

Monthly Case Report - NASCO Y3

Overview

Contract Number	TAM	Contract Start Date	Contract End Date
001391828	Christopher Price	12/1/2012	11/30/2015

Services Consumption

Service	Purchased	Used	Available	Monthly Average	Remaining at Expiration (Estimate)
Problem Resolution Hourly	80	118:52	-38:52	10.71	-50:17
Support Assistance	120	02:34	117:26	0.23	117:11

Case Activity for the last 30 days

Cases created in the last 30 days

C Important B Urgent A Critical

Case Number	Status	Contact	Labor	Charged	Type	Severity	Date Created	Description
115101513269929	Closed	David Francis	01:47	Yes	Problem Resolution Hourly	B	10/15/2015	On the SQL server sending out emails it looked like its timing out while processing.
115101313259852	Closed	Scott Robinson	03:36	Yes	Problem Resolution Hourly	B	10/13/2015	Prem/Active Directory Fed Svc 2.0/Had an outage in the ADFS environment. Service crashed. Unable to get the service to start.
115100113222506	Open	Barry Henry	04:13	Yes	Problem Resolution Hourly	C	10/1/2015	Various issues when namectrl active X control is enabled

Cases closed in the last 30 days

C Important B Urgent A Critical

Case Number	Status	Contact	Labor	Charged	Type	Max Severity	Date Closed	Description
115101513269929	Closed	David Francis	01:47	Yes	Problem Resolution Hourly	B	10/27/2015	On the SQL server sending out emails it looked like its timing out while processing.
115101313259852	Closed	Scott Robinson	03:36	Yes	Problem Resolution Hourly	A	10/23/2015	Prem/Active Directory Fed Svc 2.0/Had an outage in the ADFS environment. Service crashed. Unable to get the service to start.

Case Activity

Open Cases (2)

C Important B Urgent A Critical

Case Number	Contact	Labor	Charged	Type	Severity	Days Open	Description
115100113222506	Barry Henry	04:13	Yes	Problem Resolution Hourly	C	28.15	Various issues when namectrl active X control is enabled
115091613168710	Scott Robinson	05:05	Yes	Problem Resolution Hourly	C	43.59	<MR> Unable to install working version of Lync Attendee

Open Cases (2)

Case Number: [115100113222506](#)

C Important

Various issues when namectrl active X control is enabled

Type	Problem Resolution Hourly
Case Created	10/1/2015
Case Last Opened	10/1/2015

Contact	Barry Henry
Microsoft Contact	V-PRPUN
Labor	04:13 Hours
Charged	Yes

Product	Office SharePoint Server 2007 Win32 English
ACCESS ID	001485598

Days Open	28.15
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Case Number: 115091613168710

 Important

<MR> Unable to install working version of Lync Attendee

Type	Problem Resolution Hourly
Case Created	9/16/2015
Case Last Opened	9/16/2015
Days Open	43.59

Contact	Scott Robinson
Microsoft Contact	SURMIS
Labor	05:05 Hours
Charged	Yes

Product	Lync 2010 Attendant AL
ACCESS ID	001629904

Date Created:10/30/2015