# National Development Bank PLC



Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By		Status
89268	2018/08/01	buddhika.dilhari@ndbbank.com	n Ambalangoda	Ambalangoda	PC		Change BIOS settings	Software	Thilina@ndbba	nk.com	Completed
				A	ction		User Comment		Comment By	Cooment	Date % Time
				_	rdinator Logged d Assigned to	No Com	ments		Thilina	2018-08-01	08:44:31
				ndbbank.com ( issue 89268	Completed the	Job is	Completed,.		ndbbank.com	2018-08-01	11:14:34
				Closed By S	ystem	Closed	By System		System	2018-08-06	05:10:30
89269	2018/08/01	priyanka.desilva@ndbbank.com	n HO	36109	PC		system getting stuck	Software	wasim.akram@n	dbbank.com	Completed
				A	ction		User Comment		Comment By	Cooment	Date % Time
				-	rdinator Logged d Assigned to	No Com	ments		Wasim.akram	2018-08-01	08:49:03
				ndbbank.com ( issue 89269	Completed the	clear	temp files		ndbbank.com	2018-08-02	09:57:05
				Closed By S	ystem	Closed	By System		System	2018-08-06	05:10:30
89270	2018/08/01	buddhika.dilhari@ndbbank.com	n Ambalangoda	*7352	PC		PC time change	Software	Thilina@ndbba	nk.com	Completed

Action	User Comment	Comment By	Cooment Date % Time		
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-01 08:50:13		
ndbbank.com Completed the issue 89270	Job is Completed,.	ndbbank.com	2018-08-01 11:16:12		
Closed By System	Closed By System	System	2018-08-06 05:10:30		

Issue II	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cated	ory Attended By	Status
89271	2018/08/01	ishara.francis@ndbbank.com	Ratnapura	Ratnapura	Printer		Need to add a printer/M	Software	wasim.akram@	ndbbank.com Completed
				I	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Con	nments	Ī/	Jasim.akram	2018-08-01 08:57:36
				ndbbank.com issue 89271	Completed the	Comple	eted	r	dbbank.com	2018-08-02 09:57:34
				Closed By S	ystem	Closed	d By System	S	System	2018-08-06 05:10:30
89272	2018/08/01	Lihini.Fernando@ndbbank.com	НО	34139	Other		PC slow	Software	wasim.akram@	Indbbank.com Completed
				I	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Con	nments	īv	Jasim.akram	2018-08-01 09:00:13
				ndbbank.com issue 89272	Completed the	clear	temp files	r	dbbank.com	2018-08-02 09:58:01
				Closed By S	ystem	Closed	d By System	S	System	2018-08-06 05:10:30
89273	2018/08/01	piumi.perera@ndbbank.com	Wattala	*7314	CITS		onpass system logging issue	Software	wasim.akram@	ndbbank.com Completed
				I	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Con	nments	īv	Jasim.akram	2018-08-01 09:02:51
				ndbbank.com issue 89273	Completed the	Comple	eted	r	dbbank.com	2018-08-02 10:19:29
				Closed By S	ystem	Closed	d By System	S	System	2018-08-06 05:10:30
89274	2018/08/01	sureni.ekanayake@ndbbank.com	n null	34243	I can t print document	a	I can t print a document	Software	wasim.akram@	ndbbank.com Completed
				I	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Con	nments		Melpdesk Coordinator	2018-08-01 09:05:33
				ndbbank.com issue 89274	Completed the	Comple	eted	r	dbbank.com	2018-08-02 10:20:03

Issue I	ID Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-06 05:10:30
89275	2018/08/01	mahesh.herath@ndbbank.com	Kurunegala	Kurunegala Other	0365 mail logging Software issue	e wasim.akram@	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 09:07:25
				ndbbank.com Completed the issue 89275	Completed	ndbbank.com	2018-08-02 10:44:22
				Closed By System	Closed By System	System	2018-08-06 05:10:30
89276	2018/08/01	thilanka.udapitiya@ndbbank.om	c Kandy	Kandy Other	O 365 logging Software	e Thilina@ndbb	ank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Action Helpdesk Coordinator Logged the Issue and Assigned to		Comment By Thilina	Cooment Date % Time 2018-08-01 09:09:18
				Helpdesk Coordinator Logged	No Comments	-	
				Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the	No Comments	Thilina	2018-08-01 09:09:18
				Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89276 ndbbank.com Completed the	No Comments  Job is Completed,.  Job is Completed,.	Thilina	2018-08-01 09:09:18 2018-08-01 11:14:16
89277	2018/08/01	gayan.senanayake@ndbbank.co	m KCC	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89276 ndbbank.com Completed the issue 89276	No Comments Job is Completed,. Job is Completed,.	Thilina ndbbank.com ndbbank.com System	2018-08-01 09:09:18 2018-08-01 11:14:16 2018-08-01 11:14:17
89277	2018/08/01	gayan.senanayake@ndbbank.co	m KCC	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89276 ndbbank.com Completed the issue 89276 Closed By System	No Comments  Job is Completed,.  Job is Completed,.  Closed By System  Western Union Software	Thilina ndbbank.com ndbbank.com System	2018-08-01 09:09:18 2018-08-01 11:14:16 2018-08-01 11:14:17 2018-08-06 05:10:30
89277	2018/08/01	gayan.senanayake@ndbbank.co	m KCC	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89276 ndbbank.com Completed the issue 89276 Closed By System  KCC Western Union	No Comments  Job is Completed,.  Job is Completed,.  Closed By System  Western Union Software installation/M	Thilina  ndbbank.com  ndbbank.com  System  wasim.akram@	2018-08-01 09:09:18 2018-08-01 11:14:16 2018-08-01 11:14:17 2018-08-06 05:10:30 ndbbank.com Completed
89277	2018/08/01	gayan.senanayake@ndbbank.co	m KCC	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89276 ndbbank.com Completed the issue 89276 Closed By System  KCC Western Union  Action Helpdesk Coordinator Logged	No Comments  Job is Completed,.  Job is Completed,.  Closed By System  Western Union Software installation/M  User Comment  No Comments	Thilina  ndbbank.com  ndbbank.com  System  wasim.akram@	2018-08-01 09:09:18  2018-08-01 11:14:16  2018-08-01 11:14:17  2018-08-06 05:10:30  ndbbank.com Completed  Cooment Date % Time

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89278	2018/08/01	Lihini.Fernando@ndbbank.com	НО	33047	Other		Data scanning image view issue	Software	wasim.akram@	ndbbank.com Completed
				F	Action		User Comment		Comment By	Cooment Date % Time
				-	rdinator Logged d Assigned to	No Cor	mments	Ţ	Wasim.akram	2018-08-01 09:23:30
				ndbbank.com issue 89278	Completed the	Comple	eted	ı	ndbbank.com	2018-08-02 10:20:19
				Closed By S	ystem	Close	d By System		System	2018-08-06 05:10:30
89279	2018/08/01	deshani.alahakoon@ndbbank.com	Borelesgamuwa - Ext	a Borelesgamu -	wa Western Union		WUPOS certificate installation	Software	Thilina@ndbb	ank.com Completed
				P	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Cor	mments	ŗ	Thilina	2018-08-01 09:31:23
				ndbbank.com issue 89279	Completed the	Job i	s Completed,.	]	ndbbank.com	2018-08-01 11:16:00
				Closed By S	ystem	Close	d By System		System	2018-08-06 05:10:30
89280	2018/08/01	oshantha.pramudaya@ndbbank.com	c Matugama	Matugama	Other		0365 mail logging	Software	wasim.akram@	ndbbank.com Completed
				P	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Cor	mments	Ī	Wasim.akram	2018-08-01 09:36:30
				ndbbank.com issue 89280	Completed the	Comple	eted	]	ndbbank.com	2018-08-02 10:21:13
				Closed By S	ystem	Close	d By System	9	System	2018-08-06 05:10:30
89281	2018/08/01	shehan.boteju@ndbbank.com	Negombo	Negombo	Western Union		Western Union installation/M	Software	wasim.akram@	ndbbank.com Completed
				P	Action		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coo the Issue an	rdinator Logged d Assigned to	No Cor	mments	Ī	Wasim.akram	2018-08-01 09:38:57
				ndbbank.com issue 89281	Completed the	Comple	eted	]	ndbbank.com	2018-08-02 11:29:52

Issue I	D Date	User Name	Branch/Dept.	Contact No Nature of Pro	oblem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-06 05:10:30
89282	2018/08/01	limasha.prashanjalee@ndbbank .com	Katunayake	*7384 Windows XP/20	000 document saner Software install	e wasim.akram@r	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 09:46:39
				ndbbank.com Completed the issue 89282	Completed	ndbbank.com	2018-08-02 10:22:40
				Closed By System	Closed By System	System	2018-08-06 05:10:30
89283	2018/08/01	chamara.pradeep@ndbbank.com Kolpity	Kolpity	50102 PC	PC automatically Software restarts	e Thilina@ndbba	ank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Action Helpdesk Coordinator Logged the Issue and Assigned to	User Comment No Comments	Comment By Thilina	Cooment Date % Time 2018-08-01 09:47:41
				Helpdesk Coordinator Logged		-	
				Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the	No Comments Temp PC send ,. Job is	Thilina	2018-08-01 09:47:41
89284	2018/08/01	thilina.fernando@ndbbank.com	n Kalutara	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89283	No Comments Temp PC send ,. Job is Completed,.	Thilina ndbbank.com System	2018-08-01 09:47:41 2018-08-06 16:53:10
89284	2018/08/01	thilina.fernando@ndbbank.com	n Kalutara	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89283 Closed By System	No Comments  Temp PC send ,. Job is Completed,.  Closed By System  Workflow system Software	Thilina ndbbank.com System	2018-08-01 09:47:41 2018-08-06 16:53:10 2018-08-10 05:10:28
89284	2018/08/01	thilina.fernando@ndbbank.com		Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89283 Closed By System  Kalutara Other  Action  Helpdesk Coordinator Logged the Issue and Assigned to	No Comments  Temp PC send ,. Job is Completed,.  Closed By System  Workflow system Software issue	Thilina  ndbbank.com  System  wasim.akram@r	2018-08-01 09:47:41 2018-08-06 16:53:10 2018-08-10 05:10:28 adbbank.com Completed
89284	2018/08/01	thilina.fernando@ndbbank.com		Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89283 Closed By System  Kalutara Other  Action Helpdesk Coordinator Logged	No Comments  Temp PC send ,. Job is Completed,.  Closed By System  Workflow system Software issue  User Comment	Thilina  ndbbank.com  System  wasim.akram@r	2018-08-01 09:47:41 2018-08-06 16:53:10 2018-08-10 05:10:28 adbbank.com Completed  Cooment Date % Time

Issue II	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89285	2018/08/01	shachini.darshika@ndbbank.co	null	4325	Print Out Iss window)	sue (E- Print Out Issue Hardwar (E-window)			Mahendra.Pre	emathilaka@nd Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				the Issue and Assigned to		No Com	No Comments		Helpdesk Coordinator	2018-08-01 10:03:13
				ndbbank.com ( issue 89285	Completed the	Change	d the Imagine Unit	е	ndbbank.com	2018-08-01 17:36:03
				Closed By Sy	ystem	Closed	By System		System	2018-08-06 05:10:30
89286	2018/08/01	nuwani.perera@ndbbank.com	НО	НО	Other		Printer Alignment issue	Software	ifam@ndbbank	c.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Ifam	2018-08-01 10:03:42
				ndbbank.com ( issue 89286	Completed the	job do:	ne		ndbbank.com	2018-08-01 16:09:20
				Closed By Sy	ystem	Closed	By System		System	2018-08-06 05:10:30
89287	2018/08/01	vihangi.samaranayake@ndbbank.com	DM	41120	PC		Need to install Cannon DR-C240.	Software	Mahendra.Pre	emathilaka@nd Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Mahendra.Premathil aka	2018-08-01 10:19:38
				ndbbank.com ( issue 89287	Completed the	Done.			ndbbank.com	2018-08-01 17:33:02
				Closed By Sy	ystem	Closed	By System		System	2018-08-06 05:10:30
89288	2018/08/01	dileepa.sandaruwan@ndbbank.com	Kuliyapitiya	Kuliyapitiy	a Printer		Add the printer	Software	ifam@ndbbank	c.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Ifam	2018-08-01 10:21:27
				ndbbank.com ( issue 89288	Completed the	job do:	ne		ndbbank.com	2018-08-02 09:56:36

#### Helpdesk Jobs Summery Report

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Issue :	ID Date	User Name	Branch/Dept.	Contact N	Nature of Pro	blem Description	Job Cate	egory Attended By	Status
					Action	User Comment		Comment By	Cooment Date % Time
				Closed By	System	Closed By System		System	2018-08-06 05:10:30
89289	2018/08/01	shalindra.mendis@ndbbank.com	НО	НО	Other	Activate the Microsoft office	Software	e ifam@ndbbank.	com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Ifam	2018-08-01 10:22:34
				ndbbank.co issue 8928	m Completed the 9	job done		ndbbank.com	2018-08-02 09:56:53
				Closed By	System	Closed By System		System	2018-08-06 05:10:30
89290	2018/08/01	shalindra.mendis@ndbbank.com HO	n HO	НО	Other	Activate the Microsoft office	Software	e ifam@ndbbank.	com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Ifam	2018-08-01 10:24:24
				ndbbank.co issue 8929	m Completed the 0	job done		ndbbank.com	2018-08-02 09:57:06
				Closed By	System	Closed By System		System	2018-08-06 05:10:30

Other

\*7306

89291	2018/08/01	pradisha.jayadarini@ndbbank.	Kandy
		com	

Action	User Comment	Comment By	Cooment Date % Time		
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-01 10:33:36		
ndbbank.com Completed the issue 89291	job done	ndbbank.com	2018-08-02 16:59:12		
Closed By System	Closed By System	System	2018-08-06 05:10:30		

IE 9 notworking Software

ifam@ndbbank.com

Completed

Issue I	D Date	User Name Branch	/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	egory Attended By	Status
89292	2018/08/01	maduranga.rathmale@ndbbank.c Kurune om	gala	*7303	Other		Icon setup	Software	e ifam@ndbbank	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comm	ents		Ifam	2018-08-01 10:59:47
				ndbbank.com issue 89292	Completed the	job don	e		ndbbank.com	2018-08-02 17:00:00
				Closed By	System	Closed	By System		System	2018-08-06 05:10:30
89293	2018/08/01	malaka.rathnayake@ndbbank.co Malamb	e	*7331	Printer		Add the printer	Software	e ifam@ndbbank	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
				the Issue a	ordinator Logged nd Assigned to	No Comm	ents		Ifam	2018-08-01 11:05:10
				ndbbank.com issue 89293	Completed the	job don	е		ndbbank.com	2018-08-02 17:00:17
				Closed By	System	Closed	By System		System	2018-08-06 05:10:30
89294	2018/08/01	geethi.hettiarachchi@ndbbank Naramm	nala	Narammala	Printer		t24 PRINTER SETTINGS	Software	e ifam@ndbbank	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comm	ents		Ifam	2018-08-01 11:12:56
				ndbbank.com issue 89294	Completed the	job don	е		ndbbank.com	2018-08-02 17:00:34
				Closed By	System	Closed	By System		System	2018-08-06 05:10:30
89295	2018/08/01	shani.rajapaksha@ndbbank.com MtLavi	nia	*7325	Printer		Add the printer	Software	e ifam@ndbbank	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
				the Issue a	ordinator Logged nd Assigned to	No Comm	ents		Ifam	2018-08-01 11:14:14
				ndbbank.com issue 89295	Completed the	job don	e		ndbbank.com	2018-08-02 17:00:50

Issue I	D Date	User Name	Branch/Dept.	Contact 1	No Nature of Pro	blem Description	Job Cate	egory Attended By	Status
					Action	User Comment		Comment By	Cooment Date % Time
				Closed By	System	Closed By System		System	2018-08-06 05:10:30
89296	2018/08/01	janitha.jayawardana@ndbbank. com	. DM	4279	Other	Need to install HDFC trading	Software	Mahendra.Prem bbank.com	athilaka@nd Completed
					Action	User Comment		Comment By	Cooment Date % Time
					Coordinator Logged and Assigned to	No Comments		Mahendra.Premathil aka	2018-08-01 11:31:50
				ndbbank.cc issue 8929	om Completed the	Done. Application insta	lled.	ndbbank.com	2018-08-02 15:33:47
				Closed By	System	Closed By System		System	2018-08-06 05:10:30
89297	2018/08/01	kasun.weerakkody@ndbbank.com HO	n HO	НО	Other	outlook issue	Software	Udayana.Wanig bank.com	asekara@ndb Completed
					Action	User Comment		Comment By	Cooment Date % Time
					Coordinator Logged and Assigned to	No Comments		Udayana.Wanigaseka ra	2018-08-01 11:46:09
				ndbbank.co issue 8929	om Completed the	completed		ndbbank.com	2018-08-01 15:50:56
				Closed By	System	Closed By System		System	2018-08-06 05:10:30
89298	2018/08/01	Shawan.Fernando@ndbbank.com	DM	4319	Printer	Install Printer	Software	Mahendra.Prem bbank.com	athilaka@nd Completed
					Action	User Comment		Comment By	Cooment Date % Time
					Coordinator Logged and Assigned to	No Comments		Mahendra.Premathil aka	2018-08-01 11:47:17
				ndbbank.co	om Completed the	Done.		ndbbank.com	2018-08-01 17:35:19

issue 89298

Closed By System

Closed By System

2018-08-06 05:10:30

System

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Catego	ory Attended By	Status
39299	2018/08/01	hashinka.widanapatirana@ndbbank.com	Ambalanthota	Ambalanthota	Other		Email issue	Software	ifam@ndbbank	.com Completed
				Act	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Comi	nents	Ιſ	am	2018-08-01 12:19:36
				ndbbank.com Co issue 89299	ompleted the	job do	ne	nc	lbbank.com	2018-08-02 17:01:06
				Closed By Sys	stem	Closed	By System	S	stem	2018-08-06 05:10:30
39300	2018/08/01	aroshini.silva@ndbbank.com	Minuwangoda	Minuwangoda	Other		Need to upgrade google chrome	Software	ifam@ndbbank	.com Completed
				Act	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Com	ments	Ιſ	am	2018-08-01 12:24:48
				ndbbank.com Co issue 89300	ompleted the	job do	ne	nc	lbbank.com	2018-08-02 17:01:23
				Closed By Sys	stem	Closed	By System	S	stem	2018-08-06 05:10:30
39301	2018/08/01	Isuruni.kumanayaka@ndbbank.com	: Malabe-DR Site-User	*7331	Other		Data Scan issue	Software	ifam@ndbbank	.com Completed
				Act	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Com	nents	Ιſ	am	2018-08-01 12:50:00
				ndbbank.com Co issue 89301	ompleted the	job do	ne	nc	lbbank.com	2018-08-02 17:01:39
				Closed By Sys	stem	Closed	By System	S	rstem	2018-08-06 05:10:30
39302	2018/08/01	manoj.shanmugasundaram@ndbbank.com	Thirunewely	*7331	Other		Email issue	Software	ifam@ndbbank	.com Completed
				Act	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Com	nents	Ιſ	am	2018-08-01 13:36:13
				ndbbank.com Co issue 89302		job do	ne	nc	lbbank.com	2018-08-02 17:01:53

Issue I	ID Date	User Name	Branch/Dept.	Contact N	o Nature of Pro	blem Description	Job Cate	egory Attended By	Status
					Action	User Comment		Comment By	Cooment Date % Time
				Closed By	System	Closed By System		System	2018-08-06 05:10:31
89303	2018/08/01	gayathri.nadeeja@ndbbank.co	m HO	3278	Other	Dameware setting need to change	Software	e wasim.akram@	ndbbank.com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Wasim.akram	2018-08-01 13:53:40
				ndbbank.com issue 89303	m Completed the	Completed		ndbbank.com	2018-08-02 11:30:11
				Closed By	System	Closed By System		System	2018-08-06 05:10:31
89304	2018/08/01	nilhan.fernando@ndbbank.com	НО	33025	Other	PDS system logging issue	Software	e wasim.akram@	ndbbank.com Completed
					Action	User Comment		Comment By	Cooment Date % Time
				the Issue a	oordinator Logged and Assigned to	No Comments		Wasim.akram	2018-08-01 13:55:02
				ndbbank.com issue 8930	m Completed the	Completed		ndbbank.com	2018-08-02 10:22:56
				Closed By	System	Closed By System		System	2018-08-06 05:10:31
89305	2018/08/01	nipuna.geethanga@ndbbank.co	m HO	34209	Printer	unable to take printout properly	Software	e wasim.akram@	ndbbank.com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Wasim.akram	2018-08-01 13:58:14
				ndbbank.com issue 8930	m Completed the	install printer driver		ndbbank.com	2018-08-02 10:54:55
				Closed By	System	Closed By System		System	2018-08-06 05:10:31

Issue II	) Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89306	2018/08/01	iroshani.nadirani@ndbbank.co	Minuwangoda	Minuwangoda	Other		Need to upgrade google chrome	Software	wasim.akram@	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Com	ments		Wasim.akram	2018-08-01 14:07:37
				ndbbank.com ( issue 89306	Completed the	Comple	ted		ndbbank.com	2018-08-02 10:56:27
				Closed By Sy	rstem	Closed	By System		System	2018-08-06 05:10:31
89307	2018/08/01	$\label{eq:muditha.nugegodal@ndbbank.co} \\ \text{m}$	Gampaha	Gampaha	PC		PC can t power or	n Software	wasim.akram@	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	1	Wasim.akram	2018-08-01 14:13:27
				wasim.akram ( issue 89307	Commented the	1	o add domain , ver today .	ndor	wasim.akram	2018-08-02 11:31:39
				ndbbank.com ( issue 89307	Completed the	comple	ted		ndbbank.com	2018-08-03 14:46:09
				Closed By Sy	rstem	Closed	By System		System	2018-08-07 05:10:27
89308	2018/08/01	rasika.sandamali@ndbbank.com	НО	35112	Other		need to install azure application	Software 1	wasim.akram@	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments		Wasim.akram	2018-08-01 14:27:49
				ndbbank.com ( issue 89308	Completed the	Comple	ted		ndbbank.com	2018-08-02 10:23:31
				Closed By Sy	rstem	Closed	By System		System	2018-08-06 05:10:31
89309	2018/08/01	poornima.samindi@ndbbank.com	Nikawaratiya	Nikawaratiya	a Other		Unable to take printouts /M	Software	wasim.akram@	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Com	ments		Wasim.akram	2018-08-01 14:36:16

Issue I	ID Date	User Name	Branch/Dept.	Contact N	o Nature of Pro	blem Description	Job Cate	egory Attended By	Status
					Action	User Comment		Comment By	Cooment Date % Time
				ndbbank.com issue 89309	n Completed the	install prater driver		ndbbank.com	2018-08-02 11:18:45
				Closed By	System	Closed By System		System	2018-08-06 05:10:31
89310	2018/08/01	deepa.edirisooriya@ndbbank.oom	: НО	31290	PC	PC need to fixed/Madusanka	Hardware	Thilina@ndbba	ank.com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Thilina	2018-08-01 14:46:50
				ndbbank.com issue 8931(	n Completed the )	Job is Completed,.		ndbbank.com	2018-08-02 15:36:06
				Closed By	System	Closed By System		System	2018-08-06 05:10:31
89311	2018/08/01	deepa.edirisooriya@ndbbank.om	: НО	31290	PC	PC need to fixed/Madusanka	Hardware	e Thilina@ndbba	ank.com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Thilina	2018-08-01 14:46:58
				ndbbank.com issue 89311	n Completed the	Job is Completed,.		ndbbank.com	2018-08-02 15:36:23
				Closed By	System	Closed By System		System	2018-08-06 05:10:31
89312	2018/08/01	deepa.edirisooriya@ndbbank.oom	: HO	31290	PC	PC need to fixed/Madusanka	Hardware	e Thilina@ndbba	ank.com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Thilina	2018-08-01 14:47:06
				ndbbank.com issue 89312	n Completed the	Job is Completed,.		ndbbank.com	2018-08-02 15:37:48
				Closed By	System	Closed By System		System	2018-08-06 05:10:31

## Helpdesk Jobs Summery Report

Issue I	ID Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	:	Status
89313	2018/08/01	harshika.peiris@ndbbank.com	Malambe	Malabe	Other		CRESS system	Software	wasim.akram(	Indbbank.com C	Completed
				A	ction		User Comment		Comment By	Cooment Dat	e % Time
				-	dinator Logged Assigned to	No Con	nments		Wasim.akram	2018-08-01 14	:56:19
				ndbbank.com ( issue 89313	Completed the	Comple	eted		ndbbank.com	2018-08-02 10	:23:57
				Closed By Sy	rstem	Closed	l By System		System	2018-08-06 05	:10:31
89314	2018/08/01	harshika.peiris@ndbbank.com	Malambe	Malabe	Other		CRESS system issue	Software	wasim.akram(	Indbbank.com C	ompleted
				A	ction		User Comment		Comment By	Cooment Dat	e % Time
					dinator Logged Assigned to	No Con	nments		Wasim.akram	2018-08-01 14	:58:43
				ndbbank.com ( issue 89314	Completed the	Comple	eted		ndbbank.com	2018-08-02 10	:55:30
				Closed By Sy	rstem	Closed	l By System		System	2018-08-06 05	:10:31
89315	2018/08/01	chandulie.perera@ndbbank.com	n Malambe	Malabe	Other		CRIB logging issue	Software	wasim.akram(	Indbbank.com C	ompleted
				A	ction		User Comment		Comment By	Cooment Dat	e % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Con	nments		Wasim.akram	2018-08-01 15	:14:49
				ndbbank.com ( issue 89315	Completed the	Comple	eted		ndbbank.com	2018-08-02 10	:57:01
				Closed By Sy	rstem	Closec	l By System		System	2018-08-06 05	:10:31
89316	2018/08/01	Sumith.Arunawansha@ndbbank.com	Borelesgamuwa - Ext	a Borelesgamu	wa Printer		[PD13047]Passbool	k Hardware	ifam@ndbban}	c.com C	Completed
				A	ction		User Comment		Comment By	Cooment Dat	e % Time
					dinator Logged Assigned to	No Con	nments		Ifam	2018-08-01 15	:28:10
				ifam Commente 89316	ed the issue	job re	ef number : 239545	5	ifam	2018-08-02 17	:04:09

Issue II	Date User	Name Branch/Dept.	Contact No Nature of Prol	blem Description Job Cat	egory Attended By	Status
			Action	User Comment	Comment By	Cooment Date % Time
			ifam Commented the issue 89316	Reminder to vendor and malaka	ifam	2018-08-03 09:22:42
			ifam Commented the issue 89316	reminder to buddhika	ifam	2018-08-06 11:49:18
			ndbbank.com Completed the issue 89316	job done	ndbbank.com	2018-08-08 09:05:52
			Closed By System	Closed By System	System	2018-08-13 05:10:31
89317	2018/08/01 Madai m	ra.Ariyaratne@ndbbank.co HO	ho Other	Sinhala Fonts Softwar	e ifam@ndbban}	c.com Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-01 15:41:30
			ndbbank.com Completed the issue 89317	job done	ndbbank.com	2018-08-02 17:02:10
			Closed By System	Closed By System	System	2018-08-06 05:10:31
89318	2018/08/01 geeth .com	ni.hettiarachchi@ndbbank Narammala	Narammala Other	Need to create Softwar scanner profile/M	e wasim.akram(	endbbank.com Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 15:46:33
			ndbbank.com Completed the issue 89318	Completed	ndbbank.com	2018-08-02 11:15:37
			ndbbank.com Completed the issue 89318	Completed	ndbbank.com	2018-08-02 11:15:39
			Closed By System	Closed By System	System	2018-08-06 05:10:31
89319	2018/08/01 Jeeva m	anee.Senerath@ndbbank.co HO	3417 Printer	Unable to take Softwar printouts	e wasim.akram(	endbbank.com Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged			

Issue II	D Date	User Name Br	anch/Dept.	Contact No Nature of Pro	oblem Description Job Cat	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				ndbbank.com Completed the issue 89319	install printer driver	ndbbank.com	2018-08-02 11:16:16
				Closed By System	Closed By System	System	2018-08-06 05:10:31
89320	2018/08/01	muditha.nugegodal@ndbbank.co Ga	mpaha	*7304 Other	Trustrelationship Softwar domain failed	e ifam@ndbbank	.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-01 15:51:54
				ndbbank.com Completed the issue 89320	job done	ndbbank.com	2018-08-03 15:59:36
				Closed By System	Closed By System	System	2018-08-07 05:10:27
89321	2018/08/01	nuwan.abeyrathna@ndbbank.com Ga	mpola	Gampola Printer	Unable to take Softwar printouts	e ifam@ndbbank	.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-01 15:56:34
				ndbbank.com Completed the issue 89321	job done	ndbbank.com	2018-08-02 17:02:33
				Closed By System	Closed By System	System	2018-08-06 05:10:31
89322	2018/08/01	Jeevanee.Senerath@ndbbank.co HC m		3417 Printer	printer setting Softwar issue/M	e wasim.akram@	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-01 16:00:49
				ndbbank.com Completed the issue 89322	Completed	ndbbank.com	2018-08-02 11:31:55
				Closed By System	Closed By System	System	2018-08-06 05:10:31

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By		Status
89323	2018/08/01	anjalee.silva@ndbbank.com	Kolpity	50108	Other		unable to edit excel documents	Software	wasim.akram@	Indbbank.com	Completed
				A	action		User Comment		Comment By	Cooment Da	ate % Time
					rdinator Logged d Assigned to	No Com	nments	Ī	Wasim.akram	2018-08-01 1	6:11:12
				ndbbank.com ( issue 89323	Completed the	Comple	eted	]	ndbbank.com	2018-08-02 1	1:15:06
				Closed By Sy	ystem	Closed	d By System		System	2018-08-06 (	)5:10:31
89324	2018/08/01	mayoni.siranjitha@ndbbank.co	o Kotahena	*7323	Other		Crib icon	Software	ifam@ndbbank	.com	Completed
				A	ction		User Comment		Comment By	Cooment Da	ate % Time
					rdinator Logged d Assigned to	No Com	nments		Ifam	2018-08-01 1	7:53:06
				ndbbank.com ( issue 89324	Completed the	job do	one	]	ndbbank.com	2018-08-02 1	7:04:26
				Closed By Sy	ystem	Closed	d By System	ŝ	System	2018-08-06 (	)5:10:31
89325	2018/08/02	harshika.peiris@ndbbank.com	Malambe	51131	Other		CRESS system	Software	wasim.akram@	Indbbank.com	Completed
				A	action		User Comment		Comment By	Cooment Da	ate % Time
					rdinator Logged d Assigned to	No Com	nments	7	Wasim.akram	2018-08-02 (	08:50:12
				ndbbank.com ( issue 89325	Completed the	reset	browser settings	]	ndbbank.com	2018-08-03 (	)9:41:29
				Closed By Sy	ystem	Closed	l By System	6	System	2018-08-07 (	)5:10:27
89326	2018/08/02	sandun.katuwanaarachchi@ndblank.com	o Pita Kotte	Pita Kotte	Other		E statement opening issue	Software	wasim.akram@	Indbbank.com	Completed
				A	ction		User Comment		Comment By	Cooment Da	ate % Time
					rdinator Logged d Assigned to	No Com	nments		Wasim.akram	2018-08-02 (	)9:21:50
				ndbbank.com ( issue 89326	Completed the	comple	eted	]	ndbbank.com	2018-08-03 1	4:46:33

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	egory Attended By	Status
					Action		User Comment		Comment By	Cooment Date % Time
				Closed By	System	Closed	By System		System	2018-08-07 05:10:27
89327	2018/08/02	nimesha.madhushani@ndbbank.om	с но	3726	Monitor		display not appearing	Software	e wasim.akram@r	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Wasim.akram	2018-08-02 09:31:45
				ndbbank.com issue 89327	Completed the	comple	ted		ndbbank.com	2018-08-03 14:47:12
				Closed By	System	Closed	By System		System	2018-08-07 05:10:27
89328	2018/08/02	nilanga.gajaba@ndbbank.com	НО	3331	Other		Need to transfer from PC14090	Software	e Thilina@ndbba	nk.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Thilina	2018-08-02 09:36:33
				ndbbank.com issue 89328	Completed the	Job is	Completed,.		ndbbank.com	2018-08-02 11:08:18
				Closed By	System	Closed	By System		System	2018-08-06 05:10:31
89329	2018/08/02	nalin.perera@ndbbank.com	Kadawata	Kadawata	Printer		Need to create scan profile	Software	e Thilina@ndbba	nk.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Thilina	2018-08-02 09:41:43
				ndbbank.com issue 89329	Completed the	Job is	Completed,.		ndbbank.com	2018-08-02 11:05:29

Closed By System

System

Closed By System

2018-08-06 05:10:31

## Helpdesk Jobs Summery Report

Issue II	) Date	User Name	Branch/Dept.	Contact No	Nature of Pro	olem	Description	Job Cate	gory Attended By	Status
89330	2018/08/02	nisansala.premathilaka@ndbba nk.com	. НО	31356	Other		Lankapay system logging issue	Software	wasim.akram@	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	rdinator Logged d Assigned to	No Com	ments		Wasim.akram	2018-08-02 09:47:36
				ndbbank.com ( issue 89330		Adding Explor	an Exception in I er	Internet	ndbbank.com	2018-08-03 14:49:10
				Closed By Sy	ystem	Closed	By System		System	2018-08-07 05:10:27
89331	2018/08/02	nuwan.abeysiriwardana@ndbbank.com	Embilipitiya	Embilipitiya	a Printer		Need to add a printer	Software	wasim.akram@	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	rdinator Logged d Assigned to	No Com	ments		Wasim.akram	2018-08-02 09:48:17
				ndbbank.com ( issue 89331	Completed the	compil	ed		ndbbank.com	2018-08-03 14:49:57
				Closed By Sy	ystem	Closed	By System		System	2018-08-07 05:10:27
89332	2018/08/02	kasun.udayanga@ndbbank.com	Embilipitiya	Embilipitiya	a Printer		Need to add a printer/M	Software	wasim.akram@	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	rdinator Logged d Assigned to	No Com	ments		Wasim.akram	2018-08-02 09:49:03
				ndbbank.com ( issue 89332	Completed the	compil	ed		ndbbank.com	2018-08-03 14:50:29
				Closed By Sy	ystem	Closed	By System		System	2018-08-07 05:10:27
89333	2018/08/02	prasad.weerasinghe@ndbbank.com	: Marine Drive	52200	Printer		Need to add a printer	Software	ifam@ndbbank	.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Ifam	2018-08-02 09:50:55
				ndbbank.com ( issue 89333	Completed the	job do	ne		ndbbank.com	2018-08-02 17:03:11

