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

Số/*No.*: 2758.../BMO-CNTT
V/v: Báo cáo và kiểm soát công tác giám sát vận hành HTKT
Re. Report and supervise on technical system operation

TP. Hồ Chí Minh, ngày 05 tháng 04 năm 2021
Ho Chi Minh City, April 05th 2021

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 Thinh 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
BERJAYA CORPORATION BERHAD
PROJECT MANAGEMENT OFFICE OF
BERJAYA CORPORATION BERHAD

VĂN PHÒNG ĐIỀU HÀNH DỰ ÁN CỦA BERJAYA CORPORATION BERHAD

Mr. CHUA CHUN FONG

Information Label: CONFIDENTIAL - Company: BERJAYA GIA THINH INVESTMENT TECHNOLOGY INC.

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

BGT ONLINE SYSTEM DAILY CHECK LIST

Date : 01/03/2021 to 07/03/2021		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	SOD	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 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 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 openining-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 06:10AM then after every 10 minutes until 09:50PM	✓	✓	✓	✓	✓	✓	✓
	Performed By	Nam	Quốc	Dương	Hiếu	Hiếu	Hiếu	Hiếu
	Checked By	Minh	Huy	Huy	Khánh	Nam	Thanh	Thanh

Information Label: CONFIDENTIAL Company: BERJAYA GIA THINH INVESTMENT TECHNOLOGY JSC

BGT ONLINE SYSTEM DAILY CHECK LIST

Date : 01/03/2021 to 07/03/2021		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 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 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*	x	x	x	x	x	x	x
16	*Display the available space on the OSS cluster hard drives*	x	x	x	x	x	x	x
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 @chkhcfile after End-of-Day completed	✓	✓	✓	✓	✓	✓	✓
26	Confirm onsite backup for OSS has completed successfully	✓	✓	✓	✓	✓	✓	✓
27	FTP the OSS reports (eod, 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-hint tomorrow MIS logger tapes	✓	✓	✓	✓	✓	✓	✓
33	Make sure MIW1 and MIW2, MIS and OSS1 and OSS2 have been logged off	✓	✓	✓	✓	✓	✓	✓
	Performed By	Huy	Huy	Khánh	Nam	Thanh	Thanh	Minh
	Checked by	Khánh	Khánh	Huy	Thanh	Nam	Minh	Vũ
	Approved by							

Information label: CONFIDENTIAL Company: BERJAYA CHINA INVESTMENT TECHNOLOGY JSC

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

BGT ONLINE SYSTEM DAILY CHECK LIST

Date : 05/03/2021 to 14/03/2021		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	SOD	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 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	√	x	x	√	x	√	x
29	Define one future Max 3D draw	x	√	x	√	x	√	x
30	Define one future Max 4D draw	x	x	√	x	√	x	√
31	Define one future Power 6/55 draw	x	x	√	x	√	x	√
32	Enable Sales	√	√	√	√	√	√	√
33	Keep monitoring status of system and Keno draws openining-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 06:10AM then after every 10 minutes until 09:50PM	√	√	√	√	√	√	√
	Performed By	Nam	Nam	Nam	Huy	Minh	Huy	Khanh
	Checked By	Minh	Thanh	Thanh	Thanh	Thanh	Khanh	Huy

BGT ONLINE SYSTEM DAILY CHECK LIST

Date : 08/03/2021 to 14/03/2021		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 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 Vietlot -Closed exactly at 00:10AM 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	*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 @chkbcpfile after End-of-Day completed	✓	✓	✓	✓	✓	✓	✓
26	Confirm onsite backup for OSS has completed successfully	✓	✓	✓	✓	✓	✓	✓
27	FTP the OSS reports (eod, 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	Thanh	Huy	Nam	Huy	Khanh	Minh	Khanh
	Checked by	Thanh	Thanh	Thanh	Thanh	Thanh	Khanh	Minh
	Approved by							

Information Label: CONFIDENTIAL Company: PERJAYA GIA THINH INVESTMENT TECHNOLOGY JSC

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

BGT ONLINE SYSTEM DAILY CHECK LIST

Date : 15/03/2021 to 21/03/2021		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	SOD	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 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 cod 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 06:10AM then after every 10 minutes until 09:50PM	✓	✓	✓	✓	✓	✓	✓
	Performed By	Huy	Huy	Minh	Minh	Man	Hiếu	Hiếu
	Checked By	Khánh	Khánh	Vũ	Quá	Vũ	Vũ	Dũng

Information Label: CONFIDENTIAL Company: BERJAYA GIA DINH INVESTMENT TECHNOLOGY JSC

BGT ONLINE SYSTEM DAILY CHECK LIST

Date : 15/03/2021 to 21/03/2021		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 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 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*	x	x	x	x	x	x	x
16	*Display the available space on the OSS cluster hard drives*	x	x	x	x	x	x	x
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 @clikhetfile after End-of-Day completed	✓	✓	✓	✓	✓	✓	✓
26	Confirm onsite backup for OSS has completed successfully	✓	✓	✓	✓	✓	✓	✓
27	FTP the OSS reports (eod, 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	Khanh	[illegible]	[illegible]	[illegible]	[illegible]	Dung	V. Minh
	Checked by	Huy	Khanh	[illegible]	Minh	Minh	V. Minh	Dung
	Approved by							

Information Level: CONFIDENTIAL Company: KENKAVA GIA TUAN INVESTMENT TECHNOLOGY JSC

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

BGT ONLINE SYSTEM DAILY CHECK LIST

Date : 22/03/2021 to 28/03/2021		Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
	SOD	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 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 openning/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 06:10AM then after every 10 minutes until 00:50PM	✓	✓	✓	✓	✓	✓	✓
	Performed By	Minh Hiếu	A. Huy	Đ. Huy	E. Huy	M. Hiếu	M. Hiếu	A. Huy
	Checked By	Văn Minh	Khanh	Dũng	M. Hiếu	Minh	Đ. Huy	Hoàn

BGT ONLINE SYSTEM DAILY CHECK LIST

Date : 22/03/2021 to 28/03/2021		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 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 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	*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 @chkbcpfile after End-of-Day completed	✓	✓	✓	✓	✓	✓	✓
26	Confirm onsite backup for OSS has completed successfully	✓	✓	✓	✓	✓	✓	✓
27	FTP the OSS reports (eod, 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	Nam	Dũng	H. Hiếu	H. Hiếu	P. Huy	P. Huy	Dũng
	Checked by	Khanh	Huy	Dũng	Dũng	Dũng	Dũng	Dũng
	Approved by							

Information Label: CONFIDENTIAL Company: BERJAYA GIA THINH INVESTMENT TECHNOLOGY JSC

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

BGT ONLINE SYSTEM DAILY CHECK LIST

Date : 29/03/2021 to 31/03/2021		Monday	Tuesday	Wednesday
	SOD	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 openning/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 05:10AM then after every 10 minutes until 09:50PM	✓	✓	✓
	Performed By	Dũng	Nam	Hải
	Checked By	Nam	M. Hiếu	Nam

Information Label: CONFIDENTIAL Company: BERJAYA DIA THINH INVESTMENT TECHNOLOGY JSC

BGT ONLINE SYSTEM DAILY CHECK LIST

Date : 29/03/2021 to 31/03/2021		Monday	Tuesday	Wednesday
	SYSTEM CLOSE & EOD	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 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	*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 @chkbetfile after End-of-Day completed	✓	✓	✓
26	Confirm onsite backup for OSS has completed successfully	✓	✓	✓
27	FTP the OSS reports (eod, 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-hut tomorrow MIS logger tapes	✓	✓	✓
33	Make sure MIW1 and MIW2, MIS and OSS1 and OSS2 have been logged off	✓	✓	✓
	Performed By	M. Hiu	Nam	Quoc
	Checked by	Dung	Khanh	Khanh
	Approved by			

Information Label: CONFIDENTIAL Company: BERJAYA GIA THỊNH INVESTMENT TECHNOLOGY JSC

BÁO CÁO HIỆU SUẤT DỊCH VỤ
SERVICE PERFORMANCE REPORT

Từ ngày 01 đến ngày 31 tháng 03 năm 2021

From 01st to 31st, March 2021

Thời gian *Time*	**Số cuộc gọi đến Tổng Đài (cuộc)** *Total calls*	**Số cuộc gọi đạt yêu cầu (cuộc)** *Service target*	**Tốc độ tiếp nhận cuộc gọi bình quân (giây)** *Avg speed ans*	**Số cuộc gọi tiếp nhận trước 30 giây (cuộc)** *Call serviced before 30s*	**Số cuộc gọi tiếp nhận sau 30 giây (cuộc)** *Call serviced after 30s*	**Cấp độ dịch vụ (%)** *Service level*
March 2021	3093	2956	0:06	2950	6	96%

Ngày 01 tháng 04 năm 2021

Đoàn Minh Tâm

Information Label: CONFIDENTIAL Company: BERJAYA GIA THỊNH INVESTMENT TECHNOLOGY JSC

BÁO CÁO LƯU LƯỢNG CUỘC GỌI
CALL TRAFFIC REPORT

Từ ngày 01 đến ngày 31 tháng 03 năm 2021

From 01st to 31st March 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)** *Servced 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*
March 2021	3093	2956	2956	96%	100%	:03:15	137	6	:01:05	3717	:01:01

Ngày 01 tháng 04 năm 2021

Đoàn Minh Tâm

BÁO CÁO TỔNG HỢP TÌNH HÌNH TIẾP NHẬN THÔNG TIN

SUMMARY OF RECEIVING DATA REPORT

Từ ngày 01 đến ngày 31 tháng 03 năm 2021

From 01st to 31st, March 2021

Phân loại nghiệp vụ *Type of data*	**Số cuộc gọi trả lời (cuộc)** *Answer call*	**Tỷ lệ (%)** *%*	**Phân loại chi tiết nghiệp vụ giải đáp** *Detail of data*	**Tổng số cuộc gọi đến (cuộc)** *Total call*	**Tỷ lệ phân loại chi tiết** *%*	**Tỷ lệ trên tổng số cuộc gọi giải đáp (%)** *Total received call*
Operation *Hỗ trợ nghiệp vụ*	256	8,66%	Cuộc gọi hỗ trợ nghiệp vụ *Call regarding Operation Case*	270	8,66%	94,81%
Other *Các vấn đề khác*	301	10,18%	Cuộc gọi hỗ trợ các vấn đề khác *Call regarding Other Case*	308	10,18%	97,73%
Tech *Hỗ trợ các vấn đề kỹ thuật*	2399	81,16%	Cuộc gọi hỗ trợ các vấn đề kỹ thuật *Call regarding Technical Case*	2515	81,16%	95,39%

Ngày 01 tháng 04 năm 2021

Đoàn Minh Tâm

BÁO CÁO HIỆU SUẤT DỊCH VỤ
SERVICE PERFORMANCE REPORT

Thời gian *Time*	**Phân loại nghiệp vụ** *Type of data*	**Tổng số cuộc gọi đến (cuộc)** *Total call*	**Số Cuộc Gọi Đạt Yêu Cầu (Cuộc)** *Service target*	**Tốc độ tiếp nhận cuộc gọi bình quân (Giây)** *Avg Speed Ans*	**Số Cuộc Gọi Tiếp Nhận Trước 30 Giây** *Call serviced before 30s*	**Số Cuộc Gọi Tiếp Nhận Sau 30 Giây** *Call serviced after 30s*	**Cấp Độ Dịch Vụ (%)** *Service level*
March 2021	Hỗ trợ vấn đề kỹ thuật *Tech*	2515	2399	6	2393	6	95%
	Các vấn đề khác *Other*	308	301	6	301	0	98%
	Hỗ trợ nghiệp vụ *Operation*	270	256	6	256	0	95%
Total		**3093**	**2956**	**6**	**2950**	**6**	**96%**

Ngày 01 tháng 04 năm 2021

Đoàn Minh Tâm

Information Label: CONFIDENTIAL Company: BERJAYA GIA THỊNH INVESTMENT TECHNOLOGY JSC

BÁO CÁO HIỆU SUẤT DỊCH VỤ
SERVICE PERFORMANCE REPORT

Từ ngày 01 đến ngày 31 tháng 03 năm 2021

From 01st to 31st, March 2021

Thời gian *Time*	**Số cuộc gọi đến Tổng Đài (cuộc)** *Total calls*	**Số cuộc gọi đạt yêu cầu (cuộc)** *Service target*	**Tốc độ tiếp nhận cuộc gọi bình quân (giây)** *Avg speed ans*	**Số cuộc gọi tiếp nhận trước 30 giây (cuộc)** *Call serviced before 30s*	**Số cuộc gọi tiếp nhận sau 30 giây (cuộc)** *Call serviced after 30s*	**Cấp độ dịch vụ (%)** *Service level*
March 2021	3093	2956	0:06	2950	6	96%

Ngày 01 tháng 04 năm 2021

Đoàn Minh Tâm

Information Label: CONFIDENTIAL Company: BERJAYA GIA THỊNH INVESTMENT TECHNOLOGY JSC

BÁO CÁO LƯU LƯỢNG CUỘC GỌI
CALL TRAFFIC REPORT

Từ ngày 01 đến ngày 31 tháng 03 năm 2021

From 01st to 31st March 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)** *Servced 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*
March 2021	3093	2956	2956	96%	100%	:03:15	137	6	:01:05	3717	:01:01

Ngày 01 tháng 04 năm 2021

Đoàn Minh Tâm

BÁO CÁO TỔNG HỢP TÌNH HÌNH TIẾP NHẬN THÔNG TIN

SUMMARY OF RECEIVING DATA REPORT

Từ ngày 01 đến ngày 31 tháng 03 năm 2021

From 01st to 31st, March 2021

Phân loại nghiệp vụ *Type of data*	**Số cuộc gọi trả lời (cuộc)** *Answer call*	**Tỷ lệ (%)** *%*	**Phân loại chi tiết nghiệp vụ giải đáp** *Detail of data*	**Tổng số cuộc gọi đến (cuộc)** *Total call*	**Tỷ lệ phân loại chi tiết** *%*	**Tỷ lệ trên tổng số cuộc gọi giải đáp (%)** *Total received call*
Operation *Hỗ trợ nghiệp vụ*	256	8,66%	Cuộc gọi hỗ trợ nghiệp vụ *Call regarding Operation Case*	270	8,66%	94,81%
Other *Các vấn đề khác*	301	10,18%	Cuộc gọi hỗ trợ các vấn đề khác *Call regarding Other Case*	308	10,18%	97,73%
Tech *Hỗ trợ các vấn đề kỹ thuật*	2399	81,16%	Cuộc gọi hỗ trợ các vấn đề kỹ thuật *Call regarding Technical Case*	2515	81,16%	95,39%

