

Daily Report NOC Helpdesk - 30-07-2024

| 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  | #202407301430 | Isola  | PEMENANG | Link Loss     | Gangguan Lastmile       | Hardware - End User Equipment | 2024-07-30 19:30:02 | NOC HD       | Ilman     | NOC            | Adaptor rusak                      | Eskalasi ke team teknisi dan konfirmasi PIC      | Solved    | 2024-07-30 19:42:02 | 12 menit     |
| 2  | #202407300736 | Lalu Huzairi                                       | PEMENANG | Link Loss     | Gangguan Lastmile       | Link - FO                     | 2024-07-30 08:56:42 | NOC HD       | Fawas     | TS             | Link Loss                          | Eskalasi ke team teknisi dan konfirmasi PIC      | Scheduled | 2024-07-30 09:08:43 | 12 menit     |
| 3  | #202407300732 | The Oberoi Beach Resort Lombok                     |          | Konsultasi    | Konsultasi              | Perubahan Konfigurasi Router  | 2024-07-30 09:02:38 | NOC HD       | Fawas     | NOC            | Indikasi log router memory warning | Setting menambah kapasitas max neighbour entries | Solved    | 2024-07-30 09:15:38 | 13 menit     |
| 4  | #202407300653 | Universitas Islam Al-Azhar (UNIZAR)                | NUTANA   | Internet down | Gangguan Upstream       | Innercity                     | 2024-07-30 10:42:05 | NOC IP Core  | Fawas     | NOC            | Kendala Upstream                   | Eskalasi ke team IP Core dan konfirmasi PIC      | Solved    | 2024-07-30 10:52:05 | 10 menit     |
| 5  | #202407300650 | The Lombok Lodge Site Medana                       | PEMENANG | Konsultasi    | Gangguan diluar Layanan | Konfigurasi - Access Point    | 2024-07-30 09:50:17 | NOC HD       | Fawas     | NOC            | Perangkat AP Direset oleh PIC      | Pandu PIC Konfigurasi AP                         | Solved    | 2024-07-30 10:50:17 | 60 menit     |
| 6  | #202407300646 | PT. Graha Ultima Medika (Siloam Hospitals Mataram) | NUTANA   | Request       | Request                 | Menanyakan Traffic Internet   | 2024-07-30 13:55:13 | NOC HD       | Ilman     | NOC            | Tidak ada issue internal BLiP      | Melampirkan eviden traffic MRTG                  | Solved    | 2024-07-30 14:00:13 | 5 menit      |

Regards,  
NOC Area NTB