Issue II	) Date	User Name B	Branch/Dept.	Contact No Nature of	Proble	em Description d	Job Cate	gory Attended By	Status
				Action		User Comment		Comment By	Cooment Date % Time
				Closed By System	Cl	losed By System		System	2018-08-06 05:10:31
89334	2018/08/02	prasad.weerasinghe@ndbbank.c M	Marine Drive	Marine Drive Printer	•	Add the printer S	Software	ifam@ndbbank.	com Completed
				Action		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coordinator Log the Issue and Assigned t		Comments		Ifam	2018-08-02 09:56:14
				ndbbank.com Completed th issue 89334	ie jo	bb done		ndbbank.com	2018-08-02 17:04:46
				Closed By System	Cl	losed By System		System	2018-08-06 05:10:31
89335	2018/08/02	venura.hewavissa@ndbbank.com A	umpara	Ampara Lotus	·	Need to configure { lotus notes	Software	wasim.akram@r	dbbank.com Completed
				Action		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coordinator Log the Issue and Assigned t		Comments		Wasim.akram	2018-08-02 09:59:44
				ndbbank.com Completed th issue 89335	cc cc	ompiled		ndbbank.com	2018-08-03 14:50:49
				ndbbank.com Completed th issue 89335	cc cc	ompiled		ndbbank.com	2018-08-03 14:50:52
				Closed By System	Cl	osed By System		System	2018-08-07 05:10:27
89336	2018/08/02	sankalani.chandrarathna@ndbb Dank.com	MC	41102 Printer		Need to install S	Software	Mahendra.Prem bbank.com	athilaka@nd Completed
				Action		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coordinator Log the Issue and Assigned t		) Comments	I	Mahendra.Premathil aka	2018-08-02 10:00:17
				ndbbank.com Completed th issue 89336	do	one		ndbbank.com	2018-08-02 15:23:07
				Closed By System	Cl	osed By System		System	2018-08-06 05:10:31

Issue ID	Date	User Name	Branch/Dept.	Contact No	Nature of Pro	olem	Description	Job Categ	ory Attended By	Status
89337	2018/08/02	harshani.karunarathne@ndbbank.com	НО	НО	Other		Cannot logging to Laknapay	Software	ifam@ndbbank.	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments	I	fam	2018-08-02 10:04:09
				ndbbank.com issue 89337	Completed the	job do:	ne	n	dbbank.com	2018-08-02 17:05:30
				Closed By	System	Closed	By System	S	ystem	2018-08-06 05:10:31
89338	2018/08/02	chamil.bandara@ndbbank.com	Matale	Matale	Other		0365 mail logging issue	Software	wasim.akram@r	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments	W	asim.akram	2018-08-02 10:23:50
				ndbbank.com issue 89338	Completed the	compil	ed	n	dbbank.com	2018-08-03 14:51:11
				Closed By	System	Closed	By System	S	ystem	2018-08-07 05:10:27
89339	2018/08/02	niranjan.mayoori@ndbbank.com	Trincomalee	Trincomale	e PC		PC is not working	Hardware	Thilina@ndbba	ank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
				_	ordinator Logged nd Assigned to	No Com	ments	Т	hilina	2018-08-02 10:28:22
				indrajith.n Commented o	anayakkara n the issue		PCs to sent as bact to sent defective PC		ndrajith.nanayakk ra	2018-08-06 11:46:03
				ndbbank.com issue 89339	Completed the		PC will deliver to on tomorrow,.	IT n	dbbank.com	2018-08-07 15:46:16
				Closed By	System	Closed	By System	S	ystem	2018-08-13 05:10:32
89340	2018/08/02	darshana.wickramasinghe@ndbbank.com	Ambalanthota	Ambalantho	ta Other		Need password for CCTV DVR update	Software	wasim.akram@r	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments	W	asim.akram	2018-08-02 11:07:59

Issue I	D Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				ndbbank.com Completed the issue 89340	compiled	ndbbank.com	2018-08-03 15:07:21
				Closed By System	Closed By System	System	2018-08-07 05:10:27
89341	2018/08/02	rasari.hewawasam@ndbbank.com	n Yakkala	*7372 Other	lotus issue Software	e ifam@ndbbank.	com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-02 11:22:29
				ndbbank.com Completed the issue 89341	job done	ndbbank.com	2018-08-02 17:05:50
				Closed By System	Closed By System	System	2018-08-06 05:10:31
89342	2018/08/02	prasad.weerasinghe@ndbbank.com	C Marine Drive	Marine Drive Other	document Software downloading issue	e Thilina@ndbba	nk.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-02 11:36:07
				ndbbank.com Completed the issue 89342	Job is Completed,.	ndbbank.com	2018-08-02 15:38:36
				Closed By System	Closed By System	System	2018-08-06 05:10:31
89343	2018/08/02	supun.abesinghe@ndbbank.com	Higurakgoda Branch	Higurakgoda Other	X drive unable to Software open	e wasim.akram@r	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-02 11:47:57
				ndbbank.com Completed the issue 89343	completed	ndbbank.com	2018-08-03 16:41:24
				Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue II	) Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89344	2018/08/02	dushani.hewage@ndbbank.com	Kalutara	Kalutara	MS office		excel document opening issue	Software	wasim.akram@	ndbbank.com Completed
				I	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	V	Wasim.akram	2018-08-02 11:48:18
				ndbbank.com issue 89344	Completed the	comple	ted	r	ndbbank.com	2018-08-03 16:41:59
				Closed By S	ystem	Closed	By System	C.	System	2018-08-07 05:10:27
89345	2018/08/02	udamini.perera@ndbbank.com	Dambulla	Dambulla	PC		PC slow/M	Software	ifam@ndbbank	.com Completed
				I	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	-	Ifam	2018-08-02 11:48:49
				ndbbank.com issue 89345	Completed the	job do	ne	r	ndbbank.com	2018-08-02 17:02:47
				Closed By S	ystem	Closed	By System	Ç.	System	2018-08-06 05:10:31
89346	2018/08/02	uchith.randima@ndbbank.com	Kohuwala	Kohuwala	Printer		Need to install cheque scanner	Software	wasim.akram@	ndbbank.com Completed
				I	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	ū	Wasim.akram	2018-08-02 11:54:02
				ndbbank.com issue 89346	Completed the	comple	ted	r	ndbbank.com	2018-08-03 16:46:38
				Closed By S	ystem	Closed	By System	S	System	2018-08-07 05:10:27
89347	2018/08/02	uchith.randima@ndbbank.com	Kohuwala	*7333	CITS		need to copy onpass system	Software	wasim.akram@	ndbbank.com Completed
				I	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	V	Wasim.akram	2018-08-02 11:57:43
				ndbbank.com issue 89347	Completed the	comple	ted	r	ndbbank.com	2018-08-03 16:48:38

Issue II	) Date	User Name	Branch/Dept.	Contact No Nat	ture of Prob	lem Description	Job Cate	gory Attended By	Status
				Action		User Comment		Comment By	Cooment Date % Time
				Closed By System		Closed By System		System	2018-08-07 05:10:27
89348	2018/08/02	indunil.nayanajith@ndbbank.c om	Minuwangoda	Minuwangoda Oth	ner	T24- login issue/M	Software	ifam@ndbbank.	com Completed
				Action		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coordinat the Issue and Assi		No Comments		Ifam	2018-08-02 12:16:58
				ndbbank.com Comple issue 89348	ted the	job done		ndbbank.com	2018-08-03 09:13:52
				Closed By System	C	Closed By System		System	2018-08-07 05:10:27
89349	2018/08/02	nadeesha.wijewardena@ndbbank .com	Rajagiriya	rajagi PC		Need to install GX Reporter	Software	Thilina@ndbba	ank.com Completed
				Action		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coordinat the Issue and Assi		No Comments		Thilina	2018-08-02 12:29:12
				ndbbank.com Comple issue 89349	ted the	Job is Completed,.		ndbbank.com	2018-08-02 15:38:50
				Closed By System	C	Closed By System		System	2018-08-06 05:10:31
89350	2018/08/02	chathura.galagama@ndbbank.co	Kolpity Recoveries	Kolpity Oth Recoveried	ner	O 365 signature issue	Software	Thilina@ndbba	ank.com Completed
				Action		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coordinat the Issue and Assi		No Comments		Thilina	2018-08-02 12:32:15
				ndbbank.com Comple issue 89350	ted the	Job is Completed,.		ndbbank.com	2018-08-02 15:37:59

Closed By System

Closed By System

2018-08-06 05:10:31

System

Issue II	) Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89351	2018/08/02	nadeesha.wijewardena@ndbband.com	k Rajagiriya	*7317	Other		Need to add GX reporter	Software	wasim.akram@	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
				_	ordinator Logged nd Assigned to	No Com	ments		Wasim.akram	2018-08-02 12:55:00
				ndbbank.com issue 89351	Completed the	comple	ted		ndbbank.com	2018-08-03 16:48:54
				ndbbank.com issue 89351	Completed the	comple	ted		ndbbank.com	2018-08-03 16:48:58
				Closed By	System	Closed	By System		System	2018-08-07 05:10:27
89352	2018/08/02	hasini.palliyaguruge@ndbbanl.com	k Kurunegala	*7303	Other		0365 mail issue/N	M Software	wasim.akram@	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Wasim.akram	2018-08-02 13:08:35
				ndbbank.com issue 89352	Completed the	comple	ted		ndbbank.com	2018-08-03 16:50:27
				Closed By	System	Closed	By System		System	2018-08-07 05:10:27
89353	2018/08/02	amali.dissanayake@ndbbank.co $\ensuremath{\mathtt{m}}$	DM	4155	Printer		Unable to take printouts	Software	wasim.akram@	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Wasim.akram	2018-08-02 14:08:50
				ndbbank.com issue 89353	Completed the	comple	ted		ndbbank.com	2018-08-03 16:50:12
				Closed By	System	Closed	By System		System	2018-08-07 05:10:27
89354	2018/08/02	mahesh.priyashantha@ndbbank	. null	*7336	lexmark print toner leakage		lexmark printer toner leakage	Hardware	wasim.akram@	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Helpdesk Coordinator	2018-08-02 14:09:21

Issue I	D Date	User Name Br	anch/Dept. Cont	act No Nature of Pro	oblem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				akram Commented the 89354	vendor attended on yesterday and check the printer issue in	wasim.akram	2018-08-03 16:55:32
				nk.com Completed the 89354	Completed	ndbbank.com	2018-08-06 16:51:32
			Close	d By System	Closed By System	System	2018-08-10 05:10:28
89355	2018/08/02	nipuna.ravishan@ndbbank.com Wa	ttala Watt	ala Other	0365 mail issue Software	e wasim.akram@	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				esk Coordinator Logged ssue and Assigned to	No Comments	Wasim.akram	2018-08-02 14:31:20
				nk.com Completed the 89355	completed	ndbbank.com	2018-08-03 16:50:49
			Close	d By System	Closed By System	System	2018-08-07 05:10:27
89356	2018/08/02	prasad.weerasinghe@ndbbank.c Maom	rine Drive Mari	ne Drive Lotus	cheque book Software request not	e wasim.akram@	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				esk Coordinator Logged ssue and Assigned to	No Comments	Wasim.akram	2018-08-02 14:48:15
				nk.com Completed the 89356	completed	ndbbank.com	2018-08-03 16:52:27
			Close	d By System	Closed By System	System	2018-08-07 05:10:27
89357	2018/08/02	prasad.weerasinghe@ndbbank.c Maom	rine Drive Mari	ne Drive Lotus	need to copy MS Software Office 2010	e wasim.akram@	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				esk Coordinator Logged ssue and Assigned to	No Comments	Wasim.akram	2018-08-02 14:51:55
				nk.com Completed the 89357	completed	ndbbank.com	2018-08-03 16:51:22

Issue ID	) Date	User Name	Branch/Dept.	Contact No	Nature of Prob	blem	Description	Job Categ	ory Attended By	Status
89358	2018/08/02	chathurika.gomis@ndbbank.com	ı DM	41104	Monitor		Monitor is not working properly.	Hardware	Mahendra.Prem	mathilaka@nd Completed
			,	A	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	nments	<b> </b>	Mahendra.Premathil ka	2018-08-02 15:08:34
				ndbbank.com C issue 89358	Completed the	DOne.		n	dbbank.com	2018-08-03 15:52:52
			,	Closed By Sy	ystem	Closed	d By System	s	ystem	2018-08-07 05:10:27
89359	2018/08/02	amali.dissanayake@ndbbank.co	› DM	4155	Other		0365 mail logging issue	Software	ifam@ndbbank.	.com Completed
			,	A	Action		User Comment		Comment By	Cooment Date % Time
				the Issue and	rdinator Logged d Assigned to	No Com	nments	I	fam	2018-08-02 15:18:37
				ndbbank.com C issue 89359	Completed the	job do	one	n	dbbank.com	2018-08-03 09:14:11
			,	Closed By Sy	ystem	Closed	d By System	S	ystem	2018-08-07 05:10:27
89360	2018/08/02	ishan.mallikarachchi@ndbbank.com	k Thissamaharam aya	m Thissamahara aya	am Western Union		Need to add Western Union	Software	ifam@ndbbank.	.com Completed
			,	A	Action		User Comment		Comment By	Cooment Date % Time
				the Issue and	rdinator Logged d Assigned to	No Com	nments	I	fam	2018-08-02 15:19:42
				ndbbank.com C issue 89360	Completed the	job do	one	n	dbbank.com	2018-08-03 09:14:34
			,	Closed By Sy	ystem	Closed	d By System	S	System	2018-08-07 05:10:27
89361	2018/08/02	ishan.mallikarachchi@ndbbank.com	k Thissamaharam aya	m Thissamahara aya	am Other		Westernubion issue	Software	ifam@ndbbank.	.com Completed
			,	А	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	nments	I	fam	2018-08-02 15:22:39
				ndbbank.com C	Completed the	iob do	ne	n	dbbank.com	2018-08-03 09:14:51

Issue I	D Date	User Name	Branch/Dept.	Contact No Nature of F	roblem Description Job Cat	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-07 05:10:27
89362	2018/08/02	nawoda.karunarathna@ndbbank. com	Kahawatta	Kahawatta Other	documents scanner Softwar installation/M	e ifam@ndbbank	.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logge the Issue and Assigned to	d No Comments	Ifam	2018-08-02 15:24:27
				ndbbank.com Completed the issue 89362	job done	ndbbank.com	2018-08-03 09:15:10
				Closed By System	Closed By System	System	2018-08-07 05:10:27
89363	2018/08/02	hasitha.samarasinghe@ndbbank .com	c null	4279 Printer is working	not Printer is not Softwar working	e Mahendra.Prembbank.com	mathilaka@nd Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logge the Issue and Assigned to	d No Comments	Helpdesk Coordinator	2018-08-02 15:34:57
				ndbbank.com Completed the issue 89363	Done.	ndbbank.com	2018-08-03 15:54:10
				Closed By System	Closed By System	System	2018-08-07 05:10:27
89364	2018/08/02	tharindu.witharana@ndbbank.com	C KATANA	KATANA Lotus	Need to configure Softwar lotus notes	e ifam@ndbbank	.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logge the Issue and Assigned to	d No Comments	Ifam	2018-08-02 15:41:52
				ndbbank.com Completed the issue 89364	job done	ndbbank.com	2018-08-03 09:16:09
				Closed By System	Closed By System	System	2018-08-07 05:10:27

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem Description	Job Cate	gory Attended By	Status
89365	2018/08/02	jayantha.kumara@ndbbank.com	Monaragala	Monaragala	Other	document scanne issue	r Software	ifam@ndbbank.	com Completed
				A	ction	User Comment	-	Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Comments	-	Ifam	2018-08-02 15:42:41
				ndbbank.com ( issue 89365	Completed the	job done	ī	ndbbank.com	2018-08-03 09:16:58
				Closed By Sy	rstem	Closed By System	Ç.	System	2018-08-07 05:10:27
89366	2018/08/02	renuka.gamage@ndbbank.com	Aluthgama	Aluthgama	Other	CRIB link is no working	t Software	wasim.akram@r	dbbank.com Completed
				A	ction	User Comment	:	Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Comments	V	Wasim.akram	2018-08-02 15:50:51
				ndbbank.com ( issue 89366	Completed the	completed	ī	ndbbank.com	2018-08-03 16:53:10
				Closed By Sy	rstem	Closed By System	C.	System	2018-08-07 05:10:27
89367	2018/08/02	ranil.victor@ndbbank.com	Kalutara	Kalutara	Other	Need to transfe data/M	r Software	ifam@ndbbank.	com Completed
				A	ction	User Comment	:	Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Comments	-	Ifam	2018-08-02 15:56:17
				ndbbank.com ( issue 89367	Completed the	job done	ī	ndbbank.com	2018-08-03 09:15:40
				Closed By Sy	rstem	Closed By System	Ç.	System	2018-08-07 05:10:27
89368	2018/08/02	raveena.sewwandi@ndbbank.com	n DM	42030	Other	Configure Data Scan Online	Software	Mahendra.Prem bbank.com	athilaka@nd Completed
				A	ction	User Comment	:	Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Comments	<b> </b>	Mahendra.Premathil aka	2018-08-02 16:03:43
				ndbbank.com ( issue 89368	Completed the	done.	I	ndbbank.com	2018-08-03 17:13:06

Issue 1	ID Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem De	scription Job Cat	egory Attended By	Status
					Action		User Comment	Comment By	Cooment Date % Time
				Closed By	System	Closed By	System	System	2018-08-07 05:10:27
89369	2018/08/02	thilini.kulathunge@ndbbank.com	: DM	42034	Other		nfigure Data Softwar an Online	e Mahendra.Prem bbank.com	athilaka@nd Completed
					Action		User Comment	Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Commen	ts	Mahendra.Premathil aka	2018-08-02 16:07:44
				ndbbank.com issue 89369	Completed the	Done,		ndbbank.com	2018-08-02 16:07:59
				Closed By	System	Closed By	System	System	2018-08-06 05:10:31
89370	2018/08/02	iresha.malwaththa@ndbbank.com	) DM	42028	Other		nfigure Data Softwar an Online	e Mahendra.Prem bbank.com	athilaka@nd Completed
					Action		User Comment	Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Commen	ts	Mahendra.Premathil aka	2018-08-02 16:10:59
				ndbbank.com issue 89370	Completed the	Done.		ndbbank.com	2018-08-02 16:11:13
				Closed By	System	Closed By	System	System	2018-08-06 05:10:31
89371	2018/08/02	indika.dilan@ndbbank.com	DM	42027	Other		nfigure data Softwar an online	Mahendra.Prembbank.com	athilaka@nd Completed
					Action		User Comment	Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Commen	ts	Mahendra.Premathil aka	2018-08-02 16:17:18
					Completed the	Done.		ndbbank.com	2018-08-02 16:17:33

Issue I	D Date	User Name	Branch/Dept.	Contact N	o Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89372	2018/08/02	nawoda.karunarathna@ndbbank.com	Kahawatta	Kahawatta	Other		Workflow system opening issue/M	Software	ifam@ndbbank.	com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Com	ments	I	[fam	2018-08-02 16:19:57
				ndbbank.com issue 89372	n Completed the	j0ob d	one	r	ndbbank.com	2018-08-03 09:17:14
				Closed By	System	Closed	By System	S	System	2018-08-07 05:10:27
89373	2018/08/02	roshan.sooriyaarachchi@ndbbank.com	ı Matugama	*7349	Other		CRIB logging issue	Software	wasim.akram@r	adbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Com	ments	ī	Wasim.akram	2018-08-02 16:28:47
				ndbbank.com issue 89373	n Completed the	comple	ted	r	ndbbank.com	2018-08-03 16:52:00
				Closed By	System	Closed	By System	S	System	2018-08-07 05:10:27
89374	2018/08/02	ishara.rajakaruna@ndbbank.co	) DM	4243	Other		Configure Data Scan Online	Software	Mahendra.Prem	nathilaka@nd Completed
					Action		User Comment		Comment By	Cooment Date % Time
				_	oordinator Logged and Assigned to	No Com	ments		Mahendra.Premathil aka	2018-08-02 16:38:27
				ndbbank.com	n Completed the	Done.		r	ndbbank.com	2018-08-03 15:55:21
				Closed By	System	Closed	By System	S	System	2018-08-07 05:10:27
89375	2018/08/02	vishmini.wasalathanthree@ndkbank.com	) DM	42043	Other		Configure Data Scan Online	Software	Mahendra.Prembbank.com	nathilaka@nd Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Com	ments	F	Mahendra.Premathil aka	2018-08-02 16:40:35
				ndbbank.com issue 89375	n Completed the	DOne.		r	ndbbank.com	2018-08-03 15:55:43

Issue I	ID Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem Description	Job Cate	egory Attended By	Status
				A	ction	User Comment		Comment By	Cooment Date % Time
				Closed By S	ystem	Closed By System		System	2018-08-07 05:10:27
89376	2018/08/02	? sharmalee.pahalage@ndbbank. om	c null	34204	lexmark ADF U		Hardware	e wasim.akram@n	dbbank.com Completed
				A	ction	User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Comments		Helpdesk Coordinator	2018-08-02 16:42:58
				ndbbank.com ( issue 89376	Completed the	completed		ndbbank.com	2018-08-03 16:49:46
				Closed By Sy	ystem	Closed By System		System	2018-08-07 05:10:27
89377	2018/08/02	? heshan.fernando@ndbbank.com	. DM	4420	MS office	Need to install MSoffice2010	Software	Mahendra.Prem bbank.com	athilaka@nd Completed
				A	ction	User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Comments		Mahendra.Premathil aka	2018-08-02 16:47:32
				ndbbank.com ( issue 89377	Completed the	Installed.		ndbbank.com	2018-08-03 15:56:05
				Closed By Sy	ystem	Closed By System		System	2018-08-07 05:10:27
89378	2018/08/02	nipun.perera@ndbbank.com	НО	3212	Other	Need to install Filezilla /M	Software	e ifam@ndbbank.	com Completed
				A	ction	User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Comments		Ifam	2018-08-02 16:50:00
				ndbbank.com ( issue 89378	Completed the	job done		ndbbank.com	2018-08-03 09:17:29
				Closed By S	ystem	Closed By System		System	2018-08-07 05:10:27

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Categ	gory Attended By	Status
89379	2018/08/02	jayantha.kumara@ndbbank.com	Monaragala	Monaragala	Other		IBPS logging issue	Software	Thilina@ndbb	ank.com Completed
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	Т	hilina	2018-08-02 16:50:41
				ndbbank.com C issue 89379	ompleted the	Job is	Completed,.	n	dbbank.com	2018-08-03 13:25:29
				Closed By Sy	stem	Closed	By System	S	ystem	2018-08-07 05:10:27
89380	2018/08/02	nilanga.gajaba@ndbbank.com	НО	3331	Key Board		Keyboard is not working	Hardware	ifam@ndbbank	.com Completed
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	I	fam	2018-08-02 16:58:31
				ndbbank.com C issue 89380	ompleted the	job do	ne	n	dbbank.com	2018-08-02 17:05:08
				Closed By Sy	stem	Closed	By System	S	System	2018-08-06 05:10:31
89381	2018/08/02	chandrika.selvarajan@ndbbank.com	Thirunewely	Thirunewely	MS office		Excel Printing issue	Software	Thilina@ndbb	ank.com Completed
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	Т	hilina	2018-08-02 17:22:12
				ndbbank.com C issue 89381	ompleted the	Job is	Completed,.	n	dbbank.com	2018-08-03 13:27:12
				Closed By Sy	stem	Closed	By System	S	ystem	2018-08-07 05:10:27
89382	2018/08/02	buddhinie.kannangara@ndbbank.com	Kalutara	Kalutara	MS office		Need to install MS Office	Software	Thilina@ndbb	ank.com Completed
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	Т	hilina	2018-08-02 17:24:59
				ndbbank.com C issue 89382	ompleted the	Job is	Completed,.	n	dbbank.com	2018-08-03 13:26:58

## Helpdesk Jobs Summery Report

Issue I	D Date	User Name Br	ranch/Dept.	Contact No N	ature of Probl	lem Description	Job Cate	egory Attended By	Status
				Actio	on	User Comment		Comment By	Cooment Date % Time
				Closed By Syste	m C	Closed By System		System	2018-08-07 05:10:27
89383	2018/08/03	shanika.palliyaguruge@ndbban Pek.com	elawatta	pelawatta C	ther	need to GX Reporter	Software	e wasim.akram@r	dbbank.com Completed
				Actio	on	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coordin the Issue and As		Io Comments		Wasim.akram	2018-08-03 08:34:27
				ndbbank.com Comp issue 89383	leted the c	completed		ndbbank.com	2018-08-03 16:57:02
				Closed By Syste	m C	Closed By System		System	2018-08-07 05:10:28
89384	2018/08/03	Asanka.Priyaranjan@ndbbank.c DFom	HPL	35365 C	ther	Msg appearing as insufficient disk	Software	e wasim.akram@r	dbbank.com Completed
				Actio	n	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coordin the Issue and As	signed to N	Io Comments		Wasim.akram	2018-08-03 08:49:51
				ndbbank.com Comp issue 89384	leted the c	completed		ndbbank.com	2018-08-03 16:55:47
				Closed By Syste	m C	closed By System		System	2018-08-07 05:10:28
89385	2018/08/03	Asanka.Priyaranjan@ndbbank.c DF	HPL	35365 C	ther	Msg appearing as insufficient disk	Software	e wasim.akram@r	dbbank.com Completed
				Actio	on	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coordin the Issue and As	signed to N	Io Comments		Wasim.akram	2018-08-03 08:49:53
				ndbbank.com Comp issue 89385	leted the c	completed		ndbbank.com	2018-08-03 16:57:17
				Closed By Syste	m C	Closed By System		System	2018-08-07 05:10:28

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Categ	ory Attended By	Status
39386	2018/08/03	samantha.kodagoda@ndbbank.co	Kochchikade	Kochchikade	Other		0365 mail logging	Software	ifam@ndbbank	.com Completed
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	I	fam	2018-08-03 09:04:01
				ndbbank.com C issue 89386	completed the	job do	ne	n	dbbank.com	2018-08-03 09:18:00
				Closed By Sy	stem	Closed	l By System	S	ystem	2018-08-07 05:10:28
39387	2018/08/03	romesh.tissera@ndbbank.com	Ja-Ela	*7348	Other		Laptop getting stuck	Software	ifam@ndbbank	.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	I	fam	2018-08-03 09:07:52
				ndbbank.com C issue 89387	ompleted the	job do	ne	n	dbbank.com	2018-08-03 09:18:18
				Closed By Sy	stem	Closed	l By System	S	ystem	2018-08-07 05:10:28
39388	2018/08/03	Lihini.Fernando@ndbbank.com	НО	34139	Monitor		Display rotating/M	Software	ifam@ndbbank	.com Completed
				Ao	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	I	fam	2018-08-03 09:09:42
				ndbbank.com C issue 89388	ompleted the	job do	ne	n	dbbank.com	2018-08-03 15:59:55
				Closed By Sy	stem	Closed	l By System	S	ystem	2018-08-07 05:10:28
39389	2018/08/03	madushika.sewwandi@ndbbank.com	Kochchikade	Kochchikade	Other		T24 issue	Software	ifam@ndbbank	.com Completed
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	I	fam	2018-08-03 09:12:54
				ndbbank.com C issue 89389	<del>-</del>	job do	ne	n	dbbank.com	2018-08-03 09:18:50

Issue	ID Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	gory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-07 05:10:28
89390	2018/08/03	layanga.perera@ndbbank.com	Battramulla	Battharamulla Printer	Document scanner Software installation/M	e ifam@ndbbank.	com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-03 09:13:19

iob done

ndbbank.com Completed the

issue 89390

89391 2018/08/03 amirthalingam.kirusikan@ndbb Old Moor ank.com

Closed By	System	Closed By System	System	2018-08-07	05:10:28
Old Moor	Other	[PD14016]Passbook Software	ifam@ndbbank.	com	Completed

ndbbank.com

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-03 09:17:26
ifam Commented the issue 89391	JOB REF NUMBER : 239669	ifam	2018-08-03 16:01:53
ifam Commented the issue 89391			2018-08-06 11:49:38
ifam Commented the issue 89391	Engineer attended and checked the printer; Engineer has taken the	ifam	2018-08-08 09:50:25
indrajith.nanayakkara Commented on the issue		indrajith.nanayakk ara	2018-08-08 09:58:58
indrajith.nanayakkara Commented on the issue	l .	indrajith.nanayakk ara	2018-08-08 09:59:00
ndbbank.com Completed the issue 89391	job done	ndbbank.com	2018-08-09 13:29:14
Closed By System	Closed By System	System	2018-08-13 05:10:32

2018-08-03 09:18:31

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Prob	lem Desc	ription Jo	ob Catego	ry Attended By	Status
89392	2018/08/03	layanga.perera@ndbbank.com	Battharamulla	Battharamulla	Printer		ments scanner Scallation/M	oftware	ifam@ndbbank.	com Completed
				Act:	ion	1	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coordi the Issue and A		No Comments		If	am	2018-08-03 09:20:32
				ndbbank.com Com issue 89392	npleted the .	job done		ndl	bbank.com	2018-08-03 16:00:13
				Closed By Syst	cem C	Closed By	System	Sy	stem	2018-08-07 05:10:28
89393	2018/08/03	ravindra.uyanwatte@ndbbank.om	c Pilimathalawa	Battharamulla	Other		system So ging issue	oftware	Udayana.Wanig bank.com	asekara@ndb Completed
				Act	ion	1	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coordi the Issue and A		No Comments	1	Uda ra	ayana.Wanigaseka	2018-08-03 09:34:11
				ndbbank.com Com issue 89393	npleted the	completed		ndl	bbank.com	2018-08-03 12:31:46
				Closed By Syst	cem C	Closed By	System	Sy	stem	2018-08-07 05:10:28
89394	2018/08/03	ishan.chalinda@ndbbank.com	Kiribathgoda	Kiribathgoda	Other	clou issu	22 2	oftware	wasim.akram@n	dbbank.com Completed
				Act	ion	1	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coordi the Issue and A		No Comments		Wa	sim.akram	2018-08-03 09:40:48
				ndbbank.com Com issue 89394	npleted the	completed		ndl	bbank.com	2018-08-03 16:56:21
				Closed By Syst	cem C	Closed By	System	Sy	stem	2018-08-07 05:10:28
89395	2018/08/03	ishan.chalinda@ndbbank.com	Kiribathgoda	Kiribathgoda	Other	0365 issu	mail logging Sc e/M	oftware	wasim.akram@n	dbbank.com Completed
				Act:	ion	1	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coordi the Issue and A	Assigned to	No Comments		Wa	sim.akram	2018-08-03 09:45:50
				ndbbank.com Com issue 89395	npleted the	completed		ndl	bbank.com	2018-08-03 16:56:06

Issue ID D	ate	User Name	Branch/Dept.	Contact N	o Nature of Pro	olem Desc	cription	Job Cate	gory Attended By	Status
					Action		User Comment		Comment By	Cooment Date % Time
				Closed By	System	Closed By	System		System	2018-08-07 05:10:28
89396 2	2018/08/03	Madhawa.Madhuranga@ndbbank.com	: НО	3260	Other		in password uest for	Software	wasim.akram@r	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments	3		Wasim.akram	2018-08-03 09:48:11
				ndbbank.com issue 8939	m Completed the	completed			ndbbank.com	2018-08-03 16:57:34
				Closed By	System	Closed By	System		System	2018-08-07 05:10:28
89397 2	2018/08/03	Indira.Kasturiarachchi@ndbbank.com	НО	33042	Other		appearing as ufficient disk		wasim.akram@r	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments	5		Wasim.akram	2018-08-03 09:49:29
				ndbbank.com issue 8939	m Completed the 7	completed			ndbbank.com	2018-08-03 16:57:58
				Closed By	System	Closed By	System		System	2018-08-07 05:10:28
89398 2	2018/08/03	buddhinie.kannangara@ndbbank.com	: Kalutara	Kalutara	Printer		d to add a nter/M	Software	wasim.akram@r	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments	5		Wasim.akram	2018-08-03 09:50:33
				ndbbank.com	m Completed the	completed			ndbbank.com	2018-08-03 16:58:34

issue 89398

Closed By System

completed

Closed By System

2018-08-07 05:10:28

System

Issue I	D Date	User Name	Branch/Dept.	Contact N	o Nature of Pro	blem	Description	Job Cate	gory Attended By	Status	
89399	2018/08/03	ravindra.uyanwatte@ndbbank. om	c Pilimathalawa	081257966	5 Other		RAM Load XML issue	Software	Udayana.Wanigasekara@ndb Comp bank.com		
					Action		User Comment		Comment By	Cooment Date % Time	
				Helpdesk Coordinator Logged the Issue and Assigned to		No Com	nments		Udayana.Wanigaseka ra	2018-08-03 10:04:07	
				ndbbank.com issue 8939	m Completed the 9	comple	eted		ndbbank.com	2018-08-03 12:32:03	
				Closed By	System	Closed	d By System		System	2018-08-07 05:10:28	
89400	2018/08/03	malaka.rathnayake@ndbbank.c m	o Malambe	51433	PC		Msg appearing as insufficient disk		Udayana.Wanig bank.com	rasekara@ndb Completed	
					Action		User Comment		Comment By	Cooment Date % Time	
					oordinator Logged and Assigned to	No Com	nments		Udayana.Wanigaseka ra	2018-08-03 10:27:07	
				ndbbank.com issue 89400	m Completed the O	comple	eted		ndbbank.com	2018-08-03 12:33:43	
				Closed By	System	Closed	d By System		System	2018-08-07 05:10:28	
89401	2018/08/03	amenthi.weerasinghe@ndbbank	. но	3365	Other		Excel document update issue	Software	wasim.akram@r	dbbank.com Completed	
					Action		User Comment		Comment By	Cooment Date % Time	
					oordinator Logged and Assigned to	No Com	nments		Wasim.akram	2018-08-03 10:42:40	
				ndbbank.com issue 89401	m Completed the 1	comple	eted		ndbbank.com	2018-08-03 16:58:53	
				1	erasinghe Not the issue 89401		are if the syuation as this has to be m		amenthi.weerasingh	2018-08-06 07:54:42	
				wasim.akra issue 8940:	m Commented the 1		ll open another job is occurred.	after	wasim.akram	2018-08-06 16:51:14	
				ndbbank.com issue 89401	m Completed the 1				ndbbank.com	2018-08-06 16:51:48	