Ngày 01 tháng 04 năm 2021

Đoàn Minh Tâm

BÁO CÁO HIỆU SUẤT DỊCH VỤ
SERVICE PERFORMANCE REPORT

Thời gian *Time*	**Phân loại nghiệp vụ** *Type of data*	**Tổng số cuộc gọi đến (cuộc)** *Total call*	**Số Cuộc Gọi Đạt Yêu Cầu (Cuộc)** *Service target*	**Tốc độ tiếp nhận cuộc gọi bình quân (Giây)** *Avg Speed Ans*	**Số Cuộc Gọi Tiếp Nhận Trước 30 Giây** *Call serviced before 30s*	**Số Cuộc Gọi Tiếp Nhận Sau 30 Giây** *Call serviced after 30s*	**Cấp Độ Dịch Vụ (%)** *Service level*
March 2021	Hỗ trợ vấn đề kỹ thuật *Tech*	2515	2399	6	2393	6	95%
	Các vấn đề khác *Other*	308	301	6	301	0	98%
	Hỗ trợ nghiệp vụ *Operation*	270	256	6	256	0	95%
Total		**3093**	**2956**	**6**	**2950**	**6**	**96%**

Ngày 01 tháng 04 năm 2021

Đoàn Minh Tâm

Information Label: CONFIDENTIAL Company: CÔNG TY TNHH INVESTMENT TECHNOLOGY

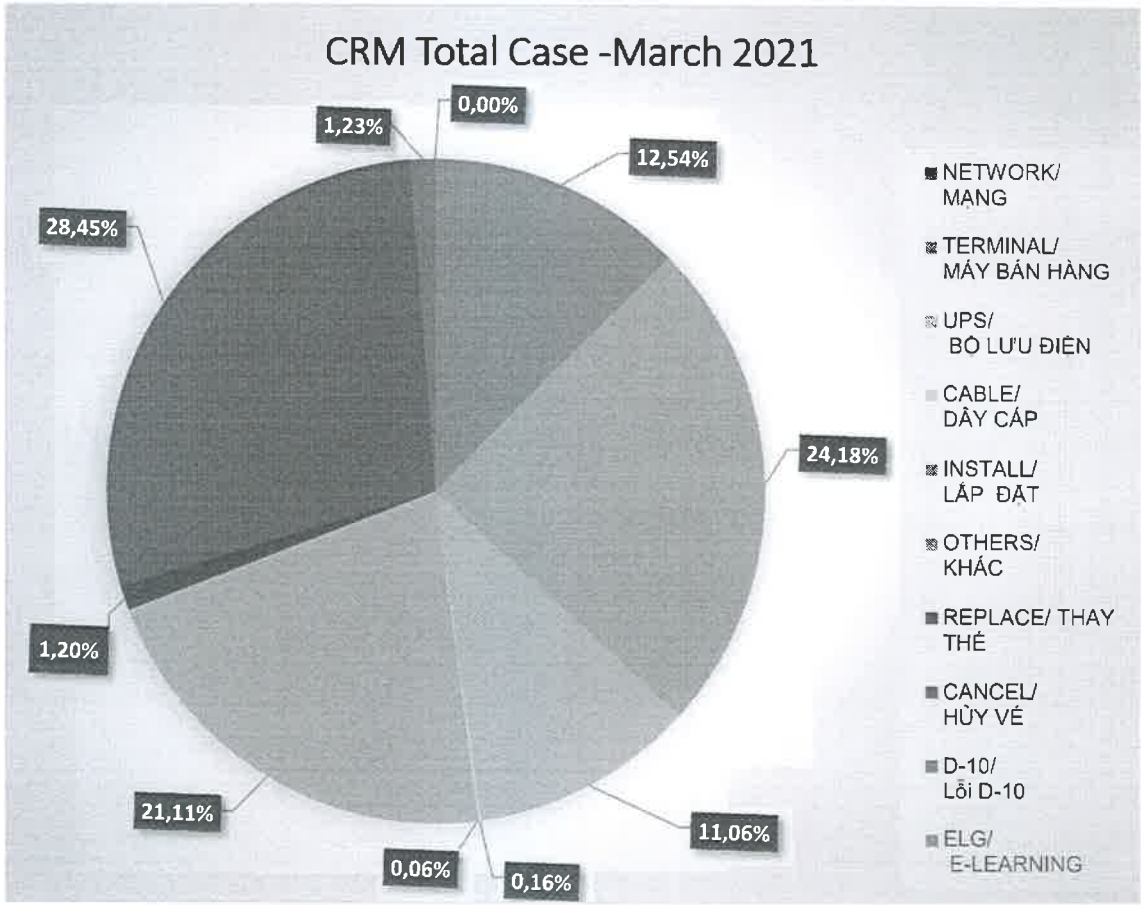
MONTHLY CHART REPORT OF CASE ON CRM SYSTEM

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

(March, 2021)

(Tháng 03 Năm 2021)

MARCH 2021	NETWORK/ MẠNG	TERMINAL/ MÁY BÁN HÀNG	UPS/ BỘ LƯU ĐIỆN	CABLE/ DÂY CÁP	INSTALL/ LẮP ĐẶT	OTHERS/ KHÁC	REPLACE/ THAY THẾ	CANCEL/ HỦY VÉ	D-10/ Lỗi D-10	ELG/ E-LEARNING	TOTAL/ TỔNG CỘNG
Total case	388	748	342	5	2	653	37	880	38	0	3093
Percentage	12,54%	24,18%	11,06%	0,16%	0,06%	21,11%	1,20%	28,45%	1,23%	0,0%	100%



BGT Disk Usage Report (To Store Database)

DATE: 01 / 04 / 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	Checked by	Verified by
Trần Thiên Dũng	Đỗ Trung Hiếu	Trần Tấn Phong

Nhật Ký Ra Vào Phòng Server PDC (Tháng 3/2021)												
Date	Time	Terminal ID	User ID	Name	Employee ID	Class	Mode	Type	Result	Property	External Device	Pass Count
3/1/2021	0:37:47	0001 : bgt	14			Visitor	Access	Card	Success	1100		0
3/1/2021	17:29:03	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/1/2021	21:50:57	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/2/2021	0:17:28	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/2/2021	17:31:57	0001 : bgt	16			Visitor	Access	Card	Success	1100		0
3/2/2021	21:54:09	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/3/2021	0:23:45	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/3/2021	17:31:09	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/3/2021	21:51:10	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/4/2021	0:24:27	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/4/2021	17:32:12	0001 : bgt	16			Visitor	Access	Card	Success	1100		0
3/4/2021	21:49:42	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/5/2021	0:23:18	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/5/2021	17:29:49	0001 : bgt	16			Visitor	Access	Card	Success	1100		0
3/5/2021	21:52:09	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/6/2021	0:27:58	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/6/2021	17:35:21	0001 : bgt	16			Visitor	Access	Card	Success	1100		0
3/6/2021	21:48:23	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/7/2021	0:30:01	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/7/2021	17:30:57	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/7/2021	21:53:33	0001 : bgt	****			Visitor	Access	Card	Invalid User	1100		0
3/7/2021	21:53:34	0001 : bgt	14			Visitor	Access	Card	Success	1100		0
3/8/2021	0:27:57	0001 : bgt	14			Visitor	Access	Card	Success	1100		0
3/8/2021	17:27:57	0001 : bgt	15			Visitor	Access	Card	Success	1100		0
3/8/2021	17:28:00	0001 : bgt	15			Visitor	Access	Card	Success	1100		0
3/8/2021	21:56:25	0001 : bgt	****			Visitor	Access	Card	Invalid User	1100		0
3/8/2021	21:56:28	0001 : bgt	11			Visitor	Access	Card	Success	1100		0
3/9/2021	0:29:19	0001 : bgt	11			Visitor	Access	Card	Success	1100		0
3/9/2021	17:26:40	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/9/2021	21:51:22	0001 : bgt	****			Visitor	Access	Card	Invalid User	1100		0
3/9/2021	21:51:23	0001 : bgt	14			Visitor	Access	Card	Success	1100		0
3/10/2021	0:34:07	0001 : bgt	14			Visitor	Access	Card	Success	1100		0

3/10/2021	17:27:28	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/11/2021	0:34:45	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/11/2021	17:30:03	0001 : bgt	17			Visitor	Access	Card	Success	1100		0
3/11/2021	21:47:31	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/12/2021	0:37:22	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/12/2021	17:28:11	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/12/2021	21:50:36	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/13/2021	0:39:52	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/13/2021	17:32:22	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/13/2021	21:51:26	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/14/2021	0:40:17	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/14/2021	17:29:32	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/14/2021	21:51:36	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/15/2021	0:43:48	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/15/2021	17:20:59	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/15/2021	22:09:20	0001 : bgt	11			Visitor	Access	Card	Success	1100		0
3/16/2021	0:49:51	0001 : bgt	****			Visitor	Access	Card	Invalid User	1100		0
3/16/2021	0:50:02	0001 : bgt	11			Visitor	Access	Card	Success	1100		0
3/16/2021	17:30:00	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/16/2021	21:54:38	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/17/2021	0:43:10	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/17/2021	17:31:25	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/17/2021	21:46:22	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/18/2021	0:50:50	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/18/2021	17:29:42	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/18/2021	22:02:50	0001 : bgt	****			Visitor	Access	Card	Invalid User	1100		0
3/18/2021	22:02:52	0001 : bgt	14			Visitor	Access	Card	Success	1100		0
3/19/2021	0:54:06	0001 : bgt	14			Visitor	Access	Card	Success	1100		0
3/19/2021	11:25:49	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/19/2021	17:30:20	0001 : bgt	14			Visitor	Access	Card	Success	1100		0
3/19/2021	21:53:34	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/20/2021	0:32:05	0001 : bgt	12			Visitor	Access	Card	Success	1100		0
3/20/2021	17:30:30	0001 : bgt	14			Visitor	Access	Card	Success	1100		0
3/20/2021	21:51:28	0001 : bgt	20			Visitor	Access	Card	Success	1100		0

3/21/2021	0:37:04	0001 : bgt	20			Visitor	Access	Card	Success	1100		0
3/21/2021	17:30:59	0001 : bgt	14			Visitor	Access	Card	Success	1100		0
3/21/2021	21:49:35	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/22/2021	1:02:29	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/22/2021	17:30:29	0001 : bgt	16			Visitor	Access	Card	Success	1100		0
3/22/2021	21:52:48	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/23/2021	0:38:16	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/23/2021	11:33:47	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/23/2021	17:30:41	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/23/2021	21:44:37	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/24/2021	0:44:31	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/24/2021	17:30:22	0001 : bgt	14			Visitor	Access	Card	Success	1100		0
3/24/2021	21:48:31	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/25/2021	0:55:10	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/25/2021	17:31:30	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/25/2021	21:49:20	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/26/2021	1:27:18	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/26/2021	17:30:17	0001 : bgt	14			Visitor	Access	Card	Success	1100		0
3/26/2021	21:49:02	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/27/2021	1:13:42	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/27/2021	17:32:56	0001 : bgt	17			Visitor	Access	Card	Success	1100		0
3/27/2021	21:50:58	0001 : bgt	14			Visitor	Access	Card	Success	1100		0
3/28/2021	1:14:58	0001 : bgt	14			Visitor	Access	Card	Success	1100		0
3/28/2021	17:30:51	0001 : bgt	14			Visitor	Access	Card	Success	1100		0
3/28/2021	21:59:12	0001 : bgt	****			Visitor	Access	Card	Invalid User	1100		0
3/28/2021	21:59:16	0001 : bgt	17			Visitor	Access	Card	Success	1100		0
3/29/2021	1:09:35	0001 : bgt	17			Visitor	Access	Card	Success	1100		0
3/29/2021	17:35:48	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/29/2021	21:50:56	0001 : bgt	14			Visitor	Access	Card	Success	1100		0
3/30/2021	0:55:38	0001 : bgt	14			Visitor	Access	Card	Success	1100		0
3/30/2021	17:32:54	0001 : bgt	****			Visitor	Access	Card	Invalid User	1100		0
3/30/2021	17:33:03	0001 : bgt	****			Visitor	Access	Card	Invalid User	1100		0
3/30/2021	17:33:11	0001 : bgt	11			Visitor	Access	Card	Success	1100		0
3/30/2021	21:50:21	0001 : bgt	19			Visitor	Access	Card	Success	1100		0
3/31/2021	0:52:34	0001 : bgt	19			Visitor	Access	Card	Success	1100		0

Nhật Ký Vận Hành Mạng BGT (Tháng 03/2021)

