



#154304 02/18/2022 - DCR Termination - EGUO-  
CBRM68 User : JORGE VEGA MORALES [View Details](#)

by Elvin Guerrero Fajardo on 18/02/2022 10:44 AM  
| DueBy : 03/03/2022 03:38 PM

SLA Account Man...

✓ Closed

Priority : Low

#### Description

Remover todos los Accesos ==> Remover todos los accesos de: 16764647 VEGA MORALES JORGE ==> No

#### Attachments

EGUO-CBRM68.pdf

#### Request details

##### Properties

✕ User does not have this permission ✕

Status	Closed	Impact	Affects User
Request Type	Service Request	Urgency	Low
Mode	E-Mail	Priority	Low
Group	DBS Service Desk AM	Category	Identity and Access Management
Technician	Carlos Leon	Subcategory	Disable/Termination
Work Order	EGUO-CBRM68	Applications	Not Assigned
Affected User	JORGE VEGA MORALES	Business Unit	DCR
Site	DCR-CPL-C00-Guapiles		
Account	Dole IT		
Asset(s)	-	Created By	Juan Barron Maciel
Department	SJO- Nomina	SLA	SLA Account Management
Service Category	Information Security	Template	Identity & Access Management
Created Date	18/02/2022 10:44 AM	Scheduled Start Time	-
Scheduled End Time	-	DueBy Date	03/03/2022 03:38 PM
Resolved Date	23/02/2022 10:11 AM	Completed Date	02/03/2022 10:54 AM

Time Elapsed	19hrs 15min	Response DueBy Time	-
Request Closure Code	Not Assigned	Request Closure Comments	-
Last Update Time	02/03/2022 10:54 AM		



Closed without requester's acknowledgement

Comments : Aged Request was Closed.

Requester details



Elvin Guerrero Fajardo  
Elvin.Guerrero@dole.com

* Name	Elvin Guerrero Fajardo	First Name	Elvin
Middle Name	-	Last Name	Guerrero Fajardo
VIP User	No		
Employee ID	501880611	Job title	Analista Nomina
* Account	Dole IT	User does not have this permission	
* Department Name	SJO- Nomina, DCR-CPL-C00-Guapiles	Mobile	-
Phone	27134000	Business Impact	-
User Business Unit	DCR	Country	Costa Rica
Region	Costa Rica	Primary Email	Elvin.Guerrero@dole.com
Description	-		

Share details - This Request is not shared with any user.

Resolution submitted by : Carlos Leon

Submitted on : 21/02/2022 06:47 PM

Se deshabilita el usuario de AD CORP\jvega, se mueve a la OU corp.dole.com/LA/DCR/TNC/Terminations, se remueve de todos los grupos.  
Se remueve la cuenta de correo Jorge.Vega@dole.com.  
Se elimina el perfil de Okta Jorge.Vega@dole.com.  
Se elimina el usuario de Lotus Notes Jorge Vega/CRI/LA/DOLE.  
El usuario Jorge Vega/CRI/LA/DOLE no es aprobador de UARs.  
Se elimina el contacto de ME SDP Jorge Vega Morales.

No se encuentra usuario de AS400 para Jorge Vega Morales en LPAR Latinpro.

No se encuentra usuario de JDE World para Jorge Vega Morales en ambientes SFCO.

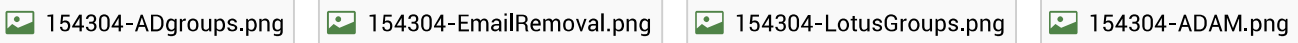
Se remueven las asignaciones del usuario CORP\jvega en ADAM: compañía, clases de nómina y rol.

Se asigna una tarea a DBS DBA para remover el usuario de las bases de datos de ADAM.

Se asignan tareas para remover la extensión telefónica y para el retiro del equipo.

Se realiza la verificación de accesos en el sistema de UARs.