Closed By System

issue 89401

Closed By System

2018-08-10 05:10:28

System

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Categ	ory Attended By	Status
89402	2018/08/03	ravindu.jayasundara@ndbbank.com	. Kolpity	Kolpity Recoveries	Other		trust relationship	Software	Udayana.Wanig bank.com	gasekara@ndb Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				the Issue and		No Com	ments		dayana.Wanigaseka a	2018-08-03 10:50:26
				ndbbank.com C issue 89402	ompleted the	comple	ted	n	dbbank.com	2018-08-03 17:57:11
				Closed By Sy	stem	Closed	By System	S	ystem	2018-08-07 05:10:28
89403	2018/08/03	udari.gangodawila@ndbbank.com	) Horana	Horana	Lotus		complain tracking	g Software	wasim.akram@r	dbbank.com Completed
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	W	Jasim.akram	2018-08-03 11:18:45
				ndbbank.com C issue 89403	ompleted the	comple	ted	n	dbbank.com	2018-08-03 16:59:17
				Closed By Sy	stem	Closed	By System	S	ystem	2018-08-07 05:10:28
89404	2018/08/03	Jeevanee.Senerath@ndbbank.co $\ensuremath{\mathtt{m}}$	null	3417	Konica printe issue, inform		Konica printer issue,inform to	Hardware	ifam@ndbbank.	com Completed
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	<b> </b>	elpdesk oordinator	2018-08-03 11:23:53
				ndbbank.com C issue 89404	ompleted the	JOB DO	NE	n	dbbank.com	2018-08-03 16:00:54
				Closed By Sy	stem	Closed	By System	S	ystem	2018-08-07 05:10:28
89405	2018/08/03	indrajith.nanayakkara@ndbbark.com	n HO	3249	MS office		Need to install MS office	Software	Thilina@ndbba	ink.com Completed
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	Т	hilina	2018-08-03 11:28:19
				ndbbank.com C issue 89405	ompleted the	Job is	Completed,.	n	dbbank.com	2018-08-03 13:24:59

Issue I	D Date	User Name	Branch/Dept.	Contact No N	ature of Prob	blem Description	Job Cate	gory Attended By	Status
				Actio	n	User Comment		Comment By	Cooment Date % Time
				Closed By Syste	m	Closed By System		System	2018-08-07 05:10:28
89406	2018/08/03	melani.ambakumbura@ndbbank.om	: НО	36517 0	ther	Need to install Tamil font/M	Software	ifam@ndbbank.	com Completed
				Actio	n	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coordin the Issue and As		No Comments		Ifam	2018-08-03 11:33:57
				ndbbank.com Comp issue 89406	leted the	JOB DONE		ndbbank.com	2018-08-03 16:00:41
				Closed By Syste	m	Closed By System		System	2018-08-07 05:10:28
89407	2018/08/03	isuru.desilva@ndbbank.com	Ja-Ela	Ja-Ela P	С	Need to install wincor printer	Software	Thilina@ndbba	nk.com Completed
				Actio	n	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coordin the Issue and As		No Comments		Thilina	2018-08-03 11:33:58
				ndbbank.com Comp issue 89407	leted the	Job is Completed,.		ndbbank.com	2018-08-03 13:24:46
				Closed By Syste	m	Closed By System		System	2018-08-07 05:10:28
89408	2018/08/03	sandaruwan.abeyrathne@ndbbark.com	n Ampara	Ampara O	ther	crib is not working	Software	e Thilina@ndbba	nk.com Completed
				Actio	on	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coordin the Issue and As		No Comments		Thilina	2018-08-03 11:52:17
				ndbbank.com Comp issue 89408	leted the	Job is Completed,.		ndbbank.com	2018-08-03 13:24:32
				133UE 07400					

Closed By System

Closed By System

2018-08-07 05:10:28

System

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Prob	blem	Description	Job Cate	gory Attended By	Status	
89409	2018/08/03	Pramil.Bandaranayake@ndbbank.com	DM	42054	Other		Internet explore is not working	Software	Mahendra.Premathilaka@nd Completed bbank.com		
					Action		User Comment		Comment By	Cooment Date % Time	
					ordinator Logged nd Assigned to	No Comm	ents		Mahendra.Premathil aka	2018-08-03 12:02:23	
				ndbbank.com issue 89409	Completed the	Done.			ndbbank.com	2018-08-03 15:51:36	
				Closed By	System	Closed	By System		System	2018-08-07 05:10:28	
89410	2018/08/03	vinuri.pathmasiri@ndbbank.co	DM	42008	Printer		Need to install Printer	Software	Mahendra.Prem	nathilaka@nd Completed	
					Action		User Comment		Comment By	Cooment Date % Time	
					ordinator Logged nd Assigned to	No Comm	ents		Mahendra.Premathil aka	2018-08-03 12:03:14	
				ndbbank.com issue 89410	Completed the	Done.			ndbbank.com	2018-08-03 15:51:17	
				Closed By	System	Closed	By System		System	2018-08-07 05:10:28	
89411	2018/08/03	udani.kumarasinghe@ndbbank.com	Akuressa	Akuressa	Other		install canon scannor	Software	wasim.akram@n	dbbank.com Completed	
					Action		User Comment		Comment By	Cooment Date % Time	
					ordinator Logged nd Assigned to	No Comm	ents		Maxwell	2018-08-03 12:28:12	
				Helpdesk C Reassigned	oordinator the issue to	please	update		Helpdesk Coordinator	2018-08-06 09:38:08	
				ndbbank.com issue 89411	Completed the	Complet	ed		ndbbank.com	2018-08-06 13:00:33	
				Closed By	System	Closed	By System		System	2018-08-10 05:10:28	
89412	2018/08/03	saumya.nawaratne@ndbbank.com	Pilimathalawa	a Pilimathal	awa Other		Need to create gatepass/M	Software	wasim.akram@n	dbbank.com Completed	
					Action		User Comment		Comment By	Cooment Date % Time	
					ordinator Logged nd Assigned to	No Comm	ents		Wasim.akram	2018-08-03 12:28:33	

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem 1	Description	Job Cate	gory Attended By	Status
				A	ction		User Comment		Comment By	Cooment Date % Time
				ndbbank.com ( issue 89412	Completed the	Complete	ed		ndbbank.com	2018-08-06 13:01:59
				Closed By S	ystem	Closed H	By System		System	2018-08-10 05:10:28
89413	2018/08/03	Chanaka.Ariyarathna@ndbbank.	Avissawella	Avissawella	Other		canon scanner issue	Software	Udayana.Wanig bank.com	asekara@ndb Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Comme	ents		Udayana.Wanigaseka ra	2018-08-03 12:31:18
				ndbbank.com ( issue 89413	Completed the	complete	ed		ndbbank.com	2018-08-03 12:39:08
				Closed By S	ystem	Closed H	By System		System	2018-08-07 05:10:28
89414	2018/08/03	lakshika.dayananda@ndbbank.c	Dambulla	Dambulla	MS office		Excel document opening issue	Software	wasim.akram@n	dbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Comme	ents		Wasim.akram	2018-08-03 12:49:40
				ndbbank.com ( issue 89414	Completed the	complete	ed		ndbbank.com	2018-08-03 16:58:21
				Closed By S	ystem	Closed H	By System		System	2018-08-07 05:10:28
89415	2018/08/03	$\begin{array}{ll} \text{harshani.karunarathne@ndbban} \\ \text{k.com} \end{array}$	НО	IT Stores	Other		IE 11 Upgrade proxy issue	Software	Udayana.Wanig bank.com	asekara@ndb Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Comme	ents		Udayana.Wanigaseka ra	2018-08-03 12:54:39
					Completed the	complete	ed		ndbbank.com	2018-08-03 12:54:52
										-

Closed By System

Closed By System

2018-08-07 05:10:28

System

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89416	2018/08/03	hashan.kulawansa@ndbbank.com	ı НО	НО	Other		add static ips	Software	Udayana.Wanig bank.com	rasekara@ndb Completed
					Action	User Comment			Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comm	nents		Udayana.Wanigaseka ra	2018-08-03 13:03:23
				ndbbank.com issue 89416	Completed the	complet	ed		ndbbank.com	2018-08-03 14:50:39
				Closed By	System	Closed	By System		System	2018-08-07 05:10:28
89417	2018/08/03	hashan.kulawansa@ndbbank.com	ı НО	IT Stores	Other		add static ip	Software	Udayana.Wanig bank.com	asekara@ndb Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comm	nents		Udayana.Wanigaseka ra	2018-08-03 13:05:56
				ndbbank.com issue 89417	Completed the	complet	ed		ndbbank.com	2018-08-03 14:50:15
				Closed By	System	Closed	By System		System	2018-08-07 05:10:28
89418	2018/08/03	segar.anojtharan@ndbbank.com	Pettah	7347	Printer		install printer driver	Software	wasim.akram@n	dbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comm	nents		Wasim.akram	2018-08-03 13:06:37
				ndbbank.com issue 89418	Completed the	complet	ed		ndbbank.com	2018-08-03 16:59:34
				Closed By	System	Closed	By System		System	2018-08-07 05:10:28
89419	2018/08/03	kaushalya.balakrishnan@ndbbank.com	Pettah	7347	Printer		install printer driver	Software	wasim.akram@n	dbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
				_	ordinator Logged nd Assigned to	No Comm	nents		Wasim.akram	2018-08-03 13:07:41
				ndbbank.com issue 89419	Completed the	Complet	ed		ndbbank.com	2018-08-06 13:02:15

Nature of Problem

Description

Job Category Attended By

Branch/Dept. Contact No

User Name

Issue ID Date

	•		<u>-</u>	, ,	
		Action	User Comment	Comment By	Cooment Date % Time
		Closed By System	Closed By System	System	2018-08-10 05:10:28
89420	2018/08/03 hashan.kulawansa@ndbbank.com HO	HO Other	add static ip Software	e Udayana.Wanig bank.com	asekara@ndb Completed
		Action	User Comment	Comment By	Cooment Date % Time
		Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-03 13:07:44
		ndbbank.com Completed the issue 89420	completed	ndbbank.com	2018-08-03 14:49:59
		Closed By System	Closed By System	System	2018-08-07 05:10:28
89421	2018/08/03 lewis.fernando@ndbbank.com Pettah	7347 Printer	install printer Software driver	e wasim.akram@r	dbbank.com Completed
		Action	User Comment	Comment By	Cooment Date % Time
		Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-03 13:09:49
		ndbbank.com Completed the issue 89421	Completed	ndbbank.com	2018-08-06 14:34:23
		Closed By System	Closed By System	System	2018-08-10 05:10:28
89422	2018/08/03 amal.roy@ndbbank.com Nawam Branch	Nawam Branch Western Union	Western Union Software installation/M	e wasim.akram@r	dbbank.com Completed
		Action	User Comment	Comment By	Cooment Date % Time
		the Issue and Assigned to	No Comments	Wasim.akram	2018-08-03 13:40:05
		ndbbank.com Completed the issue 89422	Completed	ndbbank.com	2018-08-06 15:30:57
		Closed By System	Closed By System	System	2018-08-10 05:10:28

Status

Issue II	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89423	2018/08/03	dulanjana.dharmadasa@ndbbank .com	Pilimathalawa	7347	Printer		install printer driver	Software	wasim.akram@n	dbbank.com Completed
				I	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	Ū	Wasim.akram	2018-08-03 13:40:57
				ndbbank.com issue 89423	Completed the	Comple	ted	r	ndbbank.com	2018-08-06 15:31:57
				Closed By S	ystem	Closed	By System	Ç.	System	2018-08-10 05:10:28
89424	2018/08/03	chamara.jayasekara@ndbbank.com	Mahiyanganaya	Mahiyangana	ıya Other		CRIB logging issue/M	Software	Udayana.Wanig bank.com	asekara@ndb Completed
				I	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Jdayana.Wanigaseka ca	2018-08-03 13:41:25
				ndbbank.com issue 89424	Completed the	comple	ted	r	ndbbank.com	2018-08-03 14:49:44
				Closed By S	ystem	Closed	By System	92	System	2018-08-07 05:10:28
89425	2018/08/03	sandaruwan.abeyrathne@ndbban k.com	Ampara	Ampara	Other		CRIB logging issue	Software	Udayana.Wanig bank.com	asekara@ndb Completed
				I	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	1	Jdayana.Wanigaseka ca	2018-08-03 13:53:38
				ndbbank.com issue 89425	Completed the	comple	ted	r	ndbbank.com	2018-08-03 14:49:10
				Closed By S	ystem	Closed	By System	7.0	System	2018-08-07 05:10:28
89426	2018/08/03	wathsala.jayasooriya@ndbbank .com	Kiribathgoda	Kiribathgod	da Other		workflow system issue	Software	wasim.akram@n	dbbank.com Completed
				I	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	Ū	Vasim.akram	2018-08-03 13:57:41
				ndbbank.com issue 89426	Completed the	Comple	ted	r	ndbbank.com	2018-08-06 16:17:14

Issue I	D Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cat	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-10 05:10:28
89427	2018/08/03	sivamohan.sivaganesh@ndbband.com	Chavakachcher i	Chavakachcher Other i	Need to add a Softwar printer	e Udayana.Wanig bank.com	asekara@ndb Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-03 14:27:32
				ndbbank.com Completed the issue 89427	completed	ndbbank.com	2018-08-03 14:48:55
				Closed By System	Closed By System	System	2018-08-07 05:10:28
89428	2018/08/03	nawoda.karunarathna@ndbbank.com	Kahawatta	Kahawatta Printer	Need to add a Softwar printer/M	e wasim.akram@r	dbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-03 15:06:11
				ndbbank.com Completed the issue 89428	Completed	ndbbank.com	2018-08-06 15:44:15
				Closed By System	Closed By System	System	2018-08-10 05:10:28
89429	2018/08/03	gayani.ramanathanpulle@ndbbank.com	a KATANA	KATANA Other	0365 mail logging Softwar issue	e wasim.akram@r	dbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-03 15:07:39
				ndbbank.com Completed the issue 89429	Completed	ndbbank.com	2018-08-06 16:16:46
				Closed By System	Closed By System	System	2018-08-10 05:10:28

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem I	escription	Job Categ	gory Attended By	St	tatus
89430	2018/08/03	Ayomi.Kurukularachchi@ndbbark.com	1 HO	3335	Other	C	365 mail issue/M	Software	wasim.akram@r	dbbank.com Co	ompleted
				i	Action		User Comment		Comment By	Cooment Date	e % Time
					ordinator Logged nd Assigned to	No Comme	nts	M	Wasim.akram	2018-08-03 15:	18:20
				ndbbank.com issue 89430	Completed the	Complete	d	n	ndbbank.com	2018-08-06 15:	31:36
				Closed By S	System	Closed B	y System	S	System	2018-08-10 05:	10:28
89431	2018/08/03	Ayomi.Kurukularachchi@ndbbark.com	ı HO	3335	Other		224 logging ssue/M	Software	wasim.akram@r	dbbank.com Cc	mpleted
				į	Action		User Comment		Comment By	Cooment Date	e % Time
					ordinator Logged nd Assigned to	No Comme	nts	īvi	Jasim.akram	2018-08-03 15:	18:31
				ndbbank.com issue 89431	Completed the	Complete	d	n	ndbbank.com	2018-08-06 14:	48:18
				Closed By S	System	Closed B	y System	S	System	2018-08-10 05:	10:28
89432	2018/08/03	Ayomi.Kurukularachchi@ndbbark.com	ı HO	3335	Other		online banking bage loading	Software	wasim.akram@r	dbbank.com Cc	mpleted
				i	Action		User Comment		Comment By	Cooment Date	e % Time
					ordinator Logged nd Assigned to	No Comme	nts	M	Jasim.akram	2018-08-03 15:	25:51
				ndbbank.com issue 89432	Completed the	Complete	d	n	ndbbank.com	2018-08-06 14:	47:58
				Closed By S	System	Closed B	y System	S	System	2018-08-10 05:	10:28
89433	2018/08/03	udayana.wanigasekara@ndbbank.com	C HO	Но	Other	i	nstall printer	Software	Udayana.Wanig bank.com	asekara@ndb Cc	mpleted
					Action		User Comment		Comment By	Cooment Date	e % Time
					ordinator Logged nd Assigned to	No Comme	nts	<b> </b>	Jdayana.Wanigaseka a	2018-08-03 15:	44:13
				ndbbank.com issue 89433	Completed the	complete	d	n	ndbbank.com	2018-08-03 17:	09:33

Issue I	ID Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-07 05:10:28
89434	2018/08/03	lucia.anniththa@ndbbank.com	НО	34182 PC	PC is not working Software	e Udayana.Wanig bank.com	gasekara@ndb Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-03 15:48:47
				ndbbank.com Completed the issue 89434	completed	ndbbank.com	2018-08-03 17:09:20
				Closed By System	Closed By System	System	2018-08-07 05:10:28
89435	2018/08/03	sahan.desilva@ndbbank.com	Kalutara	Kalutara Printer	Unable to take Software printouts	e ifam@ndbbank.	.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Action Helpdesk Coordinator Logged the Issue and Assigned to	User Comment No Comments	Comment By	Cooment Date % Time 2018-08-03 15:49:37
				Helpdesk Coordinator Logged	No Comments	-	
				Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the	No Comments job done	Ifam	2018-08-03 15:49:37
89436	2018/08/03	Hamsaruban.Shanmugaratnasarr a@ndbbank.	n Wellawatta	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89435	No Comments job done	Ifam ndbbank.com System	2018-08-03 15:49:37 2018-08-03 16:00:29
89436	2018/08/03		n Wellawatta	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89435 Closed By System	No Comments  job done  Closed By System  CRIB logging Software	Ifam ndbbank.com System Udayana.Wanig	2018-08-03 15:49:37 2018-08-03 16:00:29 2018-08-07 05:10:28
89436	2018/08/03		n Wellawatta	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89435 Closed By System Wellawatta Other	No Comments  job done  Closed By System  CRIB logging Software issue  User Comment	Ifam  ndbbank.com  System  Udayana.Waniq bank.com	2018-08-03 15:49:37 2018-08-03 16:00:29 2018-08-07 05:10:28 gasekara@ndb Completed
89436	2018/08/03		n Wellawatta	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89435 Closed By System  Wellawatta Other  Action Helpdesk Coordinator Logged	No Comments  job done  Closed By System  CRIB logging Software issue  User Comment  No Comments	Ifam  ndbbank.com  System  Udayana.Waniq bank.com  Comment By  Udayana.Wanigaseka	2018-08-03 15:49:37 2018-08-03 16:00:29 2018-08-07 05:10:28 gasekara@ndb Completed  Cooment Date % Time

Issue II	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89437	2018/08/03	Kasun.Madawala@ndbbank.com	DM	4422	Printer		Cannot get printouts.	Software	Mahendra.Prem bbank.com	nathilaka@nd Completed
				I	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Con	nments		Mahendra.Premathil aka	2018-08-03 16:39:08
				ndbbank.com issue 89437	Completed the	done			ndbbank.com	2018-08-03 17:13:17
				Closed By S	ystem	Closed	l By System		System	2018-08-07 05:10:28
89438	2018/08/03	Sumedha.Jayasinghe@ndbbank.om	C KCC	KCC	Other		Install GX reporter	Software	Udayana.Waniq bank.com	gasekara@ndb Completed
				I	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Con	ments		Udayana.Wanigaseka ra	2018-08-03 16:58:25
				ndbbank.com issue 89438	Completed the	comple	ted		ndbbank.com	2018-08-03 17:57:00
				Closed By S	ystem	Closec	l By System		System	2018-08-07 05:10:28
89439	2018/08/03	Yasanga.Siyambalapitiya@ndblank.com	DM	42008	Other		Cannot open PDF files.	Software	Mahendra.Prembbank.com	nathilaka@nd Completed
				I	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Con	nments		Mahendra.Premathil aka	2018-08-03 17:25:18
				ndbbank.com issue 89439	Completed the	Done.			ndbbank.com	2018-08-03 17:25:31
				Closed By S	ystem	Closed	l By System	ı	System	2018-08-07 05:10:28
89440	2018/08/03	dilini.warnasinghe@ndbbank.om	C Kochchikade	Kochchikade	e Other		workflow issue	Software	Udayana.Waniq bank.com	gasekara@ndb Completed
				I	Action		User Comment		Comment By	Cooment Date % Time
				the Issue an	rdinator Logged d Assigned to	No Con	nments		Udayana.Wanigaseka ra	2018-08-03 17:31:35
				ndbbank.com issue 89440	Completed the	comple	eted		ndbbank.com	2018-08-03 17:56:47

Issue I	D Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	gory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-07 05:10:28
89441	2018/08/03	diluka.silva@ndbbank.com	НО	HO Other	outlook issue Software	Udayana.Wanig bank.com	gasekara@ndb Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-03 17:55:17
				ndbbank.com Completed the issue 89441	completed	ndbbank.com	2018-08-03 17:56:20
				Closed By System	Closed By System	System	2018-08-07 05:10:28
89442	2018/08/06	shani.jayakody@ndbbank.com	Kolpity	51011 Other	Need to add a Software printer	e Thilina@ndbba	nk.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Action Helpdesk Coordinator Logged the Issue and Assigned to	User Comment No Comments	_	Cooment Date % Time 2018-08-06 08:40:20
				Helpdesk Coordinator Logged		Thilina	
				Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the	No Comments Job is Completed,.	Thilina	2018-08-06 08:40:20
89443	2018/08/06	rasika.wijewardena@ndbbank.o		Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89442 Closed By System	No Comments Job is Completed,.	Thilina ndbbank.com System	2018-08-06 08:40:20 2018-08-06 10:19:16 2018-08-10 05:10:28
89443	2018/08/06	<del>-</del>	c Thissamaharam	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89442 Closed By System	No Comments  Job is Completed,.  Closed By System  O 365 logging Software	Thilina ndbbank.com System	2018-08-06 08:40:20 2018-08-06 10:19:16 2018-08-10 05:10:28
89443	2018/08/06	<del>-</del>	c Thissamaharam	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89442 Closed By System Thissamaharam Other aya	No Comments  Job is Completed,.  Closed By System  O 365 logging Software issue  User Comment	Thilina ndbbank.com System Thilina@ndbba	2018-08-06 08:40:20 2018-08-06 10:19:16 2018-08-10 05:10:28 ank.com Completed
89443	2018/08/06	<del>-</del>	c Thissamaharam aya	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89442 Closed By System Thissamaharam Other aya  Action Helpdesk Coordinator Logged the Issue and Assigned to	No Comments  Job is Completed,.  Closed By System  O 365 logging Software issue  User Comment	Thilina  ndbbank.com  System  Thilina@ndbba  Comment By  Thilina	2018-08-06 08:40:20 2018-08-06 10:19:16 2018-08-10 05:10:28  ank.com Completed  Cooment Date % Time

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem Description	Job Catego	ory Attended By	Status
89444	2018/08/06	uditha.nawarathna@ndbbank.c	o Kadawata	Kadawata	Other	Need to change II setting	E Software	wasim.akram	@ndbbank.com Completed
				Ac	tion	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Comments	Wa	asim.akram	2018-08-06 08:56:09
				ndbbank.com Co issue 89444	ompleted the	Completed	no	dbbank.com	2018-08-06 16:17:33
				Closed By Sys	stem	Closed By System	S	ystem	2018-08-10 05:10:29
89445	2018/08/06	anuruddhika.deseram@ndbbank	. Ja-Ela	Ja-Ela	PC	Lan logging Password changin	Software g	wasim.akram	@ndbbank.com Completed
				Ac	tion	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Comments	Wa	asim.akram	2018-08-06 08:57:13
				ndbbank.com Co issue 89445	ompleted the	Completed	no	dbbank.com	2018-08-06 16:52:07
				ndbbank.com Co issue 89445	ompleted the	Completed	no	dbbank.com	2018-08-06 16:52:11
				Closed By Sys	stem	Closed By System	S	ystem	2018-08-10 05:10:29
89446	2018/08/06	ashirwada.perera@ndbbank.co	m null	3287	NB15021,Need change flashp	•	Software	wasim.akram	@ndbbank.com Completed
				Ac	tion	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Comments		elpdesk oordinator	2018-08-06 08:58:39
				ndbbank.com Co issue 89446	ompleted the	Completed	n	dbbank.com	2018-08-06 16:52:28
				Closed By Sys	stem	Closed By System	S	ystem	2018-08-10 05:10:29
89447	2018/08/06	gihan.nimesha@ndbbank.com	Kottawa Branch	Kottawa Branch	Other	T24- login issue	Software	Thilina@ndbl	bank.com Completed
				Ac	tion	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Comments	Tì	nilina	2018-08-06 09:00:29

Nature of Problem

Description

Job Category Attended By

Branch/Dept. Contact No

Issue ID Date

User Name

issue i	D Date	OSEL Name	Branch, bept.	Contact No Nature of From	. Description out C	Accedory Accended by	Status
				Action	User Comment	Comment By	Cooment Date % Time
				ndbbank.com Completed the issue 89447	Job is Completed,.	ndbbank.com	2018-08-06 10:18:47
				Closed By System	Closed By System	System	2018-08-10 05:10:29
39448	2018/08/06	rochana.bandara@ndbbank.com	НО	35308 Other	0365 mail issue Softw	vare wasim.akram@	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 09:02:26
				ndbbank.com Completed the issue 89448	Completed	ndbbank.com	2018-08-06 16:52:44
				Closed By System	Closed By System	System	2018-08-10 05:10:29
39449	2018/08/06	ishan.randika@ndbbank.com	Ratnapura	Ratnapura Other	Workflow logging Softwissue	vare wasim.akram@	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 09:07:04
				ndbbank.com Completed the issue 89449	Completed	ndbbank.com	2018-08-06 16:53:01
				Closed By System	Closed By System	System	2018-08-10 05:10:29
9450	2018/08/06	pavithra.wickramasinghe@ndbbank.com	) Nikawaratiya	Nawalapitiya Other	T24- login issue Softw	vare wasim.akram@	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 09:07:43
				ndbbank.com Completed the issue 89450	Completed	ndbbank.com	2018-08-06 16:53:14
				ndbbank.com Completed the issue 89450	Completed	ndbbank.com	2018-08-06 16:53:20

Status

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By		Status
89451	2018/08/06	harshani.madushika@ndbbank.om	c Old Moor	Old Moor	CITS		Need to add cits app	Software	Thilina@ndbk	oank.com	Completed
				A	ction		User Comment		Comment By	Cooment I	Date % Time
					rdinator Logged d Assigned to	No Com	ments	ŗ	Thilina	2018-08-06	09:11:44
				ndbbank.com ( issue 89451	Completed the	Job is	Completed,.	]	ndbbank.com	2018-08-06	10:18:34
				Closed By Sy	ystem	Closed	By System	4	System	2018-08-10	05:10:29
89452	2018/08/06	tharika.kahagalle@ndbbank.co	o Kolpity	50328	PC	_	trust relationship	Software	Thilina@ndbk	oank.com	Completed
				A	ction		User Comment		Comment By	Cooment 1	Date % Time
					rdinator Logged d Assigned to	No Com	ments	r ·	Thilina	2018-08-06	09:13:38
				ndbbank.com ( issue 89452	Completed the	1 -	er attend and sort Job is Completed,	l h	ndbbank.com	2018-08-06	15:44:17
				Closed By Sy	ystem	Closed	By System		System	2018-08-10	05:10:29
89453	2018/08/06	niroshini.karthigayan@ndbbark.com	n HO	37111	Other		T24- login issue	Software	wasim.akram(	endbbank.com	Completed
				A	ction		User Comment		Comment By	Cooment 1	Date % Time
					rdinator Logged d Assigned to	No Com	ments	Ī	Wasim.akram	2018-08-06	09:15:36
				ndbbank.com ( issue 89453	Completed the	Comple	ted	]	ndbbank.com	2018-08-06	16:54:05
				Closed By Sy	ystem	Closed	By System	6	System	2018-08-10	05:10:29
89454	2018/08/06	manjula.perera@ndbbank.com	НО	37108	Other		T24- login issue	Software	wasim.akram(	endbbank.com	Completed
				A	ction		User Comment		Comment By	Cooment I	Date % Time
				-	rdinator Logged d Assigned to	No Com	ments	Ī	Wasim.akram	2018-08-06	09:18:54
				ndbbank.com ( issue 89454	Completed the	Comple	ted	ן	ndbbank.com	2018-08-06	16:53:38

Issue II	) Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Car	tegory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-10 05:10:29
89455	2018/08/0	6 nayani.wickramapathirana@ bank.	ndb Malambe	Malambe Other	T24- login issue Softwa:	re wasim.akram@	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 09:20:05
				ndbbank.com Completed the issue 89455	Completed	ndbbank.com	2018-08-06 16:53:53
				Closed By System	Closed By System	System	2018-08-10 05:10:29
89456	2018/08/0	6 anthony.kingsly@ndbbank.c	com Hendala	Hendala Other	T24- login issue Softwa:	re wasim.akram@n	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 09:21:16
				ndbbank.com Completed the issue 89456	Completed	ndbbank.com	2018-08-06 16:54:19
				Closed By System	Closed By System	System	2018-08-10 05:10:29
89457	2018/08/0	dileepa.sandaruwan@ndbbar om	nk.c Kuliyapitiya	kuliyapitiya Other	Need to install Softwa: IBPS Plugin	re Thilina@ndbba	ank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-06 09:22:20

Job is Completed,.

Closed By System

the Issue and Assigned to ndbbank.com Completed the

issue 89457

Closed By System

2018-08-06 10:17:16

2018-08-10 05:10:29

ndbbank.com

System

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By		Status
			-				-				
89458	2018/08/06	pavithra.wickramasinghe@ndbbank.com	) Nawalapitiya	Nawalapitiya	Other		O 365 logging issue	Software	Thilina@ndbb	ank.com	Completed
				Act	tion		User Comment		Comment By	Cooment	Date % Time
				Helpdesk Coord the Issue and		No Com	nments	ŗ	Thilina	2018-08-06	09:26:52
				ndbbank.com Co issue 89458	ompleted the	Job is	Completed,.	1	ndbbank.com	2018-08-06	10:17:01
				Closed By Sys	tem	Closed	l By System		System	2018-08-10	05:10:29
89459	2018/08/06	manjula.perera@ndbbank.com	НО	37108	Other		T24- login issue	Software	wasim.akram@	ndbbank.com	Completed
				Act	tion		User Comment		Comment By	Cooment	Date % Time
				Helpdesk Coord the Issue and		No Com	nments	Ī	Wasim.akram	2018-08-06	09:28:40
				ndbbank.com Co issue 89459	empleted the	Comple	eted	]	ndbbank.com	2018-08-06	16:54:36
				Closed By Sys	tem	Closed	l By System		System	2018-08-10	05:10:29
89460	2018/08/06	sachithra.gurugamage@ndbbank.com	c Galle	Galle	Other		T24- login issue	Software	wasim.akram@	ndbbank.com	Completed
				Act	tion		User Comment		Comment By	Cooment	Date % Time
				Helpdesk Coord the Issue and		No Com	ments	Ī	Wasim.akram	2018-08-06	09:28:46
				ndbbank.com Co issue 89460	ompleted the	Comple	ted	]	ndbbank.com	2018-08-06	16:54:50
				Closed By Sys	tem	Closed	l By System	6	System	2018-08-10	05:10:29
89461	2018/08/06	chamil.madhusanka@ndbbank.com	) Kahawatta	Kahawatta	Other		ISwitch logging issue	Software	wasim.akram@	ndbbank.com	Completed
				Act	tion		User Comment		Comment By	Cooment	Date % Time
				Helpdesk Coord the Issue and		No Com	nments	Ī	Wasim.akram	2018-08-06	09:29:51
				ndbbank.com Co issue 89461	ompleted the	Comple	ted	1	ndbbank.com	2018-08-07	11:13:00

Issue I	ID Date	User Name	Branch/Dept.	Contact No Nature of Pr	oblem Description Job Cat	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-13 05:10:32
89462	2018/08/06	Shiromi.Perera@ndbbank.com	НО	3649 Other	Bank statement Softwar opening issue	re ifam@ndbbank	.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 09:30:36
				ndbbank.com Completed the issue 89462	job done	ndbbank.com	2018-08-06 11:49:58
				Closed By System	Closed By System	System	2018-08-10 05:10:29
89463	2018/08/06	harshani.karunarathne@ndbba k.com	n HO	31347 Other	Lankapay system Softwar logging issue	re ifam@ndbbank	.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 09:32:20
				ndbbank.com Completed the issue 89463	job done	ndbbank.com	2018-08-06 11:50:33
				Closed By System	Closed By System	System	2018-08-10 05:10:29
89464	2018/08/06	Vimarshani.Kumarasinghe@ndbl ank.com	b Yakkala	Yakkala Other	Need to change T Softwar 24 print settings	re Thilina@ndbba	ank.com Completed
				Action	User Comment	Comment By	
							Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-06 09:34:34
					No Comments  Job is Completed,.	Thilina ndbbank.com	

Issue :	ID Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	5	Status
39465	2018/08/06	nisansala.premathilaka@ndbba nk.com	НО	31356	Other		LankaPay system logging issue	Software	ifam@ndbbank	c.com C	Completed
				A	ction		User Comment		Comment By	Cooment Dat	e % Time
				_	dinator Logged Assigned to	No Com	ments	-	[fam	2018-08-06 09	:35:46
				ndbbank.com ( issue 89465	Completed the	job do	ne	r	ndbbank.com	2018-08-06 11	:51:44
				Closed By Sy	rstem	Closed	By System	Ç.	System	2018-08-10 05	:10:29
39466	2018/08/06	chammi.abeygunawardana@ndbbank.com	Rajagiriya	Rajagiriya	Other		T24- login issue	Software	ifam@ndbban}	c.com C	Completed
				A	ction		User Comment		Comment By	Cooment Dat	e % Time
				_	dinator Logged Assigned to	No Com	ments	1	[fam	2018-08-06 09	:37:01
				ndbbank.com ( issue 89466	Completed the	job do	ne	r	ndbbank.com	2018-08-08 09	:42:45
				Closed By Sy	rstem	Closed	By System	S	System	2018-08-13 05	:10:32
39467	2018/08/06	rizmina.fauz@ndbbank.com	Nawam Branch	Nawam Brancl	n Printer		Unable to take printouts	Software	ifam@ndbban}	c.com C	Completed
				A	ction		User Comment		Comment By	Cooment Dat	e % Time
				1 -	dinator Logged Assigned to	No Com	ments	-	[fam	2018-08-06 09	:37:40
				ndbbank.com ( issue 89467	Completed the	job do	ne	r	ndbbank.com	2018-08-08 09	:43:11
				Closed By Sy	stem	Closed	By System	S	System	2018-08-13 05	:10:32
39468	2018/08/06	nisansala.premathilaka@ndbbank.com	НО	31356	Other		Lankapay issue	Software	wasim.akram(	endbbank.com C	ompleted
				A	ction		User Comment		Comment By	Cooment Dat	e % Time
				Helpdesk Coor	dinator Logged	No Com	ments	V	Vasim.akram	2018-08-06 09	:39:52
				che issue and	i Assigned to						

				orpaco.		. <u></u>			
Issue I	ID Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem Description	Job Cate	egory Attended By	Status
					Action	User Comm	nent	Comment By	Cooment Date % Time
				Closed By	System	Closed By System		System	2018-08-13 05:10:32
89469	2018/08/06	rasika.wijewardena@ndbbank. om	c Thissamaharan aya	m Thissamaha aya	aram CITS	Need to add application	CITS Software	e ifam@ndbbank	.com Completed
					Action	User Comm	nent	Comment By	Cooment Date % Time
				1 -	oordinator Logged and Assigned to	No Comments		Ifam	2018-08-06 09:40:36
				ndbbank.com issue 89469	n Completed the	job done		ndbbank.com	2018-08-08 09:45:16
				Closed By	System	Closed By System		System	2018-08-13 05:10:32
89470	2018/08/06	thamashi.rathnayaka@ndbbank	c. Kolpity	50314	Other	T24 not work	ing Software	e wasim.akram@n	ndbbank.com Completed
					Action	User Comm	nent	Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Wasim.akram	2018-08-06 09:46:03
				ndbbank.com	Completed the	Completed		ndbbank.com	2018-08-07 11:14:11

