

**VĂN PHÒNG ĐIỀU HÀNH DỰ ÁN CỦA
BERJAYA CORPORATION BERHAD**
*PROJECT MANAGEMENT OFFICE OF
BERJAYA CORPORATION BERHAD*

Số/No.: 2890.../BMO-CNTT

TP. Hồ Chí Minh, ngày 05 tháng 07 năm 2021

V/v: Báo cáo và kiểm soát công tác giám sát vận hành HTKT

Ho Chi Minh City, July 05th 2021

Re. *Report and supervise on technical system operation*

Kính gửi: **Công ty TNHH Một thành viên Xổ số Điện toán Việt Nam**
To: *Vietnam Lottery One Member Company Limited*

Tập đoàn Berjaya Corporation Berhad và Công ty Cổ phần Đầu tư Kỹ thuật Berjaya Gia Thịnh (sau đây gọi chung là “Berjaya”) xin gửi lời chào đến Công ty Xổ số Điện toán Việt Nam (“Vietlott”).

Berjaya Corporation Berhad And Berjaya Gia Thịnh Investment Technology Joint Stock Company (hereinafter referred to as “Berjaya”) would like to send our sincere greetings to Vietnam Lottery Company (“Vietlott”).

Căn cứ Hợp đồng hợp tác kinh doanh và các thống nhất với Vietlott, Berjaya kính gửi các báo cáo liên quan đến việc báo cáo và kiểm soát công tác giám sát vận hành HTKT của Berjaya theo các văn bản đính kèm.

As per BCC and agreement with Vietlott, Berjaya would like to submit reports regarding “report and supervise on technical system operation” of Berjaya as per attached documents.

Đối với Báo cáo khắc phục sự cố qua Call Center do dung lượng lớn nên sẽ được chuyển theo hình thức bản mềm.

Regarding Call Center Trouble Shooting Report, due to large size, they shall be submitted as soft copy.

Trân trọng.

Kind regards.

Nơi nhận/Recipients:

- Như trên/As above;
- Lưu VT/Administration.

**VĂN PHÒNG ĐIỀU HÀNH DỰ ÁN CỦA
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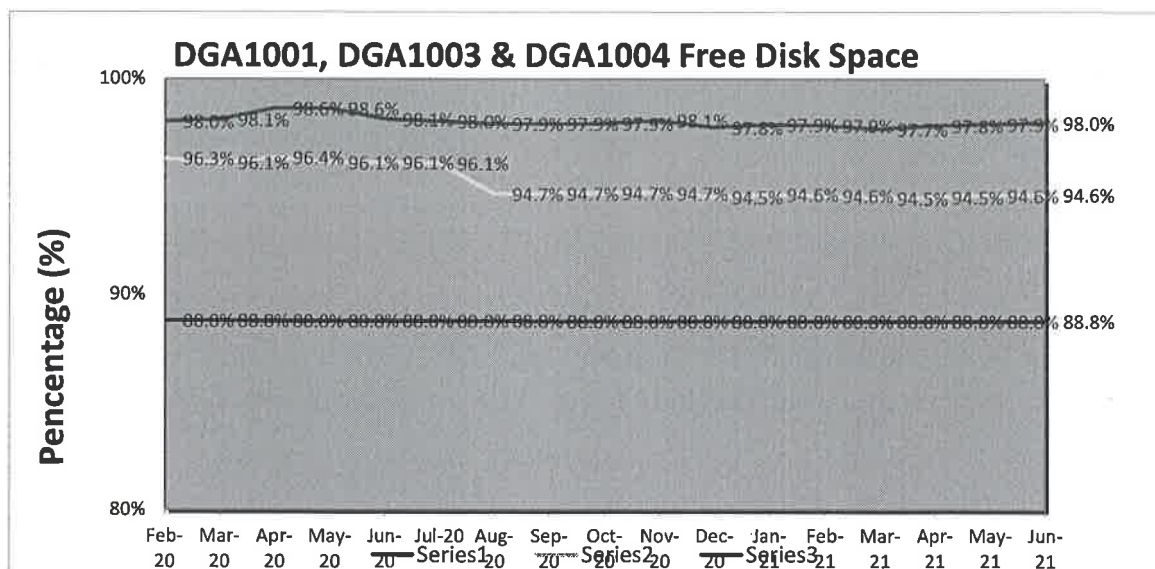
MR. CHUA CHUN FONG



BGT Disk Usage Breakdown as of 30-Jun-2021

Disk Name	Size/Free (Location)				Contents
DGA1001 (I64SYS)	100.00 G	(Mirror) /	88.75 G (88.8%)	- OpenVMS System - OpenVMS Page File - OpenVMS Swap File
	Free Block :	186,112,448	Total Block	209,715,200	
DGA1002 QUORUM Dis	0.25 G	(Mirror) /	0.22 G (86.3%)	- Quorum Disk Files
	Free Block :	452,336	Total Block	524,288	
DGA1003 (APPL)	1024.00 G	(Mirror) /	968.88 G (94.6%)	- OSS Datatrak Application Source Codes - Datatrak OSS Application (.EXE, .COM, .CCC, .SQL, .TXT) - Datatrak EOD Reports (Draw, CLOSE, EOD) ar Download Files (.DBS) - Archived Files (KEEP Directory) : 15 versions of YYMMDD BATLOG Files : 15 versions of OSS Trace Files - DSK_1: 35 Online Data Files (.DAT)
	Free Block :	2,031,897,360	Total Block	2,147,483,648	
DGA1004 Online DATA	800.00 G	(Mirror) /	783.63 G (98.0%)	- DSK_99 System Close Files (for backup to tape (ie. 35 DAT files of previous day close)
	Free Block :	1,643,386,416	Total Block	1,677,721,600	

Graph of Free Disk Space of DGA1001, DGA1003 & DGA1004 as of 30-Jun-2021



Nguyen Trong Khiet

TOTAL TRANSACTIONS FOR THE LAST WEEK OF THE MONTH

Day & Date		Sale Tran Count	Cancel Tran Count	Payout Tran Count	Total trans.
Thursday	24-Jun-2021	517,611	5,946	55,624	579,181
Friday	25-Jun-2021	485,639	7,653	50,930	544,222
Saturday	26-Jun-2021	518,665	6,992	53,687	579,344
Sunday	27-Jun-2021	416,921	7,207	47,891	472,019
Monday	28-Jun-2021	382,497	2,651	52,470	437,618
Tuesday	29-Jun-2021	536,004	8,626	52,788	597,418
Wednesday	30-Jun-2021	479,744	7,462	53,001	540,207
Total		3,337,081	46,537	366,391	3,750,009

Highest Transaction per Second Statistics

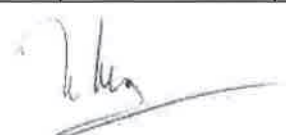
Day	Date & Time	TPS
Thursday	24-Jun-2021 16:12:47	80
Friday	25-Jun-2021 17:12:57	59
Saturday	26-Jun-2021 17:19:36	57
Sunday	27-Jun-2021 17:22:04	51
Monday	28-Jun-2021 17:19:55	84
Tuesday	29-Jun-2021 17:05:59	68
Wednesday	30-Jun-2021 16:57:47	76

Betfile Last Block Sizes As at 30-Jun-2021

Bet File	Size in Block	Size in Block	Size in Block	Size in Block	Size in Block
Filename	30-Jun-2021	31-May-2021	30-Apr-2021	31-Mar-2021	28-Feb-2021
BET01.DAT	265,006	280,020	272,651	341,143	341,482
BET02.DAT	282,872	297,632	314,296	418,974	355,952
BET03.DAT	228,428	242,401	273,878	285,317	320,156
BET04.DAT	199,532	201,224	245,056	284,356	266,388
BET05.DAT	288,413	319,458	349,816	448,649	366,428
BET06.DAT	260,781	277,721	294,922	343,942	325,223
BET07.DAT	274,870	305,930	324,208	441,345	358,401
BET08.DAT	261,878	278,894	309,630	357,836	328,864
BET09.DAT	276,437	301,308	324,603	435,218	350,625
BET10.DAT	230,108	245,288	271,943	302,082	277,855
BET11.DAT	203,315	223,005	235,141	292,499	209,390
BET12.DAT	283,989	297,275	347,797	459,648	301,671
BET13.DAT	260,784	291,919	316,168	339,912	358,274
BET14.DAT	282,760	305,174	338,995	432,378	371,437

BATLOG Last Block Sizes As at 30-Jun-2021

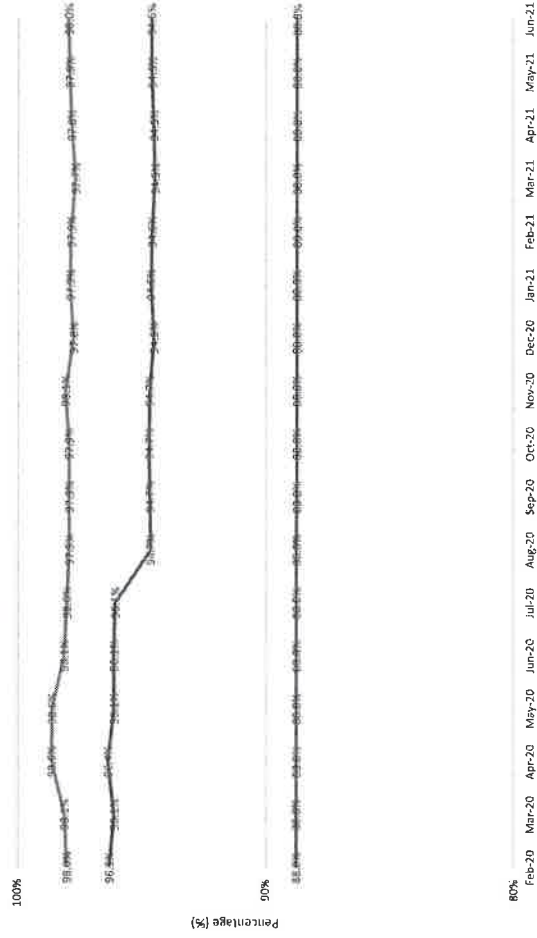
Filename	Size in Block	Size in Block	Size in Block	Size in Block	Size in Block
	30-Jun-2021	31-May-2021	30-Apr-2021	31-Mar-2021	28-Feb-2021
BATLOG.DAT	497990/498000	423254/423264	532928/532928	660854/660864	550586/550592



Date	DGA1001	DGA1003	DGA1004
31-Aug-16	88.8%	98.5%	99.1%
30-Sep-16	88.8%	98.1%	98.9%
31-Oct-16	88.8%	97.4%	98.0%
30-Nov-16	88.8%	96.3%	96.3%
31-Dec-16	88.0%	96.0%	95.0%
31-Jan-17	88.8%	97.3%	95.3%
28-Feb-17	88.8%	97.3%	94.8%
31-Mar-17	88.8%	97.6%	94.2%
30-Apr-17	88.8%	97.6%	94.2%
31-May-17	88.8%	97.7%	94.5%
30-Jun-17	88.8%	98.0%	94.3%
31-Jul-17	88.8%	97.8%	93.8%
31-Aug-17	88.8%	97.6%	93.2%
30-Sep-17	88.8%	97.5%	92.7%
31-Oct-17	88.8%	97.6%	92.4%
30-Nov-17	88.8%	97.5%	92.1%
31-Dec-17	88.8%	97.3%	91.4%
31-Jan-18	88.8%	97.2%	90.8%
28-Feb-18	88.8%	97.3%	90.4%
31-Mar-18	88.8%	97.2%	89.8%
30-Apr-18	88.8%	97.4%	89.4%
30-May-18	88.8%	97.5%	89.2%
30-Jun-18	88.8%	97.6%	89.0%
31-Jul-18	88.8%	97.6%	88.5%
30-Aug-18	88.8%	97.6%	88.5%
30-Sep-18	88.8%	97.5%	88.2%
30-Oct-18	88.8%	97.5%	87.9%
30-Nov-18	88.8%	97.5%	87.7%
31-Dec-18	88.8%	97.5%	87.4%
31-Jan-19	88.8%	97.4%	87.1%
28-Feb-19	88.8%	97.3%	90.4%
31-Mar-19	88.8%	97.4%	86.6%
30-Apr-19	88.8%	97.0%	86.4%
31-May-19	88.8%	97.0%	86.1%
30-Jun-19	88.8%	96.9%	85.9%
31-Jul-19	88.8%	97.0%	85.6%
31-Aug-19	88.8%	96.7%	98.2%
30-Sep-19	88.8%	96.5%	98.1%
31-Oct-19	88.8%	96.6%	98.1%
30-Nov-19	88.8%	96.4%	98.0%
31-Dec-19	88.8%	96.4%	98.0%
31-Jan-20	88.8%	96.5%	98.2%
29-Feb-20	88.8%	96.3%	98.0%
31-Mar-20	88.8%	96.1%	98.1%
30-Apr-20	88.8%	96.4%	98.6%
31-May-20	88.8%	96.1%	98.6%
30-Jun-20	88.8%	96.1%	98.1%
31-Jul-20	88.8%	96.1%	98.0%
31-Aug-20	88.8%	94.7%	97.9%
30-Sep-20	88.8%	94.7%	97.9%
31-Oct-20	88.8%	94.7%	97.9%
30-Nov-20	88.8%	94.7%	98.1%
31-Dec-20	88.8%	94.5%	97.8%
31-Jan-21	88.8%	94.6%	97.9%
28-Feb-21	88.8%	94.6%	97.9%
31-Mar-21	88.8%	94.5%	97.7%
30-Apr-21	88.8%	94.5%	97.8%
31-May-21	88.8%	94.6%	97.9%
30-Jun-21	88.8%	94.6%	98.0%

