

**Report Title:** Incident Details  
**Run Date and Time:** 2018-05-09 14:21:35 Pacific Daylight Time  
**Run By:** Beth Anglin  
**Table name:** incident

Incident			
Number:	INC0010046	Contact type:	
Caller:	Sam McGreedy	State:	In Progress
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 validation			

Notes	
Watch list:	Work notes list:
Additional comments:	
2018-05-07 13:16:07 - 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 13:44:34 - Muhammad Abdul-Qayyum (Work notes) Changed impact to high as it affects all users using the website	
2018-05-07 13:16:07 - 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:	false	Resolved by:	
Resolution code:		Resolved:	
Resolution notes:			

**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	In progress	0 Seconds	19 Hours 5 Minutes	238.62	2018-05-07 13:16:07	
INC0010046	Priority 3 resolution (1 day)	SLA	Resolution	Cancelled	23 Hours 31 Minutes	28 Minutes	1.98	2018-05-07 13:16:07	2018-05-07 13:44:34