

**ITSM Class: B**  
**LAB REPORT**  
**Group 22**

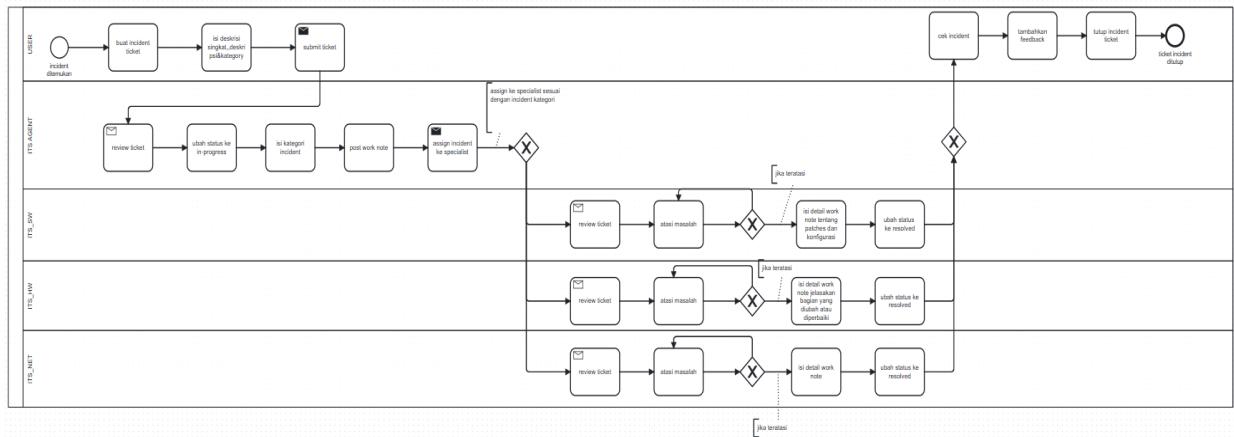
**Nathaniel Lado Hadi Winata (5026231019)**  
**Komang Alit Pujangga (5026231115)**  
**Ibrahim amar alfanani(5026231195)**

**Information Systems Department**  
**Institut Teknologi Sepuluh Nopember**  
**August-December 2025**

Group simulation lab service now  
 PDI link : <https://dev284349.service-now.com/>

Nama (NRP)	Roles
Nathaniel Lado Hadi Winata (5026231019)	Customer incident (itsuser) Hardware specialist (its_hw)
Komang Alit Pujangga (5026231115)	PDI & set-up user Network specialist (its_net)
Ibrahim amar alfanani(5026231195)	Assign to specialist (itsagent) Software specialist (its_sw)

## Workflow



**USER buat tiket → AGENT review & assign → SPECIALIST (SW/HW/NET) atasi masalah & resolve → USER cek & tutup tiket.**

# customer incident

INC0010021	2025-10-09 07:43:06	Dear Customer Support Team,I hope this message finds you well. I am currently in
INC0010020	2025-10-09 07:42:51	Dear Customer Support,I am looking for comprehensive instructions on how to conf
INC0010019	2025-10-09 07:42:29	Dear Customer Support Team,We are facing repeated system failures that are signi
INC0010018	2025-10-09 07:42:05	Dear Customer Support Team,I hope this message finds you well. I am writing to r
INC0010017	2025-10-09 07:41:39	Dear Customer Support Team,I am reaching out to report persistent issues with ne

## *Software Incidents*

INC0010016	2025-10-09 07:41:10	Dear Customer Support,I hope this message reaches you in good health. I am eager
INC0010015	2025-10-09 07:40:52	Dear Support Team,I hope this message reaches you well. I am reaching out to ask
INC0010014	2025-10-09 07:40:34	Dear Customer Support Team,I hope this message finds you well. I am reaching out
INC0010013	2025-10-09 07:40:18	Dear Customer Support Team,I hope this message reaches you well. I am reaching o
INC0010012	2025-10-09 07:39:57	Dear Customer Support Team,I am writing to report a significant problem with the

## *Hardware Incidents*

INC0010026	2025-10-09 07:45:29	Customer Service Team,We are facing concurrent failures in several office gadget
INC0010025	2025-10-09 07:45:05	Currently facing sporadic connectivity difficulties with the cloud-native SaaS s
INC0010024	2025-10-09 07:44:24	Dear Customer Support Team,I am reaching out to report persistent issues with ne
INC0010023	2025-10-09 07:44:00	Dear Customer Support,We are experiencing extensive connectivity problems impact
INC0010022	2025-10-09 07:43:36	Customer Support,We are encountering a disruption in VPN-router connectivity tha

## *Network Incidents*

# Service Desk

## New All incident

Incidents - Unassigned (30) Last refreshed just now.										
	Number <sup>L2</sup>	Short description	Caller	Priority	State	Service	Assignment group	Assigned to 	Updated	Updated by
 	INC0010026	Customer Service Team,We are facing concurrent failures in several office gadget	User ITS	3 - Moderate	New				2025-10-09 08:34:18	itsagent
 	INC0010025	Currently facing sporadic connectivity difficulties with the cloud-native SaaS	User ITS	4 - Low	New				2025-10-09 07:45:05	itsuser
 	INC0010024	Dear Customer Support Team I am reaching out to report persistent issues with ne	User ITS	4 - Low	New				2025-10-09 07:44:24	itsuser
 	INC0010023	Dear Customer Support,We are experiencing extensive connectivity problems impact	User ITS	4 - Low	New				2025-10-09 07:44:00	itsuser
 	INC0010022	Customer Support,We are encountering a disruption in VPN-router connectivity tha	User ITS	4 - Low	New				2025-10-09 07:43:36	itsuser
 	INC0010021	Dear Customer Support Team,I hope this message finds you well. I am currently in	User ITS	4 - Low	New				2025-10-09 07:43:06	itsuser
 	INC0010020	Dear Customer Support,I am looking for comprehensive instructions on how to conf	User ITS	3 - Moderate	New				2025-10-09 07:42:51	itsuser
 	INC0010019	Dear Customer Support Team,We are facing repeated system failures that are signi	User ITS	3 - Moderate	New				2025-10-09 07:42:29	itsuser
 	INC0010018	Dear Customer Support Team,I hope this message finds you well. I am writing to r	User ITS	5 - Planning	New				2025-10-09 07:42:05	itsuser
 	INC0010017	Dear Customer Support Team,I am reaching out to report persistent issues with ne	User ITS	4 - Low	New				2025-10-09 07:41:39	itsuser
 	INC0010016	Dear Customer Support,I hope this message reaches you in good health. I am eager	User ITS	4 - Low	New				2025-10-09 07:41:10	itsuser
 	INC0010015	Dear Support Team,I hope this message reaches you well. I am reaching out to ask	User ITS	4 - Low	New				2025-10-09 07:40:52	itsuser
 	INC0010014	Dear Customer Support Team,I hope this message finds you well. I am reaching out	User ITS	5 - Planning	New				2025-10-09 07:40:34	itsuser
 	INC0010013	Dear Customer Support Team,I hope this message reaches you well. I am reaching o	User ITS	4 - Low	New				2025-10-09 07:40:18	itsuser
 	INC0010012	Dear Customer Support Team,I am writing to report a significant problem with the	User ITS	3 - Moderate	New				2025-10-09 08:40:08	itsagent

## Assign to Software Specialist

INC0010021

**INC0010021**

Dear Customer Support Team,I hope this message finds you well. I am currently in 

**Overview** **Details** **Related records**

**Incident**

Short description 

Dear Customer Support Team,I hope this message finds you well. I am currently in 

Description 

Dear Customer Support Team,I hope this message finds you well. I am currently in our existing Data Engineering infrastructure. Our objective is to enable secure, real-time analytics and automated monitoring to improve operational efficiency and security. We would greatly value comprehensive guidance on the integration process, including suggested API, security measures, and configuration options to ensure smooth data transmission.

