

## INC 2023-000005

Fallo del servicio en calle de Gijon

<b>Code:</b>	INC 2023-000005	<b>Dedicated hours:</b>	0.08 hour(s)
<b>Status:</b>	Closed	<b>Other costs:</b>	0 €
<b>Source / Creation date:</b>	User portal 11/23/2023 6:24:47 PM		
<b>Registered by:</b>	Telefonía_01, CP_Operador de		
<b>Last modification:</b>	Telefonía_01, CP_Operador de 11/23/2023 6:29:09 PM		
<b>Type:</b>	Incidencia		
<b>Category:</b>	/Transporte/Transporte privado	<b>1st response time:</b>	0.08
<b>Escalated:</b>	No	<b>Solution time:</b>	0.08
<b>Solution tries:</b>	1	<b>Closing time:</b>	0.08

### Record

<b>Source / Creation date:</b>	User portal 11/23/2023 6:24:47 PM		
<b>Registered by:</b>	Telefonía_01, CP_Operador de		
<b>Reported by:</b>	Contacto, Ayuntamiento Gijón		
<b>Location:</b>		<b>Customer:</b>	Ayuntamiento de Gijón
<b>Title:</b>	Fallo del servicio en calle de Gijon		
<b>Description:</b>			

En la calle Avenida de Rocés ha habido un fallo de algún tipo en el sistema, creo que ha ocurrido algo con un sensor.

### Classification

<b>Type:</b>	Incidencia		
<b>Category:</b>	/Transporte/Transporte privado		
<b>Priority:</b>	Media		
<b>Calendar:</b>	Asturias		
<b>SLA:</b>	CP General B	<b>Estimated date:</b>	11/24/2023 1:24:00 PM

### 1st line service end

<b>1st line service:</b>	Esta incidencia se refiere a un problema ya descubierto. Existen cámaras alternativas en la misma calle que solventan este problema de manera temporal. La reparación de la cámara no depende de CP.	<b>Hours:</b>	0.08
<b>Task to do:</b>	Solve at 1st line	<b>Expenses:</b>	0
<b>Group:</b>		<b>2nd line technician:</b>	
<b>Register signature:</b>	Telefonía_01, CP_Operador de 11/23/2023 6:29:04 PM		

### Identify incident / request source

Name	Source	Type	Supplier	Contract
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Incident / Request's authorization

Authorization user	Authorization type	Authorization status	Date
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Service levels

Agreement:	CP General B		
Group:		Technician:	
Is fulfilled SLA?:	Si		

First response

Max. hours:	3h 00m	Real hours:	0h 05m
Maximum date:	11/24/2023	Real Date:	11/23/2023
Is fulfilled first response?:	Si		

Resolution

Max. hours:	6h 00m	Real hours:	0h 05m
Maximum date:	11/24/2023	Real Date:	
Is fulfilled resolution?:	Si		

Summary OLAs/UCs

Name	Group	Time calculation	Start date	Estimated date	End date	Time consumed	Solution time	Is fulfilled OLA/UC?	No. iterations
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Investigation

Investigation comments:

Activities

Activity	Date and responsible	Comments
Annotations history		
Details	Annotation	

User solution:

Send email to user: Yes

Solution signature:

Closing

Comments:
Resolution:
Closure / revoke solution signature:

Additional information

Incident / Request related attachments

Name	Description	Attached by	Date	Shared
				No

Related incidents / requests

Relation type: Independent

Related Knowledge Base topics (KB)

Code	Title	Status	Relation comments
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Related problems

Code	Title	Status	Relation comments
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Related RFCs

Code	Title	Status	Relation comments
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Custom fields