

Incident Report

Issue: 09/01/2023 05:26:43

Page: 1 de 7

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated
INC0000055	2022-01-12 04:47:23	SAP Sales app is not accessible	Fred Luddy	1 - Critical	In Progress		Service Desk	Beth Anglin	2023-01-09 15:43:42
INC0009002	2018-09-16 12:49:23	My computer is not detecting the headphone device	David Miller	3 - Moderate	Closed	Hardware			2022-11-17 19:17:14
INC0000060	2016-12-12 15:19:57	Unable to connect to email	Joe Employee	3 - Moderate	Closed	Inquiry / Help	Network	David Loo	2022-11-16 18:19:42
INC0000601	2022-01-28 09:42:59	The USB port on my PC stopped working	Beth Anglin	5 - Planning	Closed	Hardware			2022-05-07 11:57:02
INC0000005	2021-10-28 23:06:52	CPU load high for over 10 minutes	Alejandro Mascall	1 - Critical	Closed	Hardware	Hardware	Bud Richman	2022-02-02 10:05:27
INC0000014	2021-10-07 23:37:35	Missing my home directory	Bow Ruggeri	1 - Critical	Closed	Inquiry / Help		Bud Richman	2022-02-02 10:05:27
INC0009004	2018-09-01 13:13:30	Defect tracking tool is down.	David Miller	3 - Moderate	Closed	Software			2022-02-02 10:05:27
INC0007001	2018-10-17 05:47:10	Employee payroll application server is down.	David Miller	1 - Critical	New	Hardware	Openspace		2022-02-02 09:51:49
INC0000010	2021-11-02 22:53:02	Need Oracle 10GR2 installed	Fred Luddy	4 - Low	Closed	Database	Database	Don Goodliffe	2022-02-01 20:16:35
INC0000004	2021-11-08 22:49:22	Forgot email password	Fred Luddy	1 - Critical	Closed	Inquiry / Help	Service Desk	Bud Richman	2022-02-01 20:16:24
INC0000035	2021-11-12	Reset my password	Natasha Ingram	5 -	Closed	Inquiry /	Service Desk	Luke Wilson	2022-02-01

Incident Report

Issue: 09/01/2023 05:26:43

Page: 2 de 7

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	00:32:47			Planning		Help			20:16:15
INC0000001	2021-11-01 23:09:51	Can't read email	Fred Luddy	1 - Critical	Closed	Network	Service Desk	Charlie Whitherspoon	2022-02-01 20:16:07
INC0000009	2021-11-08 22:50:23	Reset my password	Rick Berzle	1 - Critical	Closed	Inquiry / Help	Service Desk	David Loo	2022-02-01 20:16:04
INC0000008	2021-11-09 23:08:39	Printer in my office is out of toner	Joe Employee	1 - Critical	Closed	Inquiry / Help	Hardware	ITIL User	2022-02-01 20:16:02
INC0000006	2021-11-01 23:08:05	Hangs when trying to print VISIO document	Joe Employee	1 - Critical	Closed	Software	Software	Howard Johnson	2022-02-01 20:15:59
INC0000032	2021-10-25 00:19:36	EMAIL Server Down Again	Joe Employee	5 - Planning	Closed	Inquiry / Help	Hardware	David Loo	2022-02-01 20:15:54
INC0000024	2021-11-14 23:52:52	Issue with a web page on wiki	Fred Luddy	5 - Planning	Closed	Inquiry / Help	Service Desk	ITIL User	2022-02-01 20:15:44
INC0000030	2021-11-10 00:01:12	Lost connection to the wireless network	Rick Berzle	5 - Planning	Closed	Hardware	Network	David Loo	2022-02-01 20:15:37
INC0000026	2021-10-16 23:54:59	Seem to have an issue with my hard drive...	Rick Berzle	5 - Planning	Closed	Hardware	Hardware	Don Goodliffe	2022-02-01 20:15:35
INC0000028	2021-10-25 23:58:00	My disk is still having issues. Can't delete a file	Rick Berzle	5 - Planning	Closed	Inquiry / Help	Service Desk	Don Goodliffe	2022-02-01 20:15:31
INC0000033	2021-10-18 22:22:52	File Server is 80% full - Needs upgrade	David Loo	1 - Critical	Closed	Inquiry / Help	Hardware	Don Goodliffe	2022-02-01 20:15:24

