

Admin Access on - Identity/OKTA/PAM -



Work Order WO0000006504851 Low

Updated May 26, 2021 8:27 AM

Closed

Successful

Achieved May 20, 2021 11:54 AM

☎ ###

✉ AeronJohn.Diwa@genpa...

Site

Muntinlupa Phil

Muntinlupa,

Philippines

Customer

Aeron John Diwa

Company

Genpact India Pvt Ltd

Organization

180- Technology

☎ ###

✉ AeronJohn.Diwa@genpa...

Contact

Aeron John Diwa

Affected

Service

Operational Category

Request > Administrator

Description

Product Category

Service > Infrastructure

> IMSSO

Please select the desired activity: Admin Access on - Identity/OKTA/PAM

OHR ID: 850039990

OHR Name: Aeron John Diwa

Mirror OHR ID: 850045020

Access Level: Helpdesk

Application: OKTA

Team: ONSITE SUPPORT TEAM

Access Required Till: 9/30/2021

Business Justification: for Onsite support and GSD support

SRMappingID: 000000000810848

Location



None

Assigned To
Vivek kumar Kotagiri

Support Group
IMSSO IDM

Request
Manager
None Set

Manager Support
Group
IMSSO IDM

Scheduled
Dates
**None -
None**

Actual Dates
**May 20, 2021 11:32 AM - May 26, 2021
8:15 AM**

Dynamic Fields

Please select the desired activity

Admin Access on - Identity/OKTA/PAM

Access Level
Helpdesk

Application
OKTA

Team
ONSITE SUPPORT TEAM

WO Type Field 05
850045020

WO Type Field 09
140

WO Type Field 49
Sep 30, 2021

Activity

Status Marked: "Closed" by System Generated
May 26, 2021 8:15 AM



Vivek kumar Kotagiri added a note

We have added user to the OKTA help desk group , Please reach us in if incase of any
issues/concerns.

May 20, 2021 11:54 AM





Status Marked: "Completed" by Vivek kumar Kotagiri With Reason: "Successful"
May 20, 2021 11:54 AM



Assigned To: Vivek kumar Kotagiri by Vivek kumar Kotagiri
May 20, 2021 11:34 AM



Status Marked: "In Progress" by Vivek kumar Kotagiri
May 20, 2021 11:32 AM



SLA Alert: Due in a day for Vivekanandan PSV
May 18, 2021 10:23 PM



SLA Alert: Due in a day for Vivekanandan PSV
May 18, 2021 10:24 AM



SLA Alert: Due in 12 hours for Vivekanandan PSV
May 17, 2021 10:23 PM



Assigned To: Vivekanandan PSV by Bolludanam Karunakar
May 17, 2021 12:49 PM



Assigned To: Bolludanam Karunakar by System Generated
May 17, 2021 10:22 AM



System Generated Comment

This ticket was created from the service request system.
May 17, 2021 10:22 AM



New WO0000006504851 by System Generated
May 17, 2021 10:22 AM

Resources