Number 

INC0010021

Caller 

User ITS

Location 

Channel 

Self-service 

Category 

Software

Sector 

None --

Owner 

2025-10-09 07:43:06

Impact 

Assignment 

Assignment group 

Software

Assigned to 

Software Specialist

Related Records

Recent Incident 

Charge Request 

Recent Problem 

Caused by Change 

Cause 

Work notes 

Comments 

Email 

Work notes 

SLAs and Timings 

Resource SLA 

Resolve SLA 

View all SLAs 

Activity 

Agent ITS 

Last updated by Agent ITS 2025-10-09 09:05:19

Assigned to Software Specialist was Empty

Incident state In Progress was New

Agent ITS 

Last updated by Agent ITS 2025-10-09 09:05:13

Ticket triggered, assigned to specialist

User ITS 

Last updated by User ITS 2025-10-09 09:05:13

Dear Customer Support Team,I hope this message finds you well. I am currently in the process of integrating the Smart-Turkling video doorbells with Google Nest WiFi Routers into our existing Data Engineering infrastructure. Our objective is to enable secure, real-time analytics and automated monitoring to improve operational efficiency and security. We would greatly value comprehensive guidance on the integration process, including suggested API, security measures, and configuration options to ensure smooth data transmission.

User ITS 

Last updated by User ITS 2025-10-09 09:05:13

Impact 

Opened by User ITS

Priority 

4 - Low

Record Information

Caller 

User ITS (09:05:21 America/Los\_Angeles)

Contact 

Recent incidents 

Recent interactions 

Assigned assets 

Assigned to 

SS Software Specialist

Reassign 

View additional collaborators 

## INC0010020

Dear Customer Support,I am looking for comprehensive instructions on how to config

Incident

Description

Dear Customer Support,I am looking for comprehensive instructions on how to configure and integrate the Smart Water Leak Detectors within a healthcare setting. Specifically, I require details on compliance considerations connected to EMR and PACS systems to guarantee continuous monitoring. Any technical documentation or best practices to facilitate the integration process would be highly valued.Thank you for your assistance.Best regards,[Your Name]

Number: INC0010020

State: In Progress

Caller: User ITS

Location: 3 - Low

Priority: 1 - High

Channel: Self-service

Category: Software

Subcategory: -- None --

Opened: 2025-10-09 07:42:51

Impact: Assignment

Assignment group: Software

Assigned to: Software Specialist

Related Records

Parent Incident: Change Request

Problems: Cased by Change

Activity

Agent ITS (2025-10-09 07:42:51) Assigned to: Software Specialist was Empty Incident state: In Progress was New

User ITS (Work note + 2025-10-09 07:42:51) Ticket triggered, assigned to specialist

User ITS (Work note + 2025-10-09 07:42:51) Dear Customer Support,I am looking for comprehensive instructions on how to configure and integrate the Smart Water Leak Detectors within a healthcare setting. Specifically, I require details on compliance considerations connected to EMR and PACS systems to guarantee continuous monitoring. Any technical documentation or best practices to facilitate the integration process would be highly valued.Thank you for your assistance.Best regards,[Your Name]

User ITS (Work note + 2025-10-09 07:42:51) Dear Customer Support,I am looking for comprehensive instructions on how to configure and integrate the Smart Water Leak Detectors within a healthcare setting. Specifically, I require details on compliance considerations connected to EMR and PACS systems to guarantee continuous monitoring. Any technical documentation or best practices to facilitate the integration process would be highly valued.Thank you for your assistance.Best regards,[Your Name]

Record Information

Last updated by Agent ITS 2025-10-09 07:42:51

SLAs and timelims

Resource SLA: No matching SLA

Resolution SLA: Resolution SLA

View all SLAs

Caller: User ITS (091734 America/Los\_Angeles)

Recent incidents >

Recent interactions >

Assigned assets >

Assigned to: Software Specialist

Reassign

View additional collaborators

## INC0010019

Dear Customer Support Team,We are facing repeated system failures that are signi

Incident

Description

Dear Customer Support Team,We are facing repeated system failures that are significantly impacting EMR-PACS integration as well as telemedicine platforms. Despite our prompt attempts to restart the affected equipment and activate incident response procedures, the problems persist and continue to interfere with essential healthcare functions. Our preliminary investigations indicate that the underlying issues might be related to hardware malfunctions or possible security breaches. We have taken immediate measures to isolate the affected areas, but the systems are still not stable.

Number: INC0010019

State: In Progress

Caller: User ITS

Location: 3 - Low

Priority: 1 - High

Channel: Self-service

Category: Software

Subcategory: -- None --

Opened: 2025-10-09 07:42:29

Impact: Assignment

Assignment group: Software

Assigned to: Software Specialist

Related Records

PARENT INCIDENT: Change Request

PROBLEMS: Cased by Change

Activity

Agent ITS (2025-10-09 07:42:43) Assigned to: Software Specialist was Empty Incident state: In Progress was New

User ITS (Work note + 2025-10-09 07:42:43) Tickets trigger, assigned to specialist

User ITS (Work note + 2025-10-09 07:42:43) Dear Customer Support Team,We are facing repeated system failures that are significantly impacting EMR-PACS integrations as well as telemedicine platforms. Despite our prompt attempts to restart the affected equipment and activate incident response procedures, the problems persist and continue to interfere with essential healthcare functions. Our preliminary investigations indicate that the underlying issues might be related to hardware malfunctions or possible security breaches. We have taken immediate measures to isolate the affected areas, but the systems are still not stable.

User ITS (Work note + 2025-10-09 07:42:43) Dear Customer Support Team,We are facing repeated system failures that are significantly impacting EMR-PACS integrations as well as telemedicine platforms. Despite our prompt attempts to restart the affected equipment and activate incident response procedures, the problems persist and continue to interfere with essential healthcare functions. Our preliminary investigations indicate that the underlying issues might be related to hardware malfunctions or possible security breaches. We have taken immediate measures to isolate the affected areas, but the systems are still not stable.

Record Information

Last updated by Agent ITS 2025-10-09 07:42:42

SLAs and timelims

Resource SLA: No matching SLA

Resolution SLA: Resolution SLA

View all SLAs

Caller: User ITS (091734 America/Los\_Angeles)

Recent incidents >

Recent interactions >

Assigned assets >

Assigned to: Software Specialist

Reassign

View additional collaborators

# INC0010018

Dear Customer Support Team,I hope this message finds you well. I am writing to r ☺

Overview Details Related records

I Incident

Short description: Dear Customer Support Team,I hope this message finds you well. I am writing to r

Description: Dear Customer Support Team,I hope this message finds you well. I am writing to report an ongoing issue with the connection of my smart device within the system. Over the past few days, I have encountered frequent disruptions that have significantly compromised the device's ability to stay connected to the network consistently. Initially, the device functioned perfectly and integrated smoothly with the system. However, lately, it has been disconnecting sporadically without any clear reason. This connectivity failure is affecting the overall performance and usability of the device.