Incident Report

Issue: 09/01/2023 05:26:43

Page: 3 de 7

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INC0000036	2021-11-09 00:33:49	Issue with networking	Carol Coughlin	5 - Planning	Closed	Inquiry / Help	Network	Luke Wilson	2022-02-01 19:57:58
INC0000038	2021-11-09 00:36:44	my PDF docs are all locked from editing	Bow Ruggeri	4 - Low	Closed	Software	Service Desk	Luke Wilson	2022-02-01 19:57:55
INC0000011	2021-11-09 23:01:12	Need new Blackberry set up	Don Goodliffe	3 - Moderate	Closed	Inquiry / Help	Hardware	ITIL User	2022-02-01 19:56:31
INC0000021	2021-11-08 23:52:01	New employee hire	Fred Luddy	5 - Planning	Closed	Inquiry / Help		Beth Anglin	2022-02-01 19:56:12
INC0000012	2021-10-17 23:07:00	Customer didn't receive eFax	Don Goodliffe	5 - Planning	Closed	Software	Database	David Loo	2022-02-01 19:56:12
INC0000013	2021-11-13 23:15:58	EMAIL is slow when an attachment is involved	Joe Employee	1 - Critical	Closed	Inquiry / Help	Software	David Loo	2022-02-01 19:54:48
INC0000034	2021-10-15 20:25:29	Does not look like a backup occurred last night	Rick Berzle	1 - Critical	Closed	Software	Software	David Loo	2022-02-01 19:53:47
INC0000049	2022-01-11 21:56:37	Network storage unavailable	Beth Anglin	2 - High	In Progress	Network	Hardware	Don Goodliffe	2022-02-01 19:52:34
INC0000027	2021-10-30 23:55:55	Please remove the latest hotfix from my PC	Fred Luddy	2 - High	In Progress	Software		ITIL User	2022-02-01 19:52:24
INC0000041	2021-11-04 00:44:53	My desk phone does not work	Bow Ruggeri	3 - Moderate	In Progress	Hardware		ITIL User	2022-02-01 19:52:15
INC0000044	2021-11-04	Can't log into SAP from my laptop	Joe Employee	2 - High	In			Fred Luddy	2022-02-01

Incident Report

Issue: 09/01/2023 05:26:43

Page: 4 de 7

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated
	00:47:08	today			Progress				19:52:03
INC0000047	2022-01-11 20:53:18	Issue with email	Joe Employee	3 - Moderate	In Progress	Inquiry / Help	Software	Beth Anglin	2022-02-01 19:51:52
INC0000037	2021-11-04 00:34:56	Request for a new service	Sam Sorokin	3 - Moderate	In Progress	Inquiry / Help	Service Desk	Howard Johnson	2022-02-01 19:51:40
INC0000016	2021-10-13 23:40:23	Rain is leaking on main DNS Server	Bow Ruggeri	1 - Critical	In Progress	Hardware	Hardware	ITIL User	2022-02-01 19:51:23
INC0000003	2021-11-02 23:07:30	Wireless access is down in my area	Joe Employee	1 - Critical	In Progress	Network	Network	Beth Anglin	2022-02-01 19:51:14
INC0000002	2021-10-26 23:07:12	Network file shares access issue	Fred Luddy	1 - Critical	On Hold	Network	Network	Howard Johnson	2022-02-01 19:51:11
INC0000029	2021-11-02 00:00:44	I can't get my weather report	Charlie Whitherspoon	5 - Planning	In Progress	Inquiry / Help	Service Desk	Don Goodliffe	2022-02-01 19:50:57
INC0000015	2021-10-18 23:38:46	I can't launch my VPN client since the last software update	Fred Luddy	1 - Critical	In Progress	Software	Software	Don Goodliffe	2022-02-01 19:50:33
INC0000050	2022-01-11 21:58:24	Can't access Exchange server - is it down?	Jerrold Bennett	1 - Critical	In Progress	Hardware	Hardware	Beth Anglin	2022-02-01 19:49:40
INC0000040	2021-11-04 00:42:45	JavaScript error on hiring page of corporate website	Bud Richman	3 - Moderate	On Hold	Inquiry / Help		ITIL User	2022-02-01 19:46:30
INC0000019	2021-10-21 23:44:39	Can't launch 64-bit Windows 7 virtual machine	Fred Luddy	2 - High	In Progress	Software		Bud Richman	2022-02-01 19:46:13

