

INC 2023-000005

Fallo del servicio en calle de Gijon

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

Record

Source / Creation date:	User portal 11/23/2023 6:24:47 PM
Registered by:	Telefonía_01, CP_Operador de
Reported by:	Contacto, Ayuntamiento Gijón
Location:	Customer: Ayuntamiento de Gijón
Title:	Fallo del servicio en calle de Gijon
Description:	En la calle Avenida de Roces ha habido un fallo de algún tipo en el sistema, creo que ha ocurrido algo con un sensor.

Classification

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

1st line service end

1st line service:	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.	Hours:	0.08
Task to do:	Solve at 1st line	Expenses:	0
Group:	2nd line technician:		
Register signature:	Telefonía_01, CP_Operador de 11/23/2023 6:29:04 PM		

Identify incident / request source

Name	Source	Type	Supplier	Contract

Incident / Request's authorization

Authorization user	Authorization type	Authorization status	Date
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Service levels

Agreement:	CP General B	Technician:	
Group:			
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
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Annotations history

Details	Annotation
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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