Number: INC0010018

Status: In Progress

Caller: User ITS

Urgency: 3 - Low

Location:

Channel: Self-service

Priority: 5 - Planning

Category: Software

Subcategory: -- None --

Opened: 2025-10-09 07:42:05

Impact: Assignment

Assignment: Software

Assigned to: Software Specialist

Related Records

Parent Incident:

Change Request:

Problem:

Cause to Change:

Work notes, Comments, Email

Only internal users can see work notes.

Post Work notes

Activity

User ITS (2025-10-09 07:42:12) Assigned to Software Specialist Impact: 3 - Low Incident state: In Progress was New

User ITS (2025-10-09 09:12:56) Ticket triggered, assigned to specialist

User ITS (2025-10-09 09:12:56) Dear Customer Support Team,I hope this message finds you well. I am writing to report an ongoing issue with the connection of my smart device within the system. Over the past few days, I have encountered frequent disruptions that have significantly compromised the device's ability to stay connected to the network consistently. Initially, the device functioned perfectly and integrated smoothly with the system. However, lately, it has been disconnecting sporadically without any clear reason. This connectivity failure is affecting the overall performance and usability of the device.

Show more

User ITS (2025-10-09 09:14:20) Field changes Impact: 3 - Low Incident state: In Progress was New Opened by: User ITS Priority: 5 - Planning

Record Information

Last updated by Jane ITS 2025-10-09 07:42:12

Caller: User ITS (User ITS (2025-10-09 07:42:12)) Contact

Recent incidents > Recent interactions > Assigned items >

Assigned to: Software Specialist Resign

New additional collaborators

# INC0010017

Dear Customer Support Team,I am reaching out to report persistent issues with ne

Overview Details Related records

**Incident**

Short description  
Dear Customer Support Team,I am reaching out to report persistent issues with ne

Description  
Dear Customer Support Team,I am reaching out to report persistent issues with network connectivity that are significantly disrupting my workflow. I've observed sporadic interruptions across several devices, which I believe may be caused by a malfunctioning repeater or potential interference from other devices within the network configuration. In an attempt to resolve the problem, I have already taken several measures, such as restarting the affected equipment and repositioning the repeater to different locations within the premises. Despite these efforts, the connectivity issues persist.

Number INC0010017 State In Progress

Caller User ITS Impact 3 - Low

Location Office Address 2 - Medium

Owner Self-service Priority 4 - Low

Category Software Work list

Solvability None Work notes

Opened 2025-10-09 07:41:39

Impact Assignment

Assignment group Software Assigned to Software Specialist

Related Records

Past Incident Change Request

Problem Create or Change

Work notes Comments Email

Only internal users can use work notes

Post Work Notes

Activity

Agent ITS Work note • 2025-10-09 09:16:21 Assigned to Software Specialist Work Empty Incident state In Progress was New

Agent ITS Work note • 2025-10-09 09:14:18 Ticket triggered, assigned to specialist

User ITS Field changes • 2025-10-09 09:13:19 Impact 3 - Low Incident state New was Opened by User ITS Priority 4 - Low

Record Information Last updated by User ITS 2025-10-09 09:16:21 SLAs and timings No SLA assigned No matching SLA View all SLAs

Caller User ITS OF 142.25.196.101, Los Angeles Contact

Recent incidents > Recent interactions > Assigned assets >

Assigned to SS Software Specialist Assignee

View additional stakeholders

# Assign to Network Specialist

**INC0010026**

Customer Service Team, We are facing concurrent failures in several office gadgets

Overview Details Related records

**Incident**

Short description: Customer Service Team, We are facing concurrent failures in several office gadgets.

Description: Customer Service Team, We are facing concurrent failures in several office gadgets. The problem seems linked to a network disruption causing synchronization issues with cloud services.

Number: INC0010026

User ITS: 3 - Low

Location: 3 - High

Owner: Network

Category: Network

Subcategory: None --

Opened: 2025-10-09 07:45:29

Impact

Service: Configuration item: Business Impact:

Assignment

Assignment group: Network

Assigned to: Network Specialist

**Activity**

Agent ITS: Incident state: New was InProgress

Agent ITS: Incident state: InProgress was New

Agent ITS: Work note: + 2025-10-09 08:45:18

Agent ITS: Ticket triggered, assigned to specialist

User ITS: Incident state: New was InProgress

User ITS: Incident state: InProgress was New

User ITS: Work note: + 2025-10-09 08:45:29

Customer Service Team, We are facing concurrent failures in several office gadgets. The problem seems linked to a network disruption causing synchronization issues with cloud services.

**Record Information**

Last updated by Agent ITS 2025-10-09 08:45:18

SLAs and timings: No matching SLA

Caller: User ITS (2025-10-09 08:45:18)

Recent incidents > Recent interactions > Assigned assets >

Assigned to: NS - Network Specialist

View additional collaborators

**INC0010025**

Currently facing sporadic connectivity difficulties with the cloud-native SaaS

Overview Details Related records

**Incident**

Short description: Currently facing sporadic connectivity difficulties with the cloud-native SaaS

Description: Currently facing sporadic connectivity difficulties with the cloud-native SaaS system. The suspected reason appears to be linked to orchestration resource distribution within Kubernetes-managed microservices.

Number: INC0010025

User ITS: 3 - Low

Location: 3 - Medium

Owner: Network

Category: Network

Subcategory: None --

Opened: 2025-10-09 07:45:05

Impact

Service: Configuration item: Business Impact:

Assignment

Assignment group: Network

Assigned to: Network Specialist

**Activity**

Agent ITS: Assigned to: Network Specialist was Empty

Agent ITS: Incident state: In Progress was New

Agent ITS: Work note: + 2025-10-09 08:45:05

Agent ITS: Work note: + 2025-10-09 08:45:05

Agent ITS: Work note: + 2025-10-09 08:45:05

Agent ITS: Ticket triggered, assigned to specialist

User ITS: Comment: + 2025-10-09 08:45:05

Currently facing sporadic connectivity difficulties with the cloud-native SaaS system. The suspected reason appears to be linked to orchestration resource distribution within Kubernetes-managed microservices.

**Record Information**

Last updated by Agent ITS 2025-10-09 08:45:05

SLAs and timings: No matching SLA

Caller: User ITS (2025-10-09 08:45:05)

Recent incidents > Recent interactions > Assigned assets >

Assigned to: NS - Network Specialist

View additional collaborators

## INC0010024

Dear Customer Support Team,I am reaching out to report persistent issues with network connectivity.

**Incident**

Description: Dear Customer Support Team,I am reaching out to report persistent issues with network connectivity that are significantly disrupting my workflow.

Number: INC0010024 State: In Progress Impact: 3 - Low Uptime: 2 - Medium Priority: 4 - Low

Category: Network Subcategory: Wireless Opened: 2025-10-09 07:44:24

**Impact**

Service: Service offering: Configuration item: Business Impact:

**Assignment**

Assignment group: Network Assigned to: Network Specialist

**Record Information**

Last updated by Agent ITS 2025-10-09 08:53:01

Only internal users can see work notes

**Activity #**

Agent ITS: 2025-10-09 08:53:01 Assigned to: Network Specialist was simply Incident state: In Progress was New

User ITS: 2025-10-09 07:44:24 Ticket triggered, assigned to specialist

Agent ITS: 2025-10-09 08:53:48 Dear Customer Support Team,I am reaching out to report persistent issues with network connectivity that are significantly disrupting my workflow.