Incident Report

Issue: 09/01/2023 05:26:43

Page: 5 de 7

Number	Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated
INC0000020	2021-10-31 23:51:35	I need a replacement iPhone, please	Fred Luddy	5 - Planning	In Progress	Inquiry / Help		ITIL User	2022-02-01 19:45:32
INC0000025	2021-10-11 23:53:46	Need to add more memory to laptop	Don Goodliffe	1 - Critical	In Progress	Hardware		ITIL User	2022-02-01 19:44:35
INC0000031	2021-10-07 00:18:03	Need help with Remedy. Can we configure UI?	Joe Employee	1 - Critical	In Progress	Inquiry / Help		David Loo	2022-02-01 19:44:20
INC0000053	2022-01-11 20:48:46	The SAP HR application is not accessible	Margaret Grey	1 - Critical	In Progress	Inquiry / Help	Software	Beth Anglin	2022-02-01 19:42:25
INC0000051	2022-01-11 20:48:32	Manager can't access SAP Controlling application	Joe Employee	1 - Critical	In Progress	Software	Software	Don Goodliffe	2022-02-01 19:40:45
INC0000039	2021-11-04 00:41:01	Trouble getting to Oregon mail server	Bud Richman	5 - Planning	New	Network	Network		2022-02-01 19:39:15
INC0000018	2021-10-19 23:42:46	Sales forecast spreadsheet is READ ONLY	Taylor Vreeland	1 - Critical	In Progress			ITIL User	2022-02-01 19:37:49
INC0000052	2022-01-11 20:48:40	SAP Financial Accounting application appears to be down	Bud Richman	1 - Critical	In Progress	Software	Software	Fred Luddy	2022-01-25 21:50:24
INC0000046	2022-01-11 22:04:15	Can't access SFA software	Bud Richman	3 - Moderate	New	Software	Software		2022-01-10 22:37:27
INC0008001	2021-01-15 21:04:14	ATF:TEST2	survey user	5 - Planning	New	Inquiry / Help			2021-01-21 23:31:42
INC0001990	2020-06-07	Unable to access the personal details	Problem	5 -	On Hold	Inquiry /			2020-06-07

Incident Report

Issue: 09/01/2023 05:26:43

Page: 6 de 7

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	16:02:25	section in payroll portal	CoordinatorATF	Planning		Help			16:04:34
INC0008112	2019-07-29 18:48:43	Assessment : ATF Assessor	survey user	5 - Planning	New	Inquiry / Help			2019-07-29 18:49:28
INC0008111	2019-07-22 21:04:57	ATF : Test1	System Administrator	5 - Planning	New	Inquiry / Help			2019-07-22 21:05:48
INC0009003	2018-08-30 09:17:32	Cannot sign into the company portal app	David Miller	3 - Moderate	Closed	Inquiry / Help			2018-12-13 07:39:53
INC0009001	2018-09-12 03:56:26	Unable to post content on a Wiki page	David Miller	3 - Moderate	New	Inquiry / Help			2018-12-13 07:32:42
INC0009009	2018-08-30 08:06:16	Unable to access the shared folder.	David Miller	4 - Low	New	Inquiry / Help			2018-12-13 07:30:24
INC0007002	2018-10-17 05:47:51	Need access to the common drive.	David Miller	4 - Low	New	Inquiry / Help			2018-12-13 07:28:49
INC0009005	2018-09-01 04:35:21	Email server is down.	David Miller	1 - Critical	New	Software			2018-12-13 07:18:55
INC0000058	2016-08-10 16:37:45	Performance problems with email	Bow Ruggeri	5 - Planning	New	Inquiry / Help			2016-08-10 16:37:45
INC0000057	2016-08-10 16:14:59	Performance problems with wifi	Bertie Luby	5 - Planning	New	Inquiry / Help			2016-08-10 16:14:59
INC0000059	2016-08-10 16:14:29	Unable to access team file share	Rick Berzle	3 - Moderate	New	Inquiry / Help			2016-08-10 16:14:29

Incident Report

Issue: 09/01/2023 05:26:43

Page: 7 de 7

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INC0000007	2015-08-12 23:08:24	Need access to sales DB for the West	Joe Employee	1 - Critical	On Hold	Database		David Loo	2015-11-24 15:47:36
INC0000017	2015-08-12 23:41:00	How do I create a sub-folder	Joe Employee	1 - Critical	On Hold	Inquiry / Help	Service Desk	Fred Luddy	2015-11-24 15:47:36
INC0000054	2015-11-02 20:49:08	SAP Materials Management is slow or there is an outage	Christen Mitchell	1 - Critical	On Hold	Software	Service Desk		2015-11-24 15:47:36
INC0000048	2015-11-02 22:05:36	Having problems with Sales Tools performance	Luke Wilson	4 - Low	On Hold			ITIL User	2015-11-24 15:46:20