Current Month		
DGA1001	DGA1003	DGA1004
88.8%	94.6%	98.0%

DGA1001, DGA1003 & DGA1004 Free Disk Space



Nguyen Trong Khiet



BGT ONLINE SYSTEM DAILY CHECK LIST

Code of document: CO-PP-029-02-F8
 Effective date:/2020

BGT ONLINE SYSTEM DAILY CHECK LIST

Date: 01/06/2021 to 06/06/2021	SOD	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	Check MIS system time	✓	✓	✓	✓	✓	✓
2	Check OSS1 system time	✓	✓	✓	✓	✓	✓
3	Check OSS1 System Device Status	✓	✓	✓	✓	✓	✓
4	Check OSS1 System Error	✓	✓	✓	✓	✓	✓
5	Check PAGEFILE and SWAPFILE status	✓	✓	✓	✓	✓	✓
6	Check OSS2 system time	✓	✓	✓	✓	✓	✓
7	Check OSS2 system device status	✓	✓	✓	✓	✓	✓
8	Check OSS2 system errors	✓	✓	✓	✓	✓	✓
9	Activate the OSS Automatic Failover Routine	✓	✓	✓	✓	✓	✓
10	Check the Current System Status	✓	✓	✓	✓	✓	✓
11	To confirm last night onsite backup for OSS has completed successfully	✓	✓	✓	✓	✓	✓
12	Check MIS System Status	✓	✓	✓	✓	✓	✓
13	MIS Logging - Check & Run MIS Logger File INIT	✓	✓	✓	✓	✓	✓
14	Start the CP application on each of the 4 servers: CP01, CP02, CP03, CP04	✓	✓	✓	✓	✓	✓
15	Run Start-off Day (SOD)	✓	✓	✓	✓	✓	✓
16	Add OSS1 logger Tapes - Tape1 & Tape2	✓	✓	✓	✓	✓	✓
17	Verify the OSS has an active TCP/IP connection for each CP server	✓	✓	✓	✓	✓	✓
18	On the MIW, enter the ESTIMATED JACKPOT AMOUNT	✓	✓	✓	✓	✓	✓
19	On the MIW, Enable all CPs	✓	✓	✓	✓	✓	✓
20	On the MIW, enable Safeguard (05:00 AM to 05:15 AM)	✓	✓	✓	✓	✓	✓
21	Verify the Bank Interface website is published	✓	✓	✓	✓	✓	✓
22	Verify the Web Info website is published	✓	✓	✓	✓	✓	✓
23	Verify the previous day ERP file transfer completed	✓	✓	✓	✓	✓	✓
24	Restart ERP Data Services Server	✓	✓	✓	✓	✓	✓
25	Check detail of current day pre-defined Keno draws to ensure they are correct as designed template	✓	✓	✓	✓	✓	✓
26	Backup ing files from Banking Interface and ERP Data Services servers	✓	✓	✓	✓	✓	✓
27	Backup ERP feed files from ERP Data Service server	✓	✓	✓	✓	✓	✓
28	Define one future Lotto 6/45 draw	✓	✓	✓	✓	✓	✓
29	Define one future Max 3D draw	✓	✓	✓	✓	✓	✓
30	Define one future Max 4D draw	✓	✓	✓	✓	✓	✓
31	Define one future Power 6/55 draw	✓	✓	✓	✓	✓	✓
32	Enable Sales	✓	✓	✓	✓	✓	✓
33	Keep monitoring status of system and Keno draws opening-closing until System Close to ensure they are: - "Paying all prize" on MIW for every closed draws - Draw close ERP files sent to Vietlott - Closed exactly at 06:00AM then after every 10 minutes until 09:50PM	✓	✓	✓	✓	✓	✓
	Performed By	Huong	Pham	Pham	Dung	Dung	Thao
	Checked By	Huong	Huong	Huong	Huong	Huong	Thao

Thao

11/2021 11:20:11

BGT ONLINE SYSTEM DAILY CHECK LIST

Date : 01/06/2021 to 06/06/2021		Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
SYSTEM CLOSE & EOD		Status	Status	Status	Status	Status	Status
1	Disable sales, cancels and pays on the MIW and Print System Sales	✓	✓	✓	✓	✓	✓
2	At 21:50 check closed Kero draws of the day to ensure they are closed correctly with: -Paying all prize* on MIW for every closed draws -Draw close ERP files sent to Vietlott -Closed exactly at 06:10AM then after every 10 minutes until 09:50PM	✓	✓	✓	✓	✓	✓
3	Disable CPs connection on the MIW and Stop the CP application on CP1 to CP4	✓	✓	✓	✓	✓	✓
4	Stop Banking Interface Servers	✓	✓	✓	✓	✓	✓
5	Stop Web Info website Servers	✓	✓	✓	✓	✓	✓
6	On the MIW - Disable SafeGuard	✓	✓	✓	✓	✓	✓
7	Run System CLOSE	✓	✓	✓	✓	✓	✓
8	STOP MIS Disk Logging	✓	✓	✓	✓	✓	✓
9	Backup of MIS log files	✓	✓	✓	✓	✓	✓
10	Dump Sybase Database	✓	✓	✓	✓	✓	✓
11	Duplication of OSS Logger Tapes	✓	✓	✓	✓	✓	✓
12	Backup of MIS System Close Dumpfile	✓	✓	✓	✓	✓	✓
13	Backup of Monthly MIS System Close Dumpfile	✓	✓	✓	✓	✓	✓
14	Check system current status (SYSTEM CLOSED)	✓	✓	✓	✓	✓	✓
15	At THE END OF MONTH ONLY: Record the size of the OSS logger file	✓	✓	✓	✓	✓	✓
16	Inspect the available space on the OSS cluster hard drives	✓	✓	✓	✓	✓	✓
17	Backup of OSS System Close Data - Daily	✓	✓	✓	✓	✓	✓
18	Backup of OSS System Close Data - Monthly	✓	✓	✓	✓	✓	✓
19	Running OSS Logger File Statistics Utility	✓	✓	✓	✓	✓	✓
20	Stop Failover on OSS2	✓	✓	✓	✓	✓	✓
21	Running End-of-Day	✓	✓	✓	✓	✓	✓
22	POS Accounting Process Verification	✓	✓	✓	✓	✓	✓
23	Generate MIW daily reports	✓	✓	✓	✓	✓	✓
24	Generate MIS bep files	✓	✓	✓	✓	✓	✓
25	Perform @shkbofile after End-of-Day completed	✓	✓	✓	✓	✓	✓
26	Confirm onsite backup for OSS has completed successfully	✓	✓	✓	✓	✓	✓
27	FTP the OSS reports (end, wup) to the NAS drive	✓	✓	✓	✓	✓	✓
28	Create MIS EOD dump	✓	✓	✓	✓	✓	✓
29	Backup of OSS EOD Data	✓	✓	✓	✓	✓	✓
30	Check that ERP transfer has started	✓	✓	✓	✓	✓	✓
31	Daily MIS EOD Backup	✓	✓	✓	✓	✓	✓
32	Pre-lit tomorrow MIS logger tapes	✓	✓	✓	✓	✓	✓
33	Make sure MIW1 and MIW2, MIS and OSS1 and OSS2 have been logged off	✓	✓	✓	✓	✓	✓
Performed By		Hung	Hung	Hung	Hung	Thao	Thao
Checked by		Dung	Dung	Dung	Dung	Khac	Khac
Approved by							

Handwritten signature/initials in the top right corner.



BETA S.A.
BETA S.A. S.A.

BGT ONLINE SYSTEM DAILY CHECK LIST

Code of document: CO-PP-029-02-F8
Effective date: 11/11/2020

BGT ONLINE SYSTEM DAILY CHECK LIST

Date: 07/06/2021 to 13/06/2021	SOD	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	Check MIS system time	✓	✓	✓	✓	✓	✓	✓
2	Check OSS1 system time	✓	✓	✓	✓	✓	✓	✓
3	Check OSS1 System Device Status	✓	✓	✓	✓	✓	✓	✓
4	Check OSS1 System Error	✓	✓	✓	✓	✓	✓	✓
5	Check PAGEFILE and SWAPFILE status	✓	✓	✓	✓	✓	✓	✓
6	Check OSS2 system time	✓	✓	✓	✓	✓	✓	✓
7	Check OSS2 system device status	✓	✓	✓	✓	✓	✓	✓
8	Check OSS2 system errors	✓	✓	✓	✓	✓	✓	✓
9	Activate the OSS Automatic Failover Routine	✓	✓	✓	✓	✓	✓	✓
10	Check the Current System Status	✓	✓	✓	✓	✓	✓	✓
11	To confirm last night on-site backup for OSS has completed successfully	✓	✓	✓	✓	✓	✓	✓
12	Check MIS System Status	✓	✓	✓	✓	✓	✓	✓
13	MIS Logging - Check & Run MIS Logger File INI!	✓	✓	✓	✓	✓	✓	✓
14	Start the CP application on each of the 4 servers: CP01, CP02, CP03, CP04	✓	✓	✓	✓	✓	✓	✓
15	Run Start-of-Day (SOD)	✓	✓	✓	✓	✓	✓	✓
16	Add OSS Logger Tapes - Tape1 & Tape2	✓	✓	✓	✓	✓	✓	✓
17	Verify the OSS has an active TCP/IP connection for each CP server	✓	✓	✓	✓	✓	✓	✓
18	On the MIW, enter the ESTIMATED JACKPOT AMOUNT	✓	✓	✓	✓	✓	✓	✓
19	On the MIW, Enable all CPs	✓	✓	✓	✓	✓	✓	✓
20	On the MIW, enable Safeguard (05:00 AM to 05:15 AM)	✓	✓	✓	✓	✓	✓	✓
21	Verify the Bank Interface website is published	✓	✓	✓	✓	✓	✓	✓
22	Verify the Web Info website is published	✓	✓	✓	✓	✓	✓	✓
23	Verify the previous day ERP file transfer completed	✓	✓	✓	✓	✓	✓	✓
24	Restart ERP Data Services Server	✓	✓	✓	✓	✓	✓	✓
25	Check detail of current day pre-defined Keno draws to ensure they are correct as designed template	✓	✓	✓	✓	✓	✓	✓
26	Backup log files from Banking Interface and ERP Data Services servers	✓	✓	✓	✓	✓	✓	✓
27	Backup ERP code files from ERP Data Service server	✓	✓	✓	✓	✓	✓	✓
28	Define one future Lotto 6/45 draw	✓	✓	✓	✓	✓	✓	✓
29	Define one future Max 3D draw	✓	✓	✓	✓	✓	✓	✓
30	Define one future Max 4D draw	✓	✓	✓	✓	✓	✓	✓
31	Define one future Power 6/55 draw	✓	✓	✓	✓	✓	✓	✓
32	Enable Sales	✓	✓	✓	✓	✓	✓	✓
33	Keep monitoring status of system and Keno draws opening-closing until System Close to ensure they are: - "Playing all night" on MIW for every closed draws - Draw close ERP files sent to Vietlott - Closed exactly at 05:15AM then after every 10 minutes until 05:50PM	✓	✓	✓	✓	✓	✓	✓
Performed By		Minh	Thao	Minh	Minh	Minh	Minh	Minh
Checked By		Thao	Minh	Thao	Thao	Thao	Thao	Thao

Minh

BGT ONLINE SYSTEM DAILY CHECK LIST

Date : 07/06/2021 to 13/06/2021		SYSTEM CLOSE & EOD						
		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		Status	Status	Status	Status	Status	Status	Status
1	Disable sales, cancels and pays on the MIW and Print System Sales	✓	✓	✓	✓	✓	✓	✓
2	At 21:50, check closed Keno draws of the day to ensure they are closed correctly with - "Paying off prize" on MIW for every closed draws - Draw close ERP files sent to Vietlott - Closed exactly at 06:10AM then after every 10 minutes until 09:50PM	✓	✓	✓	✓	✓	✓	✓
3	Disable CPs connection on the MIW and Stop the CP application on CPI to CTV4	✓	✓	✓	✓	✓	✓	✓
4	Stop Banking Interface Servers	✓	✓	✓	✓	✓	✓	✓
5	Stop Web Info website Servers	✓	✓	✓	✓	✓	✓	✓
6	On the MIW - Disable Safeguard	✓	✓	✓	✓	✓	✓	✓
7	Run System CLOSE	✓	✓	✓	✓	✓	✓	✓
8	STOP MIS Disk Logging	✓	✓	✓	✓	✓	✓	✓
9	Backup of MIS log files	✓	✓	✓	✓	✓	✓	✓
10	Dump Sybase Database	✓	✓	✓	✓	✓	✓	✓
11	Duplication of OSS Logger Tapes	✓	✓	✓	✓	✓	✓	✓
12	Backup of MIS System Close Dumpfile	✓	✓	✓	✓	✓	✓	✓
13	Backup of Monthly MIS System Close Dumpfile	✓	✓	✓	✓	✓	✓	✓
14	Check system current status (SYSTEM CLOSED)	✓	✓	✓	✓	✓	✓	✓
15	At THE END OF MONTH (DAY): Record the size of the OSS logger file	✓	✓	✓	✓	✓	✓	✓
16	Display the available space on the OSS cluster hard drive	✓	✓	✓	✓	✓	✓	✓
17	Backup of OSS System Close Data - Daily	✓	✓	✓	✓	✓	✓	✓
18	Backup of OSS System Close Data - Monthly	✓	✓	✓	✓	✓	✓	✓
19	Running OSS Logger File Statistics Utility	✓	✓	✓	✓	✓	✓	✓
20	Stop Failover on OSS2	✓	✓	✓	✓	✓	✓	✓
21	Running End-of-Day	✓	✓	✓	✓	✓	✓	✓
22	POS Accounting Process Verification	✓	✓	✓	✓	✓	✓	✓
23	Generate MIW daily reports	✓	✓	✓	✓	✓	✓	✓
24	Generate MIS bep files	✓	✓	✓	✓	✓	✓	✓
25	Perform @khkhhefile after End-of-Day completed	✓	✓	✓	✓	✓	✓	✓
26	Confirm onsite backup for OSS has completed successfully	✓	✓	✓	✓	✓	✓	✓
27	FTP the OSS reports (ced, wrp) to the NAS drive	✓	✓	✓	✓	✓	✓	✓
28	Create MIS EOD dump	✓	✓	✓	✓	✓	✓	✓
29	Backup of OSS EOD Data	✓	✓	✓	✓	✓	✓	✓
30	Check that ERP transfer has started	✓	✓	✓	✓	✓	✓	✓
31	Daily MIS EOD Backup	✓	✓	✓	✓	✓	✓	✓
32	Pre-lit tomorrow MIS logger tapes	✓	✓	✓	✓	✓	✓	✓
33	Make sure MIW1 and MIW2, MIS and OSS1 and OSS2 have been logged off	✓	✓	✓	✓	✓	✓	✓
	Performed by	Minh	Thao	Thao	Thao	Thao	Thao	Thao
	Checked by	Minh	Thao	Thao	Thao	Thao	Thao	Thao
	Approved by	Minh	Thao	Thao	Thao	Thao	Thao	Thao

Minh

	BGT ONLINE SYSTEM DAILY CHECK LIST
Code of document: CO-PP-029-02-F8 Effective date: ... / ... / 2020	

BGT ONLINE SYSTEM DAILY CHECK LIST

Date: 14/06/2021 to 20/06/2021		SOD	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
			Status	Status	Status	Status	Status	Status	Status
1	Check MIS system time		✓	✓	✓	✓	✓	✓	✓
2	Check OSS1 system time		✓	✓	✓	✓	✓	✓	✓
3	Check OSS1 System Device Status		✓	✓	✓	✓	✓	✓	✓
4	Check OSS1 System Error		✓	✓	✓	✓	✓	✓	✓
5	Check PAGEFILE and SWAPFILE status		✓	✓	✓	✓	✓	✓	✓
6	Check OSS2 system time		✓	✓	✓	✓	✓	✓	✓
7	Check OSS2 system device status		✓	✓	✓	✓	✓	✓	✓
8	Check OSS2 system errors		✓	✓	✓	✓	✓	✓	✓
9	Activate the OSS Automatic Failover Routine		✓	✓	✓	✓	✓	✓	✓
10	Check the Current System Status		✓	✓	✓	✓	✓	✓	✓
11	To confirm last night's backup for OSS has completed successfully		✓	✓	✓	✓	✓	✓	✓
12	Check MIS System Status		✓	✓	✓	✓	✓	✓	✓
13	MIS Logging - Check & Run MIS Logfile File D01		✓	✓	✓	✓	✓	✓	✓
14	Start the CP application on each of the 4 servers CP01, CP02, CP03, CP04		✓	✓	✓	✓	✓	✓	✓
15	Run Start-of-Day (SOD)		✓	✓	✓	✓	✓	✓	✓
16	Add OSS Logger Tapes - Tapel & Tape2		✓	✓	✓	✓	✓	✓	✓
17	Verify the OSS has an active TCP/IP connection for each CP server		✓	✓	✓	✓	✓	✓	✓
18	On the MIW, enter the ESTIMATED JACKPOT AMOUNT		✓	✓	✓	✓	✓	✓	✓
19	On the MIW, Enable all CPs		✓	✓	✓	✓	✓	✓	✓
20	On the MIW, enable Safeguard (05:00 AM to 05:15 AM)		✓	✓	✓	✓	✓	✓	✓
21	Verify the Bank Interface website is published		✓	✓	✓	✓	✓	✓	✓
22	Verify the Web Into website is published		✓	✓	✓	✓	✓	✓	✓
23	Verify the previous day ERP file transfer completed		✓	✓	✓	✓	✓	✓	✓
24	Restart ERP Data Services Server		✓	✓	✓	✓	✓	✓	✓
25	Check detail of current day pre-defined Keno draws to ensure they are correct as designed template		✓	✓	✓	✓	✓	✓	✓
26	Backup log files from Banking Interface and ERP Data Services servers		✓	✓	✓	✓	✓	✓	✓
27	Backup ERP log files from ERP Data Service server		✓	✓	✓	✓	✓	✓	✓
28	Define one future Lotto 6/45 draw		✓	✓	✓	✓	✓	✓	✓
29	Define one future Max 3D draw		✓	✓	✓	✓	✓	✓	✓
30	Define one future Max 4D draw		✓	✓	✓	✓	✓	✓	✓
31	Define one future Power 6/55 draw		✓	✓	✓	✓	✓	✓	✓
32	Enable Sales		✓	✓	✓	✓	✓	✓	✓
33	Keep monitoring status of system and Keno draws opening/closing until System Close to ensure they are - "Pushing all prizes" on MIW for every closed draw - Draw close ERP files sent to Vietlot Closed exactly at 06:10AM then after every 10 minutes until 09:50PM		✓	✓	✓	✓	✓	✓	✓
		Performed By	Hieu	Hieu	Thinh	Thinh	Thinh	Thinh	Thinh
		Checked By	Vs	Nam	Thinh	Thinh	Thinh	Thinh	Thinh

Mokh...



