

Report Title: Incident Details
Run Date and Time: 2018-05-09 12:19:20 Pacific Daylight Time
Run By: Beth Anglin
Table name: incident

| Incident | | | |
|--|----------------------------------|-------------------|-----------------------|
| Number: | INC0010059 | Contact type: | Phone |
| Caller: | Alissa Mountjoy | State: | Resolved |
| Location: | 3260 Jay Street, Santa Clara, CA | On hold reason: | |
| Category: | Software | Impact: | 1 - High |
| Subcategory: | Home Insurance | Urgency: | 3 - Low |
| Business service: | | Priority: | 3 - Moderate |
| Configuration item: | | Assignment group: | |
| | | Assigned to: | Muhammad Abdul-Qayyum |
| Short description: | | | |
| Home Insurance Website throws an error when picking 1.5 and 2.5 story options on property page | | | |

| Notes | |
|--|------------------|
| Watch list: | Work notes list: |
| Additional comments: | |
| 2018-05-09 10:08:35 - Muhammad Abdul-Qayyum (Additional comments) User Alissa Mountjoy reports that currently only the 1,2 and 3 story options work in the dwelling style dropdown list of the home insurance webpage. When a user choses the 1.5 or 2.5 story options, the web application crashes | |
| Work notes: | |
| 2018-05-09 10:08:35 - Muhammad Abdul-Qayyum (Work notes) This issue may be caused by a conflict in values fed to the database from the website | |

| Related Records | | | |
|-----------------|------------|-------------------|------------|
| Problem: | PRB0040020 | Change Request: | CHG0030022 |
| | | Caused by Change: | |

| Resolution Information | | | |
|---|----------------------|--------------|---------------------|
| Knowledge: | true | Resolved by: | Beth Anglin |
| Resolution code: | Solved (Permanently) | Resolved: | 2018-05-09 12:12:48 |
| Resolution notes: | | | |
| Was able to resolve this issue by making sure the datatypes being sent by the website matched the datatypes that the database was expecting to receive. Made sure that they all can receive decimal values. | | | |

Related List Title: Task SLA List
Table name: task_sla
Query Condition: Task = INC0010059
Sort Order: None

1 Task SLAs

| Task | SLA definition | Type | Target | Stage | Business time left | Business elapsed time | Business elapsed percentage | Start time | Stop time |
|------------|-------------------------------|------|------------|--------|---------------------|-----------------------|-----------------------------|---------------------|-----------|
| INC0010059 | Priority 3 resolution (1 day) | SLA | Resolution | Paused | 21 Hours 55 Minutes | 2 Hours 4 Minutes | 8.63 | 2018-05-09 10:08:35 | |