Action	User Comment	Comment By	Cooment Date % Time		
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 09:46:03		
ndbbank.com Completed the issue 89470	Completed	ndbbank.com	2018-08-07 11:14:11		
Closed By System	Closed By System	System	2018-08-13 05:10:32		

89471	2018/08/06 ranga.perera@ndbbank.com	Yakkala	Yakkala	Other	T24- login issue Software	Thilina@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-06 09:46:10
ndbbank.com Completed the issue 89471	Job is Completed,.	ndbbank.com	2018-08-06 10:16:34
Closed By System	Closed By System	System	2018-08-10 05:10:29

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem Descr	ription	Job Categ	ory Attended By	Status
89472	2018/08/06	tharani.perera@ndbbank.com	Marine Drive	52206	Other	Т24-	login issue	Software	ifam@ndbbank	com Completed
				A	ction	Us	ser Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Comments		I:	fam	2018-08-06 09:50:04
				ndbbank.com ( issue 89472	Completed the	job done		n	dbbank.com	2018-08-08 09:45:34
				Closed By Sy	ystem	Closed By S	ystem	S	ystem	2018-08-13 05:10:32
89473	2018/08/06	roshini.samarakoon@ndbbank.om	c DM	4286	Other		locument ding issue	Software	ifam@ndbbank	com Completed
				A	ction	Us	ser Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Comments		I:	fam	2018-08-06 09:50:26
				ndbbank.com ( issue 89473	Completed the	job done		n	dbbank.com	2018-08-08 09:58:37
				Closed By Sy	ystem	Closed By S	ystem	S	ystem	2018-08-13 05:10:32
89474	2018/08/06	chathuranga.fernando@ndbbanl.com	k Kolpity Recoveries	Kolpity Recoveries	Other		to create er profile	Software	ifam@ndbbank	com Completed
				A	ction	Us	ser Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Comments		I:	fam	2018-08-06 09:53:29
				ndbbank.com ( issue 89474	Completed the	job done		n	dbbank.com	2018-08-08 09:59:00
				ndbbank.com ( issue 89474	Completed the	job done		n	dbbank.com	2018-08-08 09:59:03
				Closed By Sy	ystem	Closed By S	ystem	S	ystem	2018-08-13 05:10:32
89475	2018/08/06	indrajith.nanayakkara@ndbbark.com	n HO	3249	Other	lapto scree	p blue n	Software	ifam@ndbbank	com Completed
				A	ction	Us	ser Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Comments		I	fam	2018-08-06 09:53:45

Issue	ID Date	User Name Branch/Dept	. Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status
			Action	User Comment	Comment By	Cooment Date % Time
			ndbbank.com Completed the issue 89475	job done	ndbbank.com	2018-08-08 09:59:34
			Closed By System	Closed By System	System	2018-08-13 05:10:32
89476	2018/08/06	Shanika.Marasinghe@ndbbank.c KCC om	KCC Printer	Need to add a Softward printer/M	e ifam@ndbbank	.com Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 09:54:42
			ndbbank.com Completed the issue 89476	job done	ndbbank.com	2018-08-08 10:00:17
			Closed By System	Closed By System	System	2018-08-13 05:10:32
89477	2018/08/06	sachithra.gurugamage@ndbbank Galle .com	Galle Other	t24 options are Softward	e ifam@ndbbank	.com Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 09:57:45
			ndbbank.com Completed the issue 89477	job done	ndbbank.com	2018-08-08 10:01:21
			Closed By System	Closed By System	System	2018-08-13 05:10:32
89478	2018/08/06	gayani.ramanathanpulle@ndbba KATANA nk.com	KATANA Other	0365 mail logging Softwardissue	e ifam@ndbbank	.com Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 09:59:03
			ndbbank.com Completed the issue 89478	job done	ndbbank.com	2018-08-08 10:03:49

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem I	Description	Job Cate	ory Attended By	Status
89479	2018/08/06	uchith.randima@ndbbank.com	Kohuwala	Kohuwala	Western Union		Weed to add Western Union	Software	wasim.akram	@ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comme	ents	V	Jasim.akram	2018-08-06 10:17:59
				ndbbank.com issue 89479	Completed the	Complete	ed	r	ndbbank.com	2018-08-07 11:14:31
				Closed By S	System	Closed E	By System	S	System	2018-08-13 05:10:32
89480	2018/08/06	malith.thalagala@ndbbank.com	n Nawalapitiya	*7365	Other		Westernunion lin issue	k Software	ifam@ndbban	k.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comme	ents	]	fam	2018-08-06 10:19:28
				ndbbank.com issue 89480	Completed the	job done	)	r	ndbbank.com	2018-08-08 10:04:26
				Closed By S	System	Closed E	By System	C.	System	2018-08-13 05:10:32
89481	2018/08/06	shashika.ambekumbura@ndbbanl.com	c HO	НО	Other	Ē	Γ24- login issue	Software	ifam@ndbban	k.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comme	ents	]	fam	2018-08-06 10:24:34
				ndbbank.com issue 89481	Completed the	job done	=	r	ndbbank.com	2018-08-08 10:04:48
				Closed By S	System	Closed E	By System	S	System	2018-08-13 05:10:32
89482	2018/08/06	joel.gabriel@ndbbank.com	Pelawatta	*7321	Printer	Ī	Add the printer	Software	ifam@ndbban	k.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comme	ents	]	:fam	2018-08-06 10:26:30
					Completed the	job done	<u> </u>	r	ndbbank.com	2018-08-08 10:05:08

Nature of Problem

Description

Branch/Dept. Contact No

User Name

Issue ID Date

		Action	User Comment	Comment By	Cooment Date % Time
		Closed By System	Closed By System	System	2018-08-13 05:10:32
89483	2018/08/06 angelo.fernando@ndbbank.com Borella	Borella MS office	excel document Software opening issue	e ifam@ndbbank.	com Completed
		Action	User Comment	Comment By	Cooment Date % Time
		Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 10:30:55
		ndbbank.com Completed the issue 89483	job done	ndbbank.com	2018-08-08 10:05:33
		Closed By System	Closed By System	System	2018-08-13 05:10:32
89484	2018/08/06 kavindi.promodini@ndbbank.co Kolpity m Recoveries	50208 Other	T24- login issue Software	e ifam@ndbbank.	com Completed
		Action	User Comment	Comment By	Cooment Date % Time
		Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 10:32:22
		ndbbank.com Completed the issue 89484	job dohne	ndbbank.com	2018-08-08 10:08:10
		Closed By System	Closed By System	System	2018-08-13 05:10:32
89485	2018/08/06 prasad.weerasinghe@ndbbank.c Marine Drive om	52200 Other	Complain tracking Software system issue	e wasim.akram@n	dbbank.com Completed
		Action	User Comment	Comment By	Cooment Date % Time
		Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 10:39:09
		ndbbank.com Completed the issue 89485	Completed	ndbbank.com	2018-08-07 15:08:48
		Closed By System	Closed By System	System	2018-08-13 05:10:32

Status

Job Category Attended By

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	olem	Description	Job Cate	gory Attended By		Status
89486	2018/08/06	thakshila.bandara@ndbbank.c $\ensuremath{\mathtt{m}}$	o null	3744	lexmark printe	er	lexmark printer issue/M	Hardware	wasim.akram@	ndbbank.com	Completed
				A	ction		User Comment		Comment By	Cooment	Date % Time
				the Issue and	rdinator Logged d Assigned to	No Com	ments		Helpdesk Coordinator	2018-08-06	10:50:23
				ndbbank.com ( issue 89486	Completed the	Comple	ted	r	ndbbank.com	2018-08-07	15:09:16
				Closed By S	ystem	Closed	By System	S	System	2018-08-13	05:10:32
89487	2018/08/06	malithi.samarasinghe@ndbban .com	k Aturugiriya	Aturugiriya	Other		Workflow issue	Software	ifam@ndbbank	.com	Completed
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments	]	[fam	2018-08-06	10:53:22
				ndbbank.com ( issue 89487	Completed the	job do	ne	r	ndbbank.com	2018-08-08	10:08:47
				Closed By S	ystem	Closed	By System	ç	System	2018-08-13	05:10:32
89488	2018/08/06	sherline.jayawardene@ndbban .com	k Wattala	Wattala	Other		T24- login issue	Software	ifam@ndbbank	.com	Completed
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments	]	[fam	2018-08-06	10:53:28
				ndbbank.com ( issue 89488	Completed the	job do	ne	r	ndbbank.com	2018-08-08	10:09:18
				Closed By S	ystem	Closed	By System	S.	System	2018-08-13	05:10:32
89489	2018/08/06	sherline.jayawardene@ndbban.com	k Wattala	Wattala	Other		T24- login issue	Software	ifam@ndbbank	.com	Completed
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments	]	[fam	2018-08-06	10:55:16
				ndbbank.com ( issue 89489	Completed the	job do	ne	r	ndbbank.com	2018-08-08	10:09:48

Issue ID	Date	User Name	Branch/Dept.	Contact N	o Nature of Pro	blem Description	Job Cate	egory Attended By	Status
					Action	User Comme	nt	Comment By	Cooment Date % Time
				Closed By	System	Closed By System		System	2018-08-13 05:10:32
89490	2018/08/06	chatura.kulasinghe@ndbbank.c	: НО	33024	Other	display flickering /M	Hardware	e wasim.akram@r	ndbbank.com Completed
					Action	User Comme	nt	Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Wasim.akram	2018-08-06 10:58:44
				ndbbank.co issue 8949	m Completed the O	send replaced monitor		ndbbank.com	2018-08-07 16:03:57
				Closed By	System	Closed By System		System	2018-08-13 05:10:32
89491	2018/08/06	ajith.nathanials@ndbbank.com	n null	3650	konica printe issue/Madusan	-		e wasim.akram@r	ndbbank.com Completed
					Action	User Comme	nt	Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Helpdesk Coordinator	2018-08-06 10:59:27
				ndbbank.co issue 8949	m Completed the 1	Completed		ndbbank.com	2018-08-07 16:45:51
				Closed By	System	Closed By System		System	2018-08-13 05:10:32

Other

\*7314

89492 2018/08/06 sherline.jayawardene@ndbbank Wattala .com

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 10:59:33
ndbbank.com Completed the issue 89492	job done	ndbbank.com	2018-08-08 10:16:35
Closed By System	Closed By System	System	2018-08-13 05:10:32

Software

ifam@ndbbank.com

T24 slow

Completed

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	Jory Attended By	Status
89493	2018/08/06	garushi.upeksha@ndbbank.com	Wattala	*7314	Other		Email issue	Software	ifam@ndbbank	.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	1	Ifam	2018-08-06 11:01:06
				ndbbank.com C issue 89493	ompleted the	job do:	ne	r	ndbbank.com	2018-08-08 10:16:51
				Closed By Sy	stem	Closed	By System	S	System	2018-08-13 05:10:32
89494	2018/08/06	ishan.liyanage@ndbbank.com	Warakapola	Warakapola	Printer		Need to add a printer	Software	ifam@ndbbank	.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	I	Ifam	2018-08-06 11:03:28
				ndbbank.com C issue 89494	ompleted the	job do:	ne	r	ndbbank.com	2018-08-08 10:17:10
				Closed By Sy	stem	Closed	By System	S	System	2018-08-13 05:10:32
89495	2018/08/06	ravindra.dammika@ndbbank.com	n Warakapola	Warakapola	Printer		Unable to take printouts	Software	ifam@ndbbank	.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	I	[fam	2018-08-06 11:05:28
				ndbbank.com C issue 89495	ompleted the	job do:	ne	r	ndbbank.com	2018-08-08 10:18:08
				Closed By Sy	stem	Closed	By System	S	System	2018-08-13 05:10:32
89496	2018/08/06	himaya.narangoda@ndbbank.com	n Kolpity	*7327	Other		T24- login issue	Software	ifam@ndbbank	.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	1	[fam	2018-08-06 11:24:30
				ndbbank.com C issue 89496	ompleted the	job do:	ne	r	ndbbank.com	2018-08-08 10:18:21

Nature of Problem

Description

Branch/Dept. Contact No

User Name

Issue ID Date

		Action	User Comment	Comment By	Cooment Date % Time
		Closed By System	Closed By System	System	2018-08-13 05:10:32
89497	2018/08/06 Senaka.Silva@ndbbank.com DM	4423 Other	Cannot Login to Softward	e Mahendra.Prem bbank.com	nathilaka@nd Completed
		Action	User Comment	Comment By	Cooment Date % Time
		Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathil aka	2018-08-06 11:25:23
		ndbbank.com Completed the issue 89497	Done.	ndbbank.com	2018-08-06 15:34:37
		Closed By System	Closed By System	System	2018-08-10 05:10:29
89498	2018/08/06 sunil.karunaratne@ndbbank.co null m		ad some Cannot download Softwar Email) some attachments	e Mahendra.Prem bbank.com	nathilaka@nd Completed
		Action	User Comment	Comment By	Cooment Date % Time
		Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-06 11:26:06
		ndbbank.com Completed the issue 89498	DOne.	ndbbank.com	2018-08-06 15:34:46
		Closed By System	Closed By System	System	2018-08-10 05:10:29
89499	2018/08/06 thakshila.bandara@ndbbank.co null m		er tray lexmark printer Hardward to E- tray issue,inform	e ifam@ndbbank.	com Completed
		Action	User Comment	Comment By	Cooment Date % Time
		Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-06 11:37:50
		ndbbank.com Completed the issue 89499	job done	ndbbank.com	2018-08-08 10:22:34
		Closed By System	Closed By System	System	2018-08-13 05:10:32

Status

Job Category Attended By

Issue II	Date	User Name	Branch/Dept.	Contact No	Nature of Prob	blem	Description	Job Categ	ory Attended By	Status
89500	2018/08/06	gowri.rajah@ndbbank.com	Kolpity Recoveries	50310	Other		T24- login issue	Software	ifam@ndbbank	com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	I	fam	2018-08-06 11:41:47
				ndbbank.com ( issue 89500	Completed the	job do	ne	n	dbbank.com	2018-08-08 10:19:52
				Closed By Sy	ystem	Closed	By System	S	ystem	2018-08-13 05:10:32
89501	2018/08/06	disni.kumari@ndbbank.com	Kolpity Recoveries	50217	Other		T24- login issue	Software	ifam@ndbbank	com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	I	fam	2018-08-06 11:43:17
				ndbbank.com ( issue 89501	Completed the	job do	ne	n	dbbank.com	2018-08-08 10:20:12
				Closed By Sy	ystem	Closed	By System	S	ystem	2018-08-13 05:10:32
89502	2018/08/06	dishan.perera@ndbbank	НО	31340	Other		IE security setting issue	Software	ifam@ndbbank	com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Com	ments	I	fam	2018-08-06 11:47:54
				ndbbank.com ( issue 89502	Completed the	job do	ne	n	dbbank.com	2018-08-08 10:20:31
				Closed By Sy	ystem	Closed	By System	S	ystem	2018-08-13 05:10:32
89503	2018/08/06	limasha.prashanjalee@ndbban.com	k Katunayake	Katunayake	Other		T24- login issue	Software	wasim.akram@	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	W	asim.akram	2018-08-06 11:56:47
				ndbbank.com ( issue 89503	Completed the	Comple	ted	n	dbbank.com	2018-08-07 16:33:40

Issue I	ID Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status	
				Action	User Comment	Comment By	Cooment Date % Time	
				Closed By System	Closed By System	System	2018-08-13 05:10:32	
89504	2018/08/06	5 tharika.kahagalle@ndbbank.c m	o Kolpity Recoveries	50317 Other	T24- login issue Software	e wasim.akram@r	ndbbank.com Completed	
				Action	User Comment	Comment By	Cooment Date % Time	
				Helpdesk Coordinator Logged the Issue and Assigned to				
				ndbbank.com Completed the issue 89504	Completed	ndbbank.com	2018-08-07 16:33:59	
				ndbbank.com Completed the issue 89504	Completed	ndbbank.com	2018-08-07 16:34:03	
				Closed By System	Closed By System	System	2018-08-13 05:10:32	
89505 2018/08/06 Anjalee.Amarawickrama@ndbban DR S: k.com		n DR Site	DR Other	e ifam@ndbbank.	.com Completed			
				Action	User Comment	Comment By	Cooment Date % Time	
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 12:05:49	
		ndbbank.com Completed the issue 89505	job done	ndbbank.com	2018-08-08 10:20:49			
				Closed By System	Closed By System	System	2018-08-13 05:10:32	
89506	2018/08/06	5 keshanika.kumari@ndbbank.co	m DR Site	DR Other	need to check the Software software i	e ifam@ndbbank.	.com Completed	
			Action	User Comment	Comment By	Cooment Date % Time		
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 12:06:13	
				ndbbank.com Completed the issue 89506	job done	ndbbank.com	2018-08-08 10:21:51	
				Closed By System	Closed By System	System	2018-08-13 05:10:32	

Issue II	) Date	User Name	Branch/Dept.	Contact No	Nature of Pro	olem	Description	Job Cate	gory Attended By	Status	
89507	2018/08/06	Hamsaruban.Shanmugaratnasarma@ndbbank.	Wellawatta	ndbbank.com Completed the issue 89507			CRIB logging Software issue		ifam@ndbbank	com Completed	
							User Comment		Comment By	Cooment Date % Time	
						No Com	ments		Ifam	2018-08-06 12:10:35	
						job done			ndbbank.com	2018-08-08 10:22:50	
						Closed	losed By System		System	2018-08-13 05:10:32	
89508	2018/08/06	koshila.sammani@ndbbank.com	НО	33022 Other			T24- login issue	Software	wasim.akram@	ndbbank.com Completed	
				Action		User Comment		Comment By	Cooment Date % Time		
				Helpdesk Coordinator Logged the Issue and Assigned to		No Comments		Wasim.akram	2018-08-06 12:10:45		
				ndbbank.com Completed the issue 89508		Completed		ndbbank.com	2018-08-07 16:34:18		
	c		Closed By System		Closed By System			System	2018-08-13 05:10:32		
89509	2018/08/06	Valary.Vimalakumara@ndbbank.com	Kolpity Recoveries	50324 Other			T24- login issue	Software	wasim.akram@	ndbbank.com Completed	
				Action		User Comment			Comment By	Cooment Date % Time	
				Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89509		No Comments Completed			Wasim.akram	2018-08-06 12:17:51 2018-08-07 16:34:37	
									ndbbank.com		
				Closed By System		Closed By System		System	2018-08-13 05:10:32		
89510	2018/08/06 chammi.thanthirige@ndbbank.c HO ho		ho	Other		install Sinhala Software font		ifam@ndbbank	.com Completed		
				Action		User Comment			Comment By	Cooment Date % Time	
					rdinator Logged d Assigned to	No Com	ments		Ifam	2018-08-06 12:18:31	
				ndbbank.com issue 89510	Completed the	job do:	ne		ndbbank.com	2018-08-08 10:23:06	

Issue I	D Date	User Name	Branch/Dept.	Contact No Nature of Pro	oblem Description Job Cat	egory Attended By	Status	
				Action	User Comment	Comment By	Cooment Date % Time	
	2018/08/06	iroshani.nadirani@ndbbank.c	co Minuwangoda	Closed By System	Closed By System	System	2018-08-13 05:10:32	
89511				7367 Printer	Add the printer Softwar	e ifam@ndbbank.	.com Completed	
				Action	User Comment	Comment By	Cooment Date % Time	
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 12:37:24	
		keith.joseph@ndbbank.com	Ratnapura	ndbbank.com Completed the issue 89511	job done	ndbbank.com	2018-08-08 10:23:24	
				Closed By System	Closed By System	System	2018-08-13 05:10:32	
89512	2018/08/06			Ratnapura Other	ISwitch system Softwar logging issue	e ifam@ndbbank.	.com Completed	
				Action	User Comment	Comment By	Cooment Date % Time	
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 12:48:04	
				ndbbank.com Completed the issue 89512	job done	ndbbank.com	2018-08-08 10:23:43	
				Closed By System	Closed By System	System	2018-08-13 05:10:32	
89513	2018/08/0	6 chamara.ranasinghe@ndbbank om	.c Kohuwala	*7333 Other	T24 issue Softwar	e ifam@ndbbank.	.com Completed	
				Action	User Comment	Comment By	Cooment Date % Time	
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-06 13:40:37	

job done

Closed By System

ndbbank.com Completed the

issue 89513

Closed By System

2018-08-08 10:23:57

2018-08-13 05:10:33

ndbbank.com

System

Issue II	) Date	User Name	Branch/Dept.	Contact No	Nature of Prob	olem	Description	Job Cate	gory Attended By		Status	
89514	2018/08/06	erandi.daradhakumbura@ndbbank.com	Higurakgoda Branch	Higurakgoda Western Union Branch			WUPOS logging Software issue		Thilina@ndbb	ank.com Completed		
				the Issue and Assigned to			User Comment		Comment By	Cooment D	ate % Time	
						No Com	To Comments		[hilina	2018-08-06 14:17:56		
						Job is	is Completed,.		ndbbank.com	2018-08-06 16:55:35		
				Closed By System		Closed By System		Ç N	System	2018-08-10	018-08-10 05:10:29	
89515	2018/08/06	dushani.hewage@ndbbank.com		kalutara	alutara CITS OnePass issue Software wasim.akram@ndbbank.c						Completed	
				Action		User Comment			Comment By Cooment Date		ate % Time	
				Helpdesk Coordinator Logged the Issue and Assigned to		No Comments		V	Wasim.akram 2018-08-06 15		15:13:10	
				ndbbank.com Completed the issue 89515		Completed		I	ndbbank.com	ank.com 2018-08-07 16:3		
				Closed By Sy	ystem	Closed	l By System	S	System	2018-08-13	05:10:33	
89516	89516 2018/08/06 Fouzia.Hassim@ndbbank.com null 3421 Konica printer Konica printer Hardware ifam@ndbbank.com issue,inoform to E- issue,inoform to								.com	Completed		
				Action		User Comment			Comment By	Cooment Date % Time		
				Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89516		No Comments paper jam in bypass tray job done		Helpdesk Coordinator	2018-08-06 15:14:39			
								job done	endbbank.com 2018-08-0		10:24:52	
				Closed By Sy	rstem	Closed	l By System	Ç.	System	2018-08-13	05:10:33	
89517	2018/08/06	sanil.perera@ndbbank.com	НО			0365 calendar setting change	Software	wasim.akram@	ndbbank.com	Completed		
				Ac	ction		User Comment		Comment By	Cooment D	ate % Time	
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	<u> </u>	Wasim.akram	2018-08-06	15:31:24	
				ndbbank.com C issue 89517	Completed the	Comple	ted		ndbbank.com	2018-08-07	16:35:36	

Issue I	D Date	User Name	Branch/Dept.	Contact No Nature of Pro	oblem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-13 05:10:33
89518	2018/08/06	Fouzia.Hassim@ndbbank.com	null	3421 lexmark print issue/madusar		e wasim.akram@r	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-06 15:32:20
				ndbbank.com Completed the issue 89518	Completed	ndbbank.com	2018-08-07 16:46:12
				Closed By System	Closed By System	System	2018-08-13 05:10:33
89519	2018/08/06	Chinthaka.Madusanka@ndbbank	. null	4421 Print is not (MS510)	working Print is not Other working (MS510)	Mahendra.Prer bbank.com	nathilaka@nd Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-06 15:35:43
				ndbbank.com Completed the issue 89519	DOne.	ndbbank.com	2018-08-07 12:40:35
				Closed By System	Closed By System	System	2018-08-13 05:10:33
89520	2018/08/06	dhanushka.abeysekera@ndbban.com	k HO	34219 PC	PC automatically Software rebooting	e Thilina@ndbba	ank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-06 15:48:02
				ndbbank.com Completed the issue 89520	Issue is the HDD , Replaced New HDD and Reinstall Operating	ndbbank.com	2018-08-10 13:49:24

Closed By System

Closed By System

2018-08-14 05:10:30

System

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status	
89521	2018/08/06	geeth.wimalawansha@ndbbank.om	c Anuradapura	Anuradapura	Western Union		Need to add western Union	Software	Thilina@ndbba	ank.com Complet	ted
				Ac	tion		User Comment		Comment By	Cooment Date % T:	ime
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Com	ments	1	[hilina	2018-08-06 15:48:17	7
				ndbbank.com Completed the issue 89521		Job is Completed,.		r	ndbbank.com	2018-08-06 16:56:40	0
				Closed By Sys	stem	Closed	By System	٤	System	2018-08-10 05:10:29	9
89522	2018/08/06	tharika.kahagalle@ndbbank.com	o Kolpity Recoveries	50328	Other		0365 mail logging	g Software	Thilina@ndbba	ank.com Complet	ted
				Ac	tion		User Comment		Comment By	Cooment Date % T:	ime
				the Issue and		No Com	ments	]	Thilina	2018-08-06 15:49:17	7
				ndbbank.com Co issue 89522	ompleted the	Job is	Completed,.	r	ndbbank.com	2018-08-06 16:56:29	9
				Closed By Sys	stem	Closed	By System	67	System	2018-08-10 05:10:29	9
89523	2018/08/06	akitha.hendalage@ndbbank.com	m Kolpity	Kolpity Recoveries	Other		PC is getting stuck	Software	Udayana.Waniq bank.com	gasekara@ndb Complet	ted
				Ac	tion		User Comment		Comment By	Cooment Date % T:	ime
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Com	ments		Jdayana.Wanigaseka ca	2018-08-06 15:50:53	3
				ndbbank.com Co issue 89523	ompleted the	comple	ted	r	ndbbank.com	2018-08-06 16:14:27	7
				Closed By Sy:	stem	Closed	By System	7.0	System	2018-08-10 05:10:29	9
89524	2018/08/06	amalai.janagan@ndbbank.com	НО	3415	Other		0365 mail font issue	Software	wasim.akram@n	ndbbank.com Complet	ted
				Ac	tion		User Comment		Comment By	Cooment Date % T:	ime
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Com	ments	V	Wasim.akram	2018-08-06 16:02:56	6
				ndbbank.com Co issue 89524	ompleted the	Comple	ted	r	ndbbank.com	2018-08-07 16:36:09	9

Issue I	ID Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-13 05:10:33
89525	2018/08/06	shanel.tissera@ndbbank.com	Kolpity Recoveries	Kolpity Other	PC network Softward connecting issue	e wasim.akram@r	dbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 16:03:50
				ndbbank.com Completed the issue 89525	Completed	ndbbank.com	2018-08-07 16:37:06
				Closed By System	Closed By System	System	2018-08-13 05:10:33
89526	2018/08/06	tilani.dissanayake@ndbbank.om	c Nugegoda	Nugegoda CITS	OnePass issue Software	e wasim.akram@r	dbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-06 16:11:32
				ndbbank.com Completed the issue 89526	Completed	ndbbank.com	2018-08-07 16:37:25
				Closed By System	Closed By System	System	2018-08-13 05:10:33
89527	2018/08/06	mahela.hettiarachchi@ndbban.com	k Akuressa	Akuressa Other	INSTALL WINCOR Software PRINTER	e Udayana.Waniq bank.com	asekara@ndb Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-06 16:17:20
				ndbbank.com Completed the			
				issue 89527	completed	ndbbank.com	2018-08-06 16:17:45

Issue I	D Date	User Name Bran	ch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89528	2018/08/06	kelum.hemachandra@ndbbank.co Hora m	na	Horana	Other		Excel document update issue	Software	ifam@ndbbank.	com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Com	ments		Ifam	2018-08-06 16:19:19
				ndbbank.com ( issue 89528	completed the	job do	ne		ndbbank.com	2018-08-08 10:25:06
				Closed By Sy	stem	Closed	By System		System	2018-08-13 05:10:33
89529	2018/08/06	gamini.chandrasekara@ndbbank Kadu .com	wela	Kaduwela	Other		T24- login issue	Software	ifam@ndbbank.	com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Com	ments		Ifam	2018-08-06 16:33:32
				ndbbank.com ( issue 89529	completed the	job do	ne		ndbbank.com	2018-08-08 10:25:25
				Closed By Sy	rstem	Closed	By System		System	2018-08-13 05:10:33
89530	2018/08/06	udayana.wanigasekara@ndbbank HO .com		НО	Other		disk clean up	Software	Udayana.Wanig bank.com	asekara@ndb Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Com	ments		Jdayana.Wanigaseka ra	2018-08-06 17:08:42
				ndbbank.com ( issue 89530	completed the	comlete	ed		ndbbank.com	2018-08-07 10:28:06
				Closed By Sy	rstem	Closed	By System		System	2018-08-13 05:10:33
89531	2018/08/06	bhanuka.darshana@ndbbank.com null		0552277327	lexmark tuoch issue	screen	lexmark tuoch screen issue	Other	Udayana.Wanig bank.com	asekara@ndb Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Com	ments		Helpdesk Coordinator	2018-08-06 17:59:25
				Udayana.Waniq Commented the		send v	ender to attend		Jdayana.Wanigaseka ra	2018-08-07 15:12:12

			D 1/D 1				
Issue I	ID Date	User Name	Branch/Dept.	Contact No Nature of Pro	oblem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				ndbbank.com Completed the issue 89531	Issue was completed. Vender had came to branch and repair the	ndbbank.com	2018-08-07 15:14:38
				Closed By System	Closed By System	System	2018-08-13 05:10:33
89532	2018/08/07	shanika.marasinghe@ndbbank.com	: KCC	KCC Printer	Need to add a Software printer/M	e wasim.akram@	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 08:34:16
				ndbbank.com Completed the issue 89532	Completed	ndbbank.com	2018-08-07 16:37:48
				Closed By System	Closed By System	System	2018-08-13 05:10:33
89533	2018/08/07	chaminda.jayasingharachchi@rdbbank.	n Kiribathgoda	Kiribathgoda PC	PC getting stuck Software	wasim.akram@	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged	No Comments		
				the Issue and Assigned to	ivo Conunciics	Wasim.akram	2018-08-07 08:36:08
				wasim.akram Commented the issue 89533	clear temp files and restart pc	Wasim.akram wasim.akram	2018-08-07 08:36:08 2018-08-07 10:31:50
				wasim.akram Commented the			
				wasim.akram Commented the issue 89533 ndbbank.com Completed the	clear temp files and restart pc	wasim.akram	2018-08-07 10:31:50
89534	2018/08/07	ishan.meegaswatta@ndbbank.co	) Kandy	wasim.akram Commented the issue 89533 ndbbank.com Completed the issue 89533	clear temp files and restart pc Completed	wasim.akram ndbbank.com System	2018-08-07 10:31:50 2018-08-08 11:32:13
89534	2018/08/07		) Kandy	wasim.akram Commented the issue 89533 ndbbank.com Completed the issue 89533 Closed By System	clear temp files and restart pc  Completed  Closed By System  CRIB system Software	wasim.akram ndbbank.com System	2018-08-07 10:31:50 2018-08-08 11:32:13 2018-08-13 05:10:33
89534	2018/08/07		) Kandy	wasim.akram Commented the issue 89533 ndbbank.com Completed the issue 89533 Closed By System  Kandy Other	clear temp files and restart pc  Completed  Closed By System  CRIB system Software loading issue/M	wasim.akram ndbbank.com System wasim.akram@	2018-08-07 10:31:50 2018-08-08 11:32:13 2018-08-13 05:10:33 ndbbank.com Completed
89534	2018/08/07		) Kandy	wasim.akram Commented the issue 89533 ndbbank.com Completed the issue 89533 Closed By System  Kandy Other  Action  Helpdesk Coordinator Logged	clear temp files and restart pc  Completed  Closed By System  CRIB system Software loading issue/M  User Comment	wasim.akram ndbbank.com System wasim.akram@	2018-08-07 10:31:50 2018-08-08 11:32:13 2018-08-13 05:10:33 ndbbank.com Completed  Cooment Date % Time

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	ory Attended By	Status
89535	2018/08/07	nisansala.premathilaka@ndbbank.com	НО	31356	Other		lankaPay logging issue	Software	wasim.akram@	ndbbank.com Completed
				I	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	Ī/	asim.akram	2018-08-07 08:48:15
				ndbbank.com issue 89535	Completed the	Comple	ted	r	dbbank.com	2018-08-07 16:45:27
				Closed By S	ystem	Closed	By System	S	ystem	2018-08-13 05:10:33
89536	2018/08/07	Prabath.Kaushallya@ndbbank.com	: НО	35355	Other		0365 mail logging issue	Software	Thilina@ndbb	ank.com Completed
				I	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	1	hilina	2018-08-07 09:00:46
				ndbbank.com issue 89536	Completed the	Job is	Completed,.	r	dbbank.com	2018-08-07 14:40:56
				Closed By S	ystem	Closed	By System	S	ystem	2018-08-13 05:10:33
89537	2018/08/07	rasari.hewawasam@ndbbank.com	Yakkala	Yakkala	Other		T24- login issue/M	Software	wasim.akram@	ndbbank.com Completed
				I	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	īv	asim.akram	2018-08-07 09:06:58
				ndbbank.com issue 89537	Completed the	Comple	ted	r	dbbank.com	2018-08-07 16:46:32
				Closed By S	ystem	Closed	By System	S	ystem	2018-08-13 05:10:33
89538	2018/08/07	rasari.hewawasam@ndbbank.com	ı Yakkala	Yakkala	Printer		change the printer	Software	wasim.akram@	ndbbank.com Completed
				I	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	Ī	asim.akram	2018-08-07 09:07:15
				ndbbank.com issue 89538	Completed the	Comple	ted	r	dbbank.com	2018-08-07 16:46:45

