Manual reroute by team	Solved	2024-09-11 07:08:30	26 menit
7	#202409110223	Fave Hotel Langko Mataram	NUTANA	Kendala ICT	Gangguan ICT	Upstream Lokal (Intercity)	2024-09-11 05:53:55	NOC IP Core	Ilman	NOC	Backup failure upstream	Manual reroute by team	Solved	2024-09-11 08:12:55	139 menit
8	#202409110221	The Oberoi Beach Resort Lombok		Kendala ICT	Gangguan ICT	Upstream Lokal (Intercity)	2024-09-11 05:44:14	NOC IP Core	Ilman	NOC	Backup failure upstream	Manual reroute by team	Solved	2024-09-11 07:25:14	101 menit
9	#202409110207	The Lombok Lodge Site Medana	PEMENANG	Kendala ICT	Gangguan ICT	Upstream Lokal (Intercity)	2024-09-11 05:54:20		Ilman	NOC	Backup failure upstream	Manual reroute by team	Solved	2024-09-11 07:08:20	74 menit
10	#202409110205	Lombok Sunset Bay Resort	NUTANA	Kendala ICT	Gangguan ICT	Upstream Lokal (Intercity)	2024-09-11 05:55:52	NOC IP Core	Ilman	NOC	Backup failure upstream	Manual reroute by team	Solved	2024-09-11 07:08:52	73 menit
11	#202409110159	Yazid Bandung Pratama		Kendala ICT	Gangguan ICT	Upstream Lokal (Intercity)	2024-09-11 06:00:22	NOC IP Core	Ilman	NOC	Backup failure upstream	Manual reroute by team	Solved	2024-09-11 06:45:22	45 menit
12	#202409110152	RSUD Provinsi NTB	NUTANA	Kendala ICT	Gangguan ICT	Upstream Lokal (Intercity)	2024-09-11 04:00:30	NOC IP Core	Ilman	NOC	Backup failure upstream	Manual reroute by team	Solved	2024-09-11 06:50:30	170 menit
13	#202409110149	Kuno Villa Gili Trawangan	PEMENANG	Kendala ICT	Gangguan ICT	Upstream Lokal (Intercity)	2024-09-11 04:35:06	NOC IP Core	Ilman	NOC	Backup failure upstream	Manual reroute by team	Solved	2024-09-11 07:03:06	148 menit
14	#202409110141	La Cocoteraie Ecolodge	PEMENANG	Kendala ICT	Gangguan ICT	Upstream Lokal (Intercity)	2024-09-11 06:25:13	NOC IP Core	Ilman	NOC	Backup failure upstream	Manual reroute by team	Solved	2024-09-11 07:05:13	40 menit
15	#202409110105	RSJ.MUTIARA SUKMA Prov.NTB	NUTANA	Kendala ICT	Gangguan ICT	Upstream Lokal (Intercity)	2024-09-11 04:00:40	NOC IP Core	Ilman	NOC	Kendala ICT	Eskalasi ke team IP Core dan konfirmasi PIC	Solved	2024-09-11 07:00:40	180 menit

Regards,  
NOC Area NTB