Date	Shifts	Sites				Forwarder	Receiver	Occurrance	Uptime	Reason	Note	ISP
		PDC/DRC		OUTLETs								
3/1/2021	Dayshift		Down	BGT07854	141000010031	Hai - NS - BGT	Hanh - CC - BGT	3/1/21 10:00	3/2/21 16:02	lỗi dây nhảy	FTTH	FPT
			Down	BGT07870	122000030029	Hai - NS - BGT	Hanh - CC - BGT	3/1/21 10:00	3/1/21 12:18	đứt cáp	FTTH	FPT
			Down	BGT06604	114000010112	Hai - NS - BGT	Hanh - CC - BGT	3/1/21 10:00	3/1/21 12:15	rs router	FTTH	FPT
			Down	BGT01493	116000030014	Hai - NS - BGT	Hanh - CC - BGT	3/1/21 10:00	KH làm mất modem. CC tạm đóng case		FTTH	FPT
			Down	BGT06364	138000010002	Hai - NS - BGT	Hanh - CC - BGT	3/1/21 10:00	3/4/21 8:12	kênh tự up	FTTH	FPT
			Down	BGT00183	101000030008	Hai - NS - BGT	Hanh - CC - BGT	3/1/21 10:00	3/1/21 16:17	hư nguồn cvt	FTTH	FPT
			Down	BGT01185	107000010020	Hai - NS - BGT	Hanh - CC - BGT	3/1/21 10:00	3/1/21 16:00	đứt cáp	FTTH	FPT
			Down	BGT03367	120000020069	Hai - NS - BGT	Hanh - CC - BGT	3/1/21 10:00	3/1/21 16:42	đứt cáp	FTTH	FPT
			Down	BGT07898	101000050353	Hai - NS - BGT	Hanh - CC - BGT	3/1/21 10:00	3/1/21 16:00	gãy đầu cáp quang	FTTH	FPT
			Down	BGT08413	101000050370	Hai - NS - BGT	Hanh - CC - BGT	3/1/21 10:00	3/3/21 7:30	đứt cáp	FTTH	FPT
			Down	BGT08596	158000020014	Hai - NS - BGT	Hanh - CC - BGT	3/1/21 10:00	3/2/21 15:57	mất cấu hình	FTTH	VNPT
			Down	BGT08650	146000010045	Hai - NS - BGT	Hanh - CC - BGT	3/1/21 10:00	3/1/21 14:28	đứt cáp	FTTH	VNPT
			Down	BGT06731	133000010051	Hai - NS - BGT	Hanh - CC - BGT	3/1/21 10:00	3/1/21 16:30	treo thiết bị	FTTH	VNPT
			Down	BGT06604	114000010112	Hai - NS - BGT	Hanh - CC - BGT	3/1/21 10:00	3/2/21 12:15	reset router	3G	FPT
			Down	BGT03589	101000040313	Hai - NS - BGT	Hanh - CC - BGT	3/1/21 10:00	3/2/21 12:17	kh hệ thống	3G	FPT
			Down	BGT00185	101000030054	Hai - NS - BGT	Hanh - CC - BGT	3/1/21 10:00	3/1/21 14:17	rs router	3G	FPT
			Down	BGT01778	118000020023	Hai - NS - BGT	Hanh - CC - BGT	3/1/21 10:00	3/1/21 14:00	rs router	3G	FPT
			Down	BGT01692	118000010016	Hai - NS - BGT	Hanh - CC - BGT	3/1/21 10:00	3/2/21 15:08	vệ sinh sim	3G	FPT
			Down	BGT09240	116000030037	Hai - NS - BGT	Hanh - CC - BGT	3/1/21 10:00	3/1/21 14:50	rs router	3G	FPT
			Down	BGT01547	116000010030	Hai - NS - BGT	Hanh - CC - BGT	3/1/21 10:00	3/2/21 14:49	reset router	3G	FPT
			Down	BGT07876	216000010003	Hai - NS - BGT	Hanh - CC - BGT	3/1/21 10:00	3/1/21 15:44	cắm lại sim	3G	FPT
			Down	BGT50448	232000010009	Hai - NS - BGT	Hanh - CC - BGT	3/1/21 10:00	3/2/21 8:47	vệ sinh sim	3G	VNPT
			Down	BGT51247	147000010036	Hai - NS - BGT	Hanh - CC - BGT	3/1/21 10:00	3/1/21 7:43	treo SIM	3G	VNPT
3/2/2021	Dayshift		Down	BGT05367	152000010033	Trường - NS - BGT	Ca - CC - BGT	3/2/21 10:00	3/2/21 12:49	gãy FC	FTTH	FPT
			Down	BGT00958	163000020003	Trường - NS - BGT	Ca - CC - BGT	3/2/21 10:00	3/2/21 15:47	lỏng dây	FTTH	FPT
			Down	BGT01281	102000020033	Trường - NS - BGT	Ca - CC - BGT	3/2/21 10:00	x cần hỗ trợ, FPT đóng case		FTTH	FPT
			Down	BGT00008	101000010049	Trường - NS - BGT	Ca - CC - BGT	3/2/21 10:00	3/2/21 15:55	đứt dây nhảy	FTTH	FPT
			Down	BGT07017	101000050331	Trường - NS - BGT	Ca - CC - BGT	3/2/21 10:00	3/2/21 15:42	đứt cáp quang	FTTH	FPT
			Down	BGT08231	108000020046	Trường - NS - BGT	Ca - CC - BGT	3/2/21 10:00	3/3/21 4:53	đứt cáp	FTTH	FPT
			Down	BGT09281	113000020032	Trường - NS - BGT	Ca - CC - BGT	3/2/21 10:00	3/2/21 16:25	gãy FC	FTTH	FPT
			Down	BGT03561	101000030365	Trường - NS - BGT	Ca - CC - BGT	3/2/21 10:00	3/3/21 15:25	rs router	3G	FPT
			Down	BGT02370	124000030033	Trường - NS - BGT	Ca - CC - BGT	3/2/21 10:00	3/2/21 14:50	reset router	3G	FPT
			Down	BGT01778	118000020023	Trường - NS - BGT	Ca - CC - BGT	3/2/21 10:00	3/2/21 13:36	vệ sinh sim	3G	FPT
			Down	BGT07230	124000030246	Trường - NS - BGT	Ca - CC - BGT	3/2/21 10:00	3/3/21 14:30	rs router	3G	FPT
			Down	BGT51266	115000010005	Trường - NS - BGT	Ca - CC - BGT	3/2/21 10:00	3/2/21 14:20	reset router	3G	VNPT
			Down	BGT50217	256000010026	Trường - NS - BGT	Ca - CC - BGT	3/2/21 10:00	3/2/21 15:07	reset router	3G	VNPT
			Down	BGT50695	236000010004	Trường - NS - BGT	Ca - CC - BGT	3/2/21 10:00	3/2/21 14:26	reset router	3G	VNPT
			Down	BGT51219	155000020016	Trường - NS - BGT	Ca - CC - BGT	3/2/21 10:00	3/2/21 14:00	reset router	3G	VNPT
			Down	BGT50312	139000020016	Trường - NS - BGT	Ca - CC - BGT	3/2/21 10:00	3/2/21 14:20	vệ sinh sim	3G	VNPT
3/3/2021	Dayshift		Down	BGT08004	109000010121	Hai - NS - BGT	Ngoc - CC - BGT	3/3/21 10:00	3/3/21 13:30	gãy fc	FTTH	FPT
			Down	BGT09233	154000020029	Hai - NS - BGT	Ngoc - CC - BGT	3/3/21 10:00	3/3/21 16:00	treo thiết bị	FTTH	FPT
			Down	BGT03883	101000040417	Hai - NS - BGT	Ngoc - CC - BGT	3/3/21 10:00	3/3/21 14:21	kênh tự up	FTTH	FPT
			Down	BGT06335	160000010006	Hai - NS - BGT	Ngoc - CC - BGT	3/3/21 10:00	3/3/21 10:50	đứt cáp	FTTH	FPT
			Down	BGT04908	162000030016	Hai - NS - BGT	Ngoc - CC - BGT	3/3/21 10:00	3/4/21 8:34	kênh tự UP	FTTH	VNPT
			Down	BGT07508	1010000701.39	Hai - NS - BGT	Ngoc - CC - BGT	3/3/21 10:00	3/3/21 16:24	lỗi modem	FTTH	VNPT
			Down	BGT09330	116000030039	Hai - NS - BGT	Ngoc - CC - BGT	3/3/21 10:00	3/4/21 18:05	lỗi thiết bị VNPT	FTTH	VNPT
			Down	BGT04908	162000030016	Hai - NS - BGT	Ngoc - CC - BGT	3/3/21 10:00	3/4/21 16:20	reset router	3G	FPT
			Down	BGT02370	124000030033	Hai - NS - BGT	Ngoc - CC - BGT	3/3/21 10:00	3/3/21 14:31	rs router	3G	FPT
			Down	BGT07214	124000010321	Hai - NS - BGT	Ngoc - CC - BGT	3/3/21 10:00	3/10/21 10:22	rs router	3G	FPT
			Down	BGT01547	116000010030	Hai - NS - BGT	Ngoc - CC - BGT	3/3/21 10:00	3/3/21 12:06	rs router	3G	FPT
			Down	BGT03271	124000020166	Hai - NS - BGT	Ngoc - CC - BGT	3/3/21 10:00	3/5/21 11:13	rs router	3G	FPT
			Down	BGT04752	122000020026	Hai - NS - BGT	Ngoc - CC - BGT	3/3/21 10:00	3/4/21 14:57	cắm lại sim	3G	FPT
			Down	BGT00185	101000030054	Hai - NS - BGT	Ngoc - CC - BGT	3/3/21 10:00	3/3/21 15:00	rs router	3G	FPT
			Down	BGT50372	105000010013	Hai - NS - BGT	Ngoc - CC - BGT	3/3/21 10:00	3/4/21 9:23	rs router	3G	VNPT
			Down	BGT51219	155000020016	Hai - NS - BGT	Ngoc - CC - BGT	3/3/21 10:00	3/3/21 17:00	rs router	3G	VNPT
3/4/2021	Dayshift		Down	BGT01913	101000030268	Trường - NS - BGT	Lộc - CC - BGT	3/4/21 10:00	3/4/21 10:31	gãy đầu fc	FTTH	FPT
			Down	BGT08523	120000010116	Trường - NS - BGT	Lộc - CC - BGT	3/4/21 10:00	3/5/21 10:26	treo cvt	FTTH	FPT
			Down	BGT07431	101000050343	Trường - NS - BGT	Lộc - CC - BGT	3/4/21 10:00	3/4/21 15:12	Lỏng nguồn điện	FTTH	FPT
			Down	BGT03359	124000010160	Trường - NS - BGT	Lộc - CC - BGT	3/4/21 10:00	3/4/21 16:18	lỗi FC	FTTH	FPT
			Down	BGT03648	124000020288	Trường - NS - BGT	Lộc - CC - BGT	3/4/21 10:00	3/4/21 15:55	lỗi FC	FTTH	FPT
			Down	BGT05892	108000020042	Trường - NS - BGT	Lộc - CC - BGT	3/4/21 10:00	3/5/21 12:10	hư cvt	FTTH	FPT
			Down	BGT01603	132000010050	Trường - NS - BGT	Lộc - CC - BGT	3/4/21 10:00	3/4/21 16:11	lỗi nguồn modem	FTTH	FPT
			Down	BGT05162	101000060063	Trường - NS - BGT	Lộc - CC - BGT	3/4/21 10:00	KH tự di chuyển máy. CC closed case		FTTH	FPT
			Down	BGT02090	114000010035	Trường - NS - BGT	Lộc - CC - BGT	3/4/21 10:00	3/5/21 8:47	gãy đầu fc	FTTH	FPT
			Down	BGT05651	124000010243	Trường - NS - BGT	Lộc - CC - BGT	3/4/21 10:00			FTTH	FPT
			Down	BGT03488	157000010005	Trường - NS - BGT	Lộc - CC - BGT	3/4/21 10:00	3/5/21 8:52	đứt cáp	FTTH	FPT
			Down	BGT04105	142000010003	Trường - NS - BGT	Lộc - CC - BGT	3/4/21 10:00	3/5/21 8:40	Lỏi cáp	FTTH	FPT
			Down	BGT51004	105000030014	Trường - NS - BGT	Lộc - CC - BGT	3/4/21 10:00	3/4/21 13:40	đứt cáp	FTTH	VNPT
			Down	BGT07382	140000020039	Trường - NS - BGT	Lộc - CC - BGT	3/4/21 10:00	3/4/21 15:35	treo modem	FTTH	VNPT
			Down	BGT07955	124000020368	Trường - NS - BGT	Lộc - CC - BGT	3/4/21 10:00	KH tự ý di chuyển máy. CC closed case		FTTH	VNPT
			Down	BGT00413	101000050032	Trường - NS - BGT	Lộc - CC - BGT	3/4/21 10:00	3/5/21 9:37	kh hệ thống	3G	FPT
			Down	BGT00038	101000040091	Trường - NS - BGT	Lộc - CC - BGT	3/4/21 10:00	3/5/21 9:29	kh hệ thống	3G	FPT
			Down	BGT08222	161000020035	Trường - NS - BGT	Lộc - CC - BGT	3/4/21 10:00				
			Down	BGT00740	101000030224	Trường - NS - BGT	Lộc - CC - BGT	3/4/21 10:00	3/5/21 9:30	kh hệ thống	3G	FPT
			Down	BGT50704	256000010013	Trường - NS - BGT	Lộc - CC - BGT	3/4/21 10:00	3/4/21 14:49	reset router	3G	VNPT
			Down	BGT51219	155000020016	Trường - NS - BGT	Lộc - CC - BGT	3/4/21 10:00	3/4/21 13:51	reset router	3G	VNPT
3/5/2021	Dayshift		Down	BGT01228	107000020030	Trường - NS - BGT	Hanh - CC - BGT	3/5/21 10:00	3/5/21 11:05	lỗi nguồn	FTTH	FPT
			Down	BGT07556	102000020100	Trường - NS - BGT	Hanh - CC - BGT	3/5/21 10:00	3/5/21 13:45	lỗi hệ thống	FTTH	FPT
			Down	BGT01235	120000020020	Trường - NS - BGT	Hanh - CC - BGT	3/5/21 10:00	3/5/21 17:30	lỏi cáp	FTTH	FPT
			Down	BGT08163	124000010364	Trường - NS - BGT	Hanh - CC - BGT	3/5/21 10:00	3/5/21 15:20	lỏng nguồn modem	FTTH	FPT
			Down	BGT04082	162000010001	Trường - NS - BGT	Hanh - CC - BGT	3/5/21 10:00	3/8/21 7:47	Lỏi cáp	FTTH	FPT
			Down	BGT03619	124000010175	Trường - NS - BGT	Hanh - CC - BGT	3/5/21 10:00	3/6/21 10:59	lỏi cáp	FTTH	FPT
			Down	BGT09330	116000030039	Trường - NS - BGT	Hanh - CC - BGT	3/5/21 10:00	3/5/21 10:14	lỏng nguồn modem	FTTH	VNPT
			Down	BGT06971	133000030043	Trường - NS - BGT	Hanh - CC - BGT	3/5/21 10:00	3/5/21 6:25	kênh tự up	FTTH	VNPT
			Down	BGT08952	163000010007	Trường - NS - BGT	Hanh - CC - BGT	3/5/21 10:00	vệ quê, CC đóng case		FTTH	VNPT
			Down	BGT09395	113000020033	Trường - NS - BGT	Hanh - CC - BGT	3/5/21 10:00	3/5/21 11:36	rs router	3G	FPT
			Down	BGT03589	101000040313	Trường - NS - BGT	Hanh - CC - BGT	3/5/21 10:00	3/5/21 16:30	rs router	3G	FPT
			Down	BGT03561	101000030365	Trường - NS - BGT	Hanh - CC - BGT	3/5/21 10:00	3/5/21 15:01	rs router	3G	FPT
			Down	BGT07528	118000020103	Trường - NS - BGT	Hanh - CC - BGT	3/5/21 10:00	3/5/21 15:03	rs router	3G	FPT
			Down	BGT51219	155000020016	Trường - NS - BGT	Hanh - CC - BGT	3/5/21 10:00	3/5/21 16:18	rs router	3G	VNPT
			Down	BGT50630	218000010063	Trường - NS - BGT	Hanh - CC - BGT	3/5/21 10:00	3/5/21 14:54	rs sim	3G	VNPT
3/6/2021	Dayshift	PDC-Viettel DC (R1)	Down			Hai - NS - BGT	FPT	3/6/21 9:42	3/6/21 11:47	lỗi dây nhảy		
		DRC-Viettel DC (R1)	Down			Tuấn - NS - BGT	FPT	3/6/21 11:47	3/6/21 16:00	lỗi dây nhảy		
			Down	BGT07976	101000030371	Hai - NS - BGT	Ca - CC - BGT	3/6/21 10:00	3/8/21 17:03	kênh tự UP	FTTH	FPT
			Down	BGT05180	148000010005	Hai - NS - BGT	Ca - CC - BGT	3/6/21 10:00	3/8/21 8:03	kênh tự UP	FTTH	FPT
			Down	BGT05999	124000030226	Hai - NS - BGT	Ca - CC - BGT	3/6/21 10:00	CC liên hệ nhiều lần ko dc. Closed		FTTH	FPT
			Down	BGT07985	132000030019	Hai - NS - BGT	Ca - CC - BGT	3/6/21 10:00	kh không cần hỗ		FTTH	FPT
			Down	BGT08623	124000020412	Hai - NS - BGT	Ca - CC - BGT	3/6/21 10:00	3/6/21 15:27	gãy đầu fc	FTTH	FPT
			Down	BGT06777	133000030040	Hai - NS - BGT	Ca - CC - BGT	3/6/21 10:00	3/8/21 8:19	đứt cáp	FTTH	FPT
			Down	BGT08425	109000030021	Hai - NS - BGT	Ca - CC - BGT	3/6/21 10:00	3/8/21 16:45	kênh tự up	FTTH	FPT
			Down	BGT07857	109000010119	Hai - NS - BGT	Ca - CC - BGT	3/6/21 10:00	3/6/21 16:57	VNPT BD bảo trì hệ thống	FTTH	VNPT
			Down	BGT09404	101000070220	Hai - NS - BGT	Ca - CC - BGT	3/6/21 10:00	3/6/21 10:05	rs router	3G	FPT
			Down	BGT08800	101000020657	Hai - NS - BGT	Ca - CC - BGT	3/6/21 10:00	3/6/21 8:30	thay router	3G	FPT
			Down	BGT07804	109000010118	Hai - NS - BGT	Ca - CC - BGT	3/6/21 10:00	3/6/21 16:10	reset router	3G	FPT
3/7/2021	Dayshift		Down	BGT09210	153000030031	Đức - NS - BGT	Thảo - CC - BGT	3/7/21 10:00	3/8/21 7:22	Hàn lại cáp	FTTH	VNPT
			Down	BGT06000	124000020294	Đức - NS - BGT	Thảo - CC - BGT	3/7/21 10:00	3/7/21 15:22	kh tắt modem	FTTH	VNPT
			Down	BGT08763	108000030020	Đức - NS - BGT	Thảo - CC - BGT	3/7/21 10:00	3/8/21 15:32	mất cấu hình	FTTH	VNPT
		Line PDC - Viettel DC (R1) FPT	Down			Đức - NS - BGT	FPT	3/8/21 9:42	3/8/21 11:10	Lỗi cáp phân đoạn CMC		
			Down	BGT00607	101000050061	Tuấn - NS - BGT	Trang - CC - BGT	3/8/21 10:00	3/8/21 9:47	đứt cáp	FTTH	FPT
			Down	BGT08266	101000050367	Tuấn - NS - BGT	Trang - CC - BGT	3/8/21 10:00	3/11/21 7:23	đứt cáp	FTTH	FPT
			Down	BGT08778	128000020126	Tuấn - NS - BGT	Trang - CC - BGT	3/8/21 10:00	3/8/21 10:00	gãy đầu fc	FTTH	FPT
			Down	BGT03823	111000030003	Tuấn - NS - BGT	Trang - CC - BGT	3/8/21 10:00	3/11/21 10:32	đứt cáp	FTTH	FPT