Issue I	D Date	User Name Branch/Dept	. Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status
			Action	User Comment	Comment By	Cooment Date % Time
			Closed By System	Closed By System	System	2018-08-13 05:10:33
89539	2018/08/07	<sup>7</sup> mayoni.siranjitha@ndbbank.co Kotahena m	Kotahena Other	CRIB logging Software issue/M	e wasim.akram@r	ndbbank.com Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 09:08:04
			ndbbank.com Completed the issue 89539	Completed	ndbbank.com	2018-08-07 16:47:01
			ndbbank.com Completed the issue 89539	Completed	ndbbank.com	2018-08-07 16:47:06
			Closed By System	Closed By System	System	2018-08-13 05:10:33
89540	2018/08/07	sumith.kahaduwaarachchi@ndbb Matara ank.com	*7302 MS office	need to install Software	e wasim.akram@r	ndbbank.com Completed
	dir.com					
			Action	User Comment	Comment By	Cooment Date % Time
			Action  Helpdesk Coordinator Logged the Issue and Assigned to	User Comment No Comments	Comment By Wasim.akram	Cooment Date % Time 2018-08-07 09:18:02
			Helpdesk Coordinator Logged		-	
			Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the	No Comments	Wasim.akram	2018-08-07 09:18:02
			Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89540 ndbbank.com Completed the	No Comments Completed	Wasim.akram	2018-08-07 09:18:02 2018-08-07 16:47:20
89541	2018/08/07	sumith.kahaduwaarachchi@ndbb Matara ank.com	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89540 ndbbank.com Completed the issue 89540	No Comments Completed Completed	Wasim.akram ndbbank.com ndbbank.com System	2018-08-07 09:18:02 2018-08-07 16:47:20 2018-08-07 16:47:26
89541	2018/08/07		Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89540 ndbbank.com Completed the issue 89540 Closed By System	No Comments  Completed  Completed  Closed By System  need to copy Software	Wasim.akram ndbbank.com ndbbank.com System	2018-08-07 09:18:02 2018-08-07 16:47:20 2018-08-07 16:47:26 2018-08-13 05:10:33
89541	2018/08/07		Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89540 ndbbank.com Completed the issue 89540 Closed By System  *7302 MS office	No Comments  Completed  Completed  Closed By System  need to copy Software office setup	Wasim.akram ndbbank.com ndbbank.com System wasim.akram@r	2018-08-07 09:18:02 2018-08-07 16:47:20 2018-08-07 16:47:26 2018-08-13 05:10:33 adbbank.com Completed
89541	2018/08/07		Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89540 ndbbank.com Completed the issue 89540 Closed By System  *7302 MS office  Action Helpdesk Coordinator Logged	No Comments  Completed  Completed  Closed By System  need to copy Software office setup  User Comment	Wasim.akram ndbbank.com ndbbank.com System wasim.akram@r	2018-08-07 09:18:02 2018-08-07 16:47:20 2018-08-07 16:47:26 2018-08-13 05:10:33 adbbank.com Completed  Cooment Date % Time
89541	2018/08/07		Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89540 ndbbank.com Completed the issue 89540 Closed By System  *7302 MS office  Action Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the	No Comments  Completed  Completed  Closed By System  need to copy Software office setup  User Comment  No Comments	Wasim.akram  ndbbank.com  ndbbank.com  System  wasim.akram@r  Comment By  Wasim.akram	2018-08-07 09:18:02 2018-08-07 16:47:20 2018-08-07 16:47:26 2018-08-13 05:10:33 adbbank.com Completed  Cooment Date % Time 2018-08-07 09:19:26

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	olem D	escription	Job Categ	ory Attended By	Status
89542	2018/08/07	jayantha.kumara@ndbbank.com	null	Monaragala	lexmark print touch-pad iss		exmark printer ouch-pad issue,	Hardware	wasim.akram@	ndbbank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Comme	nts		Melpdesk Coordinator	2018-08-07 09:27:40
				ndbbank.com Completed the issue 89542		Completed		n	dbbank.com	2018-08-08 16:57:53
				Closed By Sys	stem	Closed B	y System	S	System	2018-08-13 05:10:33
89543	2018/08/07	malith.thalagala@ndbbank.com	n Nawalapitiya	Nawalapitiya	Other		365 mail logging ssue/M	g Software	wasim.akram@	ndbbank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	Assigned to	No Comme	nts	M	Jasim.akram	2018-08-07 09:34:11
				ndbbank.com Completed the issue 89543		Completed			dbbank.com	2018-08-07 16:47:47
				Closed By Sys	stem	Closed B	y System	S	System	2018-08-13 05:10:33
89544	2018/08/07	jathunanthan.balakrishnan@nobbank.com	l Kolpity Brnch	n Kolpity Brnch	h Other	-	SQ16014]Cheque canner not	Hardware	wasim.akram@	ndbbank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Comme	nts	M	Jasim.akram	2018-08-07 09:35:21
				ndbbank.com Co issue 89544	ompleted the	usb cable fine	e issue , now wo	orking n	dbbank.com	2018-08-08 16:50:54
				Closed By Sys	stem	Closed B	y System	S	System	2018-08-13 05:10:33
89545	2018/08/07	kaushalya.samarasekara@ndbbank.com	a Panadura	Panadura	Other		365 mail logging ssue/M	g Software	wasim.akram@	ndbbank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	Assigned to	No Comme	nts	W	Jasim.akram	2018-08-07 09:36:39
				ndbbank.com Co issue 89545	ompleted the	Complete	d	n	dbbank.com	2018-08-07 16:48:11

Nature of Problem

Description

Branch/Dept. Contact No

Issue ID Date

User Name

		Action	User Comment	Comment By	Cooment Date % Time
		Closed By System	Closed By System	System	2018-08-13 05:10:33
89546	2018/08/07 didula.perera@ndbbank.com HO	HO Other	install google Software	e wasim.akram@r	dbbank.com Completed
		Action	User Comment	Comment By	Cooment Date % Time
		Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Chathura.Wattegama	2018-08-07 09:39:55
		Helpdesk Coordinator Reassigned the issue to	please update	Helpdesk Coordinator	2018-08-09 13:28:15
		ndbbank.com Completed the issue 89546	Completed	ndbbank.com	2018-08-09 13:36:18
		Closed By System	Closed By System	System	2018-08-13 05:10:33
89547	2018/08/07 srikantharaja.sijan@ndbbank.kalmunai com	kalmunai PC	PC is not working Hardware	e Thilina@ndbba	nk.com Completed
		Action	User Comment	Comment By	Cooment Date % Time
		Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-07 09:40:19
		indrajith.nanayakkara Commented on the issue	1	indrajith.nanayakk ara	2018-08-13 09:51:34
		ndbbank.com Completed the issue 89547	Engineer attended and collect defective PC	ndbbank.com	2018-08-14 16:21:52
		Closed By System	Closed By System	System	2018-08-20 05:10:32
89548	2018/08/07 chathuranga.sadeep@ndbbank.c DM om	42020 CITS	Onepass issue Software	e wasim.akram@r	dbbank.com Completed
		Action	User Comment	Comment By	Cooment Date % Time
		Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 09:42:37
		ndbbank.com Completed the issue 89548	Completed	ndbbank.com	2018-08-07 16:49:06
		Closed By System	Closed By System	System	2018-08-13 05:10:33

Status

Job Category Attended By

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	egory Attended By		Status
89549	2018/08/07	jayani.rajapakse@ndbbank.com	НО	3368	Other		0365 mail logging issue/M	g Software	e wasim.akram@	ndbbank.com	Completed
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments		Wasim.akram	2018-08-07	09:48:03
				ndbbank.com ( issue 89549	Completed the	Comple	ted		ndbbank.com	2018-08-07	16:49:23
				issue 89549		Comple	ted		ndbbank.com	2018-08-07	16:49:27
				Closed By System Cl		Closed	By System		System	2018-08-13	05:10:33
89550	2018/08/07	ishan.liyanage@ndbbank.com	Warakapola	Warakapola	Printer		Need to add a printer/M	Software	e wasim.akram@	ndbbank.com	Completed
				A	ction		User Comment		Comment By	Cooment	Date % Time
				_	rdinator Logged d Assigned to	No Comments		Wasim.akram	2018-08-07	09:55:59	
				ndbbank.com ( issue 89550	Completed the	Completed		ndbbank.com	2018-08-07	16:51:49	
				Closed By S	ystem	Closed	By System		System	2018-08-13	05:10:33
89551	2018/08/07	sheron.bartholomeusz@ndbbank.com	Gampaha	Gampaha	Other		Need to create scanner profile/N	Software 1	e wasim.akram@	ndbbank.com	Completed
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments		Wasim.akram	2018-08-07	10:01:13
				ndbbank.com ( issue 89551	Completed the	Comple	ted		ndbbank.com	2018-08-07	16:49:40
				Closed By S	ystem	Closed	By System		System	2018-08-13	05:10:33
89552	2018/08/07	didula.perera@ndbbank.com	НО	НО	Other		install google chrome	Software	e wasim.akram@	ndbbank.com	Completed
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments		Chathura.Wattegama	2018-08-07	10:09:15
						•			<b>'</b>	1	

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Prob	blem Description	Job Cate	egory Attended By	Status
				Ac	ction	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coo Reassigned th		please update		Helpdesk Coordinator	2018-08-09 13:27:54
				ndbbank.com C issue 89552	ompleted the	Completed		ndbbank.com	2018-08-09 13:36:43
				Closed By Sy	stem	Closed By System		System	2018-08-13 05:10:33
89553	2018/08/07	didula.perera@ndbbank.com	НО	НО	Other	install google chrome	Software	e Udayana.Wanig bank.com	asekara@ndb Completed
				Ac	ction	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comments		Udayana.Wanigaseka ra	2018-08-07 10:09:25
				ndbbank.com C issue 89553	ompleted the	completed		ndbbank.com	2018-08-07 10:09:45
				Closed By Sy	stem	Closed By System		System	2018-08-13 05:10:33
89554	2018/08/07	kalaivani.baskaran@ndbbank. om	c Malambe	Malabe	Other	Edit configaration	Software	Udayana.Wanig bank.com	asekara@ndb Completed
				Ac	ction	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comments		Udayana.Wanigaseka ra	2018-08-07 10:17:35
				ndbbank.com C issue 89554	ompleted the	completed		ndbbank.com	2018-08-07 10:28:19
				Closed By Sy	stem	Closed By System		System	2018-08-13 05:10:33
89555	2018/08/07	charith.perera@ndbbank.com	Mahawawa	*7350	Other	email logging issue	Software	e wasim.akram@r	dbbank.com Completed
				Ac	ction	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comments		Wasim.akram	2018-08-07 10:35:22
				ndbbank.com C issue 89555	ompleted the	Completed		ndbbank.com	2018-08-07 16:51:29
				Closed By Sy	·	Closed By System		System	2018-08-13 05:10:33

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	olem Description	Job Cate	gory Attended By		Status
89556	2018/08/07	dilshan.lankathilaka@ndbbank .com	с НО	31135	Other	OS installation	Hardware	Thilina@ndbba	nk.com	Completed
				Ac	tion	User Comment	=	Comment By	Cooment I	Date % Time
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Comments	מ	Thilina	2018-08-07	11:07:24
				ndbbank.com Co issue 89556	ompleted the	Job is Completed,.	r	ndbbank.com	2018-08-07	14:40:04
				Closed By Sy	stem	Closed By System	C	System	2018-08-13	05:10:33
89557	2018/08/07	eranga.perera@ndbbank.com	Piliyandala	Piliyandala	Printer	[PD15055]Passbo Printer not	ok Hardware	wasim.akram@n	dbbank.com	Completed
				Ac	tion	User Comment	=	Comment By	Cooment I	Date % Time
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Comments	V	Vasim.akram	2018-08-07	11:07:32
				wasim.akram Co issue 89557	ommented the	send remainder	⊽	vasim.akram	2018-08-08	16:53:53
				wasim.akram Co issue 89557	ommented the	send remainder	⊽	vasim.akram	2018-08-09	16:10:07
				wasim.akram Co issue 89557		vendor attended and ma printer but still havi		vasim.akram	2018-08-10	16:51:11
				indrajith.nan Commented on	the issue	Reminder vendor.	á	indrajith.nanayakk ara	2018-08-13	10:00:38
				indrajith.nan Commented on		We will send new print today.		indrajith.nanayakk ara	2018-08-13	11:44:33
				ndbbank.com Co issue 89557	ompleted the	Completed	r	ndbbank.com	2018-08-13	16:45:19
				Closed By Sy	stem	Closed By System	C	System	2018-08-17	05:10:24
89558	2018/08/07	jayan.wickramasooriya@ndbbark.com	n Mahawawa	Mahawawa	Other	0365 mail loggi issue/M	ng Software	wasim.akram@n	dbbank.com	Completed
				Ac	tion	User Comment		Comment By	Cooment I	Date % Time
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Comments	Ī.	Vasim.akram	2018-08-07	11:09:43
				ndbbank.com Co issue 89558	ompleted the	Completed	r	ndbbank.com	2018-08-07	16:52:07

Issue I	D Date	User Name	Branch/Dept.	Contact No Nature of Pro	oblem Description Job Cat	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-13 05:10:33
89559	2018/08/07	sahan.kumara@ndbbank.com	Kalutara	Kalutara Other	Need to add a Softward	e wasim.akram@n	dbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 11:10:23
				ndbbank.com Completed the issue 89559	Completed	ndbbank.com	2018-08-08 16:51:30
				Closed By System	Closed By System	System	2018-08-13 05:10:33
89560	2018/08/07	keshala.desilva@ndbbank.com	DM	42031 Other	Need to install Softward Scanjet 5590	e Mahendra.Prem bbank.com	nathilaka@nd Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathil aka	2018-08-07 11:11:26
				ndbbank.com Completed the issue 89560	Installed.	ndbbank.com	2018-08-07 17:05:10
				Closed By System	Closed By System	System	2018-08-13 05:10:33
89561	2018/08/07	Sarojani.Fernando@ndbbank.com	Minuwangoda	Minuwangoda Other	install canon Softward scanner to chrome	e Udayana.Wanig bank.com	asekara@ndb Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-07 11:23:06
				ndbbank.com Completed the issue 89561	completed	ndbbank.com	2018-08-07 11:33:22

Issue II	D Date	User Name	Branch/Dept.	Contact No	Nature of Prob	olem	Description	Job Cate	gory Attended By	Status
89562	2018/08/07	udayana.wanigasekara@ndbbank .com	Moratuwa	Moratuwa	Western Union		Western union	Software	Udayana.Waniq bank.com	gasekara@ndb Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Comm	ents		Jdayana.Wanigaseka ca	2018-08-07 11:32:48
				ndbbank.com ( issue 89562	Completed the	complet	ed	r	ndbbank.com	2018-08-07 11:33:08
				Closed By S	ystem	Closed	By System	C.	System	2018-08-13 05:10:33
89563	2018/08/07	sodalamuthu.sathyakumar@ndbbank.com	kalmunai	kalmunai	PC		PC is not working	ß Software	Thilina@ndbba	nk.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Comm	ents	7	Thilina	2018-08-07 11:50:00
				ndbbank.com ( issue 89563	Completed the	Job is	Completed,.	r	ndbbank.com	2018-08-09 11:12:09
				Closed By S	ystem	Closed	By System	67	System	2018-08-13 05:10:33
89564	2018/08/07	lakmal.goonetilleke@ndbbank.com	DHPL	37105	Other		T24- login issue	Software	wasim.akram@r	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Comm	ents	V	Wasim.akram	2018-08-07 11:57:49
				ndbbank.com ( issue 89564	Completed the	Complet	ed	r	ndbbank.com	2018-08-07 16:52:39
				Closed By S	ystem	Closed	By System	7.0	System	2018-08-13 05:10:33
89565	2018/08/07	sachini.madumadavi@ndbbank.com	: Nawalapitiya	Nawalapitiy	a Other		Need to install Sinhala font	Software	Udayana.Waniç bank.com	gasekara@ndb Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Comm	ents		Jdayana.Wanigaseka ca	2018-08-07 12:01:03
				ndbbank.com ( issue 89565	Completed the	complet	ed	r	ndbbank.com	2018-08-07 13:50:25

Issue II	D Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-13 05:10:33
89566	2018/08/07	dulaj.nilanka@ndbbank.com	НО	Housing Sales Other	Disk full Software	e Udayana.Wanig bank.com	gasekara@ndb Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-07 12:04:11
				ndbbank.com Completed the issue 89566	completed	ndbbank.com	2018-08-07 13:50:10
				Closed By System	Closed By System	System	2018-08-13 05:10:33
89567	2018/08/07	ishan.mallikarachchi@ndbban .com	ık Thissamaharan aya	n Thissamaharam Other aya	Western Union Softward	e wasim.akram@n	adbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	
				one resuc and neergined so		Wasim.akiam	2018-08-07 12:19:38
				ndbbank.com Completed the issue 89567	Completed	ndbbank.com	2018-08-07 12:19:38 2018-08-07 16:55:59
				ndbbank.com Completed the	Completed Closed By System		
89568	2018/08/07	asiri.gamage@ndbbank.com	НО	ndbbank.com Completed the issue 89567	-	ndbbank.com System	2018-08-07 16:55:59 2018-08-13 05:10:33
89568	2018/08/07	asiri.gamage@ndbbank.com	НО	ndbbank.com Completed the issue 89567 Closed By System	Closed By System  Need to install Software	ndbbank.com System	2018-08-07 16:55:59 2018-08-13 05:10:33
89568	2018/08/07	asiri.gamage@ndbbank.com	НО	ndbbank.com Completed the issue 89567 Closed By System 31304 Other	Closed By System  Need to install Software GX reporter	ndbbank.com  System  Thilina@ndbba	2018-08-07 16:55:59 2018-08-13 05:10:33 ank.com Completed
89568	2018/08/07	asiri.gamage@ndbbank.com	НО	ndbbank.com Completed the issue 89567  Closed By System  31304 Other  Action  Helpdesk Coordinator Logged	Closed By System  Need to install Softward GX reporter  User Comment	ndbbank.com  System  Thilina@ndbba	2018-08-07 16:55:59 2018-08-13 05:10:33  ank.com Completed  Cooment Date % Time

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Prob	lem Description Jo	ob Category Attended By	Status
89569	2018/08/07	janitha.jayawardana@ndbbank.com	. DM	4279	Other	Autobarn is not So working	oftware Mahendra.Probbank.com	emathilaka@nd Completed
				Ac	ction	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	To Comments	Mahendra.Premathi aka	2018-08-07 12:40:21
				ndbbank.com C issue 89569	completed the	Oone.	ndbbank.com	2018-08-07 16:37:46
				Closed By Sy	stem C	closed By System	System	2018-08-13 05:10:33
89570	2018/08/07	Hamsaruban.Shanmugaratnasarma@ndbbank.	n Wellawatta	Wellawatta	Other	CRIB logging So	oftware Udayana.Wan bank.com	igasekara@ndb Completed
				Ac	ction	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	To Comments	Udayana.Wanigasek ra	2018-08-07 13:57:10
				ndbbank.com C issue 89570	completed the	completed	ndbbank.com	2018-08-07 14:08:52
				Closed By Sy	rstem C	Closed By System	System	2018-08-13 05:10:33
89571	2018/08/07	thilan.premarathna@ndbbank.com	c Dambulla	Dambulla	Lotus	Need to add So Complain tracking	oftware Thilina@ndb!	oank.com Completed
				Ac	ction	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	To Comments	Thilina	2018-08-07 14:01:00
				ndbbank.com C issue 89571	ompleted the	Tob is Completed,.	ndbbank.com	2018-08-07 14:38:07
				Closed By Sy	stem C	Closed By System	System	2018-08-13 05:10:33
89572	2018/08/07	manik.boteju@ndbbank.com	НО	3392	Other	document opening So	oftware Thilina@ndb	pank.com Completed
				Ac	ction	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coor	dinator Logged		Thilina	0010 00 07 14 05 00
				the Issue and		Io Comments	IIIIIII	2018-08-07 14:05:08

Issue I	ID Date	User Name	Branch/Dept.	Contact No Nature of Pro	oblem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-13 05:10:34
89573	2018/08/07	nagenthiran.diroshan@ndbbank.com	Pettah	Pettah Other	Crib is not Softward working	e Thilina@ndbba	nk.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-07 14:05:13
				ndbbank.com Completed the issue 89573	Job is Completed,.	ndbbank.com	2018-08-07 14:37:37
				Closed By System	Closed By System	System	2018-08-13 05:10:34
89574	2018/08/07	shehan.jeevantha@ndbbank.com	НО	31367 Other	Need to add data Softward scanning system	e Udayana.Wanig bank.com	gasekara@ndb Completed
				Action	User Comment	Comment By	Grand Bala 6 Mina
						_	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-07 14:07:00
					No Comments completed	Udayana.Wanigaseka	
				the Issue and Assigned to ndbbank.com Completed the		Udayana.Wanigaseka ra	2018-08-07 14:07:00
89575	2018/08/07	chamari.ariyadasa@ndbbank.co m		the Issue and Assigned to ndbbank.com Completed the issue 89574 Closed By System	completed	Udayana.Wanigaseka ra ndbbank.com System	2018-08-07 14:07:00 2018-08-07 14:08:40 2018-08-13 05:10:34
89575	2018/08/07	<del>-</del>		the Issue and Assigned to ndbbank.com Completed the issue 89574 Closed By System	completed  Closed By System  Need to transfer Software	Udayana.Wanigaseka ra ndbbank.com System	2018-08-07 14:07:00 2018-08-07 14:08:40 2018-08-13 05:10:34
89575	2018/08/07	<del>-</del>		the Issue and Assigned to ndbbank.com Completed the issue 89574 Closed By System  Marine Drive PC	completed  Closed By System  Need to transfer Software DATA	Udayana.Wanigaseka ra ndbbank.com System Thilina@ndbba	2018-08-07 14:07:00 2018-08-07 14:08:40 2018-08-13 05:10:34 ank.com Completed
89575	2018/08/07	<del>-</del>		the Issue and Assigned to ndbbank.com Completed the issue 89574  Closed By System  Marine Drive PC  Action  Helpdesk Coordinator Logged	completed  Closed By System  Need to transfer Software DATA  User Comment	Udayana.Wanigaseka ra ndbbank.com System Thilina@ndbba	2018-08-07 14:07:00 2018-08-07 14:08:40 2018-08-13 05:10:34  ank.com Completed  Cooment Date % Time

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	olem	Description	Job Cate	ory Attended By	Status
89576	2018/08/07	vajira.kuruwitage@ndbbank.co m	O HO	3255	Other		0365 mail logging issue/M	Software	wasim.akram@	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments	ī	Jasim.akram	2018-08-07 14:24:04
				ndbbank.com issue 89576	Completed the	Comple	ted	r	dbbank.com	2018-08-07 16:52:55
				Closed By	System	Closed	By System	S	ystem	2018-08-13 05:10:34
89577	2018/08/07	thiviya.nagaraja@ndbbank.com	n HO	3654	MS office		install ispring	Software	wasim.akram@	Indbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments	V	Jasim.akram	2018-08-07 14:46:12
				ndbbank.com issue 89577	Completed the	Comple	ted	r	ndbbank.com	2018-08-07 16:58:12
				Closed By	System	Closed	By System	S	ystem	2018-08-13 05:10:34
89578	2018/08/07	udesh.bandara@ndbbank.com	Malambe	Malabe	Lotus		lotus logging issue	Software	wasim.akram@	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
				1 -	ordinator Logged nd Assigned to	No Com	ments	V	Jasim.akram	2018-08-07 14:54:22
				ndbbank.com issue 89578	Completed the	Comple	ted	r	dbbank.com	2018-08-07 16:57:41
				Closed By	System	Closed	By System	S	ystem	2018-08-13 05:10:34
89579	2018/08/07	ruwanara.weerakoon@ndbbank.om	е но	31351	Other		E-Statement opening issue/M	Software	wasim.akram@	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments	Ī/	Jasim.akram	2018-08-07 15:01:07
				ndbbank.com issue 89579	Completed the	Comple	ted	r	ndbbank.com	2018-08-07 16:58:24

Issue 1	ID Date	User Name	Branch/Dept.	Contact No Nature of Pro	oblem Description Job Cat	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-13 05:10:34
89580	2018/08/07	7 kasun.bandara@ndbbank.com	НО	Network Other Operation	Mail Issue Softwar	e Udayana.Waniq bank.com	gasekara@ndb Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-07 15:09:39
				ndbbank.com Completed the issue 89580	completed	ndbbank.com	2018-08-07 15:10:02
				Closed By System	Closed By System	System	2018-08-13 05:10:34
89581	2018/08/07	7 nadeera.karunarathne@ndbban.com	k Puttlam	Puttlam Printer	Need to add a Softwar printer	e wasim.akram@r	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 15:16:04
				ndbbank.com Completed the issue 89581	Completed	ndbbank.com	2018-08-07 16:58:38
				Closed By System	Closed By System	System	2018-08-13 05:10:34
89582	2018/08/07	7 eranda.warnakulahewa@ndbban	k Balangoda	Balangoda Other	CRIB Logging Softwar issue	e wasim.akram@r	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 15:25:00
				ndbbank.com Completed the issue 89582	Completed	ndbbank.com	2018-08-07 16:57:58
				Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Prob	blem	Description	Job Cate	Jory Attended By	Status
89583	2018/08/07	thusitha.jayalath@ndbbank.com	null	4455	IP pone is not	t	IP pone is not working	Other	Mahendra.Prembbank.com	mathilaka@nd Completed
				1	Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged ad Assigned to	No Com	ments		Helpdesk Coordinator	2018-08-07 15:45:07
				ndbbank.com issue 89583	Completed the	Fixed	the power connecti	on. r	ndbbank.com	2018-08-07 16:38:19
				Closed By S	ystem	Closed	By System	ç	System	2018-08-13 05:10:34
89584	2018/08/07	amantha.gunasekara@ndbbank.c	c Matugama	Matugama	Printer		[PD11010]Passbook Printer not	Hardware	wasim.akram@	ndbbank.com Completed
				1	Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged ad Assigned to	No Com	ments	V	Wasim.akram	2018-08-07 15:51:31
				wasim.akram issue 89584	Commented the	send re	emainder	V	wasim.akram	2018-08-08 16:55:05
				wasim.akram issue 89584	Commented the	send re	emainder	V	wasim.akram	2018-08-09 16:10:25
				ndbbank.com issue 89584	Completed the	Complet	ted	r	ndbbank.com	2018-08-10 16:33:47
				Closed By S	ystem	Closed	By System	2	System	2018-08-14 05:10:30
89585	2018/08/07	nirmani.fernando@ndbbank.com	n Homagama	Homagama	Other		Msg appearing as insufficient disk		wasim.akram@n	ndbbank.com Completed
				1	Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged ad Assigned to	No Com	ments	V	Wasim.akram	2018-08-07 15:52:57
				ndbbank.com issue 89585	Completed the	Complet	ted	r	ndbbank.com	2018-08-07 16:58:55

Closed By System

Closed By System

2018-08-13 05:10:34

System

Issue II	) Date	User Name	Branch/Dept.	Contact No	Nature of Prob	olem	Description	Job Cate	gory Attended By	Status
89586	2018/08/07	pramodya.senanayake@ndbbank.com	Matugama	Matugama	Printer		Need to add a printer/M	Software	wasim.akram@ı	ndbbank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Com	ments	V	Wasim.akram	2018-08-07 16:12:42
				ndbbank.com Co issue 89586	ompleted the	Comple	ted	r	ndbbank.com	2018-08-08 16:58:12
				Closed By Sys	stem	Closed	By System	٤	System	2018-08-13 05:10:34
89587	2018/08/07	indika.manel@ndbbank.com	Akuressa	Akuressa	Other		Mouse not working	Software	wasim.akram@n	ndbbank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Com	ments	V	Wasim.akram	2018-08-07 16:16:17
				ndbbank.com Co issue 89587	ompleted the	send m	ouse	r	ndbbank.com	2018-08-08 16:52:30
				Closed By Sys	stem	Closed	By System	S	System	2018-08-13 05:10:34
89588	2018/08/07	dushani.hewage@ndbbank.com	Kalutara	Kalutara	Other		document scanner issue	Software	wasim.akram@n	ndbbank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Com	ments	Ū	Wasim.akram	2018-08-07 16:16:30
				ndbbank.com Co issue 89588	ompleted the	Comple	ted	r	ndbbank.com	2018-08-08 17:00:04
				Closed By Sys	stem	Closed	By System	S	System	2018-08-13 05:10:34
89589	2018/08/07	dushani.hewage@ndbbank.com	Kalutara	Kalutara	Other		workflow issue	Software	Udayana.Waniq bank.com	gasekara@ndb Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Com	ments	1	Jdayana.Wanigaseka ra	2018-08-07 16:19:36
				ndbbank.com Co issue 89589	ompleted the	comple	ted		ndbbank.com	2018-08-07 16:59:51

			<u> </u>	orpacon cons bana	MOLY MOPOLE		
Issue ID	Date	User Name	Branch/Dept.	Contact No Nature of Pro	oblem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-13 05:10:34
89590	2018/08/07	yoga.sajith@ndbbank.com	Kalutara	Kalutara PC	PC is not working Hardware	e Thilina@ndbba	ank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-07 16:20:44
				ndbbank.com Completed the issue 89590	This was delay due to no temp PC to sent.	ndbbank.com	2018-08-13 10:39:40
				Closed By System	Closed By System	System	2018-08-17 05:10:26
89591	2018/08/07	nissanka.bandara@ndbbank.co	om Aluthgama	Aluthgama Other	PC getting stuck Software	e wasim.akram@r	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 16:31:43
				ndbbank.com Completed the	Camp lated	- alla la - a - la a - a - a	2010 00 00 16-50-20

42008

Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-07 16:31:43
ndbbank.com Completed the issue 89591	Completed	ndbbank.com	2018-08-08 16:59:29
Closed By System	Closed By System	System	2018-08-13 05:10:34

89592 2018/08/07 nishadi.munasinghe@ndbbank.c DM om

Printer Install Printer Software

Mahendra.Premathilaka@nd Completed bbank.com

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathil aka	2018-08-07 16:47:03
ndbbank.com Completed the issue 89592	Done,	ndbbank.com	2018-08-07 17:05:00
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89593	2018/08/07	rukshika.ganeshamoorthy@ndbkank.com	Trincomalee	Trincomalee	Other		Need to add gatepass/M	Software	wasim.akram@	ndbbank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	nments	Ū	Wasim.akram	2018-08-07 16:55:10
				ndbbank.com C		Comple	eted	r	ndbbank.com	2018-08-08 16:59:45
				Closed By Sy	stem	Closed	d By System	S	System	2018-08-13 05:10:34
89594	2018/08/07	waruna.hearth@ndbbank.com	null	*7316	lexmark print quality issue		lexmark printer m quality issue,	Hardware	wasim.akram@	ndbbank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				the Issue and		No Com	nments		Helpdesk Coordinator	2018-08-07 16:57:22
				ndbbank.com C issue 89594	ompleted the	Comple	eted	r	ndbbank.com	2018-08-08 16:50:07
				Closed By Sy	stem	Closed	d By System	S	System	2018-08-13 05:10:34
89595	2018/08/07	krishica.patrick@ndbbank.com	n Kotahena	Kotahena	Other		add crib link	Software	Udayana.Wani bank.com	gasekara@ndb Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	nments	1	Jdayana.Wanigaseka ra	2018-08-07 16:59:27
				ndbbank.com C	ompleted the	comple	eted	r	ndbbank.com	2018-08-07 16:59:40
				Closed By Sy	stem	Closed	d By System	7.0	System	2018-08-13 05:10:34
89596	2018/08/07	Sachithri.Swarnamalie@ndbbark.com	Marine Drive	Marine Drive	Lotus		Need to configure	e Software	Thilina@ndbb	ank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	nments	F	Thilina	2018-08-07 17:14:53
				ndbbank.com C	ompleted the	Job is	s Completed,.	r	ndbbank.com	2018-08-09 11:07:52

Issue 1	ID Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cat	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-13 05:10:34
89597	2018/08/08	sanjeewa.jayarathna@ndbbank. com	НО	363014 Printer	Unable to take Softwar printouts	e ifam@ndbbank	.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 08:37:43
				ndbbank.com Completed the issue 89597	job done	ndbbank.com	2018-08-08 10:25:50
				Closed By System	Closed By System	System	2018-08-13 05:10:34
89598	2018/08/08	Sanjeewa.Jayarathna@ndbbank. com	НО	HO Printer	Printer issue Softwar	e ifam@ndbbank	.com Completed
				Action			
				ACCION	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Comment By  Ifam	Cooment Date % Time 2018-08-08 08:40:15
				Helpdesk Coordinator Logged		-	
				Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the	No Comments	Ifam	2018-08-08 08:40:15
89599	2018/08/08	jothirajan.praba@ndbbank.com		Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89598	No Comments job done	Ifam ndbbank.com System	2018-08-08 08:40:15 2018-08-08 10:26:03 2018-08-13 05:10:34
89599	2018/08/08	jothirajan.praba@ndbbank.com	ı kalmunai	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89598 Closed By System kalmunai Other	No Comments  job done  Closed By System  spreadsheet Softwar	Ifam ndbbank.com System	2018-08-08 08:40:15 2018-08-08 10:26:03 2018-08-13 05:10:34
89599	2018/08/08	jothirajan.praba@ndbbank.com	ı kalmunai	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89598 Closed By System kalmunai Other	No Comments  job done  Closed By System  spreadsheet Softwar opening issue	Ifam ndbbank.com  System e ifam@ndbbank	2018-08-08 08:40:15 2018-08-08 10:26:03 2018-08-13 05:10:34 .com Completed
89599	2018/08/08	jothirajan.praba@ndbbank.com	ı kalmunai	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89598 Closed By System  kalmunai Other  Action  Helpdesk Coordinator Logged	No Comments  job done  Closed By System  spreadsheet Softwar opening issue  User Comment	Ifam  ndbbank.com  System  e ifam@ndbbank  Comment By	2018-08-08 08:40:15 2018-08-08 10:26:03 2018-08-13 05:10:34 .com Completed Cooment Date % Time

Issue II	Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cated	ory Attended By	Status
89600	2018/08/08	chamika.manohari@ndbbank.com	Matara	Matara	Other		0365 mail logging	g Software	ifam@ndbbank	com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Com	ments	I	fam	2018-08-08 08:46:57
				ndbbank.com ( issue 89600	Completed the	job do	ne	r	dbbank.com	2018-08-08 10:26:32
				Closed By Sy	/stem	Closed	By System	S	System	2018-08-13 05:10:34
89601	2018/08/08	layanga.perera@ndbbank.com	Battharamulla	Battharamul	la Printer		documents scanner installation	Software	Thilina@ndbb	oank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Com	ments	ī	hilina	2018-08-08 08:47:44
				ndbbank.com ( issue 89601	Completed the	Job is	Completed,.	r	dbbank.com	2018-08-09 11:11:30
				Closed By Sy	ystem	Closed	By System	S	System	2018-08-13 05:10:34
89602	2018/08/08	sanushi.hemantha@ndbbank.com	ı НО	3933	PC		Msg appearing as insufficient disk	Software	ifam@ndbbank	c.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Com	ments	I	fam	2018-08-08 08:48:44
				ndbbank.com ( issue 89602	Completed the	job do	ne	r	dbbank.com	2018-08-08 10:26:44
				Closed By Sy	ystem	Closed	By System	S	System	2018-08-13 05:10:34
89603	2018/08/08	sanushi.hemantha@ndbbank.com	ı НО	НО	Other		Hdd is full	Software	ifam@ndbbank	c.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Com	ments	I	fam	2018-08-08 08:49:06
				ndbbank.com ( issue 89603	Completed the	job do	ne	r	ndbbank.com	2018-08-08 10:26:57

Issue I	ID Date	User Name Branch/Dept	. Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status
			Action	User Comment	Comment By	Cooment Date % Time
			Closed By System	Closed By System	System	2018-08-13 05:10:34
89604	2018/08/08	buddhika.aththanayaka@ndbban Nikawaratiya k.com	Nikawaratiya Other	Mouse not working Hardware	e wasim.akram@r	dbbank.com Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 08:52:19
			ndbbank.com Completed the issue 89604	send mouse	ndbbank.com	2018-08-09 13:37:41
			Closed By System	Closed By System	System	2018-08-13 05:10:34
89605	2018/08/08	buddhika.aththanayaka@ndbban Nikawaratiyak.com	Nikawaratiya Other	Mouse not working Hardware	e wasim.akram@r	dbbank.com Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 08:52:35
			ndbbank.com Completed the	send mouse	ndbbank.com	2018-08-09 13:38:56