User ITS: 2025-10-09 07:44:48 Impact: 3 - Low Incident state: New Opened by: User ITS Priority: 4 - Low

**SLAs and timings**

Resolve SLA: No matching SLA Resolution SLA: On Track

**Call**

User ITS: 08:53:01 America/Los\_Angeles Contact: [View contact](#)

Recent incidents: > Recent interactions: > Assigned assets: >

**Assigned to**

Network Specialist [Assign](#)

**View additional collaborators**

## INC0010023

Dear Customer Support,We are experiencing extensive connectivity problems impact.

**Incident**

Description: Dear Customer Support,We are experiencing extensive connectivity problems impacting numerous devices throughout the office.

Number: INC0010023 State: In Progress Impact: 3 - Low Uptime: 2 - Medium Priority: 4 - Low

Category: Network Subcategory: Wireless Opened: 2025-10-09 07:44:00

**Impact**

Assignment group: Network Assigned to: Network Specialist

**Related Records**

Parent incident: Change request: Problem: Closed by Change:

**Cause**

[Analyze cause](#)

**Record Information**

Last updated by Agent ITS 2025-10-09 08:53:13

Only internal users can see work notes

**Activity #**

Agent ITS: 2025-10-09 08:53:13 Assigned to: Network Specialist was simply Incident state: In Progress was New

User ITS: 2025-10-09 07:44:00 Ticket triggered, assigned to specialist

User ITS: 2025-10-09 07:44:00 Dear Customer Support,We are experiencing extensive connectivity problems impacting numerous devices throughout the office.

Agent ITS: 2025-10-09 08:53:48 Impact: 3 - Low Incident state: New Opened by: User ITS Priority: 4 - Low

**SLAs and timings**

Resolve SLA: No matching SLA Resolution SLA: On Track

**Call**

User ITS: 08:53:17 America/Los\_Angeles Contact: [View contact](#)

Recent incidents: > Recent interactions: > Assigned assets: >

**Assigned to**

Network Specialist [Assign](#)

**View additional collaborators**

## INC0010022

INC0010022

Customer Support: We are encountering a disruption in VPN-router connectivity that is impacting several devices, notably essential remote telemedicine systems.

Overview Details Related records

**Incident**

Short description: Customer Support:We are encountering a disruption in VPN-router connectivity that is impacting several devices, notably essential remote telemedicine systems.

Detailed: Customer Support:We are encountering a disruption in VPN-router connectivity that is impacting several devices, notably essential remote telemedicine systems.

Number: INC0010022

Color: User ITS

Location:

Channel: Self-service

Concern: Network

Subcategory: VPN

Overall: 2025-10-09 07:43:30

**Impact**

Assignment group: Network

Assigned to: Network Specialist

**Related Records**

Parent incident: Change Request

Problem: Cause by Change

**Activity**

Work notes: Only internal users can see work notes.

Comments: Email

Only internal users can see work notes.

Agent ITS: Agent ITS • 2025-10-09 07:43:30  
Ticket triggered, assigned to specialist

Agent ITS: Agent ITS • 2025-10-09 07:43:30  
Ticket triggered, assigned to specialist

User ITS: User ITS • 2025-10-09 07:43:30  
Customer Support:We are encountering a disruption in VPN-router connectivity that is impacting several devices, notably essential remote telemedicine systems.

User ITS: User ITS • 2025-10-09 07:43:30  
Impact: 3 - Low  
Incident state: New  
Opened by: User ITS  
Priority: 4 - Low

**Record Information**

Last updated by: Agent ITS  
2025-10-09 07:43:30

SLA and timelings

Resolution SLA: Resolution SLA

View all SLAs

Caller: User ITS (001010 America/Los\_Angeles)

Contact:

Recent incidents >

Recent interactions >

Assigned assets >

Assigned to: NS | Network Specialist

Reassign:

View additional collaborators

# Assign to Hardware Specialist

INC0010012

This screenshot shows the ServiceNow Service Operations Workspace for ticket INC0010012. The ticket is currently in progress, opened by User ITS on 2025-10-09 at 07:39:57. The ticket details include:

- Impact:** Impact: 3 - Low, Urgency: 1 - High, Priority: 3 - Moderate.
- Category:** Hardware.
- Assignment:** Assigned to Hardware Specialist.

The ticket has been updated by Agent ITS multiple times, with the most recent update on 2025-10-09 at 08:57:26. The ticket is currently assigned to a Hardware Specialist. The record information panel shows that no SLA was found for this ticket.

INC0010013

This screenshot shows the ServiceNow Service Operations Workspace for ticket INC0010013. The ticket is currently in progress, opened by User ITS on 2025-10-09 at 07:40:18. The ticket details include:

- Impact:** Impact: 2 - Medium, Urgency: 2 - Medium, Priority: 4 - Low.
- Category:** Hardware.
- Assignment:** Assigned to Hardware Specialist.

The ticket has been updated by Agent ITS multiple times, with the most recent update on 2025-10-09 at 09:01:01. The ticket is currently assigned to a Hardware Specialist. The record information panel shows that no SLA was found for this ticket.

## INC0010014

Dear Customer Support Team, I hope this message finds you well. I am reaching out to request clarity about some recent charges and potential billings related to my account recently. I noticed some inconsistencies in the charges applied and would like to ensure I fully understand the billing cycle, accepted payment options, and any potential extra charges. Firstly, I would be grateful if you could provide a detailed breakdown of the charges.

Incident details:

- Incident ID: INC0010014
- Caller: User ITS
- Location: Self-service
- Category: Hardware
- Subcategory: None
- Opened: 2025-10-09 07:40:34
- Impact: 3 - Low
- Priority: 5 - Planning
- Service: Configuration item
- Business Impact: None
- Assignment: Assigned to Hardware Specialist

Record Information:

- Last updated by Agent ITS on 2025-10-09 09:04:04
- Caller: User ITS (09:03:07 America/Los\_Angeles)
- Recent incidents >
- Recent interactions >
- Assigned assets >
- Assigned to: Hardware Specialist

## INC0010015

Dear Support Team, I hope this message reaches you well. I am reaching out to ask about the compatibility of our new software with the specific needs of our marketing department. Our company is considering adopting these solutions to streamline our current marketing processes and wants to confirm that the products are fully compatible with the tools and platforms we currently utilize. Could you please supply more information?

Incident details:

- Incident ID: INC0010015
- Caller: User ITS
- Location: Self-service
- Category: Hardware
- Subcategory: None
- Opened: 2025-10-09 07:40:52
- Impact: 3 - Low
- Priority: 4 - Low
- Service: Configuration item
- Business Impact: None
- Assignment: Assigned to Hardware Specialist

Record Information:

- Last updated by Agent ITS on 2025-10-09 09:04:23
- SLAs and timelines:
  - Response SLA: No matching SLA
  - Resolution SLA: 0 days
- Caller: User ITS (09:04:20 America/Los\_Angeles)
- Recent incidents >
- Recent interactions >
- Assigned assets >
- Assigned to: Hardware Specialist

INC0010016

The screenshot shows the ServiceNow Service Operations Workspace interface. The main area displays the details of Incident INC0010016, which is currently In Progress. The incident is assigned to User ITS and has a priority of 4 - Low. The ticket was opened on 2025-10-09 at 07:41:10. The Impact section shows Service and Service offering fields. The Assignment section indicates it is assigned to a Hardware Specialist. The Record Information panel on the right shows the last update was by Agent ITS on 2025-10-09 at 09:05:18, and the ticket is assigned to a Hardware Specialist.