3/8/2021	Dayshift			Down	BGT01490	116090010066	Tuấn - NS - BGT	Trang - CC - BGT	3/8/21 10:00	3/8/21 16:25	đứt cáp	FTTH	FPT
				Down	BGT00402	101000020573	Tuấn - NS - BGT	Trang - CC - BGT	3/8/21 10:00	3/8/21 15:2x	đứt cáp	FTTH	FPT
				Down	BGT05861	101090020499	Tuấn - NS - BGT	Trang - CC - BGT	3/8/21 10:00	3/8/21 17:07	đứt cáp	FTTH	FPT
				Down	BGT07659	201000010155	Tuấn - NS - BGT	Trang - CC - BGT	3/8/21 10:00	3/11/21 12:00	gãy dầu fc	FTTH	FPT
				Down	BGT05150	120000010087	Tuấn - NS - BGT	Trang - CC - BGT	3/8/21 10:00	3/8/21 16:30	Lỏi cáp	FTTH	FPT
				Down	BGT01388	10100005014	Tuấn - NS - BGT	Trang - CC - BGT	3/8/21 10:00	3/8/21 16:39	lỏi cáp	FTTH	VNPT
				Down	BGT30954	224000010168	Tuấn - NS - BGT	Trang - CC - BGT	3/8/21 10:00	3/8/21 15:00	kênh tự UP	FTTH	VNPT
				Down	BGT08280	101000070179	Tuấn - NS - BGT	Trang - CC - BGT	3/8/21 10:00	3/10/21 7:01	kt hệ thống	3G	FPT
				Down	BGT02121	114000020064	Tuấn - NS - BGT	Trang - CC - BGT	3/8/21 10:00	3/10/21 9:12	cảm lại sim	3G	FPT
				Down	BGT08380	158090010020	Tuấn - NS - BGT	Trang - CC - BGT	3/8/21 10:00	3/9/21 15:26	thay router	3G	FPT
				Down	BGT08118	101000050389	Tuấn - NS - BGT	Trang - CC - BGT	3/8/21 10:00	3/10/21 16:53	rs router	3G	FPT
				Down	BGT07308	107000020104	Tuấn - NS - BGT	Trang - CC - BGT	3/8/21 10:00	3/8/21 14:39	rs router	3G	FPT
				Down	BGT09242	128000030078	Tuấn - NS - BGT	Trang - CC - BGT	3/8/21 10:00	3/8/21 15:38	rs sim	3G	FPT
3/9/2021	Dayshift			Down	BGT02003	101000050152	Đức - NS - BGT	Thảo - CC - BGT	3/9/21 10:00	3/9/21 14:43	kênh tự UP	FTTH	FPT
				Down	BGT08692	101000029652	Đức - NS - BGT	Thảo - CC - BGT	3/9/21 10:00	3/10/21 9:21	gãy dầu fc	FTTH	FPT
				Down	BGT03700	133000030005	Đức - NS - BGT	Thảo - CC - BGT	3/9/21 10:00	3/10/21 8:17	đứt cáp quang	FTTH	FPT
				Down	BGT01923	101000040179	Đức - NS - BGT	Thảo - CC - BGT	3/9/21 10:00	3/10/21 7:16	gãy dầu cáp quang	FTTH	FPT
				Down	BGT07137	113000030026	Đức - NS - BGT	Thảo - CC - BGT	3/9/21 10:00			FTTH	VNPT
				Down	BGT02288	124000010032	Đức - NS - BGT	Thảo - CC - BGT	3/9/21 10:00			3G	FPT
				Down	BGT09027	158000010030	Đức - NS - BGT	Thảo - CC - BGT	3/9/21 10:00	3/9/21 19:13	rs router	3G	FPT
				Down	BGT06123	161000010002	Đức - NS - BGT	Thảo - CC - BGT	3/9/21 10:00	3/9/21 12:10	rs router	3G	FPT
				Down	BGT05201	143000010001	Đức - NS - BGT	Thảo - CC - BGT	3/9/21 10:00	3/11/21 13:25	thay router	3G	FPT
				Down	BGT06395	145000020005	Đức - NS - BGT	Thảo - CC - BGT	3/9/21 10:00	3/9/21 12:27	rs router	3G	FPT
				Down	BGT08149	130000010028	Đức - NS - BGT	Thảo - CC - BGT	3/9/21 10:00	3/10/21 11:27	rs router	3G	FPT
				Down	BGT03469	140000010006	Đức - NS - BGT	Thảo - CC - BGT	3/9/21 10:00	3/9/21 14:31	rs router	3G	FPT
3/10/2021	Dayshift			Down	BGT04285	101000070005	Hải - NS - BGT	Linh - CC - BGT	3/10/21 10:00	3/10/21 8:40	gãy dầu fc	FTTH	FPT
				Down	BGT51134	110000010014	Hải - NS - BGT	Linh - CC - BGT	3/10/21 10:00	3/10/21 14:37	lỗi nguồn	FTTH	FPT
				Down	BGT07097	10900020131	Hải - NS - BGT	Linh - CC - BGT	3/10/21 10:00	3/10/21 15:13	kênh tự up	FTTH	FPT
				Down	BGT06868	101000020562	Hải - NS - BGT	Linh - CC - BGT	3/10/21 10:00	3/11/21 8:17	lỏng nguồn	FTTH	FPT
				Down	BGT09418	118000020107	Hải - NS - BGT	Linh - CC - BGT	3/10/21 10:00	3/10/21 12:09	rs router	3G	FPT
				Down	BGT09400	109000030030	Hải - NS - BGT	Linh - CC - BGT	3/10/21 10:00	3/10/21 16:17	rs router	3G	FPT
				Down	BGT08799	101000020656	Hải - NS - BGT	Linh - CC - BGT	3/10/21 10:00	3/10/21 17:41	thay sim	3G	FPT
				Down	BGT00340	101000030224	Hải - NS - BGT	Linh - CC - BGT	3/10/21 10:00	3/10/21 16:53	rs router	3G	FPT
				Down	BGT03389	10100004613	Hải - NS - BGT	Linh - CC - BGT	3/10/21 10:00	3/10/21 16:52	rs router	3G	FPT
				Down	BGT07528	118000020103	Hải - NS - BGT	Linh - CC - BGT	3/10/21 10:00	3/29/21 10:05	rs router	3G	FPT
				Down	BGT01547	116000010030	Hải - NS - BGT	Linh - CC - BGT	3/10/21 10:00	3/10/21 11:27	rs router	3G	FPT
				Down	BGT07876	216000010003	Hải - NS - BGT	Linh - CC - BGT	3/10/21 10:00	3/10/21 14:34	rs router	3G	FPT
				Down	BGT03271	124000020166	Hải - NS - BGT	Linh - CC - BGT	3/10/21 10:00	3/14/21 10:35	rs router	3G	FPT
				Down	BGT51293	124000040148	Hải - NS - BGT	Linh - CC - BGT	3/10/21 10:00	3/10/21 16:02	kết sim 3G	3G	VNPT
				Down	BGT51155	119000020016	Hải - NS - BGT	Linh - CC - BGT	3/10/21 10:00	3/11/21 16:59	rs sim	3G	VNPT
				Down	BGT50704	256000010013	Hải - NS - BGT	Linh - CC - BGT	3/10/21 10:00	3/10/21 13:37	rs sim	3G	VNPT
3/11/2021	Dayshift			Down	BGT51121	101000090126	Đức - NS - BGT	Linh - CC - BGT	3/11/21 10:00	3/11/21 9:01	lỏng cáp LAN	FTTH	FPT
				Down	BGT08327	101000060120	Đức - NS - BGT	Linh - CC - BGT	3/11/21 10:00	3/11/21 10:00	gãy dầu fc	FTTH	FPT
				Down	BGT06375	130000010006	Đức - NS - BGT	Linh - CC - BGT	3/11/21 10:00	3/11/21 14:06	lỏi dầu fc	FTTH	FPT
				Down	BGT03427	101080030355	Đức - NS - BGT	Linh - CC - BGT	3/11/21 10:00	3/11/21 16:04	hư nguồn cvt	FTTH	FPT
				Down	BGT06216	101000010269	Đức - NS - BGT	Linh - CC - BGT	3/11/21 10:00		vg nghe máy nhiều lần. cc đó	FTTH	FPT
				Down	BGT07264	103000010023	Đức - NS - BGT	Linh - CC - BGT	3/11/21 10:00	3/12/21 8:59	lỏi modem	FTTH	FPT
				Down	BGT08236	106000010023	Đức - NS - BGT	Linh - CC - BGT	3/11/21 10:00	3/12/21 13:46	lỏi dây mạng	FTTH	VNPT
				Down	BGT08772	109000010131	Đức - NS - BGT	Linh - CC - BGT	3/11/21 10:00	3/12/21 14:39	rs modem	FTTH	VNPT
				Down	BGT51199	139000010035	Đức - NS - BGT	Linh - CC - BGT	3/11/21 10:00	3/12/21 17:36	treo modem	FTTH	VNPT
				Down	BGT07230	124000030246	Đức - NS - BGT	Linh - CC - BGT	3/11/21 10:00	3/15/21 14:22	rs router	3G	FPT
				Down	BGT07804	109000010118	Đức - NS - BGT	Linh - CC - BGT	3/11/21 10:00	3/11/21 12:17	rs router	3G	FPT
				Down	BGT02774	102000020049	Đức - NS - BGT	Linh - CC - BGT	3/11/21 10:00	3/15/21 15:33	rs router	3G	FPT
				Down	BGT03114	107000020084	Đức - NS - BGT	Linh - CC - BGT	3/11/21 10:00	3/12/21 11:25	rs router	3G	FPT
				Down	BGT02162	120000010051	Đức - NS - BGT	Linh - CC - BGT	3/11/21 10:00	3/11/21 13:32	rs sim	3G	FPT
3/12/2021	Dayshift			Down	BGT00048	101000010042	Đức - NS - BGT	My - CC - BGT	3/12/21 10:00	3/12/21 11:21	đứt cáp	FTTH	FPT
				Down	BGT00052	101000010045	Đức - NS - BGT	My - CC - BGT	3/12/21 10:00	3/12/21 15:38	đứt cáp indoor	FTTH	FPT
				Down	BGT04042	127000030002	Đức - NS - BGT	My - CC - BGT	3/12/21 10:00	3/12/21 15:57	lỏi dầu fc	FTTH	FPT
				Down	BGT07208	101000070117	Đức - NS - BGT	My - CC - BGT	3/12/21 10:00	3/13/21 7:06	Gãy dầu fc	FTTH	FPT
				Down	BGT06401	145000020011	Đức - NS - BGT	My - CC - BGT	3/12/21 10:00	3/12/21 15:40	lỏi cáp	FTTH	VNPT
				Down	BGT09174	101000070215	Đức - NS - BGT	My - CC - BGT	3/12/21 10:00	3/12/21 17:44	hư nguồn modem	FTTH	VNPT
				Down	BGT07421	146000010030	Đức - NS - BGT	My - CC - BGT	3/12/21 10:00	3/12/21 15:32	hỏng adapter	FTTH	VNPT
				Down	BGT09260	163000010016	Đức - NS - BGT	My - CC - BGT	3/12/21 10:00	3/12/21 16:30	rs router	3G	FPT
				Down	BGT08520	132000010121	Đức - NS - BGT	My - CC - BGT	3/12/21 10:00	3/13/21 8:45	reset router	3G	FPT
				Down	BGT01547	116000010030	Đức - NS - BGT	My - CC - BGT	3/12/21 10:00	3/13/21 7:40	reset router	3G	FPT
				Down	BGT04363	133000030016	Đức - NS - BGT	My - CC - BGT	3/12/21 10:00	3/13/21 7:11	cảm lại sim	3G	FPT
				Down	BGT09182	158000020029	Đức - NS - BGT	My - CC - BGT	3/12/21 10:00	3/15/21 8:51	rs router	3G	FPT
		Line PDC – Viettel DC (R1) FPT		chập chờn			Nhiệt - NS - BGT	FPT	3/12/21 13:43				
3/13/2021	Dayshift			Down	BGT07305	150000020023	Tuấn - NS - BGT	Ca - CC - BGT	3/13/21 10:00	3/15/21 7:55	lỏi dây FC	FTTH	FPT
				Down	BGT04212	154000010006	Tuấn - NS - BGT	Ca - CC - BGT	3/13/21 10:00	3/14/21 8:08	lỏi cáp	FTTH	FPT
				Down	BGT02263	124000030017	Tuấn - NS - BGT	Ca - CC - BGT	3/13/21 10:00	3/13/21 18:36	kênh tự UP	FTTH	FPT
				Down	BGT07489	113000010034	Tuấn - NS - BGT	Ca - CC - BGT	3/13/21 10:00	3/15/21 6:44	gãy dầu FC	FTTH	FPT
				Down	BGT07040	162000020024	Tuấn - NS - BGT	Ca - CC - BGT	3/13/21 10:00	3/15/21 11:20	lỏi cáp	FTTH	FPT
				Down	BGT08126	101000040537	Tuấn - NS - BGT	Ca - CC - BGT	3/13/21 10:00	3/19/21 12:16	lỏi cáp	FTTH	FPT
				Down	BGT07831	125000010017	Tuấn - NS - BGT	Ca - CC - BGT	3/13/21 10:00		chuyển điểm, cc đóng case	FTTH	VNPT
				Down	BGT09260	163000010016	Tuấn - NS - BGT	Ca - CC - BGT	3/13/21 10:00	3/13/21 19:54	kh cắm router wifi	FTTH	VNPT
				Down	BGT50245	201000010038	Tuấn - NS - BGT	Ca - CC - BGT	3/13/21 10:00	3/13/21 16:10	lỏng nguồn	FTTH	VNPT
				Down	BGT09418	118000020107	Tuấn - NS - BGT	Ca - CC - BGT	3/13/21 10:00	3/13/21 10:21	thay sim	3G	FPT
3/14/2021	Dayshift			Down	BGT08236	106000010023	Đức - NS - BGT	Lộc - CC - BGT	3/14/21 10:00	3/14/21 16:18	kh rút cáp	FTTH	VNPT
3/15/2021	Dayshift			Down	BGT08003	102000030027	Hải - NS - BGT	Ngọc - CC - BGT	3/15/21 10:00	3/17/21 6:46	đứt cáp	FTTH	FPT
				Down	BGT02090	114000010035	Hải - NS - BGT	Ngọc - CC - BGT	3/15/21 10:00	3/15/21 15:48	lỏi dây FC	FTTH	FPT
				Down	BGT03517	101000060006	Hải - NS - BGT	Ngọc - CC - BGT	3/15/21 10:00	3/17/21 8:54	lỏi cáp	FTTH	FPT
				Down	BGT03855	108000010005	Hải - NS - BGT	Ngọc - CC - BGT	3/15/21 10:00	3/16/21 10:04	lỏi cáp	FTTH	FPT
				Down	BGT00883	128000030069	Hải - NS - BGT	Ngọc - CC - BGT	3/15/21 10:00			FTTH	FPT
				Down	BGT07097	109000020131	Hải - NS - BGT	Ngọc - CC - BGT	3/15/21 10:00	3/22/21 8:05	đứt cáp	FTTH	FPT
				Down	BGT09373	132000040010	Hải - NS - BGT	Ngọc - CC - BGT	3/15/21 10:00		kh đổi máy, đợi cc confirm	FTTH	FPT
				Down	BGT07888	124000020371	Hải - NS - BGT	Ngọc - CC - BGT	3/15/21 10:00	3/16/21 10:03	kênh tự UP	FTTH	VNPT
				Down	BGT04671	124000010205	Hải - NS - BGT	Ngọc - CC - BGT	3/15/21 10:00	3/15/21 15:00	thay modem	FTTH	VNPT
				Down	BGT50290	201000010083	Hải - NS - BGT	Ngọc - CC - BGT	3/15/21 10:00	3/15/21 17:06	lỏi cáp	FTTH	VNPT
				Down	BGT07888	124000020371	Hải - NS - BGT	Ngọc - CC - BGT	3/15/21 10:00	3/15/21 9:22	rs router	3G	FPT
				Down	BGT00740	101000030224	Hải - NS - BGT	Ngọc - CC - BGT	3/15/21 10:00	3/16/21 14:04	kt hệ thống	3G	FPT
				Down	BGT02593	101000040059	Hải - NS - BGT	Ngọc - CC - BGT	3/15/21 10:00	3/16/21 10:03	kt hệ thống	3G	FPT
				Down	BGT03389	101000040313	Hải - NS - BGT	Ngọc - CC - BGT	3/15/21 10:00	3/16/21 8:15	kt hệ thống	3G	FPT
				Down	BGT00185	101000030054	Hải - NS - BGT	Ngọc - CC - BGT	3/15/21 10:00	3/16/21 10:03	kt hệ thống	3G	FPT
				Down	BGT02870	124000030033	Hải - NS - BGT	Ngọc - CC - BGT	3/15/21 10:00	3/18/21 14:42	reset router	3G	FPT
				Down	BGT09190	124000010410	Hải - NS - BGT	Ngọc - CC - BGT	3/15/21 10:00			3G	FPT
				Down	BGT50898	224000010112	Hải - NS - BGT	Ngọc - CC - BGT	3/15/21 10:00	3/15/21 15:47	reset router	3G	VNPT
				Down	BGT50708	256000010017	Hải - NS - BGT	Ngọc - CC - BGT	3/15/21 10:00	3/15/21 14:17	reset sim	3G	VNPT
3/16/2021	Dayshift			Down	BGT00188	101000030057	Trường - NS - BGT	My - CC - BGT	3/16/21 10:00	3/16/21 11:13	lỗi thiết bị	FTTH	FPT
				Down	BGT01118	120000020002	Trường - NS - BGT	My - CC - BGT	3/16/21 10:00	3/16/21 16:37	đứt cáp	FTTH	FPT
				Down	BGT08520	132000010121	Trường - NS - BGT	My - CC - BGT	3/16/21 10:00	3/17/21 15:42	cảm lại sim	3G	FPT
				Down	BGT01547	116000010030	Trường - NS - BGT	My - CC - BGT	3/16/21 10:00	3/16/21 12:11	rs router	3G	FPT
				Down	BGT03544	124000010257	Trường - NS - BGT	My - CC - BGT	3/16/21 10:00	3/18/21 14:07	reset router	3G	FPT
				Down	BGT09429	109000010150	Trường - NS - BGT	My - CC - BGT	3/16/21 10:00	3/16/21 19:25	thay router	3G	FPT
				Down	BGT50071	139000030007	Trường - NS - BGT	My - CC - BGT	3/16/21 10:00	3/16/21 14:25	reset sim	3G	VNPT
				Down	BGT50620	218000010053	Trường - NS - BGT	My - CC - BGT	3/16/21 10:00	3/16/21 15:05	reset sim	3G	VNPT
				Down	BGT50717	256000010026	Trường - NS - BGT	My - CC - BGT	3/16/21 10:00	3/16/21 14:52	reset router	3G	VNPT
				Down	BGT50993	236000010004	Trường - NS - BGT	My - CC - BGT	3/16/21 10:00	3/16/21 14:55	reset router	3G	VNPT
				Down	BGT51219	135000020016	Trường - NS - BGT	My - CC - BGT	3/16/21 10:00	3/16/21 15:27	reset router	3G	VNPT
3/17/2021	Dayshift			Down	BGT01816	118000020061	Hải - NS - BGT	Ca - CC - BGT	3/17/21 10:00	3/18/21 8:47	đứt cáp	FTTH	FPT
				Down	BGT08706	106000010036	Hải - NS - BGT	Ca - CC - BGT	3/17/21 10:00	3/18/21 11:00	gãy dầu cáp quang	FTTH	FPT
				Down	BGT09119	109000020178	Hải - NS - BGT	Ca - CC - BGT	3/17/21 10:00	3/18/21 8:46	lỗi hệ thống	FTTH	FPT
				Down	BGT03495	125000010002	Hải - NS - BGT	Ca - CC - BGT	3/17/21 10:00	3/18/21 9:12	kênh tự UP	FTTH	FPT
				Down	BGT02099	114000010045	Hải - NS - BGT	Ca - CC - BGT	3/17/21 10:00	3/17/21 16:18	đứt cáp	FTTH	FPT
				Down	BGT50406	124000040069	Hải - NS - BGT	Ca - CC - BGT	3/17/21 10:00		kh sửa nhà, chỉ dùng 3G	FTTH	VNPT
				Down	BGT07419	101000020585	Hải - NS - BGT	Ca - CC - BGT	3/17/21 10:00	3/17/21 15:55	đứt cáp	FTTH	VNPT
				Down	BGT00740	101000030224	Hải - NS - BGT	Ca - CC - BGT	3/17/21 10:00	3/18/21 16:12	Lỗi tín hệ thống	3G	FPT
				Down	BGT01809	101000050131	Hải - NS - BGT	Ca - CC - BGT	3/17/21 10:00	3/17/21 14:39	rs router	3G	FPT