BCT ONLINE SYSTEM DAILY CHECK LIST

Date : 14/06/2021 to 20/06/2021		SYSTEM CLOSE & EOD						
		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
		Status	Status	Status	Status	Status	Status	Status
1	Disable sales, cancels and joys on the MIW and Print System Sales	✓	✓	✓	✓	✓	✓	✓
2	At 21:50, check closed Keno draws of the day to ensure they are closed correctly with - Paving all prize on MIW for every closed draws - Draw close ERP files sent to Vnelint - Closed exactly at 06:10AM then every 10 minutes until 09:53PM	✓	✓	✓	✓	✓	✓	✓
3	Disable CPs connections on the MIW and Stop the CP application on CPI to CP4	✓	✓	✓	✓	✓	✓	✓
4	Stop Banking Interface Servers	✓	✓	✓	✓	✓	✓	✓
5	Stop Web Info website Servers	✓	✓	✓	✓	✓	✓	✓
6	On the MIW - Disable Safe Guard	✓	✓	✓	✓	✓	✓	✓
7	Run System: CI:OSE	✓	✓	✓	✓	✓	✓	✓
8	STOP MIS Disk Logging	✓	✓	✓	✓	✓	✓	✓
9	Backup of MIS log files	✓	✓	✓	✓	✓	✓	✓
10	Dump Sybase Database	✓	✓	✓	✓	✓	✓	✓
11	Duplication of OSS 1 loger Tapes	✓	✓	✓	✓	✓	✓	✓
12	Backup of MIS System Close Dumpfile	✓	✓	✓	✓	✓	✓	✓
13	Backup of Monthly MIS System Close Dumpfile	✓	✓	✓	✓	✓	✓	✓
14	Check system current status (SYSTEM C1:OSD)	✓	✓	✓	✓	✓	✓	✓
15	At THE END OF MONTH ONLY: Record the size of the OSS logger file	✓	✓	✓	✓	✓	✓	✓
16	Deploy the available space on the OSS cluster hard drives	✓	✓	✓	✓	✓	✓	✓
17	Backup of OSS System Close Data - Daily	✓	✓	✓	✓	✓	✓	✓
18	Backup of OSS System Close Data - Monthly	✓	✓	✓	✓	✓	✓	✓
19	Running OSS Loggen File Statistics Utility	✓	✓	✓	✓	✓	✓	✓
20	Stop Failover on OSS2	✓	✓	✓	✓	✓	✓	✓
21	Running End-of-Day	✓	✓	✓	✓	✓	✓	✓
22	POS Accounting Process Verification	✓	✓	✓	✓	✓	✓	✓
23	Generate MIW daily reports	✓	✓	✓	✓	✓	✓	✓
24	Generate MIS hep files	✓	✓	✓	✓	✓	✓	✓
25	Perform @ekkkbfile after End-of-Day completed	✓	✓	✓	✓	✓	✓	✓
26	Confirm onsite backup for OSS has completed successfully	✓	✓	✓	✓	✓	✓	✓
27	FTP the OSS reports (ood, wip) to the NAS drive	✓	✓	✓	✓	✓	✓	✓
28	Create MIS EOD dump	✓	✓	✓	✓	✓	✓	✓
29	Backup of OSS EOD Data	✓	✓	✓	✓	✓	✓	✓
30	Check that ERP transfer has started	✓	✓	✓	✓	✓	✓	✓
31	Daily MIS EOD Backup	✓	✓	✓	✓	✓	✓	✓
32	Pre-init tomorrow MIS logger tapes	✓	✓	✓	✓	✓	✓	✓
33	Make sure MIW1 and MIW2, MIS and OSS1 and OSS2 have been logged off	✓	✓	✓	✓	✓	✓	✓
	Performed By	Nhan	Minh	Thanh	Minh	Thanh	Minh	Thanh
	Checked by	Va	Thanh	Minh	Thanh	Minh	Thanh	Minh
	Approved by							





BGT ONLINE SYSTEM DAILY CHECK LIST

Code of document: CO-PP-029-02-F8
Effective date: 1/1/2020

BGT ONLINE SYSTEM DAILY CHECK LIST

Date: 21/06/2021	SOD	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
1	Check MIS system time	✓	✓	✓	✓	✓	✓	✓
2	Check OSS1 system time	✓	✓	✓	✓	✓	✓	✓
3	Check OSS1 System Device Status	✓	✓	✓	✓	✓	✓	✓
4	Check OSS1 System Error	✓	✓	✓	✓	✓	✓	✓
5	Check PAGEFILE and SWAPFILE status	✓	✓	✓	✓	✓	✓	✓
6	Check OSS2 system time	✓	✓	✓	✓	✓	✓	✓
7	Check OSS2 system device status	✓	✓	✓	✓	✓	✓	✓
8	Check OSS2 system errors	✓	✓	✓	✓	✓	✓	✓
9	Activate the OSS Automatic Failover Routine	✓	✓	✓	✓	✓	✓	✓
10	Check the Custom System Status	✓	✓	✓	✓	✓	✓	✓
11	To confirm last night outside back-up for OSS has completed successfully	✓	✓	✓	✓	✓	✓	✓
12	Check MIS System Status	✓	✓	✓	✓	✓	✓	✓
13	MIS Logging - Check & Run MIS Logger File INIT	✓	✓	✓	✓	✓	✓	✓
14	Start the CP application on each of the 4 servers: CP01, CP02, CP03, CP04	✓	✓	✓	✓	✓	✓	✓
15	Run Start-of-Day (SOD)	✓	✓	✓	✓	✓	✓	✓
16	Add OSS Logger Tapes - Tape1 & Tape2	✓	✓	✓	✓	✓	✓	✓
17	Verify the OSS has an active TCP/IP connection for each CP server	✓	✓	✓	✓	✓	✓	✓
18	On the MIW, enter the ESTIMATED JACKPOT AMOUNT	✓	✓	✓	✓	✓	✓	✓
19	On the MIW, Enable all CPs	✓	✓	✓	✓	✓	✓	✓
20	On the MIW, enable Safeguard (05:00 AM to 05:15 AM)	✓	✓	✓	✓	✓	✓	✓
21	Verify the Bank Interface website is published	✓	✓	✓	✓	✓	✓	✓
22	Verify the Web Info website is published	✓	✓	✓	✓	✓	✓	✓
23	Verify the previous day ERP file transfer completed	✓	✓	✓	✓	✓	✓	✓
24	Restart ERP Data Services Server	✓	✓	✓	✓	✓	✓	✓
25	Check status of current day pre-defined Keno draws to ensure they are correct as designed template	✓	✓	✓	✓	✓	✓	✓
26	Backup log files from Banking Interface and ERP Data Services servers	✓	✓	✓	✓	✓	✓	✓
27	Backup ERP end files from ERP Data Service server	✓	✓	✓	✓	✓	✓	✓
28	Define one future Lotto 6/45 draw	✓	✓	✓	✓	✓	✓	✓
29	Define one future Max 3D draw	✓	✓	✓	✓	✓	✓	✓
30	Define one future Max 4D draw	✓	✓	✓	✓	✓	✓	✓
31	Define one future Power 6/55 draw	✓	✓	✓	✓	✓	✓	✓
32	Enable Sales	✓	✓	✓	✓	✓	✓	✓
33	Keep monitoring status of system and Keno draws opening-closing until System Close to ensure they are "Paying all prize" on MIW for every closed draws Drive close ERP files sent to Vietlott Closed exactly at the 10AM then after every 10 minutes until 06:59PM	✓	✓	✓	✓	✓	✓	✓
	Performed By	Minh	Khánh	Hùng	Hiếu	Đức	Hiếu	Hiếu
	Checked By	Thảo	Minh	Hùng	Đức	Hiếu	Đức	Đức

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11/1/2021 10:00 AM

BGT ONLINE SYSTEM DAILY CHECK LIST

Date : 21/06/2021 to 27/06/2021		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
SYSTEM CLOSE & EOD		Status	Status	Status	Status	Status	Status	Status
1	Disable sales, cancels and pays on the MIW and Print System Sales	✓	✓	✓	✓	✓	✓	✓
2	At 21:50, check closed Koro draws of the day to ensure they are closed correctly with: - "Paying all prize" on MIW for every closed draws - Draw close ERP files sent to Vietlott - Closed exactly at 06:10AM then after every 10 minutes until 09:50PM	✓	✓	✓	✓	✓	✓	✓
3	Disable CP's connection on the MIW and Stop the CP application on CP1 to CP4	✓	✓	✓	✓	✓	✓	✓
4	Stop Banking Interface Servers	✓	✓	✓	✓	✓	✓	✓
5	Stop Web Info website Servers	✓	✓	✓	✓	✓	✓	✓
6	On the MIW - Disable SafeGuard	✓	✓	✓	✓	✓	✓	✓
7	Run System CLOSE	✓	✓	✓	✓	✓	✓	✓
8	STOP MIS Disk Logging	✓	✓	✓	✓	✓	✓	✓
9	Backup of MIS log files	✓	✓	✓	✓	✓	✓	✓
10	Dump Sybase Database	✓	✓	✓	✓	✓	✓	✓
11	Duplication of OSS Logger Tapes	✓	✓	✓	✓	✓	✓	✓
12	Backup of MIS System Close Dumpfile	✓	✓	✓	✓	✓	✓	✓
13	Backup of Monthly MIS System Close Dumpfile	✓	✓	✓	✓	✓	✓	✓
14	Check system current status (SYSTEM CLOSED)	✓	✓	✓	✓	✓	✓	✓
15	AT THE END OF MONTH ONLY: Record the size of the OSS logger file	✓	✓	✓	✓	✓	✓	✓
16	Display the available space on the OSS cluster hard drives	✓	✓	✓	✓	✓	✓	✓
17	Backup of OSS System Close Data - Daily	✓	✓	✓	✓	✓	✓	✓
18	Backup of OSS System Close Data - Monthly	✓	✓	✓	✓	✓	✓	✓
19	Running OSS Logger File Statistics Utility	✓	✓	✓	✓	✓	✓	✓
20	Stop Failover on OSS2	✓	✓	✓	✓	✓	✓	✓
21	Running End-of-Day	✓	✓	✓	✓	✓	✓	✓
22	POS Accounting Process Verification	✓	✓	✓	✓	✓	✓	✓
23	Generate MIW daily reports	✓	✓	✓	✓	✓	✓	✓
24	Generate MIS bcp files	✓	✓	✓	✓	✓	✓	✓
25	Perform gchb.bcl file after End of Day completed	✓	✓	✓	✓	✓	✓	✓
26	Confirm onsite backup for OSS has completed successfully	✓	✓	✓	✓	✓	✓	✓
27	FTP the OSS reports (cod. wip) to the NAS drive	✓	✓	✓	✓	✓	✓	✓
28	Create MIS EOD dump	✓	✓	✓	✓	✓	✓	✓
29	Backup of OSS EOD Data	✓	✓	✓	✓	✓	✓	✓
30	Check that ERP transfer has started	✓	✓	✓	✓	✓	✓	✓
31	Daily MIS EOD Backup	✓	✓	✓	✓	✓	✓	✓
32	Pre-late tomorrow MIS logger tapes	✓	✓	✓	✓	✓	✓	✓
33	Make sure MIW1 and MIW2, MIS and OSS1 and OSS2 have been logged off	✓	✓	✓	✓	✓	✓	✓
Performed by		Ninh	Hieu	Dung	Hieu	Dung	Dung	Hieu
Checked by		Khac	Quang	Hieu	Hieu	Hieu	Hieu	Hieu
Approved by								

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	BGT ONLINE SYSTEM DAILY CHECK LIST
Code of document: CO-PP-029-02-F8 Effective date: .../.../2020	

BGT ONLINE SYSTEM DAILY CHECK LIST

Date : 28/06/2021 to 30/06/2021		SOD	Monday	Tuesday	Wednesday
			Status	Status	Status
1	Check MIS system time		✓	✓	✓
2	Check OSS1 system time		✓	✓	✓
3	Check OSS1 System Device Status		✓	✓	✓
4	Check OSS1 System Error		✓	✓	✓
5	Check PAGEFILE and SWAPFILE status		✓	✓	✓
6	Check OSS2 system time		✓	✓	✓
7	Check OSS2 system device status		✓	✓	✓
8	Check OSS2 system errors		✓	✓	✓
9	Activate the OSS Automatic Failover Routine		✓	✓	✓
10	Check the Current System Status		✓	✓	✓
11	To confirm last night onsite backup for OSS has completed successfully		✓	✓	✓
12	Check MIS System Status		✓	✓	✓
13	MIS Logging - Check & Run MIS Logger File INIT		✓	✓	✓
14	Start the CP application on each of the 4 servers: CP01, CP02, CP03, CP04		✓	✓	✓
15	Run Start-of-Day (SOD)		✓	✓	✓
16	Add OSS Logger Tapes - Tape1 & Tape2		✓	✓	✓
17	Verify the OSS has an active TCP/IP connection for each CP server		✓	✓	✓
18	On the MIW, enter the ESTIMATED JACKPOT AMOUNT		✓	✓	✓
19	On the MIW, Enable all CPs		✓	✓	✓
20	On the MIW, enable Safeguard (05:00 AM to 05:15 AM)		✓	✓	✓
21	Verify the Bank Interface website is published		✓	✓	✓
22	Verify the Web Info website is published		✓	✓	✓
23	Verify the previous day ERP file transfer completed		✓	✓	✓
24	Restart ERP Data Services Server		✓	✓	✓
25	Check detail of current day pre-defined Keno draws to ensure they are correct as designed template		✓	✓	✓
26	Backup log files from Banking Interface and ERP Data Services servers		✓	✓	✓
27	Backup ERP eod files from ERP Data Service server		✓	✓	✓
28	Define one future Lotto 6/45 draw		✓	✓	✓
29	Define one future Max 3D draw		✓	✓	✓
30	Define one future Max 4D draw		✓	✓	✓
31	Define one future Power 6/55 draw		✓	✓	✓
32	Enable Sales		✓	✓	✓
33	Keep monitoring status of system and Keno draws opening-closing until System Close to insure they are: -Paying all prize* on MIW for every closed draws -Draw close ERP files sent to Vietlott -Closed exactly at 06:10AM then after every 10 minutes until 09:50PM		✓	✓	✓
		Performed By	Limit	Time	Time
		Checked By	Time	Time	Time