Attachments



Conversations

No Conversations

Approval Details

User does not have this permission

Work Log

Owner	Time Taken To Resolve	Other Charge (\$)	Start Time	End Time	Description
Warner Bravo Avalo	0 Hrs 20 Mins	0.00	23/02/2022 09:50 AM	23/02/2022 10:10 AM	Se realiza decommission
Catalina Martinez Guzman	0 Hrs 35 Mins	0.00	22/02/2022 10:30 AM	22/02/2022 11:05 AM	Se eliminó el acceso para el usuario "jvega"
Carlos Leon	0 Hrs 10 Mins	0.00	21/02/2022 05:50 PM	21/02/2022 06:29 PM	Se realiza la verificación de accesos en el sistema de UARs.
Carlos Leon	0 Hrs 5 Mins	0.00	21/02/2022 05:55 PM	21/02/2022 06:29 PM	Se asignan tareas para remover la extensión telefónica y para el retiro del equipo.
Carlos Leon	0 Hrs 5 Mins	0.00	21/02/2022 05:55 PM	21/02/2022 06:29 PM	Se asigna una tarea a DBS DBA para remover el usuario de las bases de datos de ADAM.
Carlos Leon	0 Hrs 15 Mins	0.00	21/02/2022 05:45 PM	21/02/2022 06:28 PM	Se remueven las asignaciones del usuario CORP\jvega en ADAM: compañía, clases de nómina y rol.
Carlos Leon	0 Hrs 5 Mins	0.00	21/02/2022 05:55 PM	21/02/2022 06:28 PM	No se encuentra usuario de JDE World para Jorge Vega Morales en ambientes SFCO.
Carlos Leon	0 Hrs 5 Mins	0.00	21/02/2022 05:55 PM	21/02/2022 06:27 PM	No se encuentra usuario de AS400 para Jorge Vega Morales en LPAR Latinpro.
Carlos Leon	0 Hrs 5 Mins	0.00	21/02/2022 05:55 PM	21/02/2022 06:27 PM	Se elimina el contacto de ME SDP Jorge Vega Morales.
Carlos Leon	0 Hrs 5 Mins	0.00	21/02/2022 05:55 PM	21/02/2022 06:26 PM	El usuario Jorge Vega/CRI/LA/DOLE no es aprobador de UARs.

Carlos Leon	0 Hrs 10 Mins	0.00	21/02/2022 05:50 PM	21/02/2022 06:25 PM	Se elimina el usuario de Lotus Notes Jorge Vega/CRI/LA/DOLE.
Carlos Leon	0 Hrs 5 Mins	0.00	21/02/2022 05:55 PM	21/02/2022 06:25 PM	Se elimina el perfil de Okta Jorge.Vega@dole.com
Carlos Leon	0 Hrs 10 Mins	0.00	21/02/2022 05:50 PM	21/02/2022 06:25 PM	Se remueve la cuenta de correo Jorge.Vega@dole.com.
Carlos Leon	0 Hrs 15 Mins	0.00	21/02/2022 05:45 PM	21/02/2022 06:24 PM	Se deshabilita el usuario de AD CORP\jvega, se mueve a la OU corp.dole.com/LA/DCR/TNC/Terminations, se remueve de todos los grupos.
Juan Barron Maciel	0 Hrs 0 Mins	0.00	18/02/2022 10:45 AM	18/02/2022 10:45 AM	Usuario no tiene extencion en el CCM

Total Time Taken : 2 Hrs 30 Mins

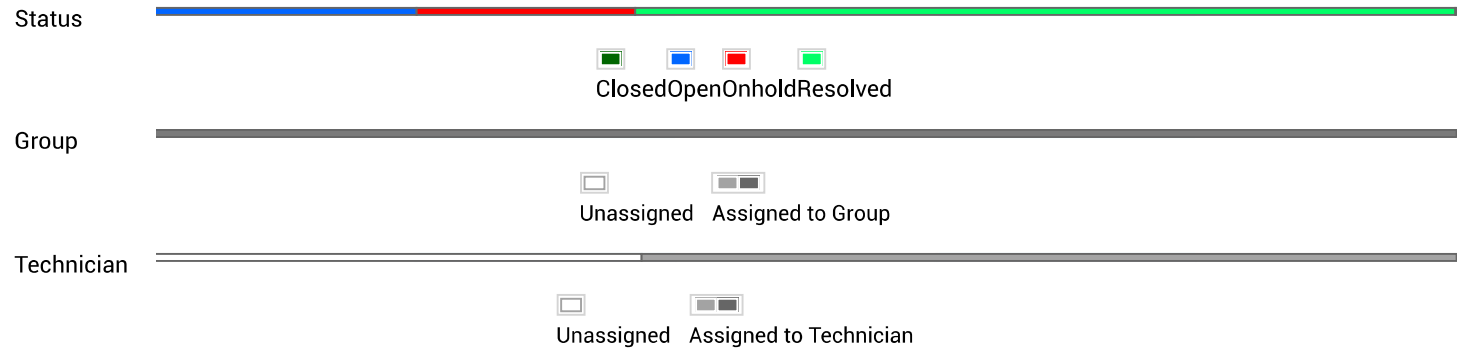
Checklist -No Checklists found.