Other

2018/08/08 thilina.fernando@ndbbank.com HO

89606

ACCION	User Comment	сопшенс ву	Cooment Date & Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 08:52:35
ndbbank.com Completed the issue 89605	send mouse	ndbbank.com	2018-08-09 13:38:56
Closed By System	Closed By System	System	2018-08-13 05:10:34

Software

ifam@ndbbank.com

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 09:04:17
ndbbank.com Completed the issue 89606	job done	ndbbank.com	2018-08-08 10:27:14
Closed By System	Closed By System	System	2018-08-13 05:10:34

Printer issue

Completed

Issue 1	ID Date	User Name	Branch/Dept.	Contact No	Nature of Prob	olem Desc	ription J	Job Categ	gory Attended By	Status
89607	2018/08/08	ridhmal.desilva@ndbbank.com	Aluthgama	Aluthgama	Printer		l to install S ments scanner	Software	wasim.akram@r	dbbank.com Completed
				Ac	tion	τ	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Comments		M	Jasim.akram	2018-08-08 09:07:26
				ndbbank.com Co issue 89607	ompleted the	Completed		n	dbbank.com	2018-08-09 13:38:11
				Closed By Sy:	stem	Closed By	System	S	ystem	2018-08-13 05:10:34
89608	2018/08/08	chamari.ariyadasa@ndbbank.co m	Marine Drive	Marine Drive	Printer		l to add a S ter/M	Software	wasim.akram@r	dbbank.com Completed
				Ac	tion	τ	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Comments		W	Jasim.akram	2018-08-08 09:09:54
				ndbbank.com Co issue 89608	ompleted the	Completed		n	dbbank.com	2018-08-09 13:39:18
				ndbbank.com Co issue 89608	ompleted the	Completed		n	dbbank.com	2018-08-09 13:39:25
				Closed By Sy:	stem	Closed By	System	S	System	2018-08-13 05:10:34
89609	2018/08/08	chamari.ariyadasa@ndbbank.com	Marine Drive	Marine Drive	MS office		l to copy S ter drivers/M	Software	wasim.akram@r	dbbank.com Completed
				Ac	tion	τ	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Comments		Į.	Jasim.akram	2018-08-08 09:13:01
				ndbbank.com Co issue 89609	ompleted the	Completed		n	dbbank.com	2018-08-09 13:39:46
				Closed By Sy:	stem	Closed By	System	S	ystem	2018-08-13 05:10:34
89610	2018/08/08	shenik.peiris@ndbbank.com	MtLavinia	*7325	Other	gx r	eport install S	Software	ifam@ndbbank.	com Completed
				Ac	tion	τ	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Comments		I	fam	2018-08-08 09:15:56

Issue I	ID Date	User Name Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status
			Action	User Comment	Comment By	Cooment Date % Time
			ndbbank.com Completed the issue 89610	job done	ndbbank.com	2018-08-08 10:27:27
			Closed By System	Closed By System	System	2018-08-13 05:10:34
89611	2018/08/08	chamari.ariyadasa@ndbbank.co Marine Drive	e Marine Drive MS office	MS Office 2010 Software installation/M	e wasim.akram@	ndbbank.com Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 09:18:17
			ndbbank.com Completed the issue 89611	Completed	ndbbank.com	2018-08-09 13:40:08
			Closed By System	Closed By System	System	2018-08-13 05:10:34
89612	2018/08/08	jency.esswarathna@ndbbank.co Narehenpita	Narehenpita MS office	Excel document Software	e ifam@ndbbank	.com Completed
		m		getting stuck		.com
		m	Action	getting stuck User Comment	Comment By	Cooment Date % Time
		m	Action Helpdesk Coordinator Logged the Issue and Assigned to	1	Comment By	<u>-</u>
		m	Helpdesk Coordinator Logged	User Comment	-	Cooment Date % Time
		m	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the	User Comment No Comments	Ifam	Cooment Date % Time 2018-08-08 09:23:28
89613	2018/08/08	dimuthu.wijerathna@ndbbank.c Badulla om	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89612	User Comment No Comments job done	Ifam ndbbank.com System	Cooment Date % Time 2018-08-08 09:23:28 2018-08-08 10:27:41 2018-08-13 05:10:34
89613	2018/08/08	dimuthu.wijerathna@ndbbank.c Badulla	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89612 Closed By System	User Comment  No Comments  job done  Closed By System	Ifam ndbbank.com System	Cooment Date % Time 2018-08-08 09:23:28 2018-08-08 10:27:41 2018-08-13 05:10:34
89613	2018/08/08	dimuthu.wijerathna@ndbbank.c Badulla	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89612 Closed By System *7310 Other	User Comment  No Comments  job done  Closed By System  Emial issue Software	Ifam ndbbank.com System ifam@ndbbank	Cooment Date % Time  2018-08-08 09:23:28  2018-08-08 10:27:41  2018-08-13 05:10:34  .com Completed

Closed By System

issue 89613

Closed By System

2018-08-13 05:10:34

System

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By		Status
9614	2018/08/08	indrajith.nanayakkara@ndbbark.com	1 НО	3249	PC		Need to format	Software	Thilina@ndbb	ank.com	Completed
				I	Action		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments	г -	[hilina	2018-08-08	09:26:10
				ndbbank.com issue 89614	Completed the	Job is	Completed,.	I	ndbbank.com	2018-08-08	16:33:10
				Closed By S	ystem	Closed	By System	Ç.	System	2018-08-13	05:10:34
9615	2018/08/08	Valary.Vimalakumara@ndbbank.com	. НО	50324	Other		O365 mail logging	ß Software	wasim.akram@	ndbbank.com	Completed
				I	Action		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments	V	Wasim.akram	2018-08-08	09:29:23
				ndbbank.com issue 89615	Completed the	Comple	ted	1	ndbbank.com	2018-08-09	16:07:31
				Closed By S	ystem	Closed	By System	Ç.	System	2018-08-13	05:10:34
9616	2018/08/08	shenik.peiris@ndbbank.com	MtLavinia	MtLavinia	Other		Need to add GX reporter	Software	ifam@ndbbank	.com	Completed
				I	Action		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments	-	[fam	2018-08-08	09:31:11
				ndbbank.com issue 89616	Completed the	job do	ne	1	ndbbank.com	2018-08-08	10:28:45
				Closed By S	ystem	Closed	By System	Ç.	System	2018-08-13	05:10:34
9617	2018/08/08	chamath.perera@ndbbank.com	Kolpity Recoveries	50400	Printer		Need to add a printer/M	Software	ifam@ndbbank	.com	Completed
				I	Action		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments	-	[fam	2018-08-08	09:32:14
				ndbbank.com issue 89617	Completed the	job do	ne	I	ndbbank.com	2018-08-08	10:28:55

Issue II	Date	User Name	Branch/Dept.	Contact 1	No Nature of Pro	blem Description	Job Cate	gory Attended By	Status
					Action	User Comment		Comment By	Cooment Date % Time
				Closed By	System	Closed By System		System	2018-08-13 05:10:34
89618	2018/08/08	amali.dissanayake@ndbbank.co m	o DM	DM	Printer	cannot take printouts	Software	ifam@ndbbank.	com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					coordinator Logged and Assigned to	No Comments		Ifam	2018-08-08 09:33:48
				ndbbank.co issue 8961	m Completed the 8	job done		ndbbank.com	2018-08-08 10:29:08
				Closed By	System	Closed By System		System	2018-08-13 05:10:34
89619	2018/08/08	nirusha.saluka@ndbbank.com	Matara	Matara	Other	0365 mail searching issue	Software	wasim.akram@n	dbbank.com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					coordinator Logged and Assigned to	No Comments		Wasim.akram	2018-08-08 09:56:15
				ndbbank.co issue 8961	m Completed the	Completed		ndbbank.com	2018-08-09 16:02:28
				ndbbank.co issue 8961	m Completed the 9	Completed		ndbbank.com	2018-08-09 16:02:28
				Closed By	System	Closed By System		System	2018-08-13 05:10:34

89620 2018/08/08 Buddhika.Aththanayaka@ndbban Nikawaratiya 037-2260191-3 Other k.com

Excel issue

Software

ifam@ndbbank.com

Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 09:57:20
ndbbank.com Completed the issue 89620	job done	ndbbank.com	2018-08-08 10:29:21
Closed By System	Closed By System	System	2018-08-13 05:10:34

Issue II	) Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89621	2018/08/08	deshani.alahakoon@ndbbank.co	Borelesgamuwa - Ext	*7335	Other		Westernunion issue	Software	ifam@ndbbank.	com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Ifam	2018-08-08 10:07:11
				ndbbank.com issue 89621	Completed the	job do	ne		ndbbank.com	2018-08-08 10:29:30
				Closed By	System	Closed	By System	ı	System	2018-08-13 05:10:34
89622	2018/08/08	nirosh.bodhinarayana@ndbbank .com	HOB	НО	Printer		Add the printer	Software	ifam@ndbbank.	com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Ifam	2018-08-08 10:07:32
				ndbbank.com issue 89622	Completed the	job do	ne		ndbbank.com	2018-08-08 10:29:43
				Closed By	System	Closed	By System		System	2018-08-13 05:10:34
89623	2018/08/08	sandaruwan.abeyrathne@ndbbank.com	Ampara	Ampara	Other		CRIB logging issue	Software	wasim.akram@r	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Wasim.akram	2018-08-08 10:08:21
				ndbbank.com issue 89623	Completed the	Comple	ted		ndbbank.com	2018-08-09 16:03:15
				Closed By	System	Closed	By System		System	2018-08-13 05:10:34
89624	2018/08/08	amali.dissanayake@ndbbank.co	DM	4115	Printer		Cannot get printouts	Software	Mahendra.Prem bbank.com	nathilaka@nd Completed
					Action		User Comment		Comment By	Cooment Date % Time
				the Issue a	ordinator Logged nd Assigned to	No Com	ments		Mahendra.Premathil aka	2018-08-08 10:15:58
				ndbbank.com issue 89624	Completed the	Done.		:	ndbbank.com	2018-08-08 11:51:53

Issue I	ID Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-13 05:10:34
89625	2018/08/08	udesh.bandara@ndbbank.com	Malambe	51400 Lotus	Need to configure Software lotus notes	e wasim.akram@r	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 10:16:45
				ndbbank.com Completed the issue 89625	Completed	ndbbank.com	2018-08-09 16:02:43
				ndbbank.com Completed the issue 89625	Completed	ndbbank.com	2018-08-09 16:02:50
				Closed By System	Closed By System	System	2018-08-13 05:10:34
89626	2018/08/08	chamari.ariyadasa@ndbbank.c	o Marine Drive	Marine Drive Other	Need to install Software GX reporter/M	e wasim.akram@r	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Action Helpdesk Coordinator Logged the Issue and Assigned to	User Comment No Comments	Comment By	Cooment Date % Time 2018-08-08 10:29:11
				Helpdesk Coordinator Logged		-	
				Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the	No Comments	Wasim.akram	2018-08-08 10:29:11
89627	2018/08/08	Amirthalingam.Kirusikan@ndb	b Old Moor	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89626	No Comments Completed	Wasim.akram ndbbank.com System	2018-08-08 10:29:11 2018-08-09 16:07:48 2018-08-13 05:10:34
89627	2018/08/08		b Old Moor	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89626 Closed By System	No Comments  Completed  Closed By System  Trust Software	Wasim.akram ndbbank.com System	2018-08-08 10:29:11 2018-08-09 16:07:48 2018-08-13 05:10:34
89627	2018/08/08		b Old Moor	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89626 Closed By System	No Comments  Completed  Closed By System  Trust Software relationship	Wasim.akram ndbbank.com System ifam@ndbbank.	2018-08-08 10:29:11 2018-08-09 16:07:48 2018-08-13 05:10:34 .com Completed
89627	2018/08/08		b Old Moor	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89626 Closed By System Old Moor Other  Action Helpdesk Coordinator Logged	No Comments  Completed  Closed By System  Trust Software relationship  User Comment	Wasim.akram ndbbank.com System ifam@ndbbank.	2018-08-08 10:29:11 2018-08-09 16:07:48 2018-08-13 05:10:34 .com Completed  Cooment Date % Time

Issue 1	D Date	User Name	Branch/Dept.	Contact No	Nature of Prob	olem	Description	Job Categ	ory Attended By		Status
9628	2018/08/08	nikini.dolapolage@ndbbank.co	НО	33016	PC	network Software connecting		Software	Thilina@ndbb	ank.com	Completed
				I	Action		User Comment		Comment By	Cooment	Date % Time
					ordinator Logged ad Assigned to	No Com	ments	П	hilina	2018-08-08	10:59:01
				ndbbank.com issue 89628	Completed the	Job is	Completed,.	n	dbbank.com	2018-08-09	11:10:44
				Closed By S	ystem	Closed	By System	S	ystem	2018-08-13	05:10:34
9629	2018/08/08	dushani.hewage@ndbbank.com	Kalutara	Kalutara	Other		Workflow system issue	Software	ifam@ndbbank	.com	Completed
				1	Action		User Comment		Comment By	Cooment	Date % Time
					ordinator Logged ad Assigned to	No Comi	ments	I	fam	2018-08-08	11:02:06
				ndbbank.com issue 89629	Completed the	job do:	ne	n	dbbank.com	2018-08-09	16:44:07
				Closed By S	ystem	Closed	By System	S	ystem	2018-08-13	05:10:34
9630	2018/08/08	$\begin{tabular}{ll} $\tt danushi.seneviratne@ndbbank.\\ &\tt com \end{tabular}$	Havelock Town	n *7320	Other		Email issue	Software	ifam@ndbbank	.com	Completed
				1	Action		User Comment		Comment By	Cooment	Date % Time
					ordinator Logged ad Assigned to	No Comi	ments	I	fam	2018-08-08	11:07:45
				ndbbank.com issue 89630	Completed the	job do:	ne	n	dbbank.com	2018-08-09	16:44:28
				Closed By S	ystem	Closed	By System	S	ystem	2018-08-13	05:10:34
9631	2018/08/08	kanishka.malimbada@ndbbank.com	Monaragala	Monaragala	Other		CRIB logging issue	Software	ifam@ndbbank	.com	Completed
				1	Action		User Comment		Comment By	Cooment	Date % Time
					ordinator Logged ad Assigned to	No Comi	ments	I	fam	2018-08-08	11:12:23

Issue II	D Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-13 05:10:34
89632	2018/08/08	harshani.karunarathne@ndbbark.com	ı HO	31347 Other	LankaPlay issue Software	e wasim.akram@r	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 11:13:22
				ndbbank.com Completed the issue 89632	Completed	ndbbank.com	2018-08-09 16:05:41
				Closed By System	Closed By System	System	2018-08-13 05:10:34
89633	2018/08/08	mahesh.wijerathne@ndbbank.com	Thissamaharam aya	n Thissamaharam Other aya	T24 issue Software	e ifam@ndbbank.	.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 11:13:40
					No Comments job done	Ifam ndbbank.com	
				the Issue and Assigned to ndbbank.com Completed the			2018-08-08 11:13:40
89634	2018/08/08	thilini.shashikala@ndbbank.com		the Issue and Assigned to ndbbank.com Completed the issue 89633	job done	ndbbank.com System	2018-08-08 11:13:40 2018-08-09 16:45:59 2018-08-13 05:10:35
89634	2018/08/08			the Issue and Assigned to ndbbank.com Completed the issue 89633 Closed By System	job done  Closed By System  Install document Software	ndbbank.com System	2018-08-08 11:13:40 2018-08-09 16:45:59 2018-08-13 05:10:35
89634	2018/08/08		: Hambanthota	the Issue and Assigned to ndbbank.com Completed the issue 89633  Closed By System  *7360 Other	job done  Closed By System  Install document Software scanner	ndbbank.com  System  ifam@ndbbank.	2018-08-08 11:13:40 2018-08-09 16:45:59 2018-08-13 05:10:35 .com Completed
89634	2018/08/08		: Hambanthota	the Issue and Assigned to ndbbank.com Completed the issue 89633  Closed By System  *7360 Other  Action  Helpdesk Coordinator Logged	job done  Closed By System  Install document Software scanner  User Comment	ndbbank.com  System  ifam@ndbbank.	2018-08-08 11:13:40 2018-08-09 16:45:59 2018-08-13 05:10:35  .com

Issue II	) Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89635	2018/08/08	Nimesha.DeSaram@ndbbank.com	DM	42008	Other		T24- Images uploading issue	Software	Mahendra.Prembbank.com	mathilaka@nd Completed
					Action		User Comment		Comment By	Cooment Date % Time
				the Issue a	oordinator Logged and Assigned to	No Com	nments		Mahendra.Premathil aka	2018-08-08 11:25:14
				ndbbank.com issue 89635	n Completed the	Reset	the Browser.	r	ndbbank.com	2018-08-08 11:52:13
				Closed By	System	Closed	l By System	C	System	2018-08-13 05:10:35
89636	2018/08/08	thamara.dilrukshi@ndbbank.com	) DM	42008	Other		Google crom is not working	Hardware	Mahendra.Prem bbank.com	nathilaka@nd Completed
					Action		User Comment		Comment By	Cooment Date % Time
				the Issue a	ordinator Logged and Assigned to	No Com	nments		Mahendra.Premathil aka	2018-08-08 11:26:31
				ndbbank.com issue 89636	n Completed the	Done.		r	ndbbank.com	2018-08-08 11:52:29
				Closed By	System	Closed	l By System	Ç.	System	2018-08-13 05:10:35
89637	2018/08/08	$\verb sudari.rath  \verb nayake@ndbbank.co  \\ \verb m $	Havelock Town	Havelock '	Town Printer		Need to add a printer/M	Software	wasim.akram@n	dbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Com	nments	V	Wasim.akram	2018-08-08 11:30:03
				ndbbank.com issue 89637	Completed the	Comple	eted	r	ndbbank.com	2018-08-09 16:06:29
				ndbbank.com issue 89637	Completed the	Comple	eted	r	ndbbank.com	2018-08-09 16:06:34
				Closed By	System	Closed	l By System	S	System	2018-08-13 05:10:35
89638	2018/08/08	sachithri.swarnamalie@ndbbark.com	Marine Drive	Marine Dr	ive Printer		[PD15027]Passbook Printer not	Hardware	ifam@ndbbank.	com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged and Assigned to	No Com	ments	-	Ifam	2018-08-08 11:38:45

Issue ID Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status
			Action	User Comment	Comment By	Cooment Date % Time
			ndbbank.com Completed the issue 89638	job done	ndbbank.com	2018-08-09 16:46:43
			Closed By System	Closed By System	System	2018-08-13 05:10:35
89639 2018/0	08/08 Sachithri.Swarnamalie@ndbbk.com	an Marine Drive	Marine Drive Printer	Add the printer Software	e ifam@ndbbank.	.com Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 11:49:13
			ndbbank.com Completed the issue 89639	job done	ndbbank.com	2018-08-09 16:47:00
			Closed By System	Closed By System	System	2018-08-13 05:10:35
89640 2018/0	08/08 Mariam.Mubarak@ndbbank.com	DM	42008 Other	T 24 Batch Software Uploading issue.	Mahendra.Prembbank.com	mathilaka@nd Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathil aka	2018-08-08 11:51:32
				No Comments Done.	1	2018-08-08 11:51:32 2018-08-08 15:55:58
			the Issue and Assigned to ndbbank.com Completed the		aka	
89641 2018/0	08/08 koshila.sammani@ndbbank.co	m HO	the Issue and Assigned to ndbbank.com Completed the issue 89640	Done.	aka ndbbank.com System	2018-08-08 15:55:58
89641 2018/0	08/08 koshila.sammani@ndbbank.co	m HO	the Issue and Assigned to ndbbank.com Completed the issue 89640 Closed By System	Done.  Closed By System  mouse not Hardware	aka ndbbank.com System	2018-08-08 15:55:58 2018-08-13 05:10:35
89641 2018/0	08/08 koshila.sammani@ndbbank.co	m HO	the Issue and Assigned to ndbbank.com Completed the issue 89640  Closed By System  33022 Other	Done.  Closed By System  mouse not Hardware working/madusanka	aka ndbbank.com  System  e wasim.akram@r	2018-08-08 15:55:58 2018-08-13 05:10:35 adbbank.com Completed
89641 2018/0	08/08 koshila.sammani@ndbbank.co	m HO	the Issue and Assigned to ndbbank.com Completed the issue 89640  Closed By System  33022 Other  Action  Helpdesk Coordinator Logged	Done.  Closed By System  mouse not Hardware working/madusanka  User Comment	aka ndbbank.com  System  wasim.akram@r	2018-08-08 15:55:58 2018-08-13 05:10:35 adbbank.com Completed Cooment Date % Time
89641 2018/0	08/08 koshila.sammani@ndbbank.co	m HO	the Issue and Assigned to ndbbank.com Completed the issue 89640  Closed By System  33022 Other  Action  Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the	Done.  Closed By System  mouse not Hardware working/madusanka  User Comment  No Comments	aka ndbbank.com  System  wasim.akram@r  Comment By  Wasim.akram	2018-08-08 15:55:58 2018-08-13 05:10:35 adbbank.com Completed  Cooment Date % Time 2018-08-08 11:57:10
89641 2018/0	08/08 koshila.sammani@ndbbank.co	m HO	the Issue and Assigned to ndbbank.com Completed the issue 89640  Closed By System  33022 Other  Action  Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89641 ndbbank.com Completed the	Done.  Closed By System  mouse not Hardware working/madusanka  User Comment  No Comments  Completed	aka ndbbank.com  System  wasim.akram@r  Comment By  Wasim.akram  ndbbank.com	2018-08-08 15:55:58 2018-08-13 05:10:35 adbbank.com Completed  Cooment Date % Time 2018-08-08 11:57:10 2018-08-09 16:06:06

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By		Status
89642	2018/08/08	sumedha.jayasinghe@ndbbank.om	c KCC	KCC	Other		GX reporter logging issue/M	Software	wasim.akram@	ndbbank.com	Completed
				A	ction		User Comment		Comment By	Cooment Da	ate % Time
				1 *	dinator Logged Assigned to	No Com	ments	Ī	Wasim.akram	2018-08-08 1	11:58:12
				ndbbank.com ( issue 89642	Completed the	Comple	ted	ا	ndbbank.com	2018-08-09 1	16:06:55
				Closed By Sy	rstem	Closed	By System		System	2018-08-13 (	)5:10:35
89643	2018/08/08	haines.perera@ndbbank.com	Ratmalana	Ratmalana	Other	•	Mouse not working	g Hardware	wasim.akram@	ndbbank.com	Completed
				A	ction		User Comment		Comment By	Cooment Da	ate % Time
					dinator Logged Assigned to	No Com	ments	7	Wasim.akram	2018-08-08 1	11:58:59
				ndbbank.com ( issue 89643	Completed the	Comple	ted	]	ndbbank.com	2018-08-09 1	16:08:15
				Closed By Sy	rstem	Closed	By System		System	2018-08-13 (	)5:10:35
89644	2018/08/08	chamith.samarathunga@ndbban.com	k Marine Drive	Marine Drive	e PC		TRUST RELATIONSHIP	Software	Thilina@ndbb	ank.com	Completed
				A	ction		User Comment		Comment By	Cooment Da	ate % Time
					dinator Logged Assigned to	No Com	ments	r	Thilina	2018-08-08 1	L2:19:39
				ndbbank.com ( issue 89644	Completed the	Job is	Completed,.	]	ndbbank.com	2018-08-09 1	11:10:04
				Closed By Sy	rstem	Closed	By System		System	2018-08-13 (	)5:10:35
89645	2018/08/08	shehan.boteju@ndbbank.com	Negombo	*7301	Other		excel icons updating issue	Software	wasim.akram@	ndbbank.com	Completed
				A	ction		User Comment		Comment By	Cooment Da	ate % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	7	Wasim.akram	2018-08-08 1	L2:40:47
				ndbbank.com ( issue 89645	Completed the	Comple	ted	1	ndbbank.com	2018-08-09 1	L6:10:55

Issue II	) Date	User Name	Branch/Dept.	Contact No	Nature of Prob	olem Des	scription	Job Cate	gory Attended By	Status
				A	ction		User Comment		Comment By	Cooment Date % Time
				Closed By Sy	ystem	Closed By	System		System	2018-08-13 05:10:35
89646	2018/08/08	thushara.ranaweera@ndbbank.c	Marine Drive	*7325	Other		fice 365 open sue	Software	wasim.akram@r	dbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Comment	S		Wasim.akram	2018-08-08 12:58:27
				ndbbank.com ( issue 89646	Completed the	Completed			ndbbank.com	2018-08-09 16:12:48
				Closed By Sy	ystem	Closed By	System		System	2018-08-13 05:10:35
89647	2018/08/08	thushara.ranaweera@ndbbank.c	Marine Drive	Marine Driv	e Other		55 mail logging sue	Software	wasim.akram@r	dbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Comment	is		Wasim.akram	2018-08-08 13:27:10
				ndbbank.com ( issue 89647	Completed the	Completed			ndbbank.com	2018-08-09 16:13:19
				ndbbank.com ( issue 89647	Completed the	Completed			ndbbank.com	2018-08-09 16:13:20
				Closed By Sy	ystem	Closed By	System		System	2018-08-13 05:10:35
89648	2018/08/08	suneth.thanthirige@ndbbank.c	Malabe-DR Site-User	Malabe-DR Site-User	PC		ıst Lationship	Software	Thilina@ndbba	nk.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor	dinator Logged	No Comment	is		Thilina	2018-08-08 13:46:49

Job is Completed,.

Closed By System

ndbbank.com Completed the

issue 89648

Closed By System

2018-08-08 16:32:43

2018-08-13 05:10:35

ndbbank.com

System

Issue II	) Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By		Status
89649	2018/08/08	suneth.thanthirige@ndbbank.com	: Malambe	Malabe	Other		trust relationship	Software	Thilina@ndbb	ank.com	Completed
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments	1	Thilina	2018-08-08	3 14:04:51
				ndbbank.com ( issue 89649	Completed the	Job is	Completed,.	r	ndbbank.com	2018-08-08	3 14:44:57
				Closed By S	ystem	Closed	By System	9	System	2018-08-13	3 05:10:35
89650	2018/08/08	suneth.thanthirige@ndbbank.com	c Malambe	Malabe	Other		O365 mail logging	Software	Thilina@ndbb	ank.com	Completed
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments	7	Thilina	2018-08-08	3 14:09:32
				ndbbank.com ( issue 89650	Completed the	Job is	Completed,.	r	ndbbank.com	2018-08-08	3 14:40:29
				Closed By Sy	ystem	Closed	By System	S	System	2018-08-13	3 05:10:35
89651	2018/08/08	dilumi.samaratunga@ndbbank.com	Nawam Branch	Nawam Branc	h Other		Need to add a printer/M	Software	wasim.akram@	ndbbank.com	n Completed
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments	V	Wasim.akram	2018-08-08	3 14:10:05
				ndbbank.com ( issue 89651	Completed the	Comple	ted	r	ndbbank.com	2018-08-09	16:13:44
				Closed By Sy	ystem	Closed	By System	0,2	System	2018-08-13	3 05:10:35
89652	2018/08/08	apsari.galange@ndbbank.com	НО	35327	PC		PC not working	Hardware	Thilina@ndbb	ank.com	Completed
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com			Thilina	2018-08-08	3 14:22:19
				ndbbank.com ( issue 89652	Completed the	PC1813 is Com	8 send for this is pleted,.	sue , Job	ndbbank.com	2018-08-10	) 13:58:12

Issue II	D Date	User Name	Branch/Dept.	Contact No Nature of Pro	oblem Description Job Ca	ategory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-14 05:10:30
89653	2018/08/08	eranda.warnakulahewa@ndbbank .com	k Balangoda	Balangoda Other	CRIB logging Softwa	are ifam@ndbbank	.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 14:35:11
				ndbbank.com Completed the issue 89653	job done	ndbbank.com	2018-08-09 16:47:32
				Closed By System	Closed By System	System	2018-08-13 05:10:35
89654	2018/08/08	randeep.chathuranga@ndbbank.com	. Matugama	Matugama Other	onepass issue Softwa	are ifam@ndbbank	.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Action Helpdesk Coordinator Logged the Issue and Assigned to	User Comment No Comments	Comment By	Cooment Date % Time 2018-08-08 14:53:10
				Helpdesk Coordinator Logged		-	
				Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the	No Comments	Ifam	2018-08-08 14:53:10
89655	2018/08/08	chamara.pradeep@ndbbank.com	Kolpity	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89654	No Comments job done	Ifam ndbbank.com System	2018-08-08 14:53:10 2018-08-09 16:47:48
89655	2018/08/08	chamara.pradeep@ndbbank.com	Kolpity	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89654 Closed By System	No Comments  job done  Closed By System  Need to backup Softwa	Ifam ndbbank.com System	2018-08-08 14:53:10 2018-08-09 16:47:48 2018-08-13 05:10:35
89655	2018/08/08	chamara.pradeep@ndbbank.com		Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89654 Closed By System Kolpity Other	No Comments  job done  Closed By System  Need to backup Softwa	Ifam  ndbbank.com  System  are wasim.akram@	2018-08-08 14:53:10 2018-08-09 16:47:48 2018-08-13 05:10:35 ndbbank.com Completed
89655	2018/08/08	chamara.pradeep@ndbbank.com		Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89654 Closed By System  Kolpity Other  Action Helpdesk Coordinator Logged	No Comments  job done  Closed By System  Need to backup Softwadata/M  User Comment	Ifam  ndbbank.com  System  are wasim.akram@	2018-08-08 14:53:10 2018-08-09 16:47:48 2018-08-13 05:10:35 ndbbank.com Completed  Cooment Date % Time

Issue II	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89656	2018/08/08	indrajith.nanayakkara@ndbbank.com	1 HO	НО	Other		data backup	Software	ifam@ndbbank	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comm	ents		Ifam	2018-08-08 15:07:01
				ndbbank.com issue 89656	Completed the	job don	e		ndbbank.com	2018-08-10 09:32:06
				Closed By S	System	Closed	By System		System	2018-08-14 05:10:30
89657	2018/08/08	rashmi.wijayatilaka@ndbbank. com	НО	31323	MS office		Excel document issue	Software	ifam@ndbbank	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comm	ents		Ifam	2018-08-08 15:09:11
				ndbbank.com issue 89657	Completed the	job don	e		ndbbank.com	2018-08-10 09:32:25
				Closed By S	System	Closed	By System		System	2018-08-14 05:10:30
89658	2018/08/08	chameera.nakandala@ndbbank.c	: Uragasmanhanc iya	d Uragasmanha iya	and Printer		Need to install document	Software	ifam@ndbbank	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comm	ents		Ifam	2018-08-08 15:20:49
				ndbbank.com issue 89658	Completed the	job don	е		ndbbank.com	2018-08-10 09:32:45
				Closed By S	System	Closed	By System		System	2018-08-14 05:10:30
89659	2018/08/08	thilini.fernando@ndbbank.com	n Kalutara	*7305	Other		onepass issue	Software	ifam@ndbbank	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comm	ents		Ifam	2018-08-08 15:25:45
				ndbbank.com issue 89659	Completed the	job don	е		ndbbank.com	2018-08-10 09:33:06

Issue I	D Date	User Name	Branch/Dept.	Contact N	o Nature of Pro	blem Des	cription Jo	ob Categ	ory Attended By	Status
					Action		User Comment		Comment By	Cooment Date % Time
				Closed By	System	Closed By	System	S	ystem	2018-08-14 05:10:30
89660	2018/08/08	muditha.nugegodal@ndbbank.co m	null	*7304	Lexmark print quality issue			ardware	wasim.akram@r	dbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comment	s		elpdesk Coordinator	2018-08-08 15:29:37
				ndbbank.com issue 8966	m Completed the )	Completed		n	dbbank.com	2018-08-09 16:39:55
				Closed By	System	Closed By	System	S	ystem	2018-08-13 05:10:35
89661	2018/08/08	charitha.ruwanpura@ndbbank.com	Galle	Galle	Other		B logging So ue/M	oftware	wasim.akram@r	adbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comment	s	W	Jasim.akram	2018-08-08 15:30:06
				ndbbank.co issue 8966	m Completed the	Completed		n	dbbank.com	2018-08-09 16:39:22
				Closed By	System	Closed By	System	S	ystem	2018-08-13 05:10:35
89662	2018/08/08	sanjeewa.jayarathna@ndbbank. com	НО	36314	Other		d to install So	oftware	wasim.akram@r	dbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comment	s	W	Jasim.akram	2018-08-08 15:35:54
				ndbbank.co issue 8966	n Completed the	Completed		n	dbbank.com	2018-08-09 16:38:11
				Closed By	System	Closed By	System	S	ystem	2018-08-13 05:10:35
			,					•		

Issue II	D Date	User Name Bra	anch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89663	2018/08/08	sanjeewa.jayarathna@ndbbank. HO com		36314	Other		Need to install autocad	Software	wasim.akram@	ndbbank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments		Wasim.akram	2018-08-08 15:36:01
				ndbbank.com C issue 89663	ompleted the	Comple	ted		ndbbank.com	2018-08-09 16:37:42
				Closed By Sy	stem	Closed	By System		System	2018-08-13 05:10:35
89664	2018/08/08	nithya.balasubramaniam@ndbba Barnk.com	ndarawela	Bandarawela	Other		T24- login issue/M	Software	wasim.akram@	ndbbank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments		Wasim.akram	2018-08-08 15:36:57
				ndbbank.com C issue 89664	ompleted the	Comple	ted		ndbbank.com	2018-08-09 16:38:38
				Closed By Sy	stem	Closed	By System		System	2018-08-13 05:10:35
89665	2018/08/08	vimukthi.warnasooriya@ndbban Mal k.com Sit	labe-DR te-User	51413	Other		O365 mail logging	g Software	wasim.akram@	ndbbank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments		Wasim.akram	2018-08-08 15:51:42
				ndbbank.com C	ompleted the	Comple	ted		ndbbank.com	2018-08-09 16:38:56
				Closed By Sy	stem	Closed	By System		System	2018-08-13 05:10:35
89666	2018/08/08	dilini.warnasinghe@ndbbank.c Kocom	chchikade	Kochchikade	Printer		Need to add a printer	Software	e ifam@ndbbank	.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments		Ifam	2018-08-08 15:53:27
				ndbbank.com C issue 89666		job do	ne		ndbbank.com	2018-08-10 09:33:32

			110	erpaesk		CTĀ I	<u>eporc</u>			
Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Prob	olem De	escription	Job Cate	gory Attended By	Status
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Closed By Sy	stem	Closed By	System		System	2018-08-14 05:10:30
89667	2018/08/08	indika.dilan@ndbbank.com	DM	42027	Lotus	Со	onfigure Lotus	Software	Mahendra.Prem bbank.com	athilaka@nd Completed
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Commen	its		Mahendra.Premathil aka	2018-08-08 15:56:58
				ndbbank.com C issue 89667	ompleted the	Done.			ndbbank.com	2018-08-08 16:53:23
				Closed By Sy	stem	Closed By	y System		System	2018-08-13 05:10:35
89668	2018/08/08	indika.dilan@ndbbank.com	DM	42027	Other	Т2	24- login issue	Software	Mahendra.Prem bbank.com	athilaka@nd Completed
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Commen	its		Mahendra.Premathil aka	2018-08-08 15:57:09
				ndbbank.com C issue 89668	ompleted the	Done.			ndbbank.com	2018-08-08 16:53:33
				Closed By Sy	stem	Closed By	System		System	2018-08-13 05:10:35