V. Minh

BGT ONLINE SYSTEM DAILY CHECK LIST

Date : 28/06/2021 to 30/06/2021		SYSTEM CLOSE & EOD		Monday	Tuesday	Wednesday
		Status	Status	Status	Status	Status
1	Disable sales, cancels and pays on the MIW and Print System Sales	✓	✓	✓	✓	✓
2	At 21:50 check closed Keno draws of the day to ensure they are closed correctly with: - "Paying all prize" on MIW for every closed draws - Draw close ERP files sent to Vietlott - Closed exactly at 06:10AM then every 10 minutes until 09:50PM	✓	✓	✓	✓	✓
3	Disable CP's connection on the MIW and Stop the CP application on CP1 to CP4	✓	✓	✓	✓	✓
4	Stop Banking Interface Servers	✓	✓	✓	✓	✓
5	Stop Web Info website Servers	✓	✓	✓	✓	✓
6	On the MIW - Disable SafeGuard	✓	✓	✓	✓	✓
7	Run System CLOSE	✓	✓	✓	✓	✓
8	STOP MIS Disk Logging	✓	✓	✓	✓	✓
9	Backup of MIS log files	✓	✓	✓	✓	✓
10	Dump Sybase Database	✓	✓	✓	✓	✓
11	Duplication of OSS Logger Tapes	✓	✓	✓	✓	✓
12	Backup of MIS System Close Dumpfile	✓	✓	✓	✓	✓
13	Backup of Monthly MIS System Close Dumpfile	✓	✓	✓	✓	✓
14	Check system current status (SYSTEM CLOSED)	✓	✓	✓	✓	✓
15	AT THE END OF MONTH ONLY: Record the size of the OSS logger file	✓	✓	✓	✓	✓
16	Display the available space on the OSS cluster hard drives	✓	✓	✓	✓	✓
17	Backup of OSS System Close Data - Daily	✓	✓	✓	✓	✓
18	Backup of OSS System Close Data - Monthly	✓	✓	✓	✓	✓
19	Running OSS Logger File Statistics Utility	✓	✓	✓	✓	✓
20	Stop Failover on OSS2	✓	✓	✓	✓	✓
21	Running End-of-Day	✓	✓	✓	✓	✓
22	POS Accounting Process Verification	✓	✓	✓	✓	✓
23	Generate MIW daily reports	✓	✓	✓	✓	✓
24	Generate MIS log files	✓	✓	✓	✓	✓
25	Perform @getkbfefile after End-of-Day completed	✓	✓	✓	✓	✓
26	Confirm onsite backup for OSS has completed successfully	✓	✓	✓	✓	✓
27	FTP the OSS reports (esd, wnp) to the NAS drive	✓	✓	✓	✓	✓
28	Create MIS EOD dump	✓	✓	✓	✓	✓
29	Backup of OSS EOD Data	✓	✓	✓	✓	✓
30	Check that ERP transfer has started	✓	✓	✓	✓	✓
31	Daily MIS EOD Backup	✓	✓	✓	✓	✓
32	Pre-Init tomorrow MIS logger tapes	✓	✓	✓	✓	✓
33	Make sure MIW1 and MIW2, MIS and OSS1 and OSS2 have been logged off	✓	✓	✓	✓	✓
Performed By		Thao	V. Anh	Thao		
Checked by		Thao	Thao	Thao		
Approved by						

BÁO CÁO HIỆU SUẤT DỊCH VỤ
SERVICE PERFORMANCE REPORT

Từ ngày 01 đến ngày 30 tháng 06 năm 2021

From 01st to 30th June 2021

Thời gian <i>Time</i>	Số cuộc gọi đến Tổng Đài (cuộc) <i>Total calls</i>	Số cuộc gọi đạt yêu cầu (cuộc) <i>Service target</i>	Tốc độ tiếp nhận cuộc gọi bình quân (giây) <i>Avg speed ans</i>	Số cuộc gọi tiếp nhận trước 30 giây (cuộc) <i>Call serviced before 30s</i>	Số cuộc gọi tiếp nhận sau 30 giây (cuộc) <i>Call serviced after 30s</i>	Cấp độ dịch vụ (%) <i>Service level</i>
June 2021	2919	2821	0:06	2814	7	97%

Ngày 01 tháng 07 năm 2021



Phan Thanh Loan

BÁO CÁO LƯU LƯỢNG CUỘC GỌI CALL TRAFFIC REPORT

Từ ngày 01 đến ngày 30 tháng 06 năm 2021
From 01st to 30th June 2021

Thời gian Time	Tổng cuộc gọi vào hệ thống (cuộc) Calls offer	Số cuộc gọi ĐTV tiếp nhận (cuộc) ACD calls	Số cuộc gọi ĐTV trả lời (cuộc) Served calls	Tỷ lệ cuộc gọi được trả lời/cuộc gọi vào hệ thống (%) % Ans calls/Call offer	Tỷ lệ cuộc gọi được trả lời/cuộc gọi tiếp nhận (%) % Ans calls	Thời gian trả lời bình quân (giây) Avg ACD time	Cuộc gọi bị rớt (Cuộc) Aban calls	Cuộc gọi xếp hàng đợi (cuộc) Queued calls	Thời gian xếp hàng đợi lâu nhất (giây) Max time queue	Cuộc gọi ra (cuộc) Extn out calls	Thời gian bình quân cuộc gọi ra (giây) Avg extn out time
June 2021	2919	2821	2821	97%	100%	:02:54	98	7	01:09	2546	:00:57

Ngày 01 tháng 07 năm 2021

Phan Thanh Loan

Phan Thanh Loan

BÁO CÁO TỔNG HỢP TÌNH HÌNH TIẾP NHẬN THÔNG TIN
SUMMARY OF RECEIVING DATA REPORT

Từ ngày 01 đến ngày 30 tháng 06 năm 2021
From 01st to 30th June 2021

Phân loại nghiệp vụ <i>Type of data</i>	Số cuộc gọi trả lời (cuộc) <i>Answer call</i>	Tỷ lệ (%) %	Phân loại chi tiết nghiệp vụ giải đáp <i>Detail of data</i>	Tổng số cuộc gọi đến (cuộc) <i>Total call</i>	Tỷ lệ phân loại chi tiết %	Tỷ lệ trên tổng số cuộc gọi giải đáp (%) <i>Total received call</i>
Operation <i>Hỗ trợ nghiệp vụ</i>	261	9,25%	Cuộc gọi hỗ trợ nghiệp vụ <i>Call regarding Operation Case</i>	271	9,25%	96,31%
Other <i>Các vấn đề khác</i>	333	11,80%	Cuộc gọi hỗ trợ các vấn đề khác <i>Call regarding Other Case</i>	343	11,80%	97,08%
Tech <i>Hỗ trợ các vấn đề kỹ thuật</i>	2227	78,94%	Cuộc gọi hỗ trợ các vấn đề kỹ thuật <i>Call regarding Technical Case</i>	2305	78,94%	96,62%

Ngày 01 tháng 07 năm 2021

Phan Thanh Loan

BÁO CÁO HIỆU SUẤT DỊCH VỤ SERVICE PERFORMANCE REPORT

Thời gian <i>Time</i>	Phân loại nghiệp vụ <i>Type of data</i>	Tổng số cuộc gọi đến (cuộc) <i>Total call</i>	Số Cuộc Gọi Đạt Yêu Cầu (Cuộc) <i>Service target</i>	Tốc độ tiếp nhận cuộc gọi bình quán (Giây) <i>Avg Speed Ans</i>	Số Cuộc Gọi Tiếp Nhận Trước 30 Giây <i>Call serviced before 30s</i>	Số Cuộc Gọi Tiếp Nhận Sau 30 Giây <i>Call serviced after 30s</i>	Cấp Độ Dịch Vụ (%) <i>Service level</i>
June 2021	Hỗ trợ vấn đề kỹ thuật <i>Tech</i>	2305	2227	6	2220	7	97%
	Các vấn đề khác <i>Other</i>	343	333	6	333	0	97%
	Hỗ trợ nghiệp vụ <i>Operation</i>	271	261	6	261	2	96%
Total		2919	2821	6	2814	7	97%

Ngày 01 tháng 07 năm 2021



Phan Thanh Loan

MONTHLY CHART REPORT OF CASE ON CRM SYSTEM

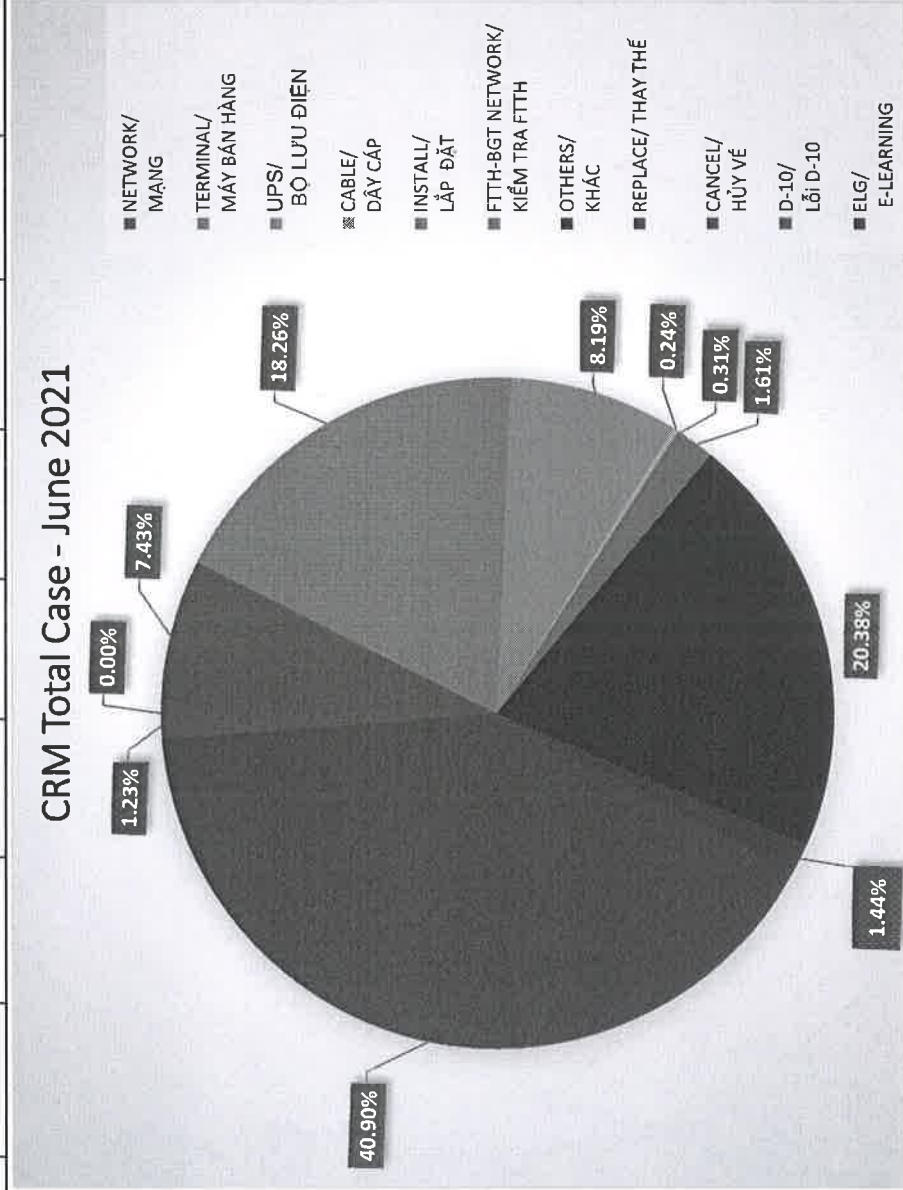
BÁO CÁO HÀNG THÁNG DẠNG ĐỒ THỊ VỀ SỰ CỐ TRÊN HỆ THỐNG CRM

(June 2021)

(Tháng 06 Năm 2021)

JUNE-2021	NETWORK/ MẠNG	TERMINAL/ MÁY BÁN HÀNG	UPS/ BỘ LƯU ĐIỆN	CABLE/ DÂY CÁP	INSTALL/ LẮP ĐẶT	FTTH-BGT NETWORK/ KIỂM TRA FTTH	OTHERS/ KHÁC	REPLACE/ THAY THẾ	CANCEL/ HỦY VÉ	D-10/ LỖI D-10	ELG/ E-LEARNING	TOTAL/ TỔNG CỘNG
Total case	217	533	239	7	9	47	595	42	1194	36	0	2919
Percentage	7.43%	18.26%	8.19%	0.24%	0.31%	1.61%	20.38%	1.44%	40.90%	1.23%	0%	100%

CRM Total Case - June 2021




BGT Disk Usage Report (To Store Database)

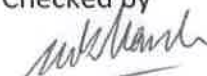
DATE: 01 / 07 / 2021

DISK	TOTAL BLOCK	FREE
DGA1001	209,715,200	88%
DGA1002	524,288	86%
DGA1003	2,147,483,648	95%
DGA1004	1,677,721,600	97%

Prepared by


Phan Hong Quynh

Checked by


Nguyễn Minh Nam

Verified by

Nhật Ký Ra Vào Phòng Server PDC (Tháng 6/2021)

Date	Time	Terminal ID	User ID	Name	Employee ID	Class	Mode	Type	Result	Property	External Device	Pass Count
1/6/2021	17:27:12	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
1/6/2021	21:41:45	0001 : bgt	14			Visitor	Access	Card	Success	1100		0
2/6/2021	0:38:33	0001 : bgt	14			Visitor	Access	Card	Success	1100		0
2/6/2021	17:32:25	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
2/6/2021	21:44:47	0001 : bgt	****			Visitor	Access	Card	Invalid User	1100		0
2/6/2021	21:44:48	0001 : bgt	14			Visitor	Access	Card	Success	1100		0
3/6/2021	0:29:05	0001 : bgt	14			Visitor	Access	Card	Success	1100		0
3/6/2021	0:29:06	0001 : bgt	****			Visitor	Access	Card	Invalid User	1100		0
3/6/2021	0:29:07	0001 : bgt	14			Visitor	Access	Card	Success	1100		0
3/6/2021	17:29:29	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/6/2021	21:43:26	0001 : bgt	14			Visitor	Access	Card	Success	1100		0
4/6/2021	0:32:24	0001 : bgt	14			Visitor	Access	Card	Success	1100		0
4/6/2021	17:28:20	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
4/6/2021	21:49:03	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
5/6/2021	0:32:17	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
5/6/2021	17:30:33	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
5/6/2021	21:46:54	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
6/6/2021	0:34:15	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
6/6/2021	17:31:10	0001 : bgt	****			Visitor	Access	Card	Invalid User	1100		0
6/6/2021	17:31:12	0001 : bgt	15			Visitor	Access	Card	Success	1100		0
6/6/2021	21:50:49	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
6/6/2021	21:51:10	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
7/6/2021	0:35:55	0001 : bgt	16			Visitor	Access	Card	Success	1100		0
7/6/2021	10:15:49	0001 : bgt	16			Visitor	Access	Card	Success	1100		0
7/6/2021	14:26:52	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
7/6/2021	17:29:35	0001 : bgt	16			Visitor	Access	Card	Success	1100		0
7/6/2021	21:43:07	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
7/6/2021	22:21:53	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
8/6/2021	0:28:58	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
8/6/2021	17:32:40	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
8/6/2021	21:51:27	0001 : bgt	16			Visitor	Access	Card	Success	1100		0
9/6/2021	0:43:26	0001 : bgt	16			Visitor	Access	Card	Success	1100		0