## All Incident in Progress

Incidents - Open (55) Last refreshed just now.													
		Short description	Caller	Priority	State	Service	Assignment group	Assigned to	Updated	Updated by			
	<input type="checkbox"/>	INC0010026 Customer Service Team:We are facing concurrent failures in several office gadget	User ITS	3 - Moderate	In Progress	Network	Network Specialist	Network Specialist	2025-10-09 08:44:35	itsagent			
	<input type="checkbox"/>	INC0010025 Currently facing sporadic connectivity difficulties with the cloud-native SaaS	User ITS	4 - Low	In Progress	Network	Network Specialist	Network Specialist	2025-10-09 08:49:41	itsagent			
	<input type="checkbox"/>	INC0010024 Dear Customer Support Team:) am reaching out to report persistent issues with ne	User ITS	4 - Low	In Progress	Network	Network Specialist	Network Specialist	2025-10-09 08:53:01	itsagent			
	<input type="checkbox"/>	INC0010023 Dear Customer Support:We are experiencing extensive connectivity problems impact	User ITS	4 - Low	In Progress	Network	Network Specialist	Network Specialist	2025-10-09 08:59:15	itsagent			
	<input type="checkbox"/>	INC0010022 Customer Support:We are encountering a disruption in VPN-router connectivity tha	User ITS	4 - Low	In Progress	Network	Network Specialist	Network Specialist	2025-10-09 09:01:00	itsagent			
	<input type="checkbox"/>	INC0010021 Dear Customer Support Team:) I hope this message finds you well. I am currently in	User ITS	4 - Low	In Progress	Software	Software Specialist	Software Specialist	2025-10-09 09:05:19	itsagent			
	<input type="checkbox"/>	INC0010020 Dear Customer Support:I am looking for comprehensive instructions on how to conf	User ITS	3 - Moderate	In Progress	Software	Software Specialist	Software Specialist	2025-10-09 09:07:31	itsagent			
	<input type="checkbox"/>	INC0010019 Dear Customer Support Team:We are facing repeated system failures that are signi	User ITS	3 - Moderate	In Progress	Software	Software Specialist	Software Specialist	2025-10-09 09:10:42	itsagent			
	<input type="checkbox"/>	INC0010018 Dear Customer Support Team:) I hope this message finds you well. I am writing to r	User ITS	5 - Planning	In Progress	Software	Software Specialist	Software Specialist	2025-10-09 09:12:59	itsagent			
	<input type="checkbox"/>	INC0010017 Dear Customer Support Team:) I am reaching out to report persistent issues with ne	User ITS	4 - Low	In Progress	Software	Software Specialist	Software Specialist	2025-10-09 09:14:21	itsagent			
	<input type="checkbox"/>	INC0010016 Dear Customer Support:) I hope this message reaches you in good health. I am eager	User ITS	4 - Low	In Progress	Hardware	Hardware Specialist	Hardware Specialist	2025-10-09 09:05:18	itsagent			
	<input type="checkbox"/>	INC0010015 Dear Support Team:) I hope this message reaches you well. I am reaching out to ask	User ITS	4 - Low	In Progress	Hardware	Hardware Specialist	Hardware Specialist	2025-10-09 09:04:25	itsagent			
	<input type="checkbox"/>	INC0010014 Dear Customer Support Team:) I hope this message finds you well. I am reaching out	User ITS	5 - Planning	In Progress	Hardware	Hardware Specialist	Hardware Specialist	2025-10-09 09:03:04	itsagent			
	<input type="checkbox"/>	INC0010013 Dear Customer Support Team:) I hope this message reaches you well. I am reaching o	User ITS	4 - Low	In Progress	Hardware	Hardware Specialist	Hardware Specialist	2025-10-09 09:01:01	itsagent			
	<input type="checkbox"/>	INC0010012 Dear Customer Support Team:) I am writing to report a significant problem with the	User ITS	3 - Moderate	In Progress	Hardware	Hardware Specialist	Hardware Specialist	2025-10-09 08:57:26	itsagent			

# Resolve Incident by Specialist

## Network Specialist

The screenshot shows the ServiceNow Service Operations Workspace. On the left, a sidebar lists various categories under 'Default lists': Interactions, Requests, Catalog tasks, Incidents, Problems, and more. Under 'Incidents', 'Assigned to you' is selected. The main area displays a table titled 'Incidents - Assigned to you'. The table has columns: Number, Short description, Caller, Priority, State, Service, Assignment group, Assigned to, and Updated. Five incidents are listed:

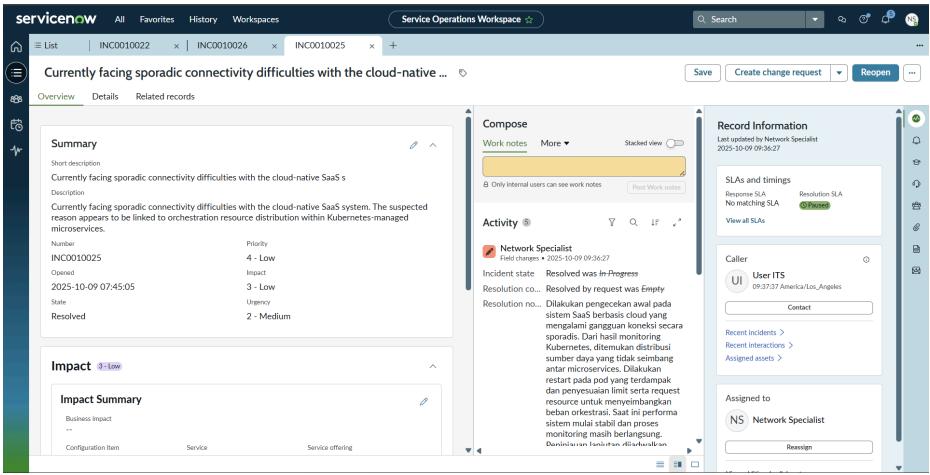
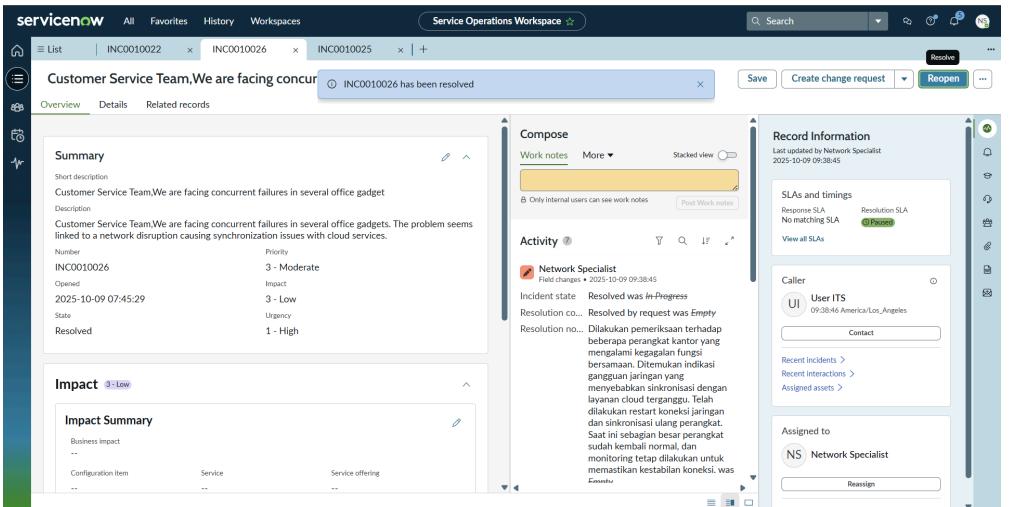
Number	Short description	Caller	Priority	State	Service	Assignment group	Assigned to	Updated
INC0010023	Dear Customer Support, We are experiencing extensive connectivity...	User ITS	4 - Low	In Progress	Network	Network Specialist	Network Specialist	2025-10-09 08:59:1
INC0010025	Currently facing sporadic connectivity difficulties with the cloud-nativ...	User ITS	4 - Low	In Progress	Network	Network Specialist	Network Specialist	2025-10-09 08:49:4
INC0010026	Customer Service Team, We are facing concurrent failures in...	User ITS	3 - Moderate	In Progress	Network	Network Specialist	Network Specialist	2025-10-09 08:44:3
INC0010024	Dear Customer Support Team, I am reaching out to report persistent issu...	User ITS	4 - Low	In Progress	Network	Network Specialist	Network Specialist	2025-10-09 08:53:0
INC0010022	Customer Support, We are encountering a disruption in VPN-router...	User ITS	4 - Low	In Progress	Network	Network Specialist	Network Specialist	2025-10-09 09:01:0