				Down	BGT031805	101000010001	Hải - NS - BGT	Cà - CC - BGT	3/17/21 10:00	3/17/21 16:43	rs router	3G	FPT
				Down	BGT09399	109000010029	Hải - NS - BGT	Cà - CC - BGT	3/17/21 10:00	3/18/21 10:00	rs router	3G	FPT
				Down	BGT01547	116000010030	Hải - NS - BGT	Cà - CC - BGT	3/17/21 10:00	3/17/21 15:58	rs router	3G	FPT
				Down	BGT03271	124000020166	Hải - NS - BGT	Cà - CC - BGT	3/17/21 10:00	3/18/21 14:07	reset router	3G	FPT
				Down	BGT07230	124000030246	Hải - NS - BGT	Cà - CC - BGT	3/17/21 10:00	3/18/21 14:05	reset router	3G	FPT
				Down	BGT30390	228000010023	Hải - NS - BGT	Cà - CC - BGT	3/17/21 10:00	3/17/21 15:41	rs router	3G	VNPT
				Down	BGT50997	147000010024	Hải - NS - BGT	Cà - CC - BGT	3/17/21 10:00	3/17/21 13:49	rs router	3G	VNPT
				Down	BGT30713	236000010024	Hải - NS - BGT	Cà - CC - BGT	3/17/21 10:00	3/17/21 14:08	rs router	3G	VNPT
				Down	BGT08765	153000020052	Trường - NS - BGT	Tuyến - CC - BGT	3/18/21 10:00	3/18/21 12:29	gãy dầu cáp quang	FTTH	FPT
				Down	BGT03036	124000020135	Trường - NS - BGT	Tuyến - CC - BGT	3/18/21 10:00	3/18/21 16:57	lỏi cáp	FTTH	FPT
				Down	BGT06251	124000010283	Trường - NS - BGT	Tuyến - CC - BGT	3/18/21 10:00	3/19/21 9:32	lỏi cáp	FTTH	FPT
				Down	BGT07031	101000080114	Trường - NS - BGT	Tuyến - CC - BGT	3/18/21 10:00	3/18/21 14:13	kênh tự UP	FTTH	FPT
				Down	BGT04826	107000010075	Trường - NS - BGT	Tuyến - CC - BGT	3/18/21 10:00	3/18/21 15:47	gãy dầu cáp quang	FTTH	FPT
3/18/2021	Dayshift			Down	BGT07192	129000020147	Trường - NS - BGT	Tuyến - CC - BGT	3/18/21 10:00	3/18/21 15:21	lỗi thiết bị	FTTH	VNPT
				Down	BGT03505	101000010201	Trường - NS - BGT	Tuyến - CC - BGT	3/18/21 10:00	3/19/21 8:12	kt hệ thống	3G	FPT
				Down	BGT04605	101000070022	Trường - NS - BGT	Tuyến - CC - BGT	3/18/21 10:00	3/18/21 16:10	kiểm tra hệ thống	3G	FPT
				Down	BGT01547	116000010030	Trường - NS - BGT	Tuyến - CC - BGT	3/18/21 10:00	3/22/21 9:07	reset router	3G	FPT
				Down	BGT30633	218000010066	Trường - NS - BGT	Tuyến - CC - BGT	3/18/21 10:00	3/18/21 15:15	reset sim	3G	VNPT
				Down	BGT51266	113000010005	Trường - NS - BGT	Tuyến - CC - BGT	3/18/21 10:00	KH đi vắng, CC closed case		3G	VNPT
				Down	BGT50637	218000010080	Trường - NS - BGT	Tuyến - CC - BGT	3/18/21 10:00	3/18/21 13:34	rs sim	3G	VNPT
				Down	BGT31290	139000030035	Trường - NS - BGT	Tuyến - CC - BGT	3/18/21 10:00	3/18/21 15:02	lỏng anten	3G	VNPT
				Down	BGT05586	101000020480	Hải - NS - BGT	My - CC - BGT	3/19/21 10:00	3/19/21 10:59	gãy dầu cáp quang	FTTH	FPT
				Down	BGT03623	124000020190	Hải - NS - BGT	My - CC - BGT	3/19/21 10:00	3/19/21 9:34	lỗi dây fc, kh k dùng cáp	FTTH	FPT
				Down	BGT01368	101000040176	Hải - NS - BGT	My - CC - BGT	3/19/21 10:00	3/19/21 15:00	kênh tự up	FTTH	FPT
				Down	BGT04423	101000080016	Hải - NS - BGT	My - CC - BGT	3/19/21 10:00	3/19/21 17:00	lỏng nguồn modem	FTTH	FPT
				Down	BGT06940	124000010305	Hải - NS - BGT	My - CC - BGT	3/19/21 10:00	3/19/21 12:11	gãy fc	FTTH	VNPT
				Down	BGT05239	144000020003	Hải - NS - BGT	My - CC - BGT	3/19/21 10:00	3/19/21 14:21	gãy fc	FTTH	VNPT
				Down	BGT50234	201000010027	Hải - NS - BGT	My - CC - BGT	3/19/21 10:00	3/19/21 14:28	treo modem	FTTH	VNPT
				Down	BGT50051	103000030002	Hải - NS - BGT	My - CC - BGT	3/19/21 10:00	3/19/21 15:22	treo modem	FTTH	VNPT
3/19/2021	Dayshift			Down	BGT04423	101000080016	Hải - NS - BGT	My - CC - BGT	3/19/21 10:00	3/19/21 15:52	lỏng nguồn modem	FTTH	VNPT
				Down	BGT03389	101000040313	Hải - NS - BGT	My - CC - BGT	3/19/21 10:00	3/22/21 11:57	kiểm tra hệ thống	3G	FPT
				Down	BGT08520	132000010121	Hải - NS - BGT	My - CC - BGT	3/19/21 10:00	3/19/21 14:36	rs router	3G	FPT
				Down	BGT03271	124000020166	Hải - NS - BGT	My - CC - BGT	3/19/21 10:00	3/23/21 14:35	rs router	3G	FPT
				Down	BGT07230	124000030246	Hải - NS - BGT	My - CC - BGT	3/19/21 10:00	3/23/21 14:39	rs router	3G	FPT
				Down	BGT06182	101000070072	Hải - NS - BGT	My - CC - BGT	3/19/21 10:00	3/22/21 9:47	kiểm tra hệ thống	3G	FPT
				Down	BGT04285	101000070005	Hải - NS - BGT	My - CC - BGT	3/19/21 10:00	3/19/21 14:09	rs router	3G	FPT
				Down	BGT30630	218000010063	Hải - NS - BGT	My - CC - BGT	3/19/21 10:00	3/19/21 15:00	kênh tự up	3G	VNPT
				Down	BGT31290	139000030035	Hải - NS - BGT	My - CC - BGT	3/19/21 10:00	3/19/21 16:54	kênh tự up	3G	VNPT
				Down	BGT01330	116000010010	Hải - NS - BGT	Linh - CC - BGT	3/20/21 10:00	3/20/21 16:42	gãy fc	FTTH	FPT
				Down	BGT02743	120000030014	Hải - NS - BGT	Linh - CC - BGT	3/20/21 10:00	3/22/21 8:55	KHG tự rút dây	FTTH	FPT
3/20/2021	Dayshift			Down	BGT07700	201000010196	Hải - NS - BGT	Linh - CC - BGT	3/20/21 10:00	KH tắt máy, CC đóng case		FTTH	FPT
				Down	BGT09284	158000010038	Hải - NS - BGT	Linh - CC - BGT	3/20/21 10:00	3/20/21 8:16	kênh tự up	FTTH	FPT
				Down	BGT08390	107000020115	Hải - NS - BGT	Linh - CC - BGT	3/20/21 10:00	3/26/21 18:24	treo thiết bị	FTTH	VNPT
				Down	BGT50010	139000010008	Hải - NS - BGT	Linh - CC - BGT	3/20/21 10:00	3/26/21 18:25	lỗi cáp	FTTH	VNPT
				Down	BGT09129	133000020062	Hải - NS - BGT	Linh - CC - BGT	3/20/21 10:00	3/22/21 13:42	cắm lại sim	3G	FPT
				Down	BGT07059	124000030244	Hải - NS - BGT	Linh - CC - BGT	3/20/21 10:00	3/22/21 15:39	rs router	3G	FPT
				Down	BGT00918	101000010010	Tuấn - NS - BGT	Thảo- CC - BGT	3/22/21 10:00	3/22/21 10:02	kênh tự UP	FTTH	FPT
				Down	BGT03855	108000010005	Tuấn - NS - BGT	Thảo- CC - BGT	3/22/21 10:00	Kh sửa nhà, close case		FTTH	FPT
				Down	BGT03485	157000010002	Tuấn - NS - BGT	Thảo- CC - BGT	3/22/21 10:00	3/24/21 9:47	đứt cáp	FTTH	FPT
				Down	BGT00633	101000040091	Tuấn - NS - BGT	Thảo- CC - BGT	3/22/21 10:00	3/22/21 16:52	đứt cáp	FTTH	FPT
				Down	BGT01886	101000020287	Tuấn - NS - BGT	Thảo- CC - BGT	3/22/21 10:00	3/22/21 16:22	gãy đầu fc	FTTH	FPT
				Down	BGT03293	101000050209	Tuấn - NS - BGT	Thảo- CC - BGT	3/22/21 10:00	3/22/21 17:11	đứt cáp	FTTH	FPT
				Down	BGT04483	146000010015	Tuấn - NS - BGT	Thảo- CC - BGT	3/22/21 10:00	3/22/21 16:23	đứt cáp	FTTH	VNPT
				Down	BGT04985	103000010022	Tuấn - NS - BGT	Thảo- CC - BGT	3/22/21 10:00	3/25/21 17:03	kênh tự UP	FTTH	VNPT
				Down	BGT04525	127000020018	Tuấn - NS - BGT	Thảo- CC - BGT	3/22/21 10:00	3/22/21 15:01	treo modem	FTTH	VNPT
3/22/2021				Down	BGT50930	224000010144	Tuấn - NS - BGT	Thảo- CC - BGT	3/22/21 10:00	3/22/21 14:37	kênh tự UP	FTTH	VNPT
				Down	BGT03485	157000010002	Tuấn - NS - BGT	Thảo- CC - BGT	3/22/21 10:00	3/22/21 16:24	rs router	3G	FPT
				Down	BGT02121	114000020064	Tuấn - NS - BGT	Thảo- CC - BGT	3/22/21 10:00	3/22/21 13:58	kiểm tra hệ thống	3G	FPT