9/6/2021	17:26:30	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
9/6/2021	21:49:15	0001 : bgt	16			Visitor	Access	Card	Success	1100		0
10/6/2021	0:42:50	0001 : bgt	16			Visitor	Access	Card	Success	1100		0
10/6/2021	17:31:09	0001 : bgt	****			Visitor	Access	Card	Invalid User	1100		0
10/6/2021	17:31:13	0001 : bgt	11			Visitor	Access	Card	Success	1100		0
10/6/2021	21:46:12	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
11/6/2021	0:21:51	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
11/6/2021	17:28:41	0001 : bgt	14			Visitor	Access	Card	Success	1100		0
11/6/2021	21:44:30	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
12/6/2021	0:21:24	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
12/6/2021	17:28:40	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
12/6/2021	21:44:31	0001 : bgt	14			Visitor	Access	Card	Success	1100		0
13/6/2021	0:22:35	0001 : bgt	14			Visitor	Access	Card	Success	1100		0
13/6/2021	17:30:34	0001 : bgt	****			Visitor	Access	Card	Invalid User	1100		0
13/6/2021	17:30:36	0001 : bgt	****			Visitor	Access	Card	Invalid User	1100		0
13/6/2021	17:30:54	0001 : bgt	11			Visitor	Access	Card	Success	1100		0
13/6/2021	21:49:58	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
14/6/2021	0:24:01	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
14/6/2021	17:26:56	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
14/6/2021	21:47:09	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
15/6/2021	0:22:17	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
15/6/2021	17:28:25	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
15/6/2021	21:47:31	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
16/6/2021	0:25:30	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
16/6/2021	17:26:49	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
16/6/2021	21:46:00	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
17/6/2021	0:28:48	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
17/6/2021	17:26:48	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
17/6/2021	21:50:08	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
18/6/2021	0:29:09	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
18/6/2021	17:30:13	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
18/6/2021	21:49:39	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
19/6/2021	0:31:15	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
19/6/2021	17:28:48	0001 : bgt	19			Visitor	Access	Card	Success	1100		0

19/6/2021	21:52:32	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
20/6/2021	0:25:59	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
20/6/2021	17:27:11	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
20/6/2021	21:46:40	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
21/6/2021	0:48:51	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
21/6/2021	13:37:17	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
21/6/2021	17:30:24	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
21/6/2021	21:48:29	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
22/6/2021	0:30:46	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
22/6/2021	17:35:00	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
22/6/2021	21:45:18	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
23/6/2021	0:36:08	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
23/6/2021	17:26:56	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
23/6/2021	21:46:01	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
24/6/2021	0:34:41	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
24/6/2021	17:30:04	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
24/6/2021	21:52:46	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
25/6/2021	0:45:39	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
25/6/2021	17:28:22	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
25/6/2021	21:46:44	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
26/6/2021	0:29:08	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
26/6/2021	17:33:03	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
26/6/2021	21:48:50	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
27/6/2021	0:29:00	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
27/6/2021	17:25:15	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
27/6/2021	21:47:23	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
28/6/2021	0:28:21	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
28/6/2021	17:25:55	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
28/6/2021	21:41:32	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
29/6/2021	0.0183565	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
29/6/2021	0.7293056	0001 : bgt	14		Visitor	Access	Card	Success	1100		0
29/6/2021	0.907338	0001 : bgt	19		Visitor	Access	Card	Success	1100		0
30/6/2021	0.0168171	0001 : bgt	19		Visitor	Access	Card	Success	1100		0

15-11-2021 15:18:18

Nhật ký Vận hành Mạng BGT (Tháng 6/2021)

Date	Shifts	PDC/DRC	Site	OUTLETs	Forwarder	Receiver	Downtime	Uptime	Reason	Note	ISP			
6/1/2021	Dayshift		Down	BGT08685	128000010076	Dúc - NS - BGT	Tuyền - CC - BGT	6/1/2021 10:00	6/1/2021 15:45	lỗi nguồn	FTTH	FPT		
			Down	BGT091940	101000040204	Dúc - NS - BGT	Tuyền - CC - BGT	6/1/2021 10:00	6/1/2021 14:46	đứt cáp	FTTH	FPT		
			Down	BGT098465	124000010430	Dúc - NS - BGT	Tuyền - CC - BGT	6/1/2021 10:00	6/2/2021 9:42	lỗi cáp	FTTH	FPT		
			Down	BGT08888	154000010021	Dúc - NS - BGT	Tuyền - CC - BGT	6/1/2021 10:00	6/1/2021 16:29	đứt cáp	FTTH	FPT		
			Down	BGT08527	129000029013	Dúc - NS - BGT	Tuyền - CC - BGT	6/1/2021 10:00	6/2/2021 10:21	lỗi fe	FTTH	FPT		
			Down	BGT04322	101000000006	Dúc - NS - BGT	Tuyền - CC - BGT	6/1/2021 10:00	6/2/2021 16:10	gây đứt fe	FTTH	FPT		
			Down	BGT03347	118000020087	Dúc - NS - BGT	Tuyền - CC - BGT	6/1/2021 10:00	6/1/2021 17:26	lỗi nguồn modem	FTTH	FPT		
			Down	BGT09068	150000010020	Dúc - NS - BGT	Tuyền - CC - BGT	6/1/2021 10:00	6/1/2021 16:32	lỗi nguồn modem	FTTH	VNPT		
			Down	BGT08682	116000030035	Dúc - NS - BGT	Tuyền - CC - BGT	6/1/2021 10:00	6/1/2021 10:00	mất cấu hình	FTTH	VNPT		
			Down	BGT03937	111000020007	Dúc - NS - BGT	Tuyền - CC - BGT	6/1/2021 10:00	6/1/2021 14:13	đứt cáp	FTTH	VNPT		
			Down	BGT09068	150000010020	Dúc - NS - BGT	Tuyền - CC - BGT	6/1/2021 10:00	6/1/2021 20:03	rs router	3G	FPT		
			Down	BGT08436	133000030055	Dúc - NS - BGT	Tuyền - CC - BGT	6/1/2021 10:00	6/8/2021 14:31	rs router	3G	FPT		
			Down	BGT04592	108000010023	Dúc - NS - BGT	Tuyền - CC - BGT	6/1/2021 10:00	chưa confirm thay sim	3G	FPT			
			Down	BGT07472	161000010031	Dúc - NS - BGT	Tuyền - CC - BGT	6/1/2021 10:00	6/1/2021 12:44	rs router	3G	FPT		
			Down	BGT06556	113000040002	Dúc - NS - BGT	Tuyền - CC - BGT	6/1/2021 10:00	6/3/2021 15:36	rs router	3G	FPT		
			Down	BGT09403	148000010023	Dúc - NS - BGT	Tuyền - CC - BGT	6/1/2021 10:00	6/1/2021 12:21	rs router	3G	FPT		
			Down	BGT01457	133000010107	Dúc - NS - BGT	Tuyền - CC - BGT	6/1/2021 10:00	6/1/2021 15:58	rs router	3G	FPT		
6/2/2021	Dayshift		Down	BGT07011	130000010021	Dúc - NS - BGT	Tuyền - CC - BGT	6/2/2021 10:00	6/2/2021 17:02	đứt cáp	FTTH	FPT		
			Down	BGT08692	101000020652	Dúc - NS - BGT	Tuyền - CC - BGT	6/2/2021 10:00	6/2/2021 15:05	gây đứt fe	FTTH	FPT		
			Down	BGT00770	101000010153	Tuyền - CC - BGT	Tuyền - CC - BGT	6/2/2021 10:00	6/2/2021 15:10	hỏng nguồn CVT	FTTH	FPT		
			Down	BGT07773	109000020145	Dúc - NS - BGT	Tuyền - CC - BGT	6/2/2021 10:00	6/3/2021 19:24	đứt cáp	FTTH	FPT		
			Down	BGT06489	120000020135	Dúc - NS - BGT	Tuyền - CC - BGT	6/2/2021 10:00	6/2/2021 16:36	đứt cáp	FTTH	FPT		
			Down	BGT51322	147000010042	Dúc - NS - BGT	Tuyền - CC - BGT	6/2/2021 10:00	6/2/2021 15:22	gây đứt fe	FTTH	FPT		
			Down	BGT06136	161000010015	Dúc - NS - BGT	Tuyền - CC - BGT	6/2/2021 10:00	6/3/2021 16:16	gây đứt	FTTH	FPT		
			Down	BGT51092	135000010006	Dúc - NS - BGT	Tuyền - CC - BGT	6/2/2021 10:00	VNPT báo đã hủy, chờ RO làm việc lại	FTTH	FPT			
			Down	BGT02068	116000010050	Dúc - NS - BGT	Tuyền - CC - BGT	6/2/2021 10:00	6/8/2021 11:30	chưa lại sim	3G	FPT		
			Down	BGT02121	101000000179	Dúc - NS - BGT	Tuyền - CC - BGT	6/2/2021 10:00	6/4/2021 18:01	thay router	3G	FPT		
			Down	BGT02398	149000010010	Dúc - NS - BGT	Tuyền - CC - BGT	6/2/2021 10:00	6/2/2021 17:04	rs router	3G	FPT		
			Down	BGT04379	140000010014	Dúc - NS - BGT	Tuyền - CC - BGT	6/2/2021 10:00	6/4/2021 14:42	thay sim	3G	FPT		
			Down	BGT04439	107000020078	Dúc - NS - BGT	Tuyền - CC - BGT	6/2/2021 10:00	6/2/2021 16:40	rs router	3G	FPT		
		6/3/2021	Dayshift		Down	BGT01508	102000020063	Dúc - NS - BGT	My - CC - BGT	6/3/2021 10:00	6/3/2021 16:13	đứt cáp	FTTH	FPT
					Down	BGT05113	107000010085	Dúc - NS - BGT	My - CC - BGT	6/3/2021 10:00	6/3/2021 17:27	lỗi CVT	FTTH	FPT
	Down			BGT02353	124000020052	Dúc - NS - BGT	My - CC - BGT	6/3/2021 10:00		Điểm đổi máy, close case	FTTH	FPT		
	Down			BGT06091	227000010013	Dúc - NS - BGT	My - CC - BGT	6/3/2021 10:00	6/3/2021 18:15	lỗi nguồn	FTTH	VNPT		
	Down			BGT08916	120000010122	Dúc - NS - BGT	My - CC - BGT	6/3/2021 10:00	6/3/2021 19:58	đứt cáp	FTTH	VNPT		
	Down			BGT09108	114000010169	Dúc - NS - BGT	My - CC - BGT	6/3/2021 10:00	6/4/2021 9:28	đứt cáp	FTTH	VNPT		
	Down			BGT03492	157000010009	Dúc - NS - BGT	My - CC - BGT	6/3/2021 10:00	6/3/2021 14:59	rs router	3G	FPT		
	Down			BGT03441	140000010001	Dúc - NS - BGT	My - CC - BGT	6/3/2021 10:00	6/3/2021 15:39	thay router	3G	FPT		
	Down			BGT03508	102000020063	Dúc - NS - BGT	My - CC - BGT	6/3/2021 10:00	6/4/2021 8:41	rs router	3G	FPT		
	Down			BGT03870	122000020011	Dúc - NS - BGT	My - CC - BGT	6/3/2021 10:00	6/4/2021 9:53	rs sim	3G	FPT		
	Down			BGT05891	152000010004	Dúc - NS - BGT	My - CC - BGT	6/3/2021 10:00	6/3/2021 15:42	rs router	3G	FPT		
	Down			BGT51277	151000010028	Dúc - NS - BGT	My - CC - BGT	6/3/2021 10:00	6/3/2021 11:54	rs router	3G	VNPT		
	Down			BGT05367	152000010033	Dúc - NS - BGT	Linh - CC - BGT	6/4/2021 10:00	6/4/2021 15:35	gây đứt cáp	FTTH	FPT		
	Down			BGT07011	130000010021	Dúc - NS - BGT	Linh - CC - BGT	6/4/2021 10:00	6/7/2021 11:04	Gây đứt fe	FTTH	FPT		
	Down			BGT05283	156000020007	Dúc - NS - BGT	Linh - CC - BGT	6/4/2021 10:00	6/5/2021 9:34	đứt cáp	FTTH	FPT		
	Down			BGT07442	101000070135	Dúc - NS - BGT	Linh - CC - BGT	6/4/2021 10:00	6/5/2021 16:22	gây đứt cáp quang	FTTH	FPT		
6/4/2021	Dayshift				Down	BGT03868	122000020009	Dúc - NS - BGT	Linh - CC - BGT	6/4/2021 10:00	6/4/2021 16:07	đứt cáp	FTTH	FPT
			Down	BGT09450	102000020108	Dúc - NS - BGT	Linh - CC - BGT	6/4/2021 10:00	6/4/2021 14:48	kh rớt cáp	FTTH	FPT		
			Down	BGT07830	113000020025	Dúc - NS - BGT	Linh - CC - BGT	6/4/2021 10:00	6/5/2021 16:22	đứt cáp	FTTH	FPT		
			Down	BGT03671	153000030003	Dúc - NS - BGT	Linh - CC - BGT	6/4/2021 10:00	6/5/2021 16:23	đứt cáp	FTTH	FPT		
			Down	BGT08999	101000030598	Dúc - NS - BGT	Linh - CC - BGT	6/4/2021 10:00	6/5/2021 12:00	gây fe	FTTH	FPT		
			Down	BGT00146	101000020021	Dúc - NS - BGT	Linh - CC - BGT	6/4/2021 10:00	6/4/2021 16:08	lỗi cáp	FTTH	FPT		
			Down	BGT09262	101000080140	Dúc - NS - BGT	Linh - CC - BGT	6/4/2021 10:00	6/4/2021 16:18	lỗi ở sim	FTTH	VNPT		
			Down	BGT07294	150000010028	Dúc - NS - BGT	Linh - CC - BGT	6/4/2021 10:00	6/4/2021 17:01	đứt cáp	FTTH	VNPT		
			Down	BGT08854	113000010000	Dúc - NS - BGT	Linh - CC - BGT	6/4/2021 10:00	6/5/2021 9:06	cài lại modem	FTTH	VNPT		
			Down	BGT09562	122000030035	Dúc - NS - BGT	Linh - CC - BGT	6/4/2021 10:00		chuyển điểm - hủy case	FTTH	VNPT		
			Down	BGT09526	101000020089	Dúc - NS - BGT	Linh - CC - BGT	6/4/2021 10:00	6/4/2021 16:16	lỗi cáp LAN	FTTH	VNPT		
			Down	BGT08984	117000010028	Dúc - NS - BGT	Linh - CC - BGT	6/4/2021 10:00	6/4/2021 17:09	lỗi cáp	FTTH	VNPT		
			Down	BGT09397	109000020181	Dúc - NS - BGT	Linh - CC - BGT	6/4/2021 10:00	6/4/2021 14:56	cắm lại sim	3G	FPT		
			Down	BGT09642	109000010037	Dúc - NS - BGT	Linh - CC - BGT	6/4/2021 10:00		k h để - FPT đóng case	3G	FPT		
			Down	BGT04459	107000020078	Dúc - NS - BGT	Linh - CC - BGT	6/4/2021 10:00	6/4/2021 16:09	rs router	3G	FPT		
		6/5/2021	Dayshift		Down	BGT05114	107000020084	Dúc - NS - BGT	Linh - CC - BGT	6/4/2021 10:00	6/4/2021 18:47	rs router	3G	FPT
					Down	BGT08487	107000010115	Dúc - NS - BGT	Linh - CC - BGT	6/4/2021 10:00	6/4/2021 15:14	rs router	3G	FPT
	Down			BGT09473	160000010028	Dúc - NS - BGT	Linh - CC - BGT	6/4/2021 10:00	6/4/2021 14:25	thay sim	3G	FPT		
	Down			BGT50874	124000040092	Dúc - NS - BGT	Linh - CC - BGT	6/4/2021 10:00	6/4/2021 16:40	sống kém	3G	VNPT		
	Down			BGT08678	101000060179	Dúc - NS - BGT	Hành - CC - BGT	6/5/2021 10:00	6/7/2021 8:03	Lỗi dây LAN	FTTH	FPT		
	Down			BGT08087	106000020009	Dúc - NS - BGT	Hành - CC - BGT	6/5/2021 10:00	6/6/2021 12:42	đứt cáp thuê bao	FTTH	FPT		
	Down			BGT06385	145000030025	Dúc - NS - BGT	Hành - CC - BGT	6/5/2021 10:00	6/5/2021 17:00	đứt cáp	FTTH	FPT		
	Down			BGT04025	102000010062	Dúc - NS - BGT	Hành - CC - BGT	6/5/2021 10:00	6/6/2021 12:43	đứt cáp	FTTH	FPT		
	Down			BGT06527	160000020008	Dúc - NS - BGT	Hành - CC - BGT	6/5/2021 10:00	6/7/2021 17:44	trục modem	FTTH	VNPT		
	Down			BGT05451	128000010036	Dúc - NS - BGT	Hành - CC - BGT	6/5/2021 10:00		chuyển điểm - hủy case	FTTH	VNPT		
	Down			BGT50091	155000030004	Dúc - NS - BGT	Hành - CC - BGT	6/5/2021 10:00		chuyển điểm - hủy case	FTTH	VNPT		
				Link CORE WAN2 - DRC	Down		Hải - NS - BGT	FPT	6/5/2021 19:10	6/5/2021 21:00				
6/6/2021	Dayshift				Down	BGT05472	124000020264	Trưởng - NS - BGT	My - CC - BGT	6/6/2021 10:00	6/6/2021 17:34	kh tài thiết bị	FTTH	VNPT
					Down	BGT07996	109000020150	Trưởng - NS - BGT	My - CC - BGT	6/6/2021 10:00	6/7/2021 17:45	đứt cáp	FTTH	VNPT
					Down	BGT04706	141000010020	Trưởng - NS - BGT	My - CC - BGT	6/6/2021 10:00	6/6/2021 17:34	lỗi cáp	FTTH	VNPT
					Down	BGT04547	102000020071	Trưởng - NS - BGT	My - CC - BGT	6/6/2021 10:00	6/6/2021 15:57	đứt cáp	FTTH	VNPT
					Down	BGT07192	120000020147	Trưởng - NS - BGT	My - CC - BGT	6/6/2021 10:00	6/6/2021 17:34	lỗi thiết bị	FTTH	VNPT
			Down	BGT03432	149000010051	Trưởng - NS - BGT	Thảo - CC - BGT	6/7/2021 10:00	6/7/2021 14:33	đứt cáp	FTTH	FPT		
			Down	BGT06531	160000020012	Trưởng - NS - BGT	Thảo - CC - BGT	6/7/2021 10:00	6/8/2021 9:03	đứt cáp	FTTH	FPT		
			Down	BGT02352	124000020051	Trưởng - NS - BGT	Thảo - CC - BGT	6/7/2021 10:00	6/9/2021 10:41	lỗi cáp	FTTH	FPT		
			Down	BGT09650	101000090150	Trưởng - NS - BGT	Thảo - CC - BGT	6/7/2021 10:00	6/8/2021 9:02	đứt cáp outdoor	FTTH	FPT		
			Down	BGT05228	144000010003	Trưởng - NS - BGT	Thảo - CC - BGT	6/7/2021 10:00	6/7/2021 9:21	kênh tự UP	FTTH	VNPT		
			Down	BGT51040	105000030015	Trưởng - NS - BGT	Thảo - CC - BGT	6/7/2021 10:00	6/7/2021 15:15	đứt cáp	FTTH	VNPT		
			Down	BGT04861	162000010013	Trưởng - NS - BGT	Thảo - CC - BGT	6/7/2021 10:00	6/7/2021 14:02	đứt cáp	FTTH	VNPT		
			Down	BGT09499	114000010180	Trưởng - NS - BGT	Thảo - CC - BGT	6/7/2021 10:00	6/7/2021 14:34	lỗi ở điện	FTTH	VNPT		
			Down	BGT09526	101000020089	Trưởng - NS - BGT	Thảo - CC - BGT	6/7/2021 10:00	6/7/2021 14:34	kênh tự UP	FTTH	VNPT		
			Down	BGT05411	101000010208	Trưởng - NS - BGT	Thảo - CC - BGT	6/7/2021 10:00	6/7/2021 13:24	thay sim 3G	3G	FPT		
			Down	BGT03551	101000030361	Trưởng - NS - BGT	Thảo - CC - BGT	6/7/2021 10:00	6/10/2021 1					