At the bottom, it says 'Showing 1-5 of 5' and 'Records per page 20 ▾'.

## Resolved Incident

The screenshot shows the details of incident INC0010022. The top bar shows 'INC0010022' and the title 'Customer Support, We are encountering a disruption in VPN-router conn...'. The main area is divided into several sections:

- Summary:** Short description: Customer Support, We are encountering a disruption in VPN-router connectivity that is impacting several devices, notably essential remote telemedicine systems...; Number: INC0010022; Created: 2025-10-09 07:43:36; State: Resolved; Priority: 4 - Low; Impact: 3 - Low; Resolution note: Resolved was in Progress; Resolution note: Resolved by request was Empty; Resolution note: Dilakukan restart VPN dan router setelah dilakukan gangguan konstanta. Diperbaiki log file ditemukan IKE timer out. Routing serta sertifikat VPN diperbarui, lalu firmware di-update. Setelah restart, koneksi kembali stabil dan sudah dikonfirmasi ke tim telemedicine. Monitoring masih berjalan untuk memastikan kestabilan. was Empty.
- Impact:** Impact Summary: Business Impact: --; Configuration item: --; Service: --; Service offering: --.
- Compose:** Work notes: Only internal users can see work notes; Stacked view: [ ]
- Record Information:** Last updated by Network Specialist 2025-10-09 09:32:25; Response SLA: No matching SLA; Resolution SLA: [ ] (Pending); View all SLAs.
- Activity:** Field changes: 2025-10-09 09:32:25; Incident state: Resolved was in Progress; Resolution note: Resolved by request was Empty; Resolution note: Dilakukan restart VPN dan router setelah dilakukan gangguan konstanta. Diperbaiki log file ditemukan IKE timer out. Routing serta sertifikat VPN diperbarui, lalu firmware di-update. Setelah restart, koneksi kembali stabil dan sudah dikonfirmasi ke tim telemedicine. Monitoring masih berjalan untuk memastikan kestabilan. was Empty.
- Caller:** User ITS (093325 America/Los\_Angeles) Contact.
- Assigned to:** NS Network Specialist Reassign.

2	INC0010025	
3	INC0010026	

# Hardware Specialist

The screenshot shows the ServiceNow Service Operations Workspace. On the left, there's a sidebar with a tree view of lists: Interactions, Requests, Catalog tasks, Incidents, Problems, Changes, and a weather widget. The 'Incidents' section is expanded, and 'Assigned to you' is selected. The main area displays a table of incidents:

Number	Short description	Caller	Priority	State	Service	Assignment group	Assigned to	Updated	Updated by
INC0010016	Dear Customer Support,I hope this message reaches you in good health. I am eager	User ITS	4 - Low	In Progress	Hardware	Hardware Specialist	Hardware Specialist	2025-10-09 09:05:18	itsagent
INC0010015	Dear Support Team,I hope this message reaches you well. I am reaching out to ask	User ITS	4 - Low	In Progress	Hardware	Hardware Specialist	Hardware Specialist	2025-10-09 09:04:25	itsagent
INC0010014	Dear Customer Support Team,I hope this message finds you well. I am reaching out	User ITS	5 - Planning	In Progress	Hardware	Hardware Specialist	Hardware Specialist	2025-10-09 09:03:04	itsagent
INC0010013	Dear Customer Support Team,I hope this message reaches you well. I am reaching o	User ITS	4 - Low	In Progress	Hardware	Hardware Specialist	Hardware Specialist	2025-10-09 09:01:01	itsagent
INC0010012	Dear Customer Support Team,I am writing to report a significant problem with the	User ITS	3 - Moderate	In Progress	Hardware	Hardware Specialist	Hardware Specialist	2025-10-09 08:57:26	itsagent

At the bottom right, it says 'Records per page 20' and the date '09/10/2025'. The status bar shows '29°C Berawan'.

## Resolved Incident :

The screenshot shows the ServiceNow incident record for INC0010016. The top bar says 'INC0010016 | Service Operation'. The summary pane says 'Dear Customer Support,I hope this message reaches yo' and 'INC0010016 has been resolved'. The details pane shows the following information:

**Summary**

Dear Customer Support,I hope this message reaches you in good health. I am eager

**Impact**

3 - Low

**Record Information**

Last updated by Hardware Specialist  
2025-10-09 09:30:25

**SLAs and timings**

Response SLA: No matching SLA  
Resolution SLA: 0 hours

**Activity**

Hardware Specialist (User ITS) - Resolved was In-Progress

**Assigned to**

HS - Hardware Specialist (User ITS)

The status bar at the bottom says 'Recent incidents > Recent interactions > Assigned assets > View additional collaborators'.

2

INC0010015

Dear Support Team,I hope this message reaches you well. I am reaching out to ask

**Summary**

Short description  
Dear Support Team,I hope this message reaches you well. I am reaching out to ask

Description  
Dear Support Team,I hope this message reaches you well. I am reaching out to ask about the compatibility of your products with the specific needs of marketing agencies. Our company is considering adopting these solutions to streamline our current marketing processes and want to ensure that the products are fully compatible with the tools and platforms we currently utilize. Could you please supply detailed information regarding the compatibility of your products with popular marketing software, CRM systems, email marketing applications, and analytics platforms? Additionally, I would appreciate any relevant case studies or documentation tailored to our use case.

Number	INC0010015
Opened	2025-10-09 07:40:52
State	Resolved

Priority	4 - Low
Impact	3 - Low
Urgency	2 - Medium

**Impact**

**Impact Summary**

Business impact	Configuration item	Service	Service offering
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**Compose**

Work notes Comments Email Stacked view

**Record Information**

Last updated by Hardware Specialist  
2025-10-09 09:33:05

SLAs and timings  
Response SLA: No matching SLA Resolution SLA: Pending

Caller: User ITS (09:33:11 America/Los\_Angeles)

Recent incidents > Recent interactions > Assigned assets >

Assigned to: HS - Hardware Specialist

3

INC0010014

Dear Customer Support Team,I hope this message finds you well. I am reaching out

**Summary**

Short description  
Dear Customer Support Team,I hope this message finds you well. I am reaching out

Description  
Dear Customer Support Team,I hope this message finds you well. I am reaching out to request clarification about the billing and payment procedures linked to my account. Recently, I observed some inconsistencies in the charges applied and would like to ensure I fully understand the billing cycle, accepted payment options, and any potential extra charges.Firstly, I would be grateful if you could provide a detailed explanation of how the billing cycle functions. Specifically, I am interested in knowing the start and end dates.Thank you for your assistance regarding these billing inquiries.