				Down	BGT08636	114000020165	Tuấn - NS - BGT	Thảo- CC - BGT	3/22/21 10:00	3/24/21 19:21	kt hệ thống	3G	FPT
				Down	BGT06731	133000010051	Tuấn - NS - BGT	Thảo- CC - BGT	3/22/21 10:00	3/29/21 9:01	sửa lại sim	3G	FPT
				Down	BGT08818	111000020028	Tuấn - NS - BGT	Thảo- CC - BGT	3/22/21 10:00	3/23/21 15:58	thay sim 3G	3G	FPT
				Down	BGT06971	133000030043	Tuấn - NS - BGT	Thảo- CC - BGT	3/22/21 10:00	3/26/21 9:43	rs router	3G	FPT
				Down	BGT08051	108000010052	Tuấn - NS - BGT	Thảo- CC - BGT	3/22/21 10:00	3/24/21 8:41	rs router	3G	FPT
				Down	BGT51297	123000010025	Tuấn - NS - BGT	Thảo- CC - BGT	3/22/21 10:00	3/23/21 15:18	thay sim	3G	VNPT
				Down	BGT51296	123000010024	Tuấn - NS - BGT	Thảo- CC - BGT	3/22/21 10:00	3/23/21 16:16	mất cấu hình	3G	VNPT
				Down	BGT31219	155000020016	Tuấn - NS - BGT	Thảo- CC - BGT	3/22/21 10:00	3/22/21 14:50	rs router	3G	VNPT
				Down	BGT51145	123000010005	Tuấn - NS - BGT	Thảo- CC - BGT	3/22/21 10:00	3/22/21 16:50	rs router	3G	VNPT
				Down	BGT01130	120000020028	Tuấn - NS - BGT	Lộc - CC - BGT	3/23/21 10:00	3/23/21 14:16	đứt cáp	FTTH	FPT
				Down	BGT06878	124000020323	Tuấn - NS - BGT	Lộc - CC - BGT	3/23/21 10:00	3/23/21 16:16	lỏi cáp	FTTH	FPT
				Down	BGT03222	101000030329	Tuấn - NS - BGT	Lộc - CC - BGT	3/23/21 10:00	3/23/21 17:28	đứt cáp	FTTH	FPT
				Down	BGT05378	101000070059	Tuấn - NS - BGT	Lộc - CC - BGT	3/23/21 10:00	3/23/21 17:32	gãy dây fc	FTTH	FPT
				Down	BGT07129	101000070105	Tuấn - NS - BGT	Lộc - CC - BGT	3/23/21 10:00	3/24/21 7:15	hỏng nguồn cvt	FTTH	FPT
				Down	BGT07808	101000050353	Tuấn - NS - BGT	Lộc - CC - BGT	3/23/21 10:00	3/23/21 17:20	gãy dây fc	FTTH	FPT
				Down	BGT04142	103000010021	Tuấn - NS - BGT	Lộc - CC - BGT	3/23/21 10:00	3/24/21 14:48	gãy fc	FTTH	FPT
3/23/2021				Down	BGT08454	124000020403	Tuấn - NS - BGT	Lộc - CC - BGT	3/23/21 10:00	3/25/21 12:44	đứt dây nguồn	FTTH	FPT
				Down	BGT02840	124000010112	Tuấn - NS - BGT	Lộc - CC - BGT	3/23/21 10:00	3/24/21 14:21	gãy fc	FTTH	FPT
				Down	BGT07488	131000010025	Tuấn - NS - BGT	Lộc - CC - BGT	3/23/21 10:00	3/24/21 7:17	treo modem	FTTH	VNPT
				Down	BGT51101	101000090116	Tuấn - NS - BGT	Lộc - CC - BGT	3/23/21 10:00	3/23/21 21:09	thay modem	FTTH	VNPT
				Down	BGT08704	106000010034	Tuấn - NS - BGT	Lộc - CC - BGT	3/23/21 10:00	3/24/21 11:52	thay router	3G	FPT
				Down	BGT09129	133000020062	Tuấn - NS - BGT	Lộc - CC - BGT	3/23/21 10:00	3/24/21 8:50	rs router	3G	FPT
				Down	BGT03182	101000030325	Tuấn - NS - BGT	Lộc - CC - BGT	3/23/21 10:00			3G	FPT
				Down	BGT03635	124000030170	Tuấn - NS - BGT	Lộc - CC - BGT	3/23/21 10:00	3/23/21 9:15	vệ sinh sim	3G	FPT
				Down	BGT05916	133000030029	Tuấn - NS - BGT	Lộc - CC - BGT	3/23/21 10:00	3/23/21 15:59	rs router	3G	FPT
				Down	BGT06139	101000050295	Tuấn - NS - BGT	Lộc - CC - BGT	3/23/21 10:00	3/24/21 15:15	thay sim	3G	FPT
				Down	BGT08647	101000060172	Tuấn - NS - BGT	Lộc - CC - BGT	3/23/21 10:00	3/26/21 13:27	thay router	3G	FPT
				Down	BGT01447	132000010002	Đức - NS - BGT	Thảo - CC - BGT	3/24/21 10:00	3/25/21 10:06	đứt cáp	FTTH	FPT
				Down	BGT03576	132000010120	Đức - NS - BGT	Thảo - CC - BGT	3/24/21 10:00	3/24/21 12:47	lỗi hệ thống	FTTH	FPT
				Down	BGT00097	101000010047	Đức - NS - BGT	Thảo - CC - BGT	3/24/21 10:00	3/24/21 17:05	lỗi hệ thống	FTTH	FPT
				Down	BGT00697	101000056081	Đức - NS - BGT	Thảo - CC - BGT	3/24/21 10:00	3/26/21 6:02	đứt cáp	FTTH	FPT
				Down	BGT08167	146000010038	Đức - NS - BGT	Thảo - CC - BGT	3/24/21 10:00	3/25/21 16:31	lỗi cáp	FTTH	FPT
				Down	BGT09271	124000020452	Đức - NS - BGT	Thảo - CC - BGT	3/24/21 10:00	3/24/21 16:03	lỗi cáp	FTTH	FPT
3/24/2021				Down	BGT08390	107000020115	Đức - NS - BGT	Thảo - CC - BGT	3/24/21 10:00	3/24/21 11:25	rs thiết bị	FTTH	VNPT
				Down	BGT04628	101000050243	Đức - NS - BGT	Thảo - CC - BGT	3/24/21 10:00	3/30/21 8:00	vệ sinh sim	3G	FPT
				Down	BGT06940	124000010305	Đức - NS - BGT	Thảo - CC - BGT	3/24/21 10:00	3/25/21 9:17	vệ sinh sim	3G	FPT
				Down	BGT05452	116000010071	Đức - NS - BGT	Thảo - CC - BGT	3/24/21 10:00	3/25/21 14:21	rs router	3G	FPT
				Down	BGT01547	116000010030	Đức - NS - BGT	Thảo - CC - BGT	3/24/21 10:00	3/26/21 17:47	rs router	3G	FPT
				Down	BGT08542	120000010114	Đức - NS - BGT	Thảo - CC - BGT	3/24/21 10:00	3/24/21 16:25	vệ sinh sim	3G	FPT
				Down	BGT08142	124000020385	Đức - NS - BGT	Thảo - CC - BGT	3/24/21 10:00	3/25/21 16:07	rs router	3G	FPT
				Down	BGT08523	129000010116	Đức - NS - BGT	Thảo - CC - BGT	3/24/21 10:00	3/25/21 16:28	rs router	3G	FPT
				Down	BGT30918	224000010132	Đức - NS - BGT	Thảo - CC - BGT	3/24/21 10:00	3/24/21 16:59	rs router	3G	VNPT
				Down	BGT07998	140000010037	Tuấn - NS - BGT	Lộc - CC - BGT	3/25/21 10:00	3/25/21 10:05	kênh tự UP	FTTH	FPT
				Down	BGT00743	101000030228	Tuấn - NS - BGT	Lộc - CC - BGT	3/25/21 10:00	3/25/21 15:04	lỏi cáp	FTTH	FPT
				Down	BGT01738	118000010062	Tuấn - NS - BGT	Lộc - CC - BGT	3/25/21 10:00	3/25/21 15:23	treo modem	FTTH	FPT
				Down	BGT07655	201000010151	Tuấn - NS - BGT	Lộc - CC - BGT	3/25/21 10:00	3/25/21 14:55	kênh tự UP	FTTH	FPT
				Down	BGT07720	201000010216	Tuấn - NS - BGT	Lộc - CC - BGT	3/25/21 10:00	3/25/21 16:32	đứt cáp	FTTH	FPT
3/25/2021				Down	BGT09094	113000020031	Tuấn - NS - BGT	Lộc - CC - BGT	3/25/21 10:00	3/25/21 16:34	gãy fc	FTTH	FPT
				Down	BGT08704	106000010034	Tuấn - NS - BGT	Lộc - CC - BGT	3/25/21 10:00		router off thay modem	FTTH	VNPT
				Down	BGT30193	224000010086	Tuấn - NS - BGT	Lộc - CC - BGT	3/25/21 10:00	3/25/21 14:02	kh rút nguồn router	FTTH	VNPT
				Down	BGT50443	218000010020	Tuấn - NS - BGT	Lộc - CC - BGT	3/25/21 10:00	3/25/21 17:07	đứt cáp	FTTH	VNPT
				Down	BGT09349	137000010056	Tuấn - NS - BGT	Lộc - CC - BGT	3/25/21 10:00	3/25/21 18:01	kh giãn nhầm port	FTTH	VNPT
				Down	BGT05526	120000020115	Tuấn - NS - BGT	Lộc - CC - BGT	3/25/21 10:00	3/25/21 14:32	rs router	3G	FPT
				Down	BGT05910	101000050269	Tuấn - NS - BGT	Lộc - CC - BGT	3/25/21 10:00			3G	FPT
				Down	BGT06557	113000040003	Tuấn - NS - BGT	Lộc - CC - BGT	3/25/21 10:00	3/26/21 16:25	rs router	3G	FPT
				Down	BGT08096	102000010133	Đức - NS - BGT	Thảo - CC - BGT	3/26/21 10:00	3/26/21 15:04	gãy dây fc	FTTH	FPT
				Down	BGT09373	132000040010	Đức - NS - BGT	Thảo - CC - BGT	3/26/21 10:00	3/26/21 17:12	đứt cáp	FTTH	FPT
				Down	BGT08699	124000020416	Đức - NS - BGT	Thảo - CC - BGT	3/26/21 10:00	3/29/21 14:13	đứt cáp	FTTH	FPT
				Down	BGT04959	108000010029	Đức - NS - BGT	Thảo - CC - BGT	3/26/21 10:00	3/29/21 13:19	kh ko cần cáp	FTTH	VNPT
3/26/2021	Dayshift			Down	BGT07419	101000020585	Đức - NS - BGT	Thảo - CC - BGT	3/26/21 10:00	3/27/21 15:22	đứt cáp	FTTH	VNPT