6/9/2021	Dayshift	Down	BGT09824	124000020499	Trưởng - NS - BGT	Ngoe - CC - BGT	6/9/2021 10:00	6/9/2021 11:00	cầu hình lại router	3G	FPT
		Down	BGT50868	105000020014	Trưởng - NS - BGT	Ngoe - CC - BGT	6/9/2021 10:00	6/9/2021 15:44	cắm lại sim	3G	VNPT
		Down	BGT50879	124000040103	Trưởng - NS - BGT	Ngoe - CC - BGT	6/9/2021 10:00	6/9/2021 12:01	rs router	3G	VNPT
		Down	BGT51015	147000010028	Trưởng - NS - BGT	Ngoe - CC - BGT	6/9/2021 10:00	6/9/2021 14:21	rs sim	3G	VNPT
		Down	BGT01065	109000020005	Trưởng - NS - BGT	Thảo - CC - BGT	6/9/2021 10:00		Pos thu hồi 1 ter. CC closed case	FTTH	FPT
		Down	BGT05906	101000000009	Trưởng - NS - BGT	Thảo - CC - BGT	6/9/2021 10:00	6/10/2021 11:50	đặt cáp	FTTH	FPT
		Down	BGT09679	124000040167	Trưởng - NS - BGT	Thảo - CC - BGT	6/9/2021 10:00	6/15/2021 13:28	đặt cáp	FTTH	FPT
		Down	BGT08585	158000020003	Trưởng - NS - BGT	Thảo - CC - BGT	6/9/2021 10:00	6/10/2021 8:33	tráo modem	FTTH	FPT
		Down	BGT01051	109000010029	Trưởng - NS - BGT	Thảo - CC - BGT	6/9/2021 10:00	6/9/2021 15:11	thay sim 3G	3G	FPT
		Down	BGT01291	101000040152	Trưởng - NS - BGT	Thảo - CC - BGT	6/9/2021 10:00	6/9/2021 12:58	khi hệ thống	3G	FPT
6/10/2021	Dayshift	Down	BGT01363	101000040176	Trưởng - NS - BGT	Thảo - CC - BGT	6/9/2021 10:00	6/9/2021 15:03	lỗi hệ thống	3G	FPT
		Down	BGT02289	124000010013	Trưởng - NS - BGT	Thảo - CC - BGT	6/9/2021 10:00	6/9/2021 16:43	rs router	3G	FPT
		Down	BGT02433	149000020010	Trưởng - NS - BGT	Thảo - CC - BGT	6/9/2021 10:00	6/11/2021 10:39	thay sim	3G	FPT
		Down	BGT50043	105000020001	Trưởng - NS - BGT	Thảo - CC - BGT	6/9/2021 10:00	6/9/2021 10:52	rs sim	3G	VNPT
		Down	BGT50448	218000010025	Trưởng - NS - BGT	Thảo - CC - BGT	6/9/2021 10:00	6/9/2021 14:26	rs sim	3G	VNPT
		Down	BGT50449	218000010026	Trưởng - NS - BGT	Thảo - CC - BGT	6/9/2021 10:00	6/9/2021 15:11	rs sim	3G	VNPT
		Down	BGT50695	256000010004	Trưởng - NS - BGT	Thảo - CC - BGT	6/9/2021 10:00	6/9/2021 13:00	rs router	3G	VNPT
		Down	BGT01732	118000010056	Trưởng - NS - BGT	Ngoe - CC - BGT	6/10/2021 10:00	6/16/2021 19:04	đặt cáp	FTTH	FPT
		Down	BGT07021	101000050337	Trưởng - NS - BGT	Ngoe - CC - BGT	6/10/2021 10:00	6/10/2021 16:10	reset router	FTTH	FPT
		Down	BGT07830	113000020025	Trưởng - NS - BGT	Ngoe - CC - BGT	6/10/2021 10:00	6/10/2021 16:02	gây đứt K	FTTH	FPT
6/11/2021	Dayshift	Down	BGT07807	101000050352	Trưởng - NS - BGT	Ngoe - CC - BGT	6/10/2021 10:00	6/10/2021 16:12	gây đứt K	FTTH	FPT
		Down	BGT01771	118000030016	Trưởng - NS - BGT	Ngoe - CC - BGT	6/10/2021 10:00	6/11/2021 8:04	đặt cáp	FTTH	FPT
		Down	BGT09577	116000050047	Trưởng - NS - BGT	Ngoe - CC - BGT	6/10/2021 10:00	6/10/2021 15:06	lồng dây Lan	FTTH	VNPT
		Down	BGT04285	101000070005	Trưởng - NS - BGT	Ngoe - CC - BGT	6/10/2021 10:00	6/10/2021 18:36	lỗi hệ thống	3G	FPT
		Down	BGT09203	166000020024	Trưởng - NS - BGT	Ngoe - CC - BGT	6/10/2021 10:00	6/10/2021 18:37	kính tự UP	3G	FPT
		Down	BGT00411	101000050030	Trưởng - NS - BGT	Ngoe - CC - BGT	6/10/2021 10:00	6/10/2021 18:39	lỗi hệ thống	3G	FPT
		Down	BGT00422	101000050041	Trưởng - NS - BGT	Ngoe - CC - BGT	6/10/2021 10:00	6/10/2021 19:38	thay sim	3G	FPT
		Down	BGT51219	155000020016	Trưởng - NS - BGT	Ngoe - CC - BGT	6/10/2021 10:00	6/10/2021 14:31	rs router	3G	VNPT
		Down	BGT06216	101000010269	Dúc - NS - BGT	Hành - CC - BGT	6/11/2021 10:00	6/12/2021 11:05	đặt cáp	FTTH	FPT
		Down	BGT08851	146000010048	Dúc - NS - BGT	Hành - CC - BGT	6/11/2021 10:00	6/14/2021 11:34	đặt cáp	FTTH	FPT
6/12/2021	Dayshift	Down	BGT07054	107000020103	Dúc - NS - BGT	Hành - CC - BGT	6/11/2021 10:00	6/11/2021 16:40	gây K	FTTH	FPT
		Down	BGT09716	101000040582	Dúc - NS - BGT	Hành - CC - BGT	6/11/2021 10:00	6/11/2021 13:04	kính tự up	FTTH	FPT
		Down	BGT09382	101000080143	Dúc - NS - BGT	Hành - CC - BGT	6/11/2021 10:00		FPT báo KH có cơ sở địa chỉ trên. CC đóng case	FTTH	FPT
		Down	BGT02003	101000050152	Dúc - NS - BGT	Hành - CC - BGT	6/11/2021 10:00	6/11/2021 12:34	kính tự up	FTTH	FPT
		Down	BGT02739	109000020061	Dúc - NS - BGT	Hành - CC - BGT	6/11/2021 10:00	6/19/2021 15:18	đặt cáp	FTTH	FPT
		Down	BGT09000	114000020168	Dúc - NS - BGT	Hành - CC - BGT	6/11/2021 10:00	6/11/2021 16:28	xoắn cáp	FTTH	FPT
		Down	BGT09203	166000020024	Dúc - NS - BGT	Hành - CC - BGT	6/11/2021 10:00	6/11/2021 10:47	đặt cáp	FTTH	VNPT
		Down	BGT04392	101000040357	Dúc - NS - BGT	Hành - CC - BGT	6/11/2021 10:00	6/12/2021 8:24	đặt cáp	FTTH	VNPT
		Down	BGT09081	114000020169	Dúc - NS - BGT	Hành - CC - BGT	6/11/2021 10:00	6/12/2021 13:59	tráo thiết bị	FTTH	VNPT
		Down	BGT08858	101000070201	Dúc - NS - BGT	Hành - CC - BGT	6/11/2021 10:00	6/11/2021 16:00	hàng dây thuê bao	FTTH	VNPT
6/13/2021	Dayshift	Down	BGT08436	133000030055	Dúc - NS - BGT	Hành - CC - BGT	6/11/2021 10:00	6/11/2021 15:47	tắt thiết bị	FTTH	VNPT
		Down	BGT09605	114000010183	Dúc - NS - BGT	Hành - CC - BGT	6/11/2021 10:00	6/11/2021 13:30	thay sim	3G	FPT
		Down	BGT09499	114000010191	Dúc - NS - BGT	Hành - CC - BGT	6/11/2021 10:00	6/11/2021 16:12	cắm lại sim	3G	FPT
		Down	BGT04783	102000030007	Dúc - NS - BGT	Hành - CC - BGT	6/11/2021 10:00	6/15/2021 10:02	rs router	3G	FPT
		Down	BGT09394	152000020065	Dúc - NS - BGT	Hành - CC - BGT	6/11/2021 10:00		rs router	3G	FPT
		Down	BGT03649	153000010010	Dúc - NS - BGT	Hành - CC - BGT	6/11/2021 10:00	6/11/2021 12:01	rs router	3G	FPT
		Down	BGT07373	161000020032	Dúc - NS - BGT	Hành - CC - BGT	6/11/2021 10:00	6/11/2021 11:42	rs router	3G	FPT
		Down	BGT08579	158000010019	Dúc - NS - BGT	My - CC - BGT	6/12/2021 10:00	6/12/2021 14:30	gây K	FTTH	FPT
		Down	BGT51250	124000040138	Dúc - NS - BGT	My - CC - BGT	6/12/2021 10:00	6/14/2021 9:04	đặt cáp	FTTH	FPT
		Down	BGT00488	101000010119	Dúc - NS - BGT	My - CC - BGT	6/12/2021 10:00	6/12/2021 15:04	đặt cáp	FTTH	FPT
6/14/2021	Dayshift	Down	BGT01063	109000020003	Dúc - NS - BGT	My - CC - BGT	6/12/2021 10:00		FPT báo KH nghỉ dịch	FTTH	FPT
		Down	BGT08628	153000010054	Dúc - NS - BGT	My - CC - BGT	6/12/2021 10:00	6/14/2021 9:10	gây K	FTTH	FPT
		Down	BGT01010	114000020032	Dúc - NS - BGT	My - CC - BGT	6/12/2021 10:00	6/21/2021 16:12	KH tự rút dây	FTTH	FPT
		Down	BGT09207	150000010021	Dúc - NS - BGT	My - CC - BGT	6/12/2021 10:00	6/21/2021 6:22	đặt cáp	FTTH	FPT
		Down	BGT09349	137000010056	Dúc - NS - BGT	My - CC - BGT	6/12/2021 10:00	6/12/2021 16:09	KH rút dây	FTTH	VNPT
		Down	BGT07471	149000020061	Dúc - NS - BGT	My - CC - BGT	6/12/2021 10:00	6/12/2021 17:15	kính tự up	FTTH	VNPT
		Down	BGT50708	256000010017	Dúc - NS - BGT	My - CC - BGT	6/12/2021 10:00	6/12/2021 14:57	kính tự up	FTTH	VNPT
		Down	BGT07328	166000010018	Dúc - NS - BGT	My - CC - BGT	6/12/2021 10:00	6/14/2021 6:08	suy hao cáp	FTTH	VNPT
		Down	BGT07328	166000010018	Dúc - NS - BGT	My - CC - BGT	6/12/2021 10:00	6/12/2021 14:18	rs router	3G	FPT
		Down	BGT05171	162000030021	Dúc - NS - BGT	Linh - CC - BGT	6/13/2021 10:00		KH tự đi dời máy. VNPT closed case	FTTH	VNPT
6/15/2021	Dayshift	Down	BGT08318	157000030026	Dúc - NS - BGT	Linh - CC - BGT	6/13/2021 10:00	6/15/2021 10:00	tắt bất modem	FTTH	VNPT
		Down	BGT02124	114000020067	Dúc - NS - BGT	Hành - CC - BGT	6/14/2021 10:00	6/14/2021 16:44	đặt cáp	FTTH	FPT
		Down	BGT09441	101000040569	Dúc - NS - BGT	Hành - CC - BGT	6/14/2021 10:00	6/15/2021 13:37	gây K	FTTH	FPT
		Down	BGT08093	106000020015	Dúc - NS - BGT	Hành - CC - BGT	6/14/2021 10:00	6/15/2021 10:47	đặt cáp	FTTH	FPT
		Down	BGT03293	101000050209	Dúc - NS - BGT	Hành - CC - BGT	6/14/2021 10:00	6/14/2021 15:46	lỗi cáp	FTTH	FPT
		Down	BGT09241	118000010126	Dúc - NS - BGT	Hành - CC - BGT	6/14/2021 10:00	6/14/2021 15:48	lỗi nguồn	FTTH	FPT
		Down	BGT50668	139000030003	Dúc - NS - BGT	Hành - CC - BGT	6/14/2021 10:00	6/14/2021 11:26	lỗi nguồn router	FTTH	VNPT
		Down	BGT09323	128000020131	Dúc - NS - BGT	Hành - CC - BGT	6/14/2021 10:00	6/14/2021 16:30	hàng cáp	FTTH	VNPT
		Down	BGT50730	249000010010	Dúc - NS - BGT	Hành - CC - BGT	6/14/2021 10:00	6/14/2021 16:13	đặt cáp	FTTH	VNPT
		Down	BGT09822	124000020497	Dúc - NS - BGT	Hành - CC - BGT	6/14/2021 10:00	6/14/2021 15:24	rs router	3G	FPT
6/16/2021	Dayshift	Down	BGT09291	145000030010	Dúc - NS - BGT	Hành - CC - BGT	6/14/2021 10:00	6/15/2021 15:14	rs router	3G	FPT
		Down	BGT08344	117000010017	Dúc - NS - BGT	Hành - CC - BGT	6/14/2021 10:00	6/15/2021 17:17	rs router	3G	FPT
		Down	BGT08346	117000010019	Dúc - NS - BGT	Hành - CC - BGT	6/14/2021 10:00	6/14/2021 11:28	rs router	3G	FPT
		Down	BGT08334	126000020066	Dúc - NS - BGT	Hành - CC - BGT	6/14/2021 10:00	6/18/2021 14:42	thay sim	3G	FPT
		Down	BGT08841	129000030067	Dúc - NS - BGT	Hành - CC - BGT	6/14/2021 10:00	6/16/2021 15:31	rs router	3G	FPT
		Down	BGT00455	101000020100	Dúc - NS - BGT	Tuyến - CC - BGT	6/15/2021 10:00	6/16/2021 7:57	đặt cáp	FTTH	FPT
		Down	BGT01389	101000020194	Dúc - NS - BGT	Tuyến - CC - BGT	6/15/2021 10:00	6/16/2021 19:05	thay router	FTTH	FPT
		Down	BGT09744	124000040173	Dúc - NS - BGT	Tuyến - CC - BGT	6/15/2021 10:00	6/16/2021 17:06	gây K	FTTH	FPT
		Down	BGT03866	108000010016	Dúc - NS - BGT	Tuyến - CC - BGT	6/15/2021 10:00	6/16/2021 15:45	gây K	FTTH	FPT
		Down	BGT07976	101000030571	Dúc - NS - BGT	Tuyến - CC - BGT	6/15/2021 10:00	6/16/2021 15:04	hư nguồn CVT	FTTH	FPT
6/17/2021	Dayshift	Down	BGT01065	109000020005	Dúc - NS - BGT	Tuyến - CC - BGT	6/15/2021 10:00	6/22/2021 7:50	lỗi hệ thống	FTTH	FPT
		Down	BGT50654	147000010012	Dúc - NS - BGT	Tuyến - CC - BGT	6/15/2021 10:00	6/15/2021 13:01	lồng dây Lan	FTTH	VNPT
		Down	BGT05548	128000010038	Dúc - NS - BGT	Tuyến - CC - BGT	6/15/2021 10:00	6/16/2021 7:41	kéo thêm cáp	FTTH	VNPT
		Down	BGT09587	132000030020	Dúc - NS - BGT	Tuyến - CC - BGT	6/15/2021 10:00	6/15/2021 12:14	mất cầu hình	FTTH	VNPT
		Down	BGT50771	243000010015	Dúc - NS - BGT	Tuyến - CC - BGT	6/15/2021 10:00	6/15/2021 15:00	tráo thiết bị	FTTH	VNPT
		Down	BGT51137	124000040123	Dúc - NS - BGT	Tuyến - CC - BGT	6/15/2021 10:00	6/15/2021 13:00	rs router	FTTH	VNPT
		Down	BGT50746	249000010026	Dúc - NS - BGT	Tuyến - CC - BGT	6/15/2021 10:00	6/16/2021 9:45	tráo modem	FTTH	VNPT
		Down	BGT04581	101000050240	Dúc - NS - BGT	Tuyến - CC - BGT	6/15/2021 10:00	6/15/2021 16:05	đặt cáp	FTTH	VNPT
		Down	BGT07374	134000030004	Dúc - NS - BGT	Tuyến - CC - BGT	6/15/2021 10:00	6/15/2021 13:19	rs router	3G	FPT
		Down	BGT07799	157000							

