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|  |  | |  | | --- | | **Paul Fazekas** | | | | | | | |  |  |  |
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|  |  |  |  | |  | | --- | | **DATA PROTECTION NOTICE :**  You are accessing an information system (IS) that contains confidential or otherwise sensitive information, which such information is subject to authorized use only, including, but not limited to, all applicable statute(s), regulation(s) and/or policies. You acknowledge that:1) access and use of this IS may be monitored, recorded and subject to audit; 2) such access and use constitutes consent to such monitoring, recording and audit; and 3) failure to abide by all IS requirements, and all other appropriate policies, procedures and accompanying trainings, as well as all other parts of [this user agreement] may result in revoked or suspended access privileges, or other disciplinary actions. | | | | | | | |  |
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|  |  |  | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | |  |  |  | | --- | --- | --- | | |  | | --- | | **Reactive and Advisory Service - Open Cases and Requests** | |  | |  |  | | | | | | | | | | | | | | | | | | |  |  |  |
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|  |  |  |  |  |  | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Open Date** | **Case Number** | **Title** | **Case Type Severity (Current/Max)** | **Service** | **Product** | **Consumed Hours** | | 06/17/2025 | 2506170040010191 | {NAMEPII}: Win 10: Unexpected Microsoft Defender Updates Trigger AppLocker {NAMEPII} and Security Alerts | Reactive Incident (B - Urgent/B - Urgent) | Problem Resolution Hours | Microsoft Defender Antivirus(Online Systems) | 0:00 | | **Total** |  |  |  |  |  | **0:00** | | | | | | | | | | | | | | | | | |
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|  |  |  |  |  |  | |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | | **Closed Date** | **Case Number** | **Title** | **Case Type Severity (Current/Max)** | **Service** | **Product** | **Consumed Hours / Incidents** | | 12/06/2024 | 2411060040012328 | OEM: {NAMEPII}: Win 10 Microsoft Defender Antivirus has encountered an error | Reactive Incident (B - Urgent/B - Urgent) | Problem Resolution Hours | Microsoft Defender Antivirus(Online Systems) | 0:00 | | 03/13/2025 | 2503110040010567 | OEM: {NAMEPII}: {ALPHANUMERICPII} Unable to Install Language Pack for All Users on the Device | Reactive Incident (B - Urgent/B - Urgent) | Problem Resolution Hours | Win 10 Ent LTSC v2021(Windows 10) | 3:50 | | **Total Consumed Hours / Incidentsurs / Incidents** |  |  |  |  |  | **3:50 / 0** | | | | | | | | | | | | | | | | | |
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|  |  |  |  | |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | | **Labor Date** | **Labor Category** | **Labor Description** | **Service** | **Type** | **Charged** | | 10/09/2024 | Reactive Support Management | COA question | Support Account Management | Hour | 1:00 | | 10/10/2024 | Reactive Support Management | EPSO Contract: Shared the invoice number with Tim and their billing team. | Support Account Management | Hour | 0:15 | | 11/06/2024 | Reactive Support Management | New SR 2411060040012328 created and followed up,  OEM: Abbott: Win 10 Microsoft Defender Antivirus has encountered an error | Support Account Management | Hour | 0:45 | | 11/12/2024 | Reactive Support Management | Weekly report-Reviewed and followed up on Active cases in Abbott | Support Account Management | Hour | 0:20 | | 12/06/2024 | Reactive Support Management | EPSO Contract: Monthly consumption report - Nov 24 | Support Account Management | Hour | 0:45 | | 12/17/2024 | Reactive Support Management | EPSO Contract: Weekly consumption report and SR status of Abbott. | Support Account Management | Hour | 0:45 | | 01/07/2025 | Reactive Support Management | EPSO Contract: Weekly consumption report and SR status of Abbott and monthly CFR. | Support Account Management | Hour | 2:00 | | 01/14/2025 | Reactive Support Management | EPSO Contract: Weekly consumption report and SR status of Abbott. | Support Account Management | Hour | 1:00 | | 01/21/2025 | Reactive Support Management | EPSO Contract: Weekly consumption report and SR status of Abbott | Support Account Management | Hour | 1:00 | | 01/28/2025 | Reactive Support Management | EPSO Contract: Weekly consumption report and SR status of Abbott. | Support Account Management | Hour | 1:00 | | 02/04/2025 | Reactive Support Management | EPSO Contract: Weekly consumption report and SR status of Abbott. | Support Account Management | Hour | 1:00 | | 02/11/2025 | Reactive Support Management | EPSO Contract: Weekly consumption report and SR status of Abbott. | Support Account Management | Hour | 1:00 | | 02/25/2025 | Reactive Support Management | SR: Reviewed, followed up as part of weekly report Active SR status for Abbott | Support Account Management | Hour | 0:30 | | 03/04/2025 | Reactive Support