				Down	BGT07230	1240000302[illegible]	Đức - NS - BGT	Thảo - CC - BGT	3/26/21 10:00	3/26/21 15:02	rs router	3G	FPT
				Down	BGT07834	1229000020027	Đức - NS - BGT	Thảo - CC - BGT	3/26/21 10:00	3/27/21 16:38	cấm lại sim	3G	FPT
				Down	BGT04285	1010000070005	Đức - NS - BGT	Thảo - CC - BGT	3/26/21 10:00	3/26/21 15:35	kt hệ thống	3G	FPT
				Down	BGT08636	1140000020165	Đức - NS - BGT	Thảo - CC - BGT	3/26/21 10:00	3/25/21 8:40	kiểm tra hệ thống	3G	FPT
				Down	BGT05916	1330000030029	Đức - NS - BGT	Thảo - CC - BGT	3/26/21 10:00	3/30/21 15:57	thay sim	3G	FPT
3/27/2021	Dayshift			Down	BGT09349	1376000010056	Tuấn - NS - BGT	Thảo - CC - BGT	3/27/21 10:00	3/28/21 5:57	đứt cáp	FTTH	VNPT
				Down	BGT04210	1540000010004	Tuấn - NS - BGT	Thảo - CC - BGT	3/27/21 10:00	3/27/21 16:08	lỗng nguồn modem	FTTH	VNPT
				Down	BGT04415	1080000020022	Tuấn - NS - BGT	Thảo - CC - BGT	3/27/21 10:00		KH di dời thiết bị	FTTH	VNPT
				Down	BGT30777	2440000010021	Tuấn - NS - BGT	Thảo - CC - BGT	3/27/21 10:00	3/27/21 20:35	cấu hình lại modem	FTTH	VNPT
				Down	BGT09280	1010000090343	Tuấn - NS - BGT	Thảo - CC - BGT	3/27/21 10:00	3/27/21 9:32	cấm lại sim	3G	FPT
3/28/2021	Dayshift			Down	BGT51264	1230000010013	Đức - NS - BGT	Ngọc - CC - BGT	3/28/21 10:00	3/28/21 17:09	đứt cáp	FTTH	VNPT
				Down	BGT07556	1020000201[illegible]	Trường - NS - BGT	Ca - CC - BGT	3/29/21 10:00	3/29/21 10:27	đứt dây nguồn	FTTH	FPT
				Down	BGT07651	2010000101[illegible]	Trường - NS - BGT	Ca - CC - BGT	3/29/21 10:00	3/29/21 14:41	lỏng nguồn cvt	FTTH	FPT
				Down	BGT08283	1010000020021	Trường - NS - BGT	Ca - CC - BGT	3/29/21 10:00	3/29/21 13:43	gãy fc	FTTH	FPT
				Down	BGT08431	1200000201[illegible]	Trường - NS - BGT	Ca - CC - BGT	3/29/21 10:00	3/29/21 14:44	đứt cáp	FTTH	FPT
				Down	BGT07814	1010000701[illegible]	Trường - NS - BGT	Ca - CC - BGT	3/29/21 10:00	3/29/21 17:31	lỗi cvt	FTTH	FPT
				Down	BGT50832	1360000101[illegible]	Trường - NS - BGT	Ca - CC - BGT	3/29/21 10:00	3/30/21 18:55	lỗi modem	FTTH	VNPT
				Down	BGT07002	1440000101[illegible]	Trường - NS - BGT	Ca - CC - BGT	3/29/21 10:00	3/31/21 14:54	thay router	3G	FPT
				Down	BGT3473	1400000201[illegible]	Trường - NS - BGT	Ca - CC - BGT	3/29/21 10:00			3G	FPT
				Down	BGT00540	1010000302[illegible]	Trường - NS - BGT	Ca - CC - BGT	3/29/21 10:00	3/30/21 9:01	kt hệ thống	3G	FPT
3/29/2021	Dayshift			Down	BGT00185	1010000302[illegible]	Trường - NS - BGT	Ca - CC - BGT	3/29/21 10:00			3G	FPT
				Down	BGT09109	1540000101[illegible]	Trường - NS - BGT	Ca - CC - BGT	3/29/21 10:00			3G	FPT
				Down	BGT01778	1180000201[illegible]	Trường - NS - BGT	Ca - CC - BGT	3/29/21 10:00			3G	FPT
				Down	BGT01711	1180000101[illegible]	Trường - NS - BGT	Ca - CC - BGT	3/29/21 10:00			3G	FPT
				Down	BGT51038	1190000201[illegible]	Trường - NS - BGT	Ca - CC - BGT	3/29/21 10:00	3/29/21 13:10	rs sim	3G	VNPT
				Down	BGT51054	1190000201[illegible]	Trường - NS - BGT	Ca - CC - BGT	3/29/21 10:00	3/29/21 15:48	rs router	3G	VNPT
				Down	BGT50717	2560000101[illegible]	Trường - NS - BGT	Ca - CC - BGT	3/29/21 10:00	3/30/21 13:29	rs sim	3G	VNPT
				Down	BGT50943	1050000201[illegible]	Trường - NS - BGT	Ca - CC - BGT	3/29/21 10:00	3/29/21 13:03	rs sim	3G	VNPT
				Down	BGT51040	1050000301[illegible]	Trường - NS - BGT	Ca - CC - BGT	3/29/21 10:00	3/29/21 15:16	rs router	3G	VNPT
				Down	BGT50867	1050000301[illegible]	Trường - NS - BGT	Ca - CC - BGT	3/29/21 10:00	3/29/21 12:38	đổi khe sim	3G	VNPT
				Down	BGT50918	2240000101[illegible]	Trường - NS - BGT	Ca - CC - BGT	3/29/21 10:00	3/29/21 13:40	rs router	3G	VNPT
				Down	BGT03855	1080000101[illegible]	Trường - NS - BGT	Hạnh - CC - BGT	3/30/21 10:00	3/30/21 10:36	đứt cáp	FTTH	FPT
				Down	BGT03619	1240000101[illegible]	Trường - NS - BGT	Hạnh - CC - BGT	3/30/21 10:00	3/30/21 10:03	lỗi cáp	FTTH	FPT
				Down	BGT00677	1010000302[illegible]	Trường - NS - BGT	Hạnh - CC - BGT	3/30/21 10:00	3/30/21 15:28	đứt cáp	FTTH	FPT
				Down	BGT05386	1010000102[illegible]	Trường - NS - BGT	Hạnh - CC - BGT	3/30/21 10:00	3/30/21 16:00	đứt cáp	FTTH	FPT
				Down	BGT07489	1130000101[illegible]	Trường - NS - BGT	Hạnh - CC - BGT	3/30/21 10:00	3/31/21 6:55	đứt cáp	FTTH	FPT
				Down	BGT08046	1240000203[illegible]	Trường - NS - BGT	Hạnh - CC - BGT	3/30/21 10:00			FTTH	FPT
				Down	BGT05713	1430000101[illegible]	Trường - NS - BGT	Hạnh - CC - BGT	3/30/21 10:00	3/30/21 12:05	Đứt cáp	FTTH	VNPT
				Down	BGT08797	1010000601[illegible]	Trường - NS - BGT	Hạnh - CC - BGT	3/30/21 10:00	KH tự ý di chuyển máy. CC closed case		FTTH	VNPT
3/30/2021	Dayshift			Down	BGT07457	1240000103[illegible]	Trường - NS - BGT	Hạnh - CC - BGT	3/30/21 10:00	3/30/21 14:25	kênh tự UP	FTTH	VNPT
				Down	BGT09010	1520000200[illegible]	Trường - NS - BGT	Hạnh - CC - BGT	3/30/21 10:00	3/30/21 14:35	lỏng nguồn modem	FTTH	VNPT
				Down	BGT03303	1160000301[illegible]	Trường - NS - BGT	Hạnh - CC - BGT	3/30/21 10:00	3/30/21 15:17	treo router	FTTH	VNPT
				Down	BGT08797	1010000601[illegible]	Trường - NS - BGT	Hạnh - CC - BGT	3/30/21 10:00			3G	FPT
				Down	BGT02828	1240000101[illegible]	Trường - NS - BGT	Hạnh - CC - BGT	3/30/21 10:00			3G	FPT
				Down	BGT07230	1240000302[illegible]	Trường - NS - BGT	Hạnh - CC - BGT	3/30/21 10:00			3G	FPT
				Down	BGT05895	1220000302[illegible]	Trường - NS - BGT	Hạnh - CC - BGT	3/30/21 10:00			3G	FPT
				Down	BGT07421	1460000101[illegible]	Trường - NS - BGT	Hạnh - CC - BGT	3/30/21 10:00			3G	FPT
				Down	BGT06182	1010000702[illegible]	Trường - NS - BGT	Hạnh - CC - BGT	3/30/21 10:00			3G	FPT
				Down	BGT09204	1600000101[illegible]	Trường - NS - BGT	Hạnh - CC - BGT	3/30/21 10:00			3G	FPT
				Down	BGT01228	1070000201[illegible]	Hải - NS - BGT	Ngọc - CC - BGT	3/31/21 10:00			FTTH	FPT
				Down	BGT08298	1140000101[illegible]	Hải - NS - BGT	Ngọc - CC - BGT	3/31/21 10:00	3/31/21 15:58	đứt cáp	FTTH	FPT
				Down	BGT00187	1010000302[illegible]	Hải - NS - BGT	Ngọc - CC - BGT	3/31/21 10:00	3/31/21 14:44	hư cvt	FTTH	FPT
				Down	BGT07002	1440000101[illegible]	Hải - NS - BGT	Ngọc - CC - BGT	3/31/21 10:00	3/31/21 15:17	thay router	FTTH	VNPT
				Down	BGT07737	1330000101[illegible]	Hải - NS - BGT	Ngọc - CC - BGT	3/31/21 10:00			FTTH	VNPT
				Down	BGT50881	2280000101[illegible]	Hải - NS - BGT	Ngọc - CC - BGT	3/31/21 10:00	3/31/21 18:16	bấm lại dây LAN	FTTH	VNPT
				Down	BGT50981	2240000101[illegible]	Hải - NS - BGT	Ngọc - CC - BGT	3/31/21 10:00			FTTH	VNPT
				Down	BGT09417	1280000201[illegible]	Hải - NS - BGT	Ngọc - CC - BGT	3/31/21 10:00	3/31/21 13:01	vệ sinh sim	3G	FPT
				Down	BGT00740	1010000302[illegible]	Hải - NS - BGT	Ngọc - CC - BGT	3/31/21 10:00	3/31/21 13:45	rs router	3G	FPT
				Down	BGT01369	1010000501[illegible]	Hải - NS - BGT	Ngọc - CC - BGT	3/31/21 10:00	3/31/21 11:43	rs router	3G	FPT
				Down	BGT02593	1010000801[illegible]	Hải - NS - BGT	Ngọc - CC - BGT	3/31/21 10:00	3/31/21 15:52	rs router	3G	FPT
				Down	BGT03389	1010000401[illegible]	Hải - NS - BGT	Ngọc - CC - BGT	3/31/21 10:00			3G	FPT
				Down	BGT00185	1010000302[illegible]	Hải - NS - BGT	Ngọc - CC - BGT	3/31/21 10:00	3/31/21 16:02	rs router	3G	FPT
				Down	BGT02260	1240000209[illegible]	Hải - NS - BGT	Ngọc - CC - BGT	3/31/21 10:00			3G	FPT
				Down	BGT51227	1230000101[illegible]	Hải - NS - BGT	Ngọc - CC - BGT	3/31/21 10:00			3G	VNPT
				Down	BGT51615	1470000101[illegible]	Hải - NS - BGT	Ngọc - CC - BGT	3/31/21 10:00	3/31/21 13:53	reset sim	3G	VNPT
				Down	BGT50746	2050000101[illegible]	Hải - NS - BGT	Ngọc - CC - BGT	3/31/21 10:00	3/31/21 13:57	lỏng nguồn	3G	VNPT