6/17/2021	Dayshift	Down	BGT05765	156000010030	Tuân - NS - BGT	Tuyền - CC - BGT	6/17/2021 10:00	6/18/2021 7:25	dút cáp	FTTH	FPT
		Down	BGT04824	107000010080	Tuân - NS - BGT	Tuyền - CC - BGT	6/17/2021 10:00	6/17/2021 17:50	rs router	FTTH	FPT
		Down	BGT08721	144000020017	Tuân - NS - BGT	Tuyền - CC - BGT	6/17/2021 10:00	6/19/2021 15:27	lỗi cáp	FTTH	FPT
		Down	BGT01754	110000010078	Tuân - NS - BGT	Tuyền - CC - BGT	6/17/2021 10:00	6/17/2021 17:04	dút cáp	FTTH	FPT
		Down	BGT03251	149000010047	Tuân - NS - BGT	Tuyền - CC - BGT	6/17/2021 10:00	6/18/2021 14:55	Lỗi cáp	FTTH	FPT
		Down	BGT09261	101000001139	Tuân - NS - BGT	Tuyền - CC - BGT	6/17/2021 10:00	6/17/2021 9:37	dút cáp	FTTH	VNPT
		Down	BGT09555	116000030046	Tuân - NS - BGT	Tuyền - CC - BGT	6/17/2021 10:00	6/17/2021 14:50	dút cáp	FTTH	VNPT
		Down	BGT51268	151000010027	Tuân - NS - BGT	Tuyền - CC - BGT	6/17/2021 10:00	6/18/2021 16:16	cắm sai dây lan	FTTH	VNPT
		Down	BGT03712	101000001191	Tuân - NS - BGT	Tuyền - CC - BGT	6/17/2021 10:00		chuyển điểm trị đúng case	3G	FPT
		Down	BGT03638	124000030174	Tuân - NS - BGT	Tuyền - CC - BGT	6/17/2021 10:00	6/18/2021 10:32	thay sim	3G	FPT
6/18/2021	Dayshift	Down	BGT03687	101000020417	Tuân - NS - BGT	Tuyền - CC - BGT	6/17/2021 10:00	6/18/2021 7:25	rs router	3G	FPT
		Down	BGT04448	219000010025	Tuân - NS - BGT	Tuyền - CC - BGT	6/17/2021 10:00	6/17/2021 11:03	rs router	3G	VNPT
		Down	BGT51102	105000010019	Tuân - NS - BGT	Tuyền - CC - BGT	6/17/2021 10:00	6/17/2021 11:05	rs router	3G	VNPT
		Down	BGT04200	150000010006	Tuân - NS - BGT	Tuyền - CC - BGT	6/18/2021 10:00	6/19/2021 17:48	dút cáp	FTTH	FPT
		Down	BGT01884	101000020269	Tuân - NS - BGT	Tuyền - CC - BGT	6/18/2021 10:00	6/18/2021 13:50	tree CVT	FTTH	FPT
		Down	BGT09134	101000040565	Tuân - NS - BGT	Tuyền - CC - BGT	6/18/2021 10:00	6/18/2021 14:37	gây đầu fe	FTTH	FPT
		Down	BGT09059	102000010130	Tuân - NS - BGT	Tuyền - CC - BGT	6/18/2021 10:00	6/18/2021 16:17	kính tự UP	FTTH	VNPT
		Down	BGT09196	125000010022	Tuân - NS - BGT	Tuyền - CC - BGT	6/18/2021 10:00	6/18/2021 14:15	cắm sai dây lan	FTTH	VNPT
		Down	BGT04049	232000010010	Tuân - NS - BGT	Tuyền - CC - BGT	6/18/2021 10:00	6/18/2021 14:28	dút cáp	FTTH	VNPT
		Down	BGT09442	120000020190	Tuân - NS - BGT	Tuyền - CC - BGT	6/18/2021 10:00			3G	FPT
6/19/2021	Dayshift	Down	BGT04166	124000010368	Tuân - NS - BGT	Tuyền - CC - BGT	6/18/2021 10:00			3G	FPT
		Down	BGT09780	101000030567	Tuân - NS - BGT	Tuyền - CC - BGT	6/18/2021 10:00	6/21/2021 11:31	rs router	3G	FPT
		Down	BGT07369	118000020102	Tuân - NS - BGT	Tuyền - CC - BGT	6/18/2021 10:00	6/24/2021 7:10	rs router	3G	FPT
		Down	BGT06853	140000010029	Tuân - NS - BGT	Tuyền - CC - BGT	6/18/2021 10:00	6/19/2021 16:43	thay sim	3G	FPT
		Down	BGT50395	228000010023	Tuân - NS - BGT	Tuyền - CC - BGT	6/18/2021 10:00	6/18/2021 17:41	rs sim	3G	VNPT
		Down	BGT05972	101000020668	Tuân - NS - BGT	My - CC - BGT	6/19/2021 10:00		kh đúng 3g qua dịch đúng fth	FTTH	FPT
		Down	BGT02736	114000010061	Tuân - NS - BGT	My - CC - BGT	6/19/2021 10:00	6/21/2021 9:34	dút cáp	FTTH	FPT
		Down	BGT09535	101000030610	Tuân - NS - BGT	My - CC - BGT	6/19/2021 10:00	6/21/2021 9:37	lồng nguồn	FTTH	FPT
		Down	BGT09589	126000010130	Tuân - NS - BGT	My - CC - BGT	6/19/2021 10:00	6/20/2021 18:07	lư nguồn CVT	FTTH	VNPT
		Down	BGT08318	157000030026	Tuân - NS - BGT	My - CC - BGT	6/19/2021 10:00	6/19/2021 17:34	tree fb	FTTH	VNPT
6/20/2021	Dayshift	Down	BGT50299	201000010092	Tuân - NS - BGT	My - CC - BGT	6/19/2021 10:00	6/20/2021 18:25	tree modem	FTTH	VNPT
		Down	BGT51214	139000020030	Tuân - NS - BGT	My - CC - BGT	6/19/2021 10:00	6/20/2021 20:41	tree modem	FTTH	VNPT
		Down	BGT50930	224000010144	Tuân - NS - BGT	My - CC - BGT	6/19/2021 10:00	6/19/2021 16:35	kính tự UP	FTTH	VNPT
		Down	BGT09557	124000030469	Tuân - NS - BGT	My - CC - BGT	6/19/2021 10:00	6/20/2021 8:00	kính tự up	FTTH	VNPT
		Down	BGT04323	124000030180	Tuân - NS - BGT	My - CC - BGT	6/19/2021 10:00		chờ confirm thay router	3G	FPT
		Down	BGT07605	111000020025	Dúc - NS - BGT	My - CC - BGT	6/20/2021 10:00	6/22/2021 16:45	kính tự UP	FTTH	VNPT
		Down	BGT51278	115000010007	Dúc - NS - BGT	My - CC - BGT	6/21/2021 10:00	6/21/2021 14:01	gây fe	FTTH	FPT
		Down	BGT09796	101000050386	Dúc - NS - BGT	My - CC - BGT	6/21/2021 10:00	6/22/2021 17:29	lỗi hệ thống	FTTH	FPT
		Down	BGT51319	124000040161	Dúc - NS - BGT	My - CC - BGT	6/21/2021 10:00	6/22/2021 16:25	lỗi đầu fe	FTTH	FPT
		Down	BGT02386	124000030049	Dúc - NS - BGT	My - CC - BGT	6/21/2021 10:00	6/22/2021 16:26	lỗi cáp	FTTH	FPT
6/21/2021	Dayshift	Down	BGT02996	128000020048	Dúc - NS - BGT	My - CC - BGT	6/21/2021 10:00	6/22/2021 16:30	lỗi nguồn CVT	FTTH	FPT
		Down	BGT02699	128000020045	Dúc - NS - BGT	My - CC - BGT	6/21/2021 10:00		kh c cần lư	FTTH	FPT
		Down	BGT02060	109000020044	Dúc - NS - BGT	My - CC - BGT	6/21/2021 10:00		CC đúng case ko lỗi hệ được KH	FTTH	FPT
		Down	BGT03159	109000010061	Dúc - NS - BGT	My - CC - BGT	6/21/2021 10:00	6/21/2021 17:26	gây fe	FTTH	FPT
		Down	BGT51040	105000030015	Dúc - NS - BGT	My - CC - BGT	6/21/2021 10:00	6/21/2021 8:24	kính tự up	FTTH	VNPT
		Down	BGT09413	101000070217	Dúc - NS - BGT	My - CC - BGT	6/21/2021 10:00	6/24/2021 8:34	hồng cáp	FTTH	VNPT
		Down	BGT08318	157000030026	Dúc - NS - BGT	My - CC - BGT	6/21/2021 10:00	6/22/2021 9:37	hồng cvt	FTTH	VNPT
		Down	BGT09231	106000020025	Dúc - NS - BGT	My - CC - BGT	6/21/2021 10:00	6/21/2021 7:20	kính tự up	3G	FPT
		Down	BGT09506	166000010029	Dúc - NS - BGT	My - CC - BGT	6/21/2021 10:00			3G	FPT
		Down	BGT03734	124000030004	Dúc - NS - BGT	My - CC - BGT	6/21/2021 10:00	6/21/2021 19:55	rs router	3G	FPT
6/22/2021	Dayshift	Down	BGT03785	133000010010	Dúc - NS - BGT	My - CC - BGT	6/21/2021 10:00			3G	FPT
		Down	BGT03870	122000020011	Dúc - NS - BGT	My - CC - BGT	6/21/2021 10:00	6/25/2021 10:18	rs router	3G	FPT
		Down	BGT03974	133000030008	Dúc - NS - BGT	My - CC - BGT	6/21/2021 10:00	6/21/2021 15:41	rs router	3G	FPT
		Down	BGT03993	131000010006	Dúc - NS - BGT	My - CC - BGT	6/21/2021 10:00	6/21/2021 15:28	vệ sinh sim	3G	FPT
		Down	BGT08792	107000020122	Dúc - NS - BGT	Ca - CC - BGT	6/22/2021 10:00	6/22/2021 11:42	dút dây fe	FTTH	FPT
		Down	BGT08637	114000030031	Dúc - NS - BGT	Ca - CC - BGT	6/22/2021 10:00		chuyển điểm, FPT đúng case	FTTH	FPT
		Down	BGT09668	124000020481	Dúc - NS - BGT	Ca - CC - BGT	6/22/2021 10:00	6/23/2021 16:27	lỗi cáp	FTTH	FPT
		Down	BGT03871	122000030012	Dúc - NS - BGT	Ca - CC - BGT	6/22/2021 10:00	6/22/2021 14:25	kính tự UP	FTTH	FPT
		Down	BGT07880	216000010007	Dúc - NS - BGT	Ca - CC - BGT	6/22/2021 10:00	6/22/2021 10:45	lỗi cáp LAN	FTTH	FPT
		Down	BGT09425	114000010177	Dúc - NS - BGT	Ca - CC - BGT	6/22/2021 10:00		Điền đúng sim nhđ CC đúng case	FTTH	VNPT
6/23/2021	Dayshift	Down	BGT50644	147000010002	Dúc - NS - BGT	Ca - CC - BGT	6/22/2021 10:00	6/22/2021 17:28	dút cáp	FTTH	VNPT
		Down	BGT09223	144000010027	Dúc - NS - BGT	Ca - CC - BGT	6/22/2021 10:00		router off VNPT đúng case	FTTH	VNPT
		Down	BGT09700	124000010428	Dúc - NS - BGT	Ca - CC - BGT	6/22/2021 10:00		CC đúng case, 3G UP lại	3G	FPT
		Down	BGT08158	115000020027	Dúc - NS - BGT	Ca - CC - BGT	6/22/2021 10:00	6/26/2021 13:15	cắm lại sim	3G	FPT
		Down	BGT08178	128000020119	Dúc - NS - BGT	Ca - CC - BGT	6/22/2021 10:00	6/23/2021 11:23	thay router	3G	FPT
		Down	BGT08211	127000020055	Dúc - NS - BGT	Ca - CC - BGT	6/22/2021 10:00	6/23/2021 14:37	thay sim	3G	FPT
		Down	BGT08246	153000020057	Dúc - NS - BGT	Ca - CC - BGT	6/22/2021 10:00	6/24/2021 17:57	rs router	3G	FPT
		Down	BGT08912	117000010026	Dúc - NS - BGT	Ca - CC - BGT	6/22/2021 10:00	6/22/2021 18:25	rs router	3G	FPT
		Down			Dúc - NS - BGT	FPT	6/23/2021 4:18	6/23/2021 10:42	chạy cáp		
		Down			Dúc - NS - BGT	FPT	6/23/2021 7:59	6/23/2021 8:16	chạy cáp		
6/24/2021	Dayshift	Down	BGT09668	124000020481	Dúc - NS - BGT	My - CC - BGT	6/23/2021 10:00	6/23/2021 16:39	lỗi cáp	FTTH	FPT
		Down	BGT07880	216000010007	Dúc - NS - BGT	My - CC - BGT	6/23/2021 10:00	6/23/2021 10:55	lỗi cáp LAN	FTTH	FPT
		Down	BGT08138	101000000124	Dúc - NS - BGT	My - CC - BGT	6/23/2021 10:00	6/23/2021 15:26	lư CVT	FTTH	FPT
		Down	BGT04229	103000030010	Dúc - NS - BGT	My - CC - BGT	6/23/2021 10:00	6/23/2021 14:00	lỗi nguồn modem	FTTH	FPT
		Down	BGT06936	131000030017	Dúc - NS - BGT	My - CC - BGT	6/23/2021 10:00	6/23/2021 14:34	tree modem	FTTH	VNPT
		Down	BGT06612	156000020030	Dúc - NS - BGT	My - CC - BGT	6/23/2021 10:00	6/23/2021 14:39	tree modem	FTTH	VNPT
		Down	BGT50651	147000010009	Dúc - NS - BGT	My - CC - BGT	6/23/2021 10:00	6/23/2021 13:15	kính tự up	FTTH	VNPT
		Down	BGT09090	152000020064	Dúc - NS - BGT	My - CC - BGT	6/23/2021 10:00	6/24/2021 4:09	rs router	3G	FPT
		Down	BGT09092	161000010034	Dúc - NS - BGT	My - CC - BGT	6/23/2021 10:00		FPT báo KH ko hề tự k	3G	FPT
		Down	BGT09106	114000020172	Dúc - NS - BGT	My - CC - BGT	6/23/2021 10:00	6/24/2021 10:00	cắm lại sim	3G	FPT
6/25/2021	Dayshift	Down	BGT08431	120000020176	Dúc - NS - BGT	My - CC - BGT	6/23/2021 10:00			3G	FPT
		Down	BGT08520	132000010121	Dúc - NS - BGT	My - CC - BGT	6/23/2021 10:00	6/25/2021 10:18	rs router	3G	FPT
		Down	BGT51333	124000040166	Dúc - NS - BGT	My - CC - BGT	6/23/2021 10:00	6/24/2021 18:45	rs sim	3G	VNPT
		Down	BGT06053	114000020140	Dúc - NS - BGT	Ca - CC - BGT	6/24/2021 10:00	6/26/2021 5:00	lỗi fe	FTTH	FPT
		Down	BGT08318	157000030026	Dúc - NS - BGT	Ca - CC - BGT	6/24/2021 10:00	6/25/2021 9:00	thay modem	FTTH	VNPT
		Down	BGT09786	101000060272	Dúc - NS - BGT	Ca - CC - BGT	6/24/2021 10:00	6/24/2021 15:45	kính tự UP	FTTH	VNPT
		Down	BGT07328	160000010018	Dúc - NS - BGT	Ca - CC - BGT	6/24/2021 10:00	6/25/2021 8:00	lỗi modem	FTTH	VNPT
		Down	BGT03992	131000010090	Dúc - NS - BGT	Ca - CC - BGT	6/24/2021 10:00	6/24/2021 15:15	rs router	3G	FPT
		Down	BGT04002	131000020002	Dúc - NS - BGT	Ca - CC - BGT	6/24/2021 10:00	6/24/2021 15:50	vệ sinh sim	3G	FPT
		Down	BGT04012	120000020199	Dúc - NS - BGT	Ca - CC - BGT	6/24/2021 10:00	6/26/2021 10:27	rs router	3G	FPT
6/26/2021	Dayshift	Down	BGT04038	127000020008	Dúc - NS - BGT	Ca - CC - BGT	6/24/2021 10:00	6/24/2021 13:15	rs router	3G	FPT
		Down	BGT0								