Time Analysis

Request SLA		Actual Time Spent	
Response Time	Resolution Time	Group	Technician
No SLA Available	06 hours 00 minutes	19 hours 16 minutes	12 hours 4 minutes

⌛ User does not have this permission ⌛

Time Elapsed Analysis - Status, Group and Technicians



Group	OLA Time	Time Elapsed
DBS Service Desk AM	Not configured	19 hours 16 minutes

Technician	Time Elapsed
Unassigned	7 hours 11 minutes
Carlos Leon	12 hours 4 minutes

## History

2022.03.02

10:54 AM



Closed

by **System**

DueBy Date changed from **23/02/2022 10:44 AM** to **03/03/2022 03:38 PM**

Status changed from **Resolved** to **Closed**

ISREAD changed from **true** to **false**

Comments : Closed aged Request.

2022.02.23

10:11 AM



Resolved



by **System**

Status changed from **On Hold** to **Resolved**

ISREAD changed from **true** to **false**

Comments : All the associated tasks are closed

2022.02.21

 User does not have this permission 

06:47 PM



Updated

by **Carlos Leon**

Resolution : [Click Here](#)

06:47 PM



Attachment Added

by **Carlos Leon**

Resolution Attachments : **154304-ADAM.png**

06:47 PM



Attachment Added

by **Carlos Leon**

Resolution Attachments : **154304-LotusGroups.png**

06:47 PM



Attachment Added

by **Carlos Leon**

Resolution Attachments : **154304-EmailRemoval.png**

06:47 PM



Attachment Added

by **Carlos Leon**

Resolution Attachments : **154304-ADgroups.png**

06:30 PM



Updated

by **Carlos Leon**

Resolution : [Click Here](#)

Time of stop timer : **21/02/2022 06:30 PM**

Status changed from **Open** to **On Hold**

Comments : Tareas pendientes.

06:29 PM



WorkLog Added

by **Carlos Leon**

Owner : **Carlos Leon**

Time Spent : **0 Hrs 5 Mins**

06:29 PM



WorkLog Added

by **Carlos Leon**

Owner : **Carlos Leon**

Time Spent : **0 Hrs 5 Mins**

06:24 PM



Task deleted

by **Carlos Leon**

Task ID : **151426**

Title : **Phone Extension**

06:24 PM



Task deleted

by **Carlos Leon**

Task ID : **151415**

Title : **VPN Access**

2022.02.18

05:55 PM



Updated

by **Carlos Leon**

Response DueBy Time : **None**

✕ User does not have this permission ✕

ISHEAD changed from false to true

10:44 AM



Task Added

by **Juan Barron Maciel**

Task ID : **151428**

Title : **Equipment Decommission**

10:44 AM



Task Added

by **Juan Barron Maciel**

Task ID : **151427**

Title : **Telefonia DCR**

10:44 AM



Task Added

by **Juan Barron Maciel**

Task ID : **151426**

Title : **Phone Extension**

10:44 AM



Task Added

by **Juan Barron Maciel**

Task ID : **151425**

Title : **Access Verification**

10:44 AM
















Task Added

by **Juan Barron Maciel**

Task ID : **151424**

Title : **ADAM DBA**

10:44 AM		Task Added	by <b>Juan Barron Maciel</b> Task ID : <b>151423</b> Title : <b>ADAM App</b>
10:44 AM		Task Added	by <b>Juan Barron Maciel</b> Task ID : <b>151422</b> Title : <b>JDE World</b>
10:44 AM		Task Added	by <b>Juan Barron Maciel</b> Task ID : <b>151421</b> Title : <b>AS400</b>
10:44 AM		Task Added	by <b>Juan Barron Maciel</b> Task ID : <b>151420</b> Title : <b>MSP Requester</b>
10:44 AM		Task Added	by <b>Juan Barron Maciel</b> Task ID : <b>151419</b> Title : <b>UAR Cleanup</b>
10:44 AM		Task Ac	by <b>Juan Barron Maciel</b> Task ID : <b>151418</b> Title : <b>Lotus Notes</b>
10:44 AM		Task Added	by <b>Juan Barron Maciel</b> Task ID : <b>151417</b> Title : <b>OKTA</b>
10:44 AM		Task Added	by <b>Juan Barron Maciel</b> Task ID : <b>151416</b> Title : <b>O365 Outlook</b>
10:44 AM		Task Added	by <b>Juan Barron Maciel</b> Task ID : <b>151415</b> Title : <b>VPN Access</b>
10:44 AM		Task Added	by <b>Juan Barron Maciel</b> Task ID : <b>151414</b> Title : <b>Windows Network</b>
10:44 AM		Created	by <b>Juan Barron Maciel</b> From Host/IP Address : <b>172.27.118.4</b>

 User does not have this permission 



User does not have this permission