BERJAYA GIA THINH

OPERATIONS REQUEST FORM

#0071

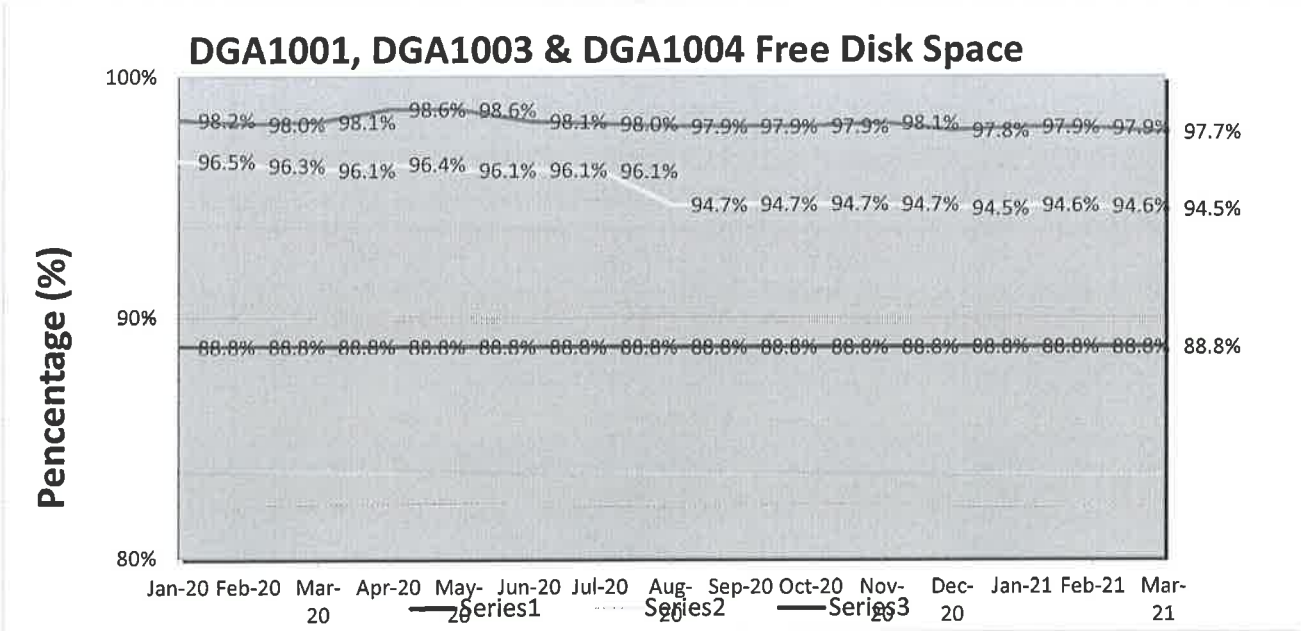
TODAY'S DATE dd/mm/yyyy	REQUEST TITLE	DATE REQUIRED dd/mm/yyyy
23/03/2021	Refer the enclosed Software Release Notes sent by ILTS - Project: Vietlott - Product: System Manager - Old version: SysManager A.09.00 - New version: SysManager A.10.00 - Update to new version on Mar 23rd, 2021. It will be affected on 24th 2021.	23/03/2021
	Update or fix issue: -Add command show db logins. - Services can be stop-start by group and filter by status. -No longer terminated unexpectedly on show status when a server is not accessible via SSH -Changed progress indicator from 5% increments to 2% increments. Attachments: -BGT_SRR_074	
SYSTEM	RECOMMENDED RUN TIME	ESTIMATED TIME
DTA	**DAY 24/03/2020, after EOD about 00:30 AM**	**30 mins**
INPUT DEVICE	DISK DEVICE NAME	TAPE # / NAME
CO Installation USB	**Depend on each server's drives**	
OUTPUT DEVICE	DISK DEVICE NAME	TAPE # / NAME
Sys-man PCs	**Depend on each server's drives**	**Sys-man-PCs**

ITEM #	INSTRUCTIONS / PROCEDURES	INITIALS & DATE
1	**Execute the upgrade** -System Manager to latest version which released on Feb 01st 2021	
	If not ok, will use old version of the script.	
	WAS ORF COMPLETED SUCCESSFULLY (YES/NO)	DATE & TIME
SUBMITTED BY	Huynh Ngoc Thanh — Tran Tan Phong	23/03/2021
APPROVED BY	Mr. Le Nguyen Thai Duy	
COMPLETED BY	Le Hoang Vu	

BGT Disk Usage Breakdown as of 31-Mar-2021

Disk Name	Size/Free (Location)					Contents
DGA1001 (I64SYS)	100.00 G (Storage Work)	(Mirror) /	88.75 G (	88.8%	)	- OpenVMS System - OpenVMS Page File - OpenVMS Swap File
	Free Block :	186,125,232	Total Blocl	209,715,200		
DGA1002 QUORUM Dis	0.25 G (Storage Work)	(Mirror) /	0.22 G (	86.3%	)	- Quorum Disk Files
	Free Block :	452,336				
	Total Block	524,288				
DGA1003 (APPL)	1024.00 G (Storage Work)	(Mirror) /	967.42 G (	94.5%	)	- 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 :	2,028,817,472				
	Total Block	2,147,483,648				
DGA1004 Online DATA	800.00 G (Storage Work)	(Mirror) /	781.40 G (	97.7%	)	- DSK_99 System Close Files (for backup to tape (ie. 35 DAT files of previous day close)
	Free Block :	1,638,712,336	Total Blocl	1,677,721,600		

Graph of Free Disk Space of DGA1001, DGA1003 & DGA1004 as of 31-Mar-2021



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TOTAL TRANSACTIONS FOR THE LAST WEEK OF THE MONTH

Day & Date		Sale Tran Count	Cancel Tran Count	Payout Tran Count	Total trans.
Thursday	25-Mar-2021	836,213	6,780	72,844	915,837
Friday	26-Mar-2021	675,199	8,330	66,704	750,233
Saturday	27-Mar-2021	824,835	7,686	70,494	903,015
Sunday	28-Mar-2021	567,795	7,338	63,221	638,354
Monday	29-Mar-2021	565,038	3,396	66,388	634,822
Tuesday	30-Mar-2021	875,365	8,319	69,583	953,267
Wednesday	31-Mar-2021	644,484	9,163	67,714	721,361
Total		**4,988,929**	**51,012**	**476,948**	**5,516,889**

Highest Transaction per Second Statistics

Day	Date & Time		TPS
Thursday	25-Mar-2021	17:27:04	121
Friday	26-Mar-2021	16:55:26	106
Saturday	27-Mar-2021	16:56:22	93
Sunday	28-Mar-2021	16:57:03	64
Monday	29-Mar-2021	17:33:27	99
Tuesday	30-Mar-2021	10:28:13	195
Wednesday	31-Mar-2021	17:58:38	178

Betfile Last Block Sizes As at 31-Mar-2021

Bet File Filename	Size in Block 31-Mar-2021	Size in Block 28-Feb-2021	Size in Block 31-Jan-2021	Size in Block 31-Dec-2020	Size in Block 30-Nov-2020
BET01.DAT	341,143	341,482	303,312	360,151	269,983
BET02.DAT	418,974	355,952	312,113	357,403	283,975
BET03.DAT	285,317	320,156	262,059	321,687	246,744
BET04.DAT	284,356	266,388	242,720	266,628	223,212
BET05.DAT	448,649	366,428	349,088	395,752	320,559
BET06.DAT	343,942	325,223	317,933	384,518	283,230
BET07.DAT	441,345	358,401	332,750	411,741	295,968
BET08.DAT	357,836	328,864	315,324	328,436	277,413
BET09.DAT	435,218	350,625	327,885	328,555	287,505
BET10.DAT	302,082	277,855	268,263	292,219	241,718
BET11.DAT	292,499	209,390	245,486	244,662	218,511
BET12.DAT	459,648	301,671	338,131	366,037	322,398
BET13.DAT	339,912	358,274	306,337	327,986	287,387
BET14.DAT	432,378	371,437	323,046	349,775	304,182

BATLOG Last Block Sizes As at 31-Mar-2021

Filename	Size in Block 31-Mar-2021	Size in Block 28-Feb-2021	Size in Block 31-Jan-2021	Size in Block 31-Dec-2020	Size in Block 30-Nov-2020
BATLOG.DAT	660854/660864	550586/550592	550064/550064	780986/780992	490862/490864

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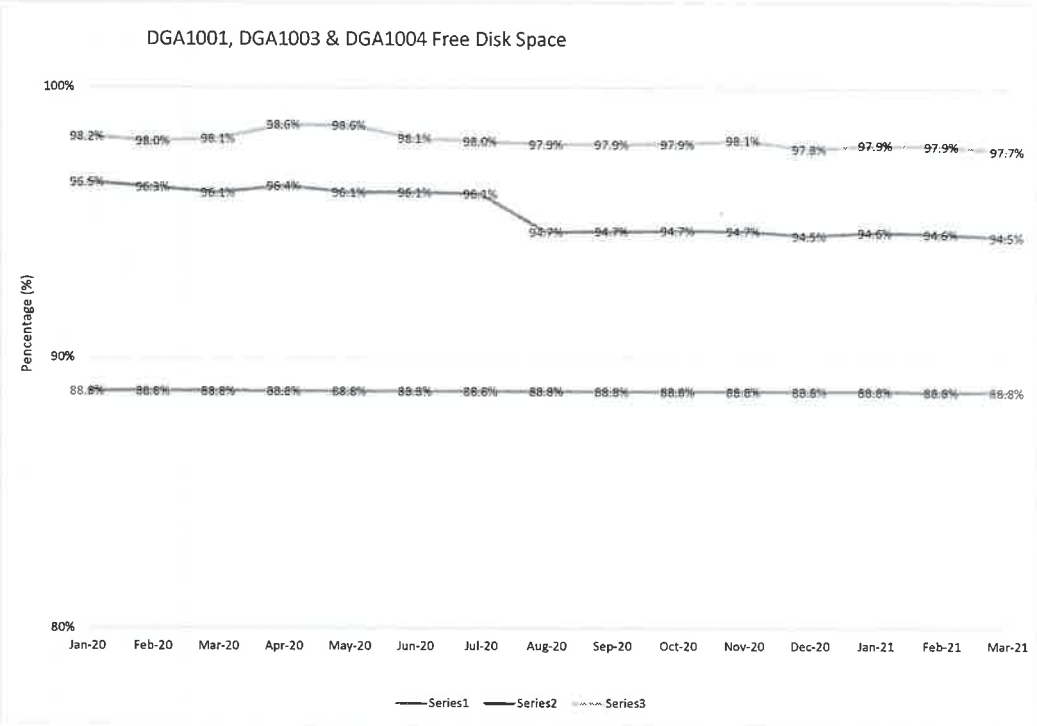
Date	DGA1001	DGA1003	DGA1004
31-Aug-16	88.8%	98.5%	99.1%
30-Sep-16	88.8%	98.1%	98.9%
31-Oct-16	88.8%	97.4%	98.0%
30-Nov-16	88.8%	96.3%	96.3%
31-Dec-16	88.0%	96.0%	95.0%
31-Jan-17	88.8%	97.3%	95.3%
28-Feb-17	88.8%	97.3%	94.8%
31-Mar-17	88.8%	97.6%	94.5%
30-Apr-17	88.8%	97.6%	94.2%
31-May-17	88.8%	97.7%	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%

Current Month		
DGA1001	DGA1003	DGA1004
88.8%	94.5%	97.7%



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