Printer

2018/08/08 manoj.wijesinghe@ndbbank.com HO

89669

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-08 15:58:14
ndbbank.com Completed the issue 89669	job done	ndbbank.com	2018-08-10 09:33:56
Closed By System	Closed By System	System	2018-08-14 05:10:30

Add the printer Software

Completed

ifam@ndbbank.com

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
39670	2018/08/08	manoj.wijesinghe@ndbbank.com	п НО	НО	Printer		Add the printer	Software	ifam@ndbbank	.com Completed
				P	action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Ifam	2018-08-08 16:01:49
				ndbbank.com issue 89670	Completed the	job do	ne	]	ndbbank.com	2018-08-10 09:34:13
				Closed By S	ystem	Closed	By System		System	2018-08-14 05:10:30
39671	2018/08/08	dilini.warnasinghe@ndbbank.com	C Kochchikade	Kochchikade	Printer		Add the printer	Software	ifam@ndbbank	.com Completed
				P	action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Ifam	2018-08-08 16:04:45
				ndbbank.com issue 89671	Completed the	job do	ne	]	ndbbank.com	2018-08-10 09:34:36
				Closed By S	ystem	Closed	By System	6	System	2018-08-14 05:10:30
39672	2018/08/08	shachini.darshika@ndbbank.com	) DM	43039	Printer		Change printer setings	Other	Mahendra.Prembbank.com	mathilaka@nd Completed
				P	action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Mahendra.Premathil aka	2018-08-08 16:05:53
				ndbbank.com issue 89672	Completed the	Done.		]	ndbbank.com	2018-08-10 10:58:37
				Closed By S	ystem	Closed	By System	6	System	2018-08-14 05:10:30
39673	2018/08/08	chameera.nakandala@ndbbank.om	Uragasmanhano iya	d Uragasmanha iya	nd Printer		install scanner	Software	ifam@ndbbank	.com Completed
				P	action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Ifam	2018-08-08 16:17:29
				ndbbank.com issue 89673	Completed the	job do	ne	3	ndbbank.com	2018-08-10 09:34:51

Issue I	D Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-14 05:10:30
89674	2018/08/08	3 achini.desilva@ndbbank.com	Pelawatta	Pelawatta Other	T24 pages loading Software issue	e wasim.akram@r	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 16:17:57
				ndbbank.com Completed the issue 89674	Completed	ndbbank.com	2018-08-09 16:37:13
				Closed By System	Closed By System	System	2018-08-13 05:10:35
89675	2018/08/08	gramuditha.gunathilaka@ndbb	a Borella	Borella Other	O365 mail sending Software issue/M	wasim.akram@r	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-08 16:20:39
				ndbbank.com Completed the issue 89675	Completed	ndbbank.com	2018-08-09 16:36:53
				Closed By System	Closed By System	System	2018-08-13 05:10:35
89676	2018/08/08	chameera.nakandala@ndbbank. om	c Uragasmanhano iya	d Uragasmanhand PC iya	Need to add Software	Thilina@ndbba	ank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-08 16:56:22
				ndbbank.com Completed the issue 89676	Job is Completed,.	ndbbank.com	2018-08-09 11:09:34
				Closed By System	Closed By System	System	2018-08-13 05:10:35

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89677	2018/08/08	chamari.ariyadasa@ndbbank.com	o Marine Drive	Marine Drive	Printer		add the Lexmark printer	Software	ifam@ndbbank	.com Completed
				Act	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Com	ments		Ifam	2018-08-08 17:15:13
				ndbbank.com Co issue 89677	mpleted the	job do	ne		ndbbank.com	2018-08-10 09:35:09
				Closed By Sys	tem	Closed	By System		System	2018-08-14 05:10:30
89678	2018/08/08	chamari.ariyadasa@ndbbank.co m	o Marine Drive	Marine Drive	Other		backend to copy the office 2010	Software	ifam@ndbbank	.com Completed
				Act	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Com	ments		Ifam	2018-08-08 17:16:52
				ndbbank.com Co issue 89678	mpleted the	job do	ne		ndbbank.com	2018-08-10 09:35:24
				Closed By Sys	tem	Closed	By System		System	2018-08-14 05:10:30
89679	2018/08/08	chamara.maheepala@ndbbank.com	o Panadura	*7338	Other		CRIB ISSUE	Software	ifam@ndbbank	.com Completed
				Act	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Com	ments		Ifam	2018-08-08 17:25:19
				ndbbank.com Co issue 89679	mpleted the	job do	ne		ndbbank.com	2018-08-10 09:35:43
				Closed By Sys	tem	Closed	By System		System	2018-08-14 05:10:30
89680	2018/08/08	richard.jerome@ndbbank.com	Marine Drive	Marine Drive	Other		Domain rest	Software	ifam@ndbbank	.com Completed
				Act	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Com	ments		Ifam	2018-08-08 17:57:12
				ndbbank.com Co issue 89680	ompleted the	job do	ne		ndbbank.com	2018-08-10 09:36:20

Nature of Problem

Description

Job Category Attended By

Branch/Dept. Contact No

Issue ID Date

User Name

		Action	User Comment	Comment By	Cooment Date % Time
		Closed By System	Closed By System	System	2018-08-14 05:10:30
89681	2018/08/09 duminda.withana@ndbbank.com Gampaha	Gampaha Monitor	Display issue Hardware	e wasim.akram@	ndbbank.com Completed
		Action	User Comment	Comment By	Cooment Date % Time
		Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 08:40:40
		ndbbank.com Completed the issue 89681	Completed	ndbbank.com	2018-08-10 10:12:16
		Closed By System	Closed By System	System	2018-08-14 05:10:30
89682	2018/08/09 Kosala.Bharathi@ndbbank.com HO	33022 Other	Mouse not working Hardware	e wasim.akram@	ndbbank.com Completed
		Action	User Comment	Comment By	Cooment Date % Time
		Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 08:42:15
		ndbbank.com Completed the issue 89682	Completed	ndbbank.com	2018-08-10 10:12:33
		Closed By System	Closed By System	System	2018-08-14 05:10:30
89683	2018/08/09 Shehan.Jayasinghe@ndbbank.co HO m	31374 Other	ICard logging Software issue/M	e wasim.akram@	ndbbank.com Completed
		Action	User Comment	Comment By	Cooment Date % Time
		Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 08:47:53
		ndbbank.com Completed the issue 89683	Completed	ndbbank.com	2018-08-10 10:32:50
		Closed By System	Closed By System	System	2018-08-14 05:10:30
			•	•	•

Status

Issue II	) Date	User Name	Branch/Dept.	Contact No	Nature of Pro	olem	Description	Job Cate	gory Attended By		Status
89684	2018/08/09	shani.jayakody@ndbbank.com	Kolpity	51011	Printer		Need to add a printer/M	Software	wasim.akram@	ndbbank.com	Completed
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments		Wasim.akram	2018-08-09	09:03:10
				ndbbank.com issue 89684	Completed the	Comple	ted		ndbbank.com	2018-08-10	10:34:38
				Closed By S	ystem	Closed	By System		System	2018-08-14	05:10:30
89685	2018/08/09	ayesha.pahalagedara@ndbbank	. Anuradapura	Anuradapura	Other		ISwitch logging issue	Software	ifam@ndbbank	.com	Completed
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments		Ifam	2018-08-09	09:14:17
				ndbbank.com issue 89685	Completed the	job do	ne		ndbbank.com	2018-08-10	09:37:24
				Closed By S	ystem	Closed	By System		System	2018-08-14	05:10:30
89686	2018/08/09	buddhika.dilhari@ndbbank.com	m Ambalangoda	*7352	Other		0365 mail logging	g Software	ifam@ndbbank	.com	Completed
				A	ction		User Comment		Comment By	Cooment	Date % Time
				_	rdinator Logged d Assigned to	No Com	ments		Ifam	2018-08-09	09:28:26
				ndbbank.com issue 89686	Completed the	job do	ne		ndbbank.com	2018-08-10	14:33:32
				Closed By S	ystem	Closed	By System		System	2018-08-14	05:10:30
89687	2018/08/09	harshini.satharasinghe@ndbbank.com	а НО	31347	Other		LankaPay logging issue	Software	Thilina@ndbb	ank.com	Completed
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments		Thilina	2018-08-09	09:36:55
				ndbbank.com issue 89687	Completed the	Job is	Completed,.		ndbbank.com	2018-08-09	11:09:18

Issue ID	) Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem De	escription	Job Cate	egory Attended By	Status
				i	Action		User Comment		Comment By	Cooment Date % Time
				Closed By S	ystem	Closed By	y System		System	2018-08-13 05:10:35
89688	2018/08/09	chamara.pradeep@ndbbank.com	Malambe	50102	Printer		eed to add a rinter	Software	e ifam@ndbbank.	com Completed
				,	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Commer	nts		Ifam	2018-08-09 09:40:24
				ndbbank.com issue 89688	Completed the	job done			ndbbank.com	2018-08-10 14:33:51
				Closed By S	ystem	Closed By	y System		System	2018-08-14 05:10:30
89689	2018/08/09	samira.premarathne@ndbbank.com	: Hanwella	Hanwella	Other	-	UP15014]UPS not orking, Inform	Hardware	e ifam@ndbbank.	com Completed
				1	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Commer	nts		Ifam	2018-08-09 09:52:51
				ndbbank.com issue 89689	Completed the	job done			ndbbank.com	2018-08-10 14:34:11
				Closed By S	ystem	Closed By	y System		System	2018-08-14 05:10:30
89690	2018/08/09	Madhawa.Madhuranga@ndbbank.com	: НО	3260	Other		eed to install lassfish	Software	e ifam@ndbbank.	com Completed
					Action		User Comment		Comment By	Cooment Date % Time
				_	rdinator Logged d Assigned to	No Commer	nts		Ifam	2018-08-09 09:59:36
				ndbbank.com issue 89690	Completed the	job done			ndbbank.com	2018-08-10 14:34:40

Closed By System

Closed By System

2018-08-14 05:10:30

System

Issue ID Date	e User Name		Branch/Dept.	Contact N	o Nature of Pro	blem De	scription	Job Categ	Jory Attended By	Stat	us
89691 2018	3/08/09 sharaz.has	san@ndbbank.com	НО	3653	Other	Em	ail issue	Software	ifam@ndbban	c.com Comp.	leted
					Action		User Comment		Comment By	Cooment Date %	Time
					oordinator Logged and Assigned to	No Commen	ts	I	fam	2018-08-09 10:00:	:33
				ndbbank.com issue 89691	n Completed the	job done		n	ndbbank.com	2018-08-10 14:35:	:00
				Closed By	System	Closed By	System	S	System	2018-08-14 05:10:	:30
89692 2018	3/08/09 lahiru.uda	watte@ndbbank.com	null	*7372			xmark printer ay issue,infor	Hardware m	wasim.akram	endbbank.com Comp	leted
					Action		User Comment		Comment By	Cooment Date %	Time
				the Issue a	oordinator Logged and Assigned to	No Commen	ts		Helpdesk Coordinator	2018-08-09 10:14:	:17
				ndbbank.com issue 89692	m Completed the	vendor at	tend to job ,	Completed n	ndbbank.com	2018-08-10 10:37:	:27
				Closed By	System	Closed By	System	S	System	2018-08-14 05:10:	:30
89693 2018	3/08/09 chamari.ar	iyadasa@ndbbank.cc	Marine Drive	Marine Dr	ive MS office		Office 2010 stallation	Software	ifam@ndbban	c.com Comp.	leted
					Action		User Comment		Comment By	Cooment Date %	Time
					oordinator Logged and Assigned to	No Commen	ts	I	fam	2018-08-09 10:17:	:50
				ndbbank.com issue 89693	m Completed the	job done		n	ndbbank.com	2018-08-10 14:35:	:19
				Closed By	System	Closed By	System	S	System	2018-08-14 05:10:	:30
89694 2018	3/08/09 nilani.thu:	sitha@ndbbank.com	Rajagiriya	*7317	Other		IB logging sue/M	Software	ifam@ndbban	c.com Comp.	leted
					Action		User Comment		Comment By	Cooment Date %	Time
					oordinator Logged and Assigned to	No Commen	ts	I	fam	2018-08-09 10:20:	:23
				ndbbank.com issue 89694	n Completed the	job done		n	ndbbank.com	2018-08-10 14:35:	:58

Issue I	ID Date	User Name	Branch/Dept.	Contact No Nature of Pro	oblem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-14 05:10:30
89695	2018/08/09	chamara.maheepala@ndbbank.cc	Panadura	Panadura Other	O365 mail logging Software	e ifam@ndbbank.	.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-09 10:20:51
				ndbbank.com Completed the issue 89695	job done	ndbbank.com	2018-08-10 14:36:50
				Closed By System	Closed By System	System	2018-08-14 05:10:30
89696	2018/08/09	oshadhi.menuwaraarachchilage @ndbbank	: Kegalle	Kegalle Other	Unable to take Software printouts	e Thilina@ndbba	ank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-09 10:33:29
				ndbbank.com Completed the			
				issue 89696	Job is Completed,.	ndbbank.com	2018-08-09 11:08:47
					Job is Completed,.  Closed By System	ndbbank.com System	2018-08-09 11:08:47 2018-08-13 05:10:35
89697	2018/08/09	sumedha.jayasinghe@ndbbank.com		issue 89696		System	2018-08-13 05:10:35
89697	2018/08/09			issue 89696 Closed By System	Closed By System  Need to add GX Software	System	2018-08-13 05:10:35
89697	2018/08/09		: KCC	issue 89696 Closed By System KCC Other	Closed By System  Need to add GX Software reporter  User Comment	System  ifam@ndbbank.	2018-08-13 05:10:35 com Completed
89697	2018/08/09		: KCC	issue 89696  Closed By System  KCC Other  Action  Helpdesk Coordinator Logged	Closed By System  Need to add GX Software reporter  User Comment	System ifam@ndbbank. Comment By	2018-08-13 05:10:35  com Completed  Cooment Date % Time

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89698	2018/08/09	yasoja.ekanayake@ndbbank.com	DM	4252	Other		SWIFT system logging issue	Software	wasim.akram@r	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Wasim.akram	2018-08-09 10:37:33
				ndbbank.com issue 89698	Completed the	Comple	ted		ndbbank.com	2018-08-10 10:14:50
				Closed By S	System	Closed	By System		System	2018-08-14 05:10:30
89699	2018/08/09	shani.jayakody@ndbbank.com	Malambe	51011	Printer		Unable to take printouts	Software	wasim.akram@r	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Wasim.akram	2018-08-09 10:47:00
				ndbbank.com issue 89699	Completed the	Comple	ted		ndbbank.com	2018-08-10 16:32:04
				Closed By S	System	Closed	By System		System	2018-08-14 05:10:30
89700	2018/08/09	keshala.desilva@ndbbank.com	DM	42031	Other		Scanning issue	Software	wasim.akram@r	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Wasim.akram	2018-08-09 10:51:59
					Completed the	Comple	ted		ndbbank.com	2018-08-10 14:07:28
				Closed By S	System	Closed	By System		System	2018-08-14 05:10:30
89701	2018/08/09	bathiya.liyanaarachchi@ndbbank.com	DM	DM	Other		Google chrome outlook printing	Software	Udayana.Waniq bank.com	gasekara@ndb Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Udayana.Wanigaseka ra	2018-08-09 10:56:15
				Udayana.Wani Commented th	igasekara ne issue 89701	1	o replace the pc. o inform IT		Udayana.Wanigaseka ra	2018-08-09 16:13:23

Issue I	ID Date User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status
			Action	User Comment	Comment By	Cooment Date % Time
			indrajith.nanayakkara Commented on the issue	Instruct help desk to recheck the issue. Unable to contact user.	eindrajith.nanayakk ara	2018-08-13 10:26:51
			ndbbank.com Completed the issue 89701	completed	ndbbank.com	2018-08-14 11:37:27
			Closed By System	Closed By System	System	2018-08-20 05:10:32
89702	2018/08/09 akitha.hendalage	e@ndbbank.com Kolpity	Kolpity Other Recoveries	Need to downgrade Software Google chrome	e Thilina@ndbba	nk.com Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-09 10:57:18
			ndbbank.com Completed the issue 89702	Job is Completed,.	ndbbank.com	2018-08-10 16:45:24
			Closed By System	Closed By System	System	2018-08-14 05:10:30
89703	2018/08/09 lakshika.dayanan om	nda@ndbbank.c Dambulla	Dambulla Lotus	Need to configure Software lotus notes/M	e wasim.akram@r	dbbank.com Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 11:02:53
			ndbbank.com Completed the issue 89703	Completed	ndbbank.com	2018-08-09 16:46:58
			Closed By System	Closed By System	System	2018-08-13 05:10:35
89704	2018/08/09 Shiromi.Perera@n	ndbbank.com DM	4289 Other	0365 mail logging Softwardissue	e ifam@ndbbank.	com Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-09 11:07:59
			ndbbank.com Completed the issue 89704	job done	ndbbank.com	2018-08-10 14:37:28
			Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89705	2018/08/09	dushani.hewage@ndbbank.com	Kalutara	*7305	Other		Install Google crome	Software	ifam@ndbbank	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Ifam	2018-08-09 11:16:18
				ndbbank.com issue 89705	Completed the	job do	ne		ndbbank.com	2018-08-10 14:38:15
				Closed By S	System	Closed	l By System		System	2018-08-14 05:10:30
89706	2018/08/09	gayan.kavinda@ndbbank.com	Matale	Matale	Other		O 365 logging issue	Software	Thilina@ndbba	ank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Thilina	2018-08-09 11:17:38
				ndbbank.com issue 89706	Completed the	Job is	Completed,.		ndbbank.com	2018-08-09 13:02:22
				Closed By S	System	Closed	l By System		System	2018-08-13 05:10:35
89707	2018/08/09	himanshi.jayanath@ndbbank.com	o Puttlam	Puttlam	Other		Mail sending issue	Software	ifam@ndbbank	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Ifam	2018-08-09 11:18:05
				ndbbank.com issue 89707	Completed the	job do	ne		ndbbank.com	2018-08-10 14:39:11
				Closed By S	System	Closed	l By System		System	2018-08-14 05:10:30
89708	2018/08/09	udayana.wanigasekara@ndbbanl .com	k DM	DM	Other		chrome	Software	Udayana.Waniq bank.com	gasekara@ndb Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Udayana.Wanigaseka ra	2018-08-09 11:21:57
				ndbbank.com issue 89708	Completed the	comple	ted		ndbbank.com	2018-08-09 16:13:45

Issue I	ID Date User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cat	egory Attended By	Status
			Action	User Comment	Comment By	Cooment Date % Time
			ndbbank.com Completed the issue 89708	completed	ndbbank.com	2018-08-09 16:13:50
			Closed By System	Closed By System	System	2018-08-13 05:10:35
89709	2018/08/09 malik.kumara@ndbbank.co	m Balangoda	Balangoda Other	Mobix system Softwar logging issue	e wasim.akram@	ndbbank.com Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 11:31:14
			ndbbank.com Completed the issue 89709	Completed	ndbbank.com	2018-08-10 10:43:35
			Closed By System	Closed By System	System	2018-08-14 05:10:30
89710	2018/08/09 tilani.dissanayake@ndbb om	ank.c Badulla	Badulla CITS	OnePass issue Softwar	e ifam@ndbbank	.com Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-09 11:43:34
			ndbbank.com Completed the issue 89710	job done	ndbbank.com	2018-08-10 14:39:37
			Closed By System	Closed By System	System	2018-08-14 05:10:30
89711	2018/08/09 niloufer.kitchel@ndbban	k.com Kadawata	Kandana Other	Server Monkey Softwar logging issue	e Thilina@ndbb	ank.com Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-09 11:47:30
			ndbbank.com Completed the issue 89711	Job is Completed,.	ndbbank.com	2018-08-09 13:02:06
			Closed By System	Closed By System	System	2018-08-13 05:10:35

Issue II	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	Jory Attended By		Status
89712	2018/08/09	charith.dissanayaka@ndbbank.com	Battharamulla	Battharamull	a Other		t24 setting changing	Software	Thilina@ndbb	ank.com	Completed
				Ac	tion		User Comment		Comment By	Cooment I	Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	2	Thilina	2018-08-09	12:00:22
				ndbbank.com C issue 89712	ompleted the	Job is	Completed,.	r	ndbbank.com	2018-08-09	13:02:43
				Closed By Sy	stem	Closed	l By System	S	System	2018-08-13	05:10:35
89713	2018/08/09	christopher.fleming@ndbbank.com	Malambe	51073	Printer		Need to add a printer	Software	Thilina@ndbb	ank.com	Completed
				Ac	tion		User Comment		Comment By	Cooment I	Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	1	Thilina	2018-08-09	12:07:42
				ndbbank.com C issue 89713	ompleted the	Job is	Completed,.	r	ndbbank.com	2018-08-09	12:59:43
				Closed By Sy	stem	Closed	l By System	S	System	2018-08-13	05:10:35
89714	2018/08/09	dilshan.alexious@ndbbank.com	НО	3214	Other		Dameware activation issue	Software	wasim.akram@	ndbbank.com	Completed
				Ac	tion		User Comment		Comment By	Cooment I	Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	V	Wasim.akram	2018-08-09	12:21:09
				ndbbank.com C issue 89714	ompleted the	Comple	ted	r	ndbbank.com	2018-08-10	15:04:36
				Closed By Sy	stem	Closed	l By System	S	System	2018-08-14	05:10:30
89715	2018/08/09	indrajith.nanayakkara@ndbbank.com	НО	3249	PC		Need to Transfer DATA back UP to	Software	Thilina@ndbb	ank.com	Completed
				Ac	tion		User Comment		Comment By	Cooment I	Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	1	Thilina	2018-08-09	12:31:01
				ndbbank.com C issue 89715	ompleted the	Job is	Completed,.	r	ndbbank.com	2018-08-09	12:58:04

Issue II	D Date	User Name	Branch/Dept.	Contact No Nature of Pro	oblem Description Job Cat	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-13 05:10:35
89716	2018/08/09	Jathunanthan.Balakrishnan@n bbank.com	nd Kolpity	Kolpity Brnch Western Union	n Western Union Softwar Logging Issue	e Thilina@ndbba	ank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-09 12:55:55
				ndbbank.com Completed the issue 89716	Job is Completed,.	ndbbank.com	2018-08-09 12:57:41
				Closed By System	Closed By System	System	2018-08-13 05:10:35
89717	2018/08/09	ganga.vimalendrian@ndbbank.om	c Thirunewely	Thirunewely Other	Email issue Software	e ifam@ndbbank.	.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-09 12:58:53
				ndbbank.com Completed the issue 89717	job done	ndbbank.com	2018-08-10 14:40:11
				Closed By System	Closed By System	System	2018-08-14 05:10:30
89718	2018/08/09	madushika.sewwandi@ndbbank.om	c Kochchikade	Kochchikade Other	0365 mail sending Software issue	e wasim.akram@r	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 13:14:45
				ndbbank.com Completed the issue 89718	Completed	ndbbank.com	2018-08-10 11:10:46
				Closed By System	Closed By System	System	2018-08-14 05:10:30

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Prol	olem	Description	Job Cate	gory Attended By	Status
89719	2018/08/09	ramanathan.archana@ndbbank.om	c Gampola	Gampola	Other		Mail printing issue	Software	wasim.akram@	endbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Wasim.akram	2018-08-09 13:35:27
				ndbbank.com issue 89719	Completed the	Comple	ted		ndbbank.com	2018-08-10 10:43:50
				Closed By S	System	Closed	By System		System	2018-08-14 05:10:30
89720	2018/08/09	rasari.hewawasam@ndbbank.com	m Yakkala	Yakkala	Other		Need to add GX reporter	Software	wasim.akram@	endbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Wasim.akram	2018-08-09 13:42:30
				ndbbank.com issue 89720	Completed the	Completed			ndbbank.com	2018-08-10 10:44:06
				Closed By S	System	Closed	By System		System	2018-08-14 05:10:30
89721	2018/08/09	dushani.hewage@ndbbank.com	Kalutara	Kalutara	Other		Need to install document scanner	Software	wasim.akram@	endbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
				_	ordinator Logged nd Assigned to	No Com	ments		Wasim.akram	2018-08-09 13:44:28
				ndbbank.com issue 89721	Completed the	Comple	ted		ndbbank.com	2018-08-10 10:45:42
				Closed By S	System	Closed	By System		System	2018-08-14 05:10:30
89722	2018/08/09	ramanathan.archana@ndbbank.om	c Gampola	Gampola	Other		Mail sending issue	Software	wasim.akram@	andbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coo the Issue ar	ordinator Logged nd Assigned to	No Com	ments		Wasim.akram	2018-08-09 13:49:42
				ndbbank.com issue 89722	Completed the	Comple	ted		ndbbank.com	2018-08-10 11:13:15

Issue :	ID Date	User Name	Branch/Dept.	Contact No Nature of Pr	coblem Description Job Cat	tegory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-14 05:10:30
89723	2018/08/09	Sanjeewa.Jayarathna@ndbbank	. НО	36314 Other	install adobe Softwar revite	ce wasim.akram@	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 13:50:01
				ndbbank.com Completed the issue 89723	Completed	ndbbank.com	2018-08-10 10:46:07
				Closed By System	Closed By System	System	2018-08-14 05:10:30
89724	2018/08/09	chamith.samarathunga@ndbban	k Marine Drive	Marine Drive PC	PC not booting Hardwar	re Thilina@ndbb	ank.com Completed
		· Com					
		. com		Action	User Comment	Comment By	Cooment Date % Time
		· COM		Action Helpdesk Coordinator Logged the Issue and Assigned to		Comment By	Cooment Date % Time 2018-08-09 13:56:15
		. Com		Helpdesk Coordinator Logged		-	
		· COM		Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the	No Comments	Thilina	2018-08-09 13:56:15
89725	2018/08/09	ayesha.udayanthi@ndbbank.com		Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89724	No Comments  Job is Completed,.	Thilina ndbbank.com System	2018-08-09 13:56:15 2018-08-10 14:01:00
89725	2018/08/09			Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89724 Closed By System	No Comments  Job is Completed,.  Closed By System  Need to add GX Softwar	Thilina ndbbank.com System	2018-08-09 13:56:15 2018-08-10 14:01:00 2018-08-14 05:10:30
89725	2018/08/09			Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89724 Closed By System  *7330 Other	No Comments  Job is Completed,.  Closed By System  Need to add GX Softwar reporter  User Comment	Thilina ndbbank.com  System  e wasim.akram@	2018-08-09 13:56:15 2018-08-10 14:01:00 2018-08-14 05:10:30 ndbbank.com Completed
89725	2018/08/09		m Homagama	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89724  Closed By System  *7330 Other  Action  Helpdesk Coordinator Logged	No Comments  Job is Completed,.  Closed By System  Need to add GX Softwar reporter  User Comment	Thilina  ndbbank.com  System  re wasim.akram@	2018-08-09 13:56:15 2018-08-10 14:01:00 2018-08-14 05:10:30  ndbbank.com Completed  Cooment Date % Time

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89726	2018/08/09	dushani.hewage@ndbbank.com	Kalutara	Kalutara	Other		Document scanner installation	Software	wasim.akram@r	dbbank.com Completed
				A	action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	Ī	Wasim.akram	2018-08-09 14:22:18
				ndbbank.com issue 89726	Completed the	Comple	ted	]	ndbbank.com	2018-08-10 11:10:30
				Closed By S	ystem	Closed	By System	4	System	2018-08-14 05:10:31
89727	2018/08/09	gayan.harsha@ndbbank.com	DM	НО	Other		Shift of PC s	Software	Udayana.Waniq bank.com	gasekara@ndb Completed
				A	action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Jdayana.Wanigaseka ra	2018-08-09 14:42:27
				ndbbank.com issue 89727	Completed the	comple	ted	]	ndbbank.com	2018-08-09 16:14:10
				Closed By S	ystem	Closed	By System	6	System	2018-08-13 05:10:35
89728	2018/08/09	thisal.fernando@ndbbank.com	DM	DM	Other		Shift of PC s	Software	Udayana.Waniq bank.com	gasekara@ndb Completed
				A	action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Jdayana.Wanigaseka ra	2018-08-09 14:43:13
				ndbbank.com issue 89728	Completed the	comple	ted	]	ndbbank.com	2018-08-09 16:14:26
				Closed By S	ystem	Closed	By System	6	System	2018-08-13 05:10:35
89729	2018/08/09	kusal.jayawardena@ndbbank.co	DM	DM	Other		Shift of PC s	Software	Udayana.Wanig bank.com	gasekara@ndb Completed
					action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Jdayana.Wanigaseka ra	2018-08-09 14:45:14
				ndbbank.com issue 89729	Completed the	comple	ted	]	ndbbank.com	2018-08-09 16:14:40

Branch/Dept. Contact No Nature of Problem Description

Issue ID Date

User Name

Issue I.	D Date	USEI Name	Branch/Dept.		prem bescription Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-13 05:10:35
89730	2018/08/09	chameera.nakandala@ndbbank.c	: Uragasmanhand iya	Uragasmanhand Printer iya	Need to install Software document scanner	e wasim.akram@r	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 14:52:38
				ndbbank.com Completed the issue 89730	Completed	ndbbank.com	2018-08-10 16:31:37
				Closed By System	Closed By System	System	2018-08-14 05:10:31
89731	2018/08/09	anne.dissanayake@ndbbank.com	n Nittambuwa	Nittambuwa Printer	[PD11073]Passbook Hardware Printer not	e wasim.akram@r	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 15:00:30
				ndbbank.com Completed the issue 89731	Completed	ndbbank.com	2018-08-10 15:47:51
				Closed By System	Closed By System	System	2018-08-14 05:10:31
89732	2018/08/09	mahela.galmangoda@ndbbank.co	) Nittambuwa	Nittambuwa Other	document scanner Software installation/M	e wasim.akram@r	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 15:03:14
				ndbbank.com Completed the issue 89732	Completed	ndbbank.com	2018-08-10 14:07:56
				Closed By System	Closed By System	System	2018-08-14 05:10:31

Status

Job Category Attended By

Issue II	) Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89733	2018/08/09	akitha.hendalage@ndbbank.com	n Kolpity	50405	Other		ICard system logging issue	Software	wasim.akram@	ndbbank.com Completed
				A	action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	V	Wasim.akram	2018-08-09 15:09:12
				ndbbank.com issue 89733	Completed the	Comple	ted	I	ndbbank.com	2018-08-10 10:46:28
				Closed By S	ystem	Closed	l By System	Ç.	System	2018-08-14 05:10:31
89734	2018/08/09	dushani.hewage@ndbbank.com	Kalutara	Kalutara	Other		document scanning	Software	wasim.akram@	ndbbank.com Completed
					ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	V	Vasim.akram	2018-08-09 15:27:01
				ndbbank.com issue 89734	Completed the	Comple	ted	1	ndbbank.com	2018-08-10 14:09:02
				Closed By S	ystem	Closed	l By System	S.	System	2018-08-14 05:10:31
89735	2018/08/09	Thushari.Nanayakkara@ndbbank	null	34173	lexmark print setting chang		lexmark printer setting change	Software	Thilina@ndbb	ank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Helpdesk Coordinator	2018-08-09 15:45:28
				ndbbank.com issue 89735	Completed the	Job is	Completed,.	1	ndbbank.com	2018-08-10 14:05:10
				Closed By S	ystem	Closed	l By System	Ç.	System	2018-08-14 05:10:31
89736	2018/08/09	indrajith.nanayakkara@ndbbar k.com	ı HO	3249	PC		Need to add a printer	Software	Thilina@ndbb	ank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	r	Thilina	2018-08-09 15:50:05
				ndbbank.com issue 89736	Completed the	Job is	Completed,.	1	ndbbank.com	2018-08-10 14:04:54

Issue I	ID Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-14 05:10:31
89737	2018/08/09	duminda.withana@ndbbank.com	Gampaha	Gampaha Other	Need to create Software gatepass number/M	e wasim.akram@r	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 16:18:18
				ndbbank.com Completed the issue 89737	Completed	ndbbank.com	2018-08-10 15:05:13
				Closed By System	Closed By System	System	2018-08-14 05:10:31
89738	2018/08/09	Ramanathan.Archana@ndbbank.c	: Gampaha	*7355 CITS	Batch assign Software	e wasim.akram@r	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-09 16:18:49
				ndbbank.com Completed the issue 89738	Completed	ndbbank.com	2018-08-10 14:08:30
				Closed By System	Closed By System	System	2018-08-14 05:10:31
89739	2018/08/09	Chathurika.Dodawaththa@ndbbank.com	ı KCC	0812202893-4 Western Union	install Software westernunion	e ifam@ndbbank.	com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-09 16:26:48
				ndbbank.com Completed the issue 89739	job done	ndbbank.com	2018-08-10 14:40:27

Closed By System

System

Closed By System

2018-08-14 05:10:31

Issue II	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89740	2018/08/09	Shanika.Marasinghe@ndbbank.com	: KCC	0812202893-4	Western Union		install westernunion	Software	ifam@ndbban}	c.com Completed
				Act	ion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Com	ments		Ifam	2018-08-09 16:27:06
				ndbbank.com Co issue 89740	mpleted the	job do	ne	]	ndbbank.com	2018-08-10 14:40:52
				Closed By Sys	tem	Closed	By System		System	2018-08-14 05:10:31
89741	2018/08/09	ruchira.perera@ndbbank.com	Nittambuwa	*7359	Other		PC is slow	Software	ifam@ndbban}	c.com Completed
				Act	cion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	Assigned to	No Com	ments		Ifam	2018-08-09 16:43:46
				ndbbank.com Co issue 89741	mpleted the	job do	ne	1	ndbbank.com	2018-08-10 14:41:06
				Closed By Sys	tem	Closed	By System		System	2018-08-14 05:10:31
89742	2018/08/09	madushika.yudaganawa@ndbbank.com	Nawam Branch	Nawam Branch	PC		[PC18175]HDD issue, Inform to	Hardware	Thilina@ndbk	pank.com Completed
				Act	ion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Com	ments	r		2018-08-09 16:50:02
				ndbbank.com Co issue 89742	mpleted the	-	C send for this is pleted,.	ssue, Job	ndbbank.com	2018-08-10 14:02:57
				Closed By Sys	tem	Closed	By System	6	System	2018-08-14 05:10:31
89743	2018/08/09	kelum.priyadarshana@ndbbank.com	Kahawatta	Kahawatta	Other		document scanner issue/M	Software	ifam@ndbban}	c.com Completed
				Act	ion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Com	ments		Ifam	2018-08-09 16:51:15
				ndbbank.com Co issue 89743	mpleted the	job do	ne	]	ndbbank.com	2018-08-10 14:41:43

