

## Incident

Number INC0268071

Caller Mahaley, Kartik Anil

Script error encountered when changing this field - please contact your System Administrator

For VIP ☐

Location

AV Tech Dispatched ☐

Phone

Alternate E-Mail

Impact 3 - Low

Urgency 3 - Low

Priority 4 - Low

Short Description Non Warr HW Repair - PC

Description:

State Closed Complete

Incident state Closed

Service Non-Warranty Computer Rep

Service Component Hardware Repair - PC

Category Hard Drive

Assignment group CS ResNet Technicians

Assigned to Baron, Emily Elizabeth

Incorrectly Assigned? ☐

Watch list

ResNet Activity Hardware Repair Cases

Problem ID

## Additional comments (Customer Viewable Field):

## Work notes:

## Knowledge Article:

## Activity

01/27/16 10:00:01 AM **System** - Changed: Incident state

Incident state: Closed was: Resolved

01/13/16 09:48:39 AM **Baron, Emily Elizabeth** - Changed: Assigned to, Incident state, Work notes

Assigned to: Baron, Emily Elizabeth

Incident state: Resolved was: Active

HDD was already pulled and customer does not intend on going through with repair. Closing ticket.

01/12/16 01:12:13 PM **Bussing, Saule** - Changed: Incident state

Incident state: Active was: New

01/08/16 11:53:55 AM Incident INC0268071 assigned to group CS ResNet Dispatch - Email sent

Sent: s.bussing@neu.edu, e.martineau@neu.edu, c.west@neu.edu, yo.liu@neu.edu, m.brandolini@neu.edu...

01/08/16 11:53:55 AM We have received your Northeastern myHelp incident INC0268071. - Email sent

Sent: mahaley.k@husky.neu.edu

01/08/16 11:53:43 AM **Potu, Sreeharsha** - Changed: Impact, Incident state, Priority, Urgency, Work notes

Impact: 3 - Low

Incident state: New

Priority: 4 - Low

Urgency: 3 - Low

Non-Warranty Hardware Repair:

Make: Dell

Model: XPS L502X

Serial Number: DL9RVQ1

Error Code or description of problem or issue: Pull hard drive to recover data

Assigned to A+ Technician: TBD

Hardware Waiver completed Yes

Cashnet Transactions Amount \$25 completed by Yufeng

"Z" Drive Hardware Tracking Spreadsheet updated by Yufeng

Part(s) To Be Replaced/Installed: remove hard drive

Last Updated By Reassignment count **Timestamps**Opened Opened by Updated Updated by Closed Closed by Time worked Resolved By Resolved Time **Incidents by Same Caller** Caller = Mahaley, Kartik Anil

5 Incidents

Number	Caller	Created	Priority	Incident state	Escalation	Short Description	Assigned to
INC0269177	Mahaley, Kartik Anil	01/12/16 05:33:44 PM	4 - Low	Closed	Normal	Data Backup	McDonald, Kevin James
INC0268071	Mahaley, Kartik Anil	01/08/16 11:53:43 AM	4 - Low	Closed	Normal	Non Warr HW Repair - PC	Baron, Emily Elizabeth
INC0267850	Mahaley, Kartik Anil	01/07/16 01:21:07 PM	4 - Low	Closed	Normal	Diagnostic -- HW PC	Purohit, Manas Nishikant
INC0267204	Mahaley, Kartik Anil	01/04/16 02:28:19 PM	4 - Low	Closed	Normal	Diagnostic -- SW	Baron, Emily Elizabeth
INC0211344	Mahaley, Kartik Anil	12/15/14 07:54:48 AM	4 - Low	Closed	Normal	HuskyMail Cfg - Mobile Device	Putnam, Joe G

**Incidents for Same Classroom** Classroom = (empty) AND Classroom != (empty)

0 Incidents

Number	Caller	Created	Priority	Incident state	Escalation	Short Description	Assigned to
No records to display							

**Classroom Equipment** Location != (empty) AND Location = (empty)

0 Configuration Items

Name	Location	Class
No records to display		

**Tech Space Equipment** Location != (empty) AND Location = (empty)

0 Configuration Items

Name	Manufacturer	Created	Location	Short description	Class
No records to display					

Name	Manufacturer	Created	Location	Short description	Class
No records to display					

<b>Appointments</b> Task = INC0268071					0 Appointments
Starts	Created by	User	Subject	Appointment Location	
No records to display					

Task SLAs Task = INC0268071 0 Task SLAs

SLA	Type	Stage	Start time	End time	Actual elapsed time	Actual elapsed percentage
No records to display						

<b>Tasks</b> Parent = INC0268071								0 Tasks
Number	Priority	State	Assigned to	Short Description	Task type	Created	Assignment group	Updated by
No records to display								