Number	INC0010014
Opened	2025-10-09 07:40:34
State	Resolved

Priority	5 - Planning
Impact	3 - Low
Urgency	3 - Low

**Impact**

**Impact Summary**

Business impact	Configuration item	Service	Service offering
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**Compose**

Work notes Comments Email Stacked view

**Record Information**

Last updated by Hardware Specialist  
2025-10-09 09:34:45

Caller: User ITS (09:34:49 America/Los\_Angeles)

Recent incidents > Recent interactions > Assigned assets >

Assigned to: HS - Hardware Specialist

# Software Specialist

**Incidents - Assigned to you** 5 Last refreshed just now.

[Edit](#) [Export](#) [New](#) [...](#)

Number	Short description	Caller	Priority	State	Service	Assignment group	Assigned to	Updated	Updated by
INC0010021	Dear Customer Support Team,I hope this message finds you well. I am...	User ITS	4 - Low	In Progress	Software	Software Specialist	Software Specialist	2025-10-09 09:05:19	itsagent
INC0010020	Dear Customer Support,I am looking for comprehensive instructions on...	User ITS	3 - Moderate	In Progress	Software	Software Specialist	Software Specialist	2025-10-09 09:07:31	itsagent
INC0010019	Dear Customer Support Team,We are facing repeated system failures that are...	User ITS	3 - Moderate	In Progress	Software	Software Specialist	Software Specialist	2025-10-09 09:10:42	itsagent
INC0010018	Dear Customer Support Team,I hope this message finds you well. I am...	User ITS	5 - Planning	In Progress	Software	Software Specialist	Software Specialist	2025-10-09 09:12:59	itsagent
INC0010017	Dear Customer Support Team,I am reaching out to report persistent issue...	User ITS	4 - Low	In Progress	Software	Software Specialist	Software Specialist	2025-10-09 09:14:21	itsagent

## Resolved Incident

1	INC0010021
<div> <p>Dear Customer Support Team,I hope this message finds you well. I am currently in <a href="#">INC0010021</a> has been resolved.</p> <p><a href="#">Edit</a> <a href="#">Create change request</a> <a href="#">Respon</a></p> <p><b>Overview</b> <b>Details</b> <b>Related records</b></p> <p><b>Incident</b></p> <p>Dear Customer Support Team,I hope this message finds you well. I am currently in the process of integrating the Smart-Talking video doorbells with Google Nest WiFi Routers into our existing Data Engineering infrastructure. Our objective is to enable secure, real-time analytics and automated monitoring to improve operational efficiency and security. We would greatly value comprehensive guidance on the integration process, including suggested APIs, security measures, and configuration options to ensure smooth data transmission.</p> <p><b>Number</b>: INC0010021 <b>Status</b>: Resolved <b>Caller</b>: User ITS <b>Priority</b>: 3 - Low <b>Location</b>: <b>Urgency</b>: 2 - Medium <b>Channel</b>: Self-service <b>Priority</b>: 4 - Low <b>Category</b>: Software <b>Work note ID</b>: <b>Resolution code</b>: Resolved by request was done <b>Resolution notes</b>: We have reviewed your request and would like to provide the following guidance</p> <p>Please use the Google Home Device Management (SDM) API or Google Home API for secure access to your devices and services. Ensure that all data transmissions are protected using OAuth 2.0 authentication and TLS 1.3+ encryption. We recommend applying the latest firmware updates for both Smart-Talking and Google Home devices to maintain the latest security patches.</p> <p>For stable connectivity, configure your network with static IP assignments, enable QoS (Quality of Service) for real-time video and data streaming, and isolate IoT devices within a secure VLAN.</p> <p>To support real-time analytics, we suggest using secure MQTT or Websocket over TLS protocols to transmit event data to your analytics pipeline. Use AWS Lambda functions to trigger machine learning models for real-time analysis.</p> <p><b>Impact</b></p> <p><b>Service</b>: <b>Service offering</b>: <b>Configuration item</b>: <b>Business impact</b>:</p> <p><b>Assignment</b></p> <p>Assigned to: Software Specialist</p> <p><b>Work notes</b> <b>Comments</b> <b>Email</b></p> <p><b>Record information</b></p> <p>Created by: Software Specialist Last updated: 2025-10-09 09:14:21</p> <p><b>SLA and metrics</b></p> <p>SLA status: On Track SLA: No matching SLA Resolution SLA: <b>Resolved</b></p> <p><b>Color</b>: User ITS <b>Created</b>: 2025-10-09 09:14:21 <b>Last updated</b>: 2025-10-09 09:14:21 <b>Owner</b>: Software Specialist <b>Recent incidents</b> &gt; <b>Recent interactions</b> &gt; <b>Assigned assets</b> &gt;</p> <p><b>Assigned to</b>: Software Specialist <b>Reason</b>: <b>View additional subrecords</b></p> </div>	

2

INC0010020

**Dear Customer Support,** I am looking for comprehensive instructions on how to configure and integrate the Smart Water Leak Detectors within a healthcare setting. Specifically, I require detailed documentation on compliance considerations connected to EMR and PACS systems to guarantee continuous monitoring. Any technical documentation or best practices to facilitate the integration process would be highly valued. Thank you for your assistance. Best regards.

**Incident**

Dear Customer Support I am looking for comprehensive instructions on how to configure and integrate the Smart Water Leak Detectors within a healthcare setting. Specifically, I require detailed documentation on compliance considerations connected to EMR and PACS systems to guarantee continuous monitoring. Any technical documentation or best practices to facilitate the integration process would be highly valued. Thank you for your assistance. Best regards.

**Impact**

Service offering:

Configuration item:

Business impact:

**Assignment**

Assignment group:  Assigned to:

**Record Information**

Last updated by Software Specialist 2023-10-09 09:44

SLA and timings

Resource SLA: No matching SLA  
View all SLAs

Activity

- Software Specialist** (Last change: 2023-10-09 13:04:44)
 

Incident state: Resolved was assigned  
Resolution code: Required user has been informed  
Resolution notes: Thank you for contacting us regarding the configuration and integration of Smart Water Leak Detectors within a healthcare environment.

We appreciate your attention to compliance and data security, especially concerning the integration of Smart Water Leak Detectors with Electronic Medical Records (EMR) and Picture Archiving and Communication Systems (PACS). Please find the following guidance to ensure a compliant and reliable integration:

Use our official API and Integration SDK for Smart Water Leak Detectors to enable real-time monitoring and alerts.

Ensure all communications between the detector and the monitoring system are encrypted using TLS 1.3 and authenticated via GCM 256 or mutual TLS.

For healthcare compliance, verify that your integration adheres to HIPAA or equivalent local data protection regulations, ensuring that no patient-identifiable data is transmitted through unencrypted channels.

Configure network segmentation by placing IoT devices within a secured VLAN, separate from EMR/PACS traffic, to reduce cross-system risk.

Apply the latest firmware and security patches to all connected devices and gateways to maintain compliance and system stability.