6/28/2021	Dayshift	Down	BGT01323	101000030249	Trường - NS - BGT	Thảo - CC - BGT	6/28/2021 10:00	6/28/2021 11:32	lỗi cáp	FTTH	FPT
		Down	BGT04553	124000010197	Trường - NS - BGT	Thảo - CC - BGT	6/28/2021 10:00	6/28/2021 11:55	đứt cáp	FTTH	FPT
		Down	BGT09524	144000020020	Trường - NS - BGT	Thảo - CC - BGT	6/28/2021 10:00		KH đi vắng, CC closed case	FTTH	FPT
		Down	BGT04285	101000070005	Trường - NS - BGT	Thảo - CC - BGT	6/28/2021 10:00	6/28/2021 12:58	suy hao cáp	FTTH	FPT
		Down	BGT06987	124000010312	Trường - NS - BGT	Thảo - CC - BGT	6/28/2021 10:00	6/28/2021 14:47	đứt cáp	FTTH	FPT
		Down	BGT09609	101000020694	Trường - NS - BGT	Thảo - CC - BGT	6/28/2021 10:00	6/28/2021 14:33	gãy PC	FTTH	FPT
		Down	BGT02466	128000010013	Trường - NS - BGT	Thảo - CC - BGT	6/28/2021 10:00	6/29/2021 11:21	lỗi đầu fe	FTTH	FPT
		Down	BGT05744	101000060185	Trường - NS - BGT	Thảo - CC - BGT	6/28/2021 10:00		Đã dịch, KH tạm nghỉ làm	FTTH	FPT
		Down	BGT09402	120000020194	Trường - NS - BGT	Thảo - CC - BGT	6/28/2021 10:00	6/28/2021 15:26	treo modem VNPT	FTTH	VNPT
		Down	BGT09842	146000020041	Trường - NS - BGT	Thảo - CC - BGT	6/28/2021 10:00	6/28/2021 8:56	gãy lại sim	3G	FPT
		Down	BGT08931	124000030269	Trường - NS - BGT	Thảo - CC - BGT	6/28/2021 10:00	6/28/2021 11:09	vết sinh sim	3G	FPT
		Down	BGT09518	101000090144	Trường - NS - BGT	Thảo - CC - BGT	6/28/2021 10:00	6/28/2021 18:45	khí hệ thống	3G	FPT
		Down	BGT09530	112000010037	Trường - NS - BGT	Thảo - CC - BGT	6/28/2021 10:00			3G	FPT
		Down	BGT09599	160000030030	Trường - NS - BGT	Thảo - CC - BGT	6/28/2021 10:00	6/28/2021 11:58	hệ hệ thống	3G	FPT
		Down	BGT09691	107000010126	Trường - NS - BGT	Thảo - CC - BGT	6/28/2021 10:00	6/28/2021 13:08	khí hệ thống	3G	FPT
		Down	BGT06625	210000010058	Trường - NS - BGT	Thảo - CC - BGT	6/28/2021 10:00	6/28/2021 13:44	rs sim	3G	VNPT
		Down	BGT05996	124000040102	Trường - NS - BGT	Thảo - CC - BGT	6/28/2021 10:00	6/29/2021 11:09	rs router	3G	VNPT
		Down	BGT08995	103000010019	Trường - NS - BGT	Tuyền - CC - BGT	6/29/2021 10:00	6/29/2021 15:19	lỗi đầu FC	FTTH	FPT
		Down	BGT09198	163000010013	Trường - NS - BGT	Tuyền - CC - BGT	6/29/2021 10:00	6/29/2021 11:12	KH rút thiết bị	FTTH	FPT
		Down	BGT08386	146000020033	Trường - NS - BGT	Tuyền - CC - BGT	6/29/2021 10:00	6/30/2021 12:10	lỗi hệ thống	FTTH	FPT
6/29/2021	Dayshift	Down	BGT03179	132000010112	Trường - NS - BGT	Tuyền - CC - BGT	6/29/2021 10:00	6/30/2021 10:27	gãy đầu FC	FTTH	FPT
		Down	BGT06083	101000010268	Trường - NS - BGT	Tuyền - CC - BGT	6/29/2021 10:00	6/30/2021 8:31	đứt cáp	FTTH	VNPT
		Down	BGT10005	928999990001	Trường - NS - BGT	Tuyền - CC - BGT	6/29/2021 10:00	6/30/2021 8:35	kéo lại cáp	FTTH	VNPT
		Down	BGT09852	118000010135	Trường - NS - BGT	Tuyền - CC - BGT	6/29/2021 10:00	6/29/2021 13:23	rs router	3G	FPT
		Down	BGT06511	160000030007	Trường - NS - BGT	Tuyền - CC - BGT	6/29/2021 10:00			3G	FPT
		Down	BGT06554	114000020146	Trường - NS - BGT	Tuyền - CC - BGT	6/29/2021 10:00	6/29/2021 14:47	cắm lại sim	3G	FPT
		Down	BGT06568	113000040014	Trường - NS - BGT	Tuyền - CC - BGT	6/29/2021 10:00			3G	FPT
		Down	BGT06665	161000020025	Trường - NS - BGT	Tuyền - CC - BGT	6/29/2021 10:00	6/29/2021 12:13	rs router	3G	FPT
		Down	BGT10005	925999990001	Trường - NS - BGT	Tuyền - CC - BGT	6/29/2021 10:00		KH báo tắt máy đổi vị trí, FPT closed case	3G	FPT
		Down	BGT51087	155000010001	Trường - NS - BGT	Tuyền - CC - BGT	6/29/2021 10:00	6/29/2021 14:44	rs router	3G	VNPT
		Down	BGT51247	147000010036	Trường - NS - BGT	Tuyền - CC - BGT	6/29/2021 10:00	6/29/2021 11:39	rs sim	3G	VNPT
		Down	BGT07216	103000010023	Trường - NS - BGT	Thảo - CC - BGT	6/30/2021 10:00	6/30/2021 11:18	Lỗi cáp	FTTH	FPT
6/30/2021	Dayshift	Down	BGT09198	163000010013	Trường - NS - BGT	Thảo - CC - BGT	6/30/2021 10:00	6/30/2021 14:58	đứt cáp	FTTH	FPT
		Down	BGT05418	124000030211	Trường - NS - BGT	Thảo - CC - BGT	6/30/2021 10:00	6/30/2021 15:45	đứt cáp	FTTH	FPT
		Down	BGT03879	152000020005	Trường - NS - BGT	Thảo - CC - BGT	6/30/2021 10:00			FTTH	FPT
		Down	BGT09832	141000010038	Trường - NS - BGT	Thảo - CC - BGT	6/30/2021 10:00	6/30/2021 15:06	lỗi cấu hình modem	FTTH	VNPT
		Down	BGT09540	163000010020	Trường - NS - BGT	Thảo - CC - BGT	6/30/2021 10:00			3G	FPT