Management | SR: Reviewed, followed up as part of weekly report Active SR status for Abbott | Support Account Management | Hour | 0:30 | | 03/07/2025 | Reactive Support Management | EPSO Contract: Monthly consumption reports for Abbott for the Feb 2025 | Support Account Management | Hour | 1:00 | | 03/10/2025 | Reactive Support Management | EPSO contract: contact update for CFR | Support Account Management | Hour | 0:15 | | 03/10/2025 | Reactive Support Management | Inquiry: acknowledged, EPSO Ai assistant-reviewed with EPM and responded to partner query RE: Unable to Install Language Pack for All Users on the Device - Assistance Needed | Support Account Management | Hour | 0:45 | | 03/11/2025 | Reactive Support Management | SR: Share support case template to partner RE: Unable to Install Language Pack for All Users on the Device - Assistance Needed | Support Account Management | Hour | 0:15 | | 03/12/2025 | Reactive Support Management | SR: New SR 2503110040010567 created reviewed and assigned to CSS RE: Unable to Install Language Pack for All Users on the Device - Assistance Needed | Support Account Management | Hour | 0:45 | | 03/12/2025 | Reactive Support Management | SR: Reviewed, followed up as part of weekly report Active SR status for Abbott-2503110040010567 | Support Account Management | Hour | 0:30 | | 03/19/2025 | Reactive Support Management | SR: Reviewed, followed up as part of weekly report Active SR status for Abbott-2503110040010567 | Support Account Management | Hour | 0:30 | | 03/26/2025 | Reactive Support Management | SR: Reviewed, followed up as part of weekly report Active SR status for Abbott-2503110040010567 | Support Account Management | Hour | 0:30 | | 04/02/2025 | Reactive Support Management | SR: Reviewed, followed up as part of weekly report Active SR status for Abbott-2503110040010567 | Support Account Management | Hour | 0:30 | | 04/04/2025 | Reactive Support Management | EPSO Contract: Monthly consumption reports for Abbott for the Mar 2025 | Support Account Management | Hour | 1:00 | | 04/09/2025 | Reactive Support Management | SR: Reviewed, followed up as part of weekly report Active SR status for Abbott-2503110040010567 | Support Account Management | Hour | 0:30 | | 04/15/2025 | Reactive Support Management | SR: Reviewed, followed up as part of weekly report Active SR status for Abbott-2503110040010567 | Support Account Management | Hour | 0:30 | | 04/22/2025 | Reactive Support Management | SR: Reviewed, followed up as part of weekly report Active SR status for Abbott-2503110040010567 | Support Account Management | Hour | 0:30 | | 04/29/2025 | Reactive Support Management | SR: Reviewed, followed up as part of weekly report Active SR status for Abbott-2503110040010567 | Support Account Management | Hour | 1:00 | | 05/07/2025 | Reactive Support Management | SR: Reviewed, followed up as part of weekly report Active SR status for Abbott-2503110040010567 | Support Account Management | Hour | 1:00 | | 05/08/2025 | Reactive Support Management | EPSO Contract: Monthly consumption reports for Abbott for the Apr 2025 | Support Account Management | Hour | 1:00 | | 05/14/2025 | Reactive Support Management | EPSO contract: Reviewed and Initiated renewal discussion with CSAM for confirmation | Support Account Management | Hour | 1:00 | | 05/15/2025 | Reactive Support Management | SR: Reviewed, followed up as part of weekly report Active SR status for Abbott-2503110040010567 | Support Account Management | Hour | 1:00 | | 05/15/2025 | Reactive Support Management | EPSO contract: Reviewed and Initiated renewal discussion with CSAM for confirmation | Support Account Management | Hour | 0:30 | | 05/28/2025 | Reactive Support Management | SR: Reviewed, followed up as part of weekly report Active SR status for Abbott | Support Account Management | Hour | 0:30 | | 06/03/2025 | Reactive Support Management | SR: Reviewed, followed up as part of weekly report Active SR status for Abbott | Support Account Management | Hour | 0:30 | | 06/06/2025 | Reactive Support Management | EPSO Contract: Monthly consumption reports for Abbott for the May 2025 | Support Account Management | Hour | 1:00 | | 06/13/2025 | Reactive Support Management | SR: Reviewed, followed up as part of weekly report Active SR status for Abbott | Support Account Management | Hour | 0:30 | | 06/17/2025 | Reactive Support Management | SR: New SR 2506170040010191 reviewed, created and assigned to CSS for further investigation | Support Account Management | Hour | 1:00 | | 06/18/2025 | Reactive Support Management | SR: Reviewed, followed up as part of weekly report Active SR status for Abbott-2506170040010191 | Support Account Management | Hour | 1:00 | | 06/24/2025 | Reactive Support Management | SR: Reviewed, followed up as part of weekly report Active SR status for Abbott-2503110040010567 | Support Account Management | Hour | 1:00 | | **Total** |  |  |  |  | **30:20** | | | | | | | | | | | | | | | |  |  |  |  |
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