

Report Title: Incident Details
Run Date and Time: 2018-05-09 17:34:08 Eastern Daylight Time
Run By: Muhammad Abdul-Qayyum
Table name: incident

Incident			
Number:	INC0010046	Contact type:	
Caller:	Sam McGreedy	State:	Resolved
Location:	3260 Jay Street, Santa Clara, CA	On hold reason:	
Category:	Software	Impact:	1 - High
Subcategory:	Home Insurance	Urgency:	2 - Medium
Business service:		Priority:	2 - High
Configuration item:		Assignment group:	
		Assigned to:	Muhammad Abdul-Qayyum
Short description:			
Home Insurance Website does not check for password validation. Accepts incorrect inputs			

Notes	
Watch list:	Work notes list:
Additional comments:	
2018-05-09 17:33:59 - Muhammad Abdul-Qayyum (Additional comments) Password validation issue has been corrected as per change request #0030017. Awaiting User Sam McGreedy's confirmation for incident closure	
2018-05-07 16:16:07 - Muhammad Abdul-Qayyum (Additional comments) User Sam McGreedy has reported that the Home Insurance website accepting any input including invalid inputs. The invalid inputs are messing with user profiles data accuracy	
Work notes:	
2018-05-07 16:44:34 - Muhammad Abdul-Qayyum (Work notes) Changed impact to high as it affects all users using the website	
2018-05-07 16:16:07 - Muhammad Abdul-Qayyum (Work notes) The issue with the data validation is likely related to the websites jsp forms	

Related Records			
Problem:	PRB0040014	Change Request:	CHG0030017
		Caused by Change:	

Resolution Information			
Knowledge:	true	Resolved by:	Beth Anglin
Resolution code:	Solved (Permanently)	Resolved:	2018-05-09 17:24:44
Resolution notes:			
Enabled validation function in the new user jsp. This function ensures that the users password and confirm password entries must be the same. Before this fix users were able to enter mismatched passwords			

Related List Title: Task SLA List

Table name: task_sla
Query Condition: Task = INC0010046
Sort Order: None

2 Task SLAs

Task	SLA definition	Type	Target	Stage	Business time left	Business elapsed time	Business elapsed percentage	Start time	Stop time
INC0010046	Priority 2 resolution (8 hour)	SLA	Resolution	Paused	0 Seconds	19 Hours 8 Minutes	239.3	2018-05-07 16:16:07	
INC0010046	Priority 3 resolution (1 day)	SLA	Resolution	Cancelled	23 Hours 31 Minutes	28 Minutes	1.98	2018-05-07 16:16:07	2018-05-07 16:44:34