For integration with EMR or PACS alert systems, utilize secure middleware or message brokers (e.g., MQTT, Pub/Sub, or AMQP) over TLS 1.3 to transmit alerts and logs safely, while avoiding port scanning.
- Agent ITS** (Last change: 2023-10-09 09:45:01)
 

Assigned to: Software Specialist was Empty  
Incident state: In Progress was New
- Agent ITS** (Last change: 2023-10-09 09:45:22)
 

Ticket triggered, assigned to specialist
- User ITS** (Comments: 2023-10-09 07:42:51)
 

Dear Customer Support, I am looking for comprehensive instructions on how to configure and integrate the Smart Water Leak Detectors within a healthcare setting. Specifically, I require details on compliance

3

INC0010019

**Dear Customer Support Team,** We are facing repeated system failures that are significantly impacting EMR/PACS integrations as well as telemedicine platforms. Details our prompt attempts to restart the affected equipment and activate incident response procedures; the problems persist and continue to interfere with essential healthcare functions. Our preliminary investigations indicate that the underlying issues might be related to hardware malfunctions or possible security breaches. We have taken immediate measures to isolate the affected areas, but the systems are still not stable.

**Incident**

Dear Customer Support Team We are facing repeated system failures that are significantly impacting EMR/PACS integrations as well as telemedicine platforms. Details our prompt attempts to restart the affected equipment and activate incident response procedures; the problems persist and continue to interfere with essential healthcare functions. Our preliminary investigations indicate that the underlying issues might be related to hardware malfunctions or possible security breaches. We have taken immediate measures to isolate the affected areas, but the systems are still not stable.

**Impact**

Service offering:

Configuration item:

Business impact:

**Assignment**

Assignment group:  Assigned to:

**Record Information**

Last updated by Software Specialist 2023-10-09 09:45:21

SLA and timings

Resource SLA: No matching SLA  
View all SLAs

Activity

- Software Specialist** (Last change: 2023-10-09 13:05:21)
 

Incident state: Resolved was assigned  
Resolution code: Required user has been informed  
Resolution notes: The system failures affecting EMR/PACS and telemedicine Integrations have been resolved. The disrupted communication due to connectivity policy and outdated service dependencies has been addressed.

We have updated the affected software components, corrected the configuration settings, and applied the latest security and compatibility patches. All systems have been verified to be stable and functioning correctly.

Please monitor the system and notify us immediately if any further irregularities occur. was Empty
- Agent ITS** (Last change: 2023-10-09 09:45:42)
 

Assigned to: Software Specialist was Empty  
Incident state: In Progress was New
- Agent ITS** (Last change: 2023-10-09 09:45:58)
 

Ticket triggered, assigned to specialist
- User ITS** (Comments: 2023-10-09 07:42:29)
 

Dear Customer Support Team We are facing repeated system failures that are significantly impacting EMR/PACS integrations as well as telemedicine platforms. Details our prompt attempts to restart the affected equipment and activate incident response procedures; the problems persist and continue to interfere with essential healthcare functions. Our preliminary investigations indicate that the underlying issues might be related to hardware malfunctions or possible security breaches. We have taken immediate measures to isolate the affected areas, but the systems are still not stable.
- User ITS** (Comments: 2023-10-09 07:42:29)
 

Dear Customer Support Team We are facing repeated system failures that are significantly impacting EMR/PACS integrations as well as telemedicine platforms. Details our prompt attempts to restart the affected equipment and activate incident response procedures; the problems persist and continue to interfere with essential healthcare functions. Our preliminary investigations indicate that the underlying issues might be related to hardware malfunctions or possible security breaches. We have taken immediate measures to isolate the affected areas, but the systems are still not stable.

# User Feedback

**Incident - INC0010022**

Number: INC0010022      \* Caller: User ITS      Watch list:

Opened: 2025-10-09 07:43:36      Closed:      Urgency: 2 - Medium      State: Resolved

\* Short description: Customer Support. We are encountering a disruption in VPN-router connectivity tha

Comments: Comments

Activities: 5

UI: User ITS  
thankyou

NS: Network Specialist

Incident state: Resolved was: In Progress

Resolution code: Resolved by request

Resolution notes: Dilakukan restart VPN dan router setelah ditemukan gangguan koneksi. Diperiksa log dan ditemukan IKE timeout. Routing serta sertifikat VPN diperbarui, lalu firmware di-update. Setelah restart, koneksi kembali stabil dan sudah dikonfirmasi ke tim temedicine. Monitoring masih berjalan untuk memastikan ketabilan.

Field changes • 2025-10-09 09:32:25

SS: Software Specialist

Incident state: Resolved was: In Progress

Resolution code: Resolved by request

Resolution notes: Dear Customer Support Team. I hope this message finds you well. I am currently in

Comments: Comments

Activities: 5

UI: User ITS  
thankyou

SS: Software Specialist

Incident state: Resolved was: In Progress

Resolution code: Resolved by request

Resolution notes: We have reviewed your request and would like to provide the following guidance:  
  
Please use the Google Smart Device Management (SDM) API or Google Home API for secure and reliable device integration.  
  
Ensure that all data transmissions are protected using OAuth 2.0 authentication and TLS 1.2+ encryption.

Field changes • 2025-10-09 09:39:54

**Incident - INC0010021**

Number: INC0010021      \* Caller: User ITS      Watch list:

Opened: 2025-10-09 07:43:06      Closed:      Urgency: 2 - Medium      State: Resolved

\* Short description: Dear Customer Support Team. I hope this message finds you well. I am currently in

Comments: Comments

Activities: 5

UI: User ITS  
thankyou

SS: Software Specialist

Incident state: Resolved was: In Progress

Resolution code: Resolved by request

Resolution notes: Dear Customer Support Team. I hope this message finds you well. I am currently in

Comments: Comments

Activities: 5

UI: User ITS  
thankyou

HS: Hardware Specialist

Incident state: Resolved was: In Progress

Resolution code: Resolved by request

Resolution notes: Perbaikan perbaikan telah dilakukan dengan mengganti beberapa komponen yang bermasalah. Bagian yang diganti meliputi komponen utama yang mengalami kerusakan untuk memastikan sistem kembali berfungsi dengan baik. Selain penggantian, juga dilakukan pemeriksaan dan perbaikan agar performa produk berjalan normal tanpa kendala. Semua perbaikan telah selesai dan unit dinyatakan berfungsi dengan baik.

Field changes • 2025-10-09 09:30:55

**Incident - INC0010016**

Number: INC0010016      \* Caller: User ITS      Watch list:

Opened: 2025-10-09 07:41:10      Closed:      Urgency: 2 - Medium      State: Resolved

\* Short description: Dear Customer Support. I hope this message reaches you in good health. I am eager

Comments: Comments

Activities: 5

UI: User ITS  
thankyou

HS: Hardware Specialist

Incident state: Resolved was: In Progress

Resolution code: Resolved by request

Resolution notes: Perbaikan perbaikan telah dilakukan dengan mengganti beberapa komponen yang bermasalah. Bagian yang diganti meliputi komponen utama yang mengalami kerusakan untuk memastikan sistem kembali berfungsi dengan baik. Selain penggantian, juga dilakukan pemeriksaan dan perbaikan agar performa produk berjalan normal tanpa kendala. Semua perbaikan telah selesai dan unit dinyatakan berfungsi dengan baik.

Field changes • 2025-10-09 09:49:21