Issue :	ID Date	User Name	Branch/Dept.	Contact No Nature of Pro	oblem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-14 05:10:31
89744	2018/08/09	Himanshi.Jayanath@ndbbank.co m	Puttlam	*7313 Other	c drive is full Software	e ifam@ndbbank.	com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-09 16:52:21
				ndbbank.com Completed the issue 89744	job done	ndbbank.com	2018-08-10 14:42:00
				Closed By System	Closed By System	System	2018-08-14 05:10:31
89745	2018/08/09	eranga.perera@ndbbank.com	Piliyandala	Piliyandala Printer	[PD06016]Passbook Hardware	e ifam@ndbbank.	com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-09 16:57:19
				indrajith.nanayakkara Commented on the issue	Vendor visit complete the repair. This job is to be closed.	indrajith.nanayakk ara	2018-08-10 13:47:22
				ndbbank.com Completed the issue 89745	job done	ndbbank.com	2018-08-10 14:42:51
				Closed By System	Closed By System	System	2018-08-14 05:10:31
89746	2018/08/09	indrajith.nanayakkara@ndbban k.com	n HO	3249 PC	Need to transfer Software Data from Defect	e Thilina@ndbba	ank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-09 17:43:21
				ndbbank.com Completed the issue 89746	Job is Completed,.	ndbbank.com	2018-08-10 14:01:57

Closed By System

Closed By System

2018-08-14 05:10:31

System

Issue I	D Date	User Name	Branch/Dept.	Contact N	o Nature of Pro	blem	Description	Job Cate	gory Attended By		Status
89747	2018/08/10	Shenuk.DeZoysa@ndbbank.com	НО	НО	Other		T24- login issue	Software	Thilina@ndbba	ank.com	Completed
					Action		User Comment		Comment By	Cooment 1	Date % Time
					oordinator Logged and Assigned to	No Com	ments		Thilina	2018-08-10	08:43:19
				ndbbank.com issue 8974	m Completed the 7	Job is	Completed,.		ndbbank.com	2018-08-10	14:03:12
				ndbbank.com issue 8974	m Completed the 7	Job is	Completed,.		ndbbank.com	2018-08-10	14:03:13
				Closed By	System	Closed	l By System		System	2018-08-14	05:10:31
89748	2018/08/10	Wasana.Fernando@ndbbank.com	НО	ho	Other		Install Sinhala fonts	Software	ifam@ndbbank.	.com	Completed
					Action		User Comment		Comment By	Cooment	Date % Time
					oordinator Logged and Assigned to	No Com	ments		Ifam	2018-08-10	08:59:22
				ndbbank.co issue 8974	m Completed the 8	job do	ne		ndbbank.com	2018-08-10	14:43:30
				Closed By	System	Closed	l By System		System	2018-08-14	05:10:31
89749	2018/08/10	Madara.Ariyaratne@ndbbank.com	НО	НО	Other		Install Sinhala fonts	Software	ifam@ndbbank	com	Completed
					Action		User Comment		Comment By	Cooment 1	Date % Time
					oordinator Logged and Assigned to	No Com	ments		Ifam	2018-08-10	09:00:36
				ndbbank.co issue 8974	m Completed the 9	job do	ne		ndbbank.com	2018-08-10	14:44:19
				Closed By	System	Closed	l By System		System	2018-08-14	05:10:31
89750	2018/08/10	danushika.perera@ndbbank.com	n HO	НО	Other		Install Sinhala fonts	Software	ifam@ndbbank.	.com	Completed
					Action		User Comment		Comment By	Cooment 1	Date % Time
					oordinator Logged and Assigned to	No Com	ments		Ifam	2018-08-10	09:01:28

Issue I	ID Date	User Name Bra	nch/Dept. Contact	No Nature of Prob	blem Description	Job Cate	gory Attended By	Status
				Action	User Comment		Comment By	Cooment Date % Time
			ndbbank.c issue 897	om Completed the 50	job done		ndbbank.com	2018-08-10 14:46:44
			Closed By	System	Closed By System		System	2018-08-14 05:10:31
89751	2018/08/10	chamathi.ranawaka@ndbbank.co HO m	НО	Other	Install Sinhala fonts	Software	ifam@ndbbank	.com Completed
				Action	User Comment		Comment By	Cooment Date % Time
				Coordinator Logged and Assigned to	No Comments		Ifam	2018-08-10 09:02:01
			ndbbank.c issue 897	om Completed the 51	job done		ndbbank.com	2018-08-10 14:47:02
			Closed By	System	Closed By System		System	2018-08-14 05:10:31
89752	2018/08/10	chamathi.ranawaka@ndbbank.co HO m	НО	Other	Install Sinhala fonts	Software	ifam@ndbbank	.com Completed
				Action	User Comment		Comment By	Cooment Date % Time
				Coordinator Logged and Assigned to	No Comments		Ifam	2018-08-10 09:02:36
			ndbbank.c issue 897	om Completed the 52	job done		ndbbank.com	2018-08-10 14:47:39
			Closed By	System	Closed By System		System	2018-08-14 05:10:31
89753	2018/08/10	Gamini.Dissanayake@ndbbank.c HO om	НО	Other	Install Sinhala fonts	Software	ifam@ndbbank	.com Completed
				Action	User Comment		Comment By	Cooment Date % Time
				Coordinator Logged and Assigned to	No Comments		Ifam	2018-08-10 09:06:21
			ndbbank.c issue 897	om Completed the 53	job done		ndbbank.com	2018-08-10 14:47:53
			Closed By	System	Closed By System		System	2018-08-14 05:10:31

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Prol	olem	Description	Job Categ	ory Attended By	Status
39754	2018/08/10	Natasha.Perera@ndbbank.com	но	НО	Other		data scan image not viewing	Software	ifam@ndbbank	.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	I	fam	2018-08-10 09:07:22
				ndbbank.com issue 89754	Completed the	job do	ne	n	dbbank.com	2018-08-10 14:48:07
				Closed By S	ystem	Closed	l By System	S	ystem	2018-08-14 05:10:31
39755	2018/08/10	narmada.jayasekara@ndbbank.om	с но	НО	Other		data scan image not viewing	Software	ifam@ndbbank	.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				1 *	rdinator Logged d Assigned to	No Com	ments	I	fam	2018-08-10 09:07:47
				ndbbank.com issue 89755	Completed the	job do	ne	n	dbbank.com	2018-08-10 14:48:20
				Closed By S	ystem	Closed	l By System	S	ystem	2018-08-14 05:10:31
9756	2018/08/10	chatura.samarawickrama@ndbbank.com	a Narammala	Narammala	Other		Workflow issue	Software	ifam@ndbbank	.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	I	fam	2018-08-10 09:42:09
				ndbbank.com issue 89756	Completed the	job do	ne	n	dbbank.com	2018-08-10 14:48:33
				Closed By S	ystem	Closed	l By System	S	ystem	2018-08-14 05:10:31
9757	2018/08/10	Anne.Boteju@ndbbank.com	DM	DM	Other		IFC edge	Software	ifam@ndbbank	.com Completed
				A	action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	I	fam	2018-08-10 10:05:52
					Completed the	iob do	ne	n	dbbank.com	2018-08-10 14:48:45

Issue 1	ID Date	User Name	Branch/Dept.	Contact N	Nature of Pro	blem D	escription	Job Cate	egory Attended By	Status
					Action		User Comment		Comment By	Cooment Date % Time
				Closed By	System	Closed B	y System		System	2018-08-14 05:10:31
89758	2018/08/10	ayomi.kaviratne@ndbbank.com	НО	3335	Other		db BANK ONLING SSUE	Software	e ifam@ndbbank	com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comme	nts		Ifam	2018-08-10 10:14:13
				ndbbank.co issue 8975	m Completed the 8	job done			ndbbank.com	2018-08-10 14:48:57
				Closed By	System	Closed B	y System		System	2018-08-14 05:10:31
89759	2018/08/10	thilini.kariyawasam@ndbbank com	. Kaduruwela	*7364	CITS		atch opening ssue	Software	wasim.akram@	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comme	nts		Wasim.akram	2018-08-10 10:17:04
				ndbbank.co issue 8975	m Completed the 9	Complete	d		ndbbank.com	2018-08-10 14:08:45
				Closed By	System	Closed B	y System		System	2018-08-14 05:10:31
89760	2018/08/10	surangi.liyanage@ndbbank.com	m Kalutara	*7305	Other		switch logging ssue	Software	e wasim.akram@	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comme	nts		Wasim.akram	2018-08-10 10:21:13
					m Completed the	Complete	d		ndbbank.com	2018-08-10 15:04:23

Closed By System

Closed By System

2018-08-14 05:10:31

System

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89761	2018/08/10	chathuranga.sadeep@ndbbank.om	c null	42008	Fix network C	able	Fix network Cable	e Other	Mahendra.Pre	mathilaka@nd Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Comi	ments		Helpdesk Coordinator	2018-08-10 10:21:33
				ndbbank.com ( issue 89761	Completed the	Done.		I	ndbbank.com	2018-08-10 16:43:07
				Closed By Sy	ystem	Closed	By System	,	System	2018-08-14 05:10:31
89762	2018/08/10	Chalani.Lokugamage@ndbbank.om	c null	42035	Fxa receving (EDC)	issue	Fxa receving issue (EDC)	Other	Mahendra.Pre bbank.com	mathilaka@nd Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				the Issue and	rdinator Logged d Assigned to	No Com	ments		Helpdesk Coordinator	2018-08-10 10:24:08
				ndbbank.com ( issue 89762	Completed the	Done.		I	ndbbank.com	2018-08-10 16:43:56
				Closed By Sy	ystem	Closed	By System	Ç.	System	2018-08-14 05:10:31
89763	2018/08/10	randeep.chathuranga@ndbbank	. Matugama	Matugama	Western Union		Western Union certificate	Software	Thilina@ndbb	ank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Comi	ments	г -	Thilina	2018-08-10 10:34:39
				ndbbank.com ( issue 89763	Completed the	Job is	Completed,.	I	ndbbank.com	2018-08-10 14:04:41
				Closed By Sy	ystem	Closed	By System	Ç.	System	2018-08-14 05:10:31
89764	2018/08/10	lahiru.udawatte@ndbbank.com	null	*7372			lexmark printer Tray issue inform	Software 1	wasim.akram@	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Helpdesk Coordinator	2018-08-10 10:38:28
				ndbbank.com ( issue 89764	Completed the	Comple	ted	ī	ndbbank.com	2018-08-13 14:01:57

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Issue I	ID Date	User Name	Branch/Dept.	Contact N	o Nature of Pro	blem Description	Job Cate	egory Attended By	Status
					Action	User Comment		Comment By	Cooment Date % Time
				Closed By	System	Closed By System		System	2018-08-17 05:10:26
89765	2018/08/10	pasan.lakshan@ndbbank.com	Malambe	*7331	Other	NDB baking online cannot logging	e Software	e ifam@ndbbank.	com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Ifam	2018-08-10 11:05:12
				ndbbank.co issue 8976	m Completed the 5	job done		ndbbank.com	2018-08-10 14:49:09
				Closed By	System	Closed By System		System	2018-08-14 05:10:31
89766	2018/08/10	krishica.patrick@ndbbank.co	m Kotahena	*7323	Other	CRIB issue	Software	e ifam@ndbbank.	com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Ifam	2018-08-10 11:11:49
				ndbbank.co	m Completed the	job done		ndbbank.com	2018-08-10 14:49:19

Other

\*7317

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-10 11:11:49
ndbbank.com Completed the issue 89766	job done	ndbbank.com	2018-08-10 14:49:19
Closed By System	Closed By System	System	2018-08-14 05:10:31

Software

CRIB issue

89767 2018/08/10 janan	ka.fernando@ndbbank.com Rajagiriya
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Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-10 11:25:18
ndbbank.com Completed the issue 89767	job done	ndbbank.com	2018-08-10 14:49:28
Closed By System	Closed By System	System	2018-08-14 05:10:31

Completed

ifam@ndbbank.com

Issue II	Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89768	2018/08/10	Gayathri.Jayasinghe@ndbbank.com	DM	DM	Other		install printer	Software	ifam@ndbbank	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments	1	Ifam	2018-08-10 11:34:45
				ndbbank.com Completed the issue 89768		job do	ne	ï	ndbbank.com	2018-08-10 14:49:42
				Closed By	System	Closed	By System	S	System	2018-08-14 05:10:31
89769	2018/08/10	0 naomi.wijegoonewardena@ndbbank.com	a Battramulla	4164/4153	Other		mandate scanner installation	Software	wasim.akram@	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments	V	Wasim.akram	2018-08-10 11:53:29
				ndbbank.com issue 89769	Completed the	Comple	ted	r	ndbbank.com	2018-08-10 16:53:15
				Closed By	System	Closed	By System	S	System	2018-08-14 05:10:31
89770	2018/08/10	0 dinesh.nadeeshan@ndbbank.com	m DM	4418	PC		USB Issue	Hardware	Mahendra.Prembbank.com	mathilaka@nd Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Mahendra.Premathil aka	2018-08-10 11:53:49
				ndbbank.com issue 89770	Completed the	Done.		r	ndbbank.com	2018-08-10 16:45:08
				Closed By	System	Closed	By System	S	System	2018-08-14 05:10:31
89771	2018/08/10	kithmini.dahanayake@ndbbank.	DM	4505	Other		Need to Create PDF file	Software	Mahendra.Prembbank.com	mathilaka@nd Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Mahendra.Premathil aka	2018-08-10 11:58:06
				ndbbank.com issue 89771	Completed the	DOne.		r	ndbbank.com	2018-08-10 17:19:37

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Prol	olem I	Description	Job Cate	gory Attended By	Status
					Action		User Comment		Comment By	Cooment Date % Time
				Closed By	System	Closed E	By System		System	2018-08-14 05:10:31
89772	2018/08/10	chamila.danandani@ndbbank.com	o Kaduwela	Kaduwela	Other		Crib Logging Lssue	Software	Thilina@ndbba	nk.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comme	ents		Thilina	2018-08-10 12:04:21
				ndbbank.com issue 89772	Completed the	Job is C	Completed,.		ndbbank.com	2018-08-10 14:04:27
				Closed By	System	Closed E	By System		System	2018-08-14 05:10:31
89773	2018/08/10	sameera.tennekoon@ndbbank.com	o Ratnapura	Ratnapura	Other		Crib link is not working	Software	Thilina@ndbba	nk.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comme	ents		Thilina	2018-08-10 13:03:35
				ndbbank.com issue 89773	Completed the	Job is C	Completed,.		ndbbank.com	2018-08-10 14:03:41
				Closed By	System	Closed E	By System		System	2018-08-14 05:10:31
89774	2018/08/10	thivya.balakrishnan@ndbbank.com	. DM	4103	Other		) 365 Logging Lssue	Software	Thilina@ndbba	nk.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comme	ents		Thilina	2018-08-10 13:12:26
				ndbbank.com issue 89774	Completed the	Job is C	Completed,.		ndbbank.com	2018-08-10 14:04:12

Closed By System

Closed By System

2018-08-14 05:10:31

System

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89775	2018/08/10	dushani.hewage@ndbbank.com	Kalutara	Kalutara	Printer		Need to add Lexmark printer	Software	Thilina@ndbb	ank.com Completed
				P	action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	r	Thilina	2018-08-10 13:17:47
				ndbbank.com issue 89775	Completed the	Job is	Completed,.	r	ndbbank.com	2018-08-10 14:03:56
				Closed By S	ystem	Closed	By System	5	System	2018-08-14 05:10:31
89776	2018/08/10	Renuke.Perera@ndbbank.com	НО	НО	PC		Need to install Microsoft Power	Software	Thilina@ndbb	ank.com Completed
				P	action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	1	Thilina	2018-08-10 13:42:53
				ndbbank.com issue 89776	Completed the	Job is	Completed,.	r	ndbbank.com	2018-08-10 16:44:29
				Renuke.Perer issue 89776	a Confirmed the	thanks		F	Renuke.Perera	2018-08-13 07:22:47
89777	2018/08/10	Achala.Fonseka@ndbbank.com	null	4363	Printer is no workimg	t	Printer is not workimg	Hardware	Mahendra.Pre bbank.com	mathilaka@nd Completed
				P	action		User Comment		Comment By	Cooment Date % Time
				-	rdinator Logged d Assigned to	No Com	ments		Helpdesk Coordinator	2018-08-10 13:56:51
				ndbbank.com issue 89777	Completed the	Change	d the Maintanance	Unite r	ndbbank.com	2018-08-10 17:19:59
				Closed By S	ystem	Closed	By System	S	System	2018-08-14 05:10:31
89778	2018/08/10	sampath.kapuge@ndbbank.com	Narehenpita	0112 369 58	0 Western Union		Wu logging issue	Software	wasim.akram@	ndbbank.com Completed
				P	action		User Comment		Comment By	Cooment Date % Time
				-	rdinator Logged d Assigned to	No Com	ments	ī/	Wasim.akram	2018-08-10 14:06:43
				ndbbank.com issue 89778	Completed the	Comple	ted	r	ndbbank.com	2018-08-10 15:29:40

			110	erpaesk oods samm	<u>ery keporc</u>		
Issue I	ID Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-14 05:10:31
89779	2018/08/10	thilini.kariyawasam@ndbbank	. Kaduruwela	*7305 Western Union	WU logging issue Software	e wasim.akram@r	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-10 14:21:42
				ndbbank.com Completed the issue 89779	Completed	ndbbank.com	2018-08-10 15:30:27
				Closed By System	Closed By System	System	2018-08-14 05:10:31
89780	2018/08/10	thanuka.perera@ndbbank.com	null	-	er tray Lexmark printer Software to E- tray issue inform	e ifam@ndbbank.	com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-10 14:31:36
				ifam Commented the issue 89780	job ref number : 18081097	ifam	2018-08-10 14:46:24
				ndbbank.com Completed the	job done	ndbbank.com	2018-08-13 12:31:38

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	INO ('OMMANES	Helpdesk Coordinator	2018-08-10 14:31:36
ifam Commented the issue 89780	job ref number : 18081097	ifam	2018-08-10 14:46:24
ndbbank.com Completed the issue 89780	job done	ndbbank.com	2018-08-13 12:31:38
Closed By System	Closed By System	System	2018-08-17 05:10:26

89781 2018/08/10 virajini.gomas@ndbbank.com Nawalapitiya *7365 Other email locked Software wasim.akram@ndbbank.com Compl	89781	2018/08/10 virajini.gomas@ndbbank.com	Nawalapitiya	*7365	Other	email locked	Software	wasim.akram@ndbbank.com	Complete	d
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Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-10 14:35:42
ndbbank.com Completed the issue 89781	Completed	ndbbank.com	2018-08-10 15:29:18
Closed By System	Closed By System	System	2018-08-14 05:10:31

Issue I	D Date	User Name	Branch/Dept.	Contact N	o Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89782	2018/08/10	sajini.sewwandi@ndbbank.com	Matara	*7302	Other		email logging issue	Software	wasim.akram@	andbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Com	nments	Ū	Wasim.akram	2018-08-10 14:45:44
				ndbbank.com issue 89782	m Completed the	Comple	eted	r	ndbbank.com	2018-08-10 16:53:40
				Closed By	System	Closed	d By System	Ç.	System	2018-08-14 05:10:31
89783	2018/08/10	Valary.Vimalakumara@ndbbank.com	НО	НО	Other		C drive is full	Software	ifam@ndbbank	c.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Com	nments	1	Ifam	2018-08-10 15:35:55
				ndbbank.com issue 89783	m Completed the	job do	one	r	ndbbank.com	2018-08-10 16:52:09
				Closed By	System	Closed	d By System	Ç.	System	2018-08-14 05:10:31
89784	2018/08/10	aravinthan.thanuraj@ndbbank.com	HOB	НОВ	Other		Lotus issue	Software	ifam@ndbbank	c.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Com	nments	-	Ifam	2018-08-10 15:40:39
				ndbbank.com issue 89784	m Completed the	job do	one	r	ndbbank.com	2018-08-10 16:52:19
				Closed By	System	Closed	l By System	S	System	2018-08-14 05:10:31
89785	2018/08/10	thilina.jayalath@ndbbank.com	n Matale	Matale	Printer		Need to install Wincor Printer	Software	Thilina@ndbk	oank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Com	nments	-	Thilina	2018-08-10 15:42:09
				ndbbank.com issue 89785	m Completed the	Job is	completed,.	r	ndbbank.com	2018-08-10 16:21:43

Issue I	ID Date	User Name	Branch/Dept.	Contact No Nature of Pr	oblem Description Job Cat	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-14 05:10:31
89786	2018/08/10	stephanie.fernando@ndbbank.com	:Old Moor	Old Moor PC	PC is getting Softwar stuck	e Thilina@ndbba	ank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-10 15:57:48
				ndbbank.com Completed the issue 89786	Job is Completed,.	ndbbank.com	2018-08-10 16:49:22
				Closed By System	Closed By System	System	2018-08-14 05:10:31
89787	2018/08/10	Dinesh.Fernando@ndbbank.com	DM	DM Printer	Need to install Softwar canon Printer	e Thilina@ndbba	ank.com Completed
				Action	User Comment	Gammant Ba	
			l l			Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	Cooment Date % Time 2018-08-10 16:23:39
						_	
				the Issue and Assigned to ndbbank.com Completed the	No Comments	Thilina	2018-08-10 16:23:39
89788	2018/08/10	Ashani.Wijerathna@ndbbank.co		the Issue and Assigned to ndbbank.com Completed the issue 89787	No Comments Job is Completed,.	Thilina ndbbank.com System	2018-08-10 16:23:39 2018-08-10 16:44:08
89788	2018/08/10	<u> </u>		the Issue and Assigned to ndbbank.com Completed the issue 89787 Closed By System	No Comments  Job is Completed,.  Closed By System  NDB online bank Softwar	Thilina ndbbank.com System	2018-08-10 16:23:39 2018-08-10 16:44:08 2018-08-14 05:10:32
89788	2018/08/10	<u> </u>	o Malambe	the Issue and Assigned to ndbbank.com Completed the issue 89787  Closed By System  51133 Other	No Comments  Job is Completed,.  Closed By System  NDB online bank Softwar logging issue	Thilina  ndbbank.com  System  e wasim.akram@n	2018-08-10 16:23:39 2018-08-10 16:44:08 2018-08-14 05:10:32  ndbbank.com Completed
89788	2018/08/10	<u> </u>	o Malambe	the Issue and Assigned to ndbbank.com Completed the issue 89787  Closed By System  51133 Other  Action  Helpdesk Coordinator Logged	No Comments  Job is Completed,.  Closed By System  NDB online bank Softwar logging issue  User Comment	Thilina ndbbank.com System e wasim.akram@r	2018-08-10 16:23:39 2018-08-10 16:44:08 2018-08-14 05:10:32  Indbbank.com Completed  Cooment Date % Time

Issue I	ID Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem Des	scription	Job Cate	gory Attended By	Status
89789	2018/08/10	charitha.ruwanpura@ndbbank. om	c Galle	*7307	Other	Cr	ib issue	Software	ifam@ndbbank.	com Completed
				Action			User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comment	is		Ifam	2018-08-10 16:37:27
				ndbbank.com issue 89789	Completed the	job done			ndbbank.com	2018-08-10 16:52:29
				Closed By	System	Closed By	System		System	2018-08-14 05:10:32
89790	2018/08/10	rochana.bandara@ndbbank.com	DHPL	DHPL	Printer	Ado	d the printer	Software	ifam@ndbbank.	com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comment	is		Ifam	2018-08-10 16:39:52
				ndbbank.com issue 89790	Completed the	job done			ndbbank.com	2018-08-10 16:52:38
				Closed By	System	Closed By	System		System	2018-08-14 05:10:32
89791	2018/08/10	janitha.jayawardana@ndbbank	. DM	4279	Other		nfigure HDFC atform	Software	Mahendra.Prem bbank.com	nathilaka@nd Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comment	s		Mahendra.Premathil aka	2018-08-10 16:52:40
				Mahendra.Pr Commented t	emathilaka he issue 89791	Waiting for	or Confirmation		Mahendra.Premathil aka	2018-08-10 17:20:42
				ndbbank.com issue 89791	Completed the	User on Ar	nnual Leave.		ndbbank.com	2018-08-14 16:08:52
				Closed By	System	Closed By	System		System	2018-08-20 05:10:32
89792	2018/08/10	amali.dissanayake@ndbbank.c	o DM	4115	PC		) is not rking	Hardware	Mahendra.Prem bbank.com	nathilaka@nd Completed
					Action		User Comment		Comment By	Cooment Date % Time
				-	ordinator Logged nd Assigned to	No Comment	ī.s		Mahendra.Premathil aka	2018-08-10 16:53:22

Nature of Problem

Description

Branch/Dept. Contact No

Issue ID Date

User Name

		Action	User Comment	Comment By	Cooment Date % Time
		Mahendra.Premathilaka Commented the issue 89792	IDC Chacking	Mahendra.Premathil aka	2018-08-10 17:20:19
		Mahendra.Premathilaka Commented the issue 89792	PS Sent to Nawam mawatha	Mahendra.Premathil aka	2018-08-13 10:21:41
		ndbbank.com Completed the issue 89792	Changed the Hard Disk and PC Installed. And Cannot recover the	ndbbank.com	2018-08-14 13:07:23
		Closed By System	Closed By System	System	2018-08-20 05:10:32
89793	2018/08/10 saminda.munasinghe@ndbbank.c Kolpity om	*7327 Other	low disc space in Software c drive	e wasim.akram@r	dbbank.com Completed
		Action	User Comment	Comment By	Cooment Date % Time
		Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-10 16:57:22
		ndbbank.com Completed the issue 89793	Completed	ndbbank.com	2018-08-13 09:27:47
		Closed By System	Closed By System	System	2018-08-17 05:10:26
89794	2018/08/13 piyumini.hewage@ndbbank.com DM	4514 Other	GX reporter Software logging issue	e wasim.akram@r	dbbank.com Completed
		Action	User Comment	Comment By	Cooment Date % Time
		Action  Helpdesk Coordinator Logged the Issue and Assigned to	User Comment	Comment By Wasim.akram	Cooment Date % Time 2018-08-13 08:36:15
		Helpdesk Coordinator Logged	User Comment	-	
		Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the	User Comment No Comments Completed	Wasim.akram	2018-08-13 08:36:15
89795	2018/08/13 buddhi.harshanatha@ndbbank.c HO om	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89794	User Comment No Comments Completed Closed By System	Wasim.akram ndbbank.com System	2018-08-13 08:36:15 2018-08-13 14:27:14 2018-08-17 05:10:26
89795		Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89794 Closed By System	User Comment  No Comments  Completed  Closed By System  00 [UP13005]UPS Hardware	Wasim.akram ndbbank.com System	2018-08-13 08:36:15 2018-08-13 14:27:14 2018-08-17 05:10:26
89795		Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89794 Closed By System  3709 Windows XP/20	User Comment  No Comments  Completed  Closed By System  00 [UP13005]UPS Hardware alarming, Inform  User Comment	Wasim.akram ndbbank.com System wasim.akram@r	2018-08-13 08:36:15 2018-08-13 14:27:14 2018-08-17 05:10:26 adbbank.com Completed

Status

Job Category Attended By

				<u></u>		<u></u>			
Issue I	ID Date	User Name	Branch/Dept.	Contact N	No Nature of Pro	blem Description	Job Cate	egory Attended By	Status
					Action	User Comme	ent	Comment By	Cooment Date % Time
				Closed By	System	Closed By System		System	2018-08-20 05:10:32
89796	2018/08/13	hermaine.fernando@ndbbank.co m	о НО	35203	PC	PC logging issue/M	Software	e wasim.akram@	ndbbank.com Completed
					Action	User Comme	ent	Comment By	Cooment Date % Time
					coordinator Logged and Assigned to	No Comments		Wasim.akram	2018-08-13 08:38:44
				ndbbank.co issue 8979	m Completed the	Completed		ndbbank.com	2018-08-13 14:27:39
				Closed By	System	Closed By System		System	2018-08-17 05:10:26
89797	2018/08/13	gayani.ramanathanpulle@ndbbank.com	ı KATANA	KATANA	Other	0356 mail log issue/M	ging Software	e wasim.akram@	ndbbank.com Completed
					Action	User Comme	ent	Comment By	Cooment Date % Time
					coordinator Logged and Assigned to	No Comments		Wasim.akram	2018-08-13 08:40:26
				ndbbank.co issue 8979	m Completed the	Completed		ndbbank.com	2018-08-13 16:19:19
				Closed By	System	Closed By System		System	2018-08-17 05:10:26

Other

3272

2018/08/13 amila.priyasad@ndbbank.com HO

89798

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 08:41:10
ndbbank.com Completed the issue 89798	Completed	ndbbank.com	2018-08-13 14:28:03
Closed By System	Closed By System	System	2018-08-17 05:10:26

Mouse issue

Hardware wasim.akram@ndbbank.com Completed

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89799	2018/08/13	amila.bandara@ndbbank.com	НО	3272	Other		Mouse issue	Hardware	wasim.akram(	endbbank.com Completed
				A	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Comi	ments		Wasim.akram	2018-08-13 08:41:19
				ndbbank.com ( issue 89799	Completed the	send u	sb mouse , Comple	ted	ndbbank.com	2018-08-13 16:20:03
				Closed By Sy	ystem	Closed	By System		System	2018-08-17 05:10:26
89800	2018/08/13	noel.pitchai@ndbbank.com	НО	4155	Other	_	O365 mail loggin	ıg Software	wasim.akram(	andbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				the Issue and	rdinator Logged d Assigned to	No Com	ments		Wasim.akram	2018-08-13 08:45:32
				ndbbank.com ( issue 89800	Completed the	Comple	ted		ndbbank.com	2018-08-13 16:19:03
				Closed By Sy	ystem	Closed	By System		System	2018-08-17 05:10:26
89801	2018/08/13	hasith.wanniarachchi@ndbban.com	k null	0112 369 58	0 lexmark print issue, inform		lexmark printer issue, inform to	Hardware	wasim.akram(	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Helpdesk Coordinator	2018-08-13 08:48:45
				ndbbank.com ( issue 89801	Completed the	Comple	ted		ndbbank.com	2018-08-14 13:26:58
				Closed By S	ystem	Closed	By System		System	2018-08-20 05:10:32
89802	2018/08/13	thanushka.anjalee@ndbbank.c	o Narammala	Narammala	Other		0365 mail loggin	ıg Software	wasim.akram(	endbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Wasim.akram	2018-08-13 08:51:57
				ndbbank.com ( issue 89802	Completed the	Comple	ted		ndbbank.com	2018-08-13 16:33:44

Branch/Dept. Contact No Nature of Problem Description

Issue ID Date

User Name

			Branch, bept.		brem bescription oob cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-17 05:10:26
89803	2018/08/13	3 janaka.nonis@ndbbank.com	НО	35337 Other	startup repair Hardware running on	e wasim.akram@r	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 09:05:04
				ndbbank.com Completed the issue 89803	Completed	ndbbank.com	2018-08-13 16:32:51
				Closed By System	Closed By System	System	2018-08-17 05:10:26
89804	2018/08/13	3 indrajith.nanayakkara@ndbba k.com	n HO	3249 PC	Need to Activate Software Windows	e Thilina@ndbba	ank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Action Helpdesk Coordinator Logged the Issue and Assigned to	User Comment No Comments	Comment By Thilina	Cooment Date % Time 2018-08-13 09:06:00
				Helpdesk Coordinator Logged		-	
				Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the	No Comments	Thilina	2018-08-13 09:06:00
89805	2018/08/13	3 chavindi.amarasekara@ndbban .com	k HO	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89804	No Comments Job is Completed,.	Thilina ndbbank.com System	2018-08-13 09:06:00 2018-08-14 16:24:45
89805	2018/08/13	· · · · · · · · · · · · · · · · · · ·	k HO	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89804 Closed By System	No Comments  Job is Completed,.  Closed By System  O365 mail logging Software	Thilina ndbbank.com System	2018-08-13 09:06:00 2018-08-14 16:24:45 2018-08-20 05:10:32
89805	2018/08/13	· · · · · · · · · · · · · · · · · · ·		Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89804 Closed By System  34137 Other	No Comments  Job is Completed,.  Closed By System  O365 mail logging Software issue	Thilina ndbbank.com System wasim.akram@r	2018-08-13 09:06:00 2018-08-14 16:24:45 2018-08-20 05:10:32 adbbank.com Completed
89805	2018/08/13	· · · · · · · · · · · · · · · · · · ·		Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89804 Closed By System  34137 Other  Action Helpdesk Coordinator Logged	No Comments  Job is Completed,.  Closed By System  O365 mail logging Software issue  User Comment	Thilina ndbbank.com System wasim.akram@r	2018-08-13 09:06:00 2018-08-14 16:24:45 2018-08-20 05:10:32 adbbank.com Completed  Cooment Date % Time

Status

Job Category Attended By

Issue I	ID Date	User Name	Branch/Dept.	Contact No	Nature of Pro	olem	Description	Job Categ	ory Attended By	Status
39806	2018/08/13	charitha.ruwanpura@ndbbank.c	НО	34137	Other		CRIB logging issue	Software	wasim.akram@	ndbbank.com Completed
				1	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	W	asim.akram	2018-08-13 09:15:03
				ndbbank.com issue 89806	Completed the	Comple	ted	n	dbbank.com	2018-08-13 16:20:25
				Closed By S	ystem	Closed	By System	S	ystem	2018-08-17 05:10:26
39807	2018/08/13	chamara.jayasinghe@ndbbank.com	Kandy	Kandy	Printer		Need to add a printer/M	Software	wasim.akram@	ndbbank.com Completed
				1	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	W	asim.akram	2018-08-13 09:21:27
				ndbbank.com issue 89807	Completed the	Comple	ted	n	dbbank.com	2018-08-13 16:40:57
				Closed By S	ystem	Closed	By System	s	ystem	2018-08-17 05:10:26
39808	2018/08/13	vimukthi.warnasooriya@ndbbank.com	Malambe	Malabe	Other		O365 mail logging	ß Software	wasim.akram@	ndbbank.com Completed
				1	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	W	asim.akram	2018-08-13 09:22:00
				ndbbank.com issue 89808	Completed the	Comple	ted	n	dbbank.com	2018-08-13 16:32:08
				Closed By S	ystem	Closed	By System	s	ystem	2018-08-17 05:10:26
39809	2018/08/13	shehan.jayasinghe@ndbbank.co	НО	31374	PC		PC slow	Software	wasim.akram@	ndbbank.com Completed
				1	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	W	asim.akram	2018-08-13 09:27:42
				ndbbank.com	Completed the	. 1	temp files , Compl	0+04	dbbank.com	2018-08-13 16:37:01

Issue	ID Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-17 05:10:26
89810	2018/08/13	shemain.pietersz@ndbbank.com	m Kolpity	Kolpity Brnch Other	Unable to access Software X,Y drive	e wasim.akram@ı	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 09:32:43
				ndbbank.com Completed the issue 89810	Completed	ndbbank.com	2018-08-13 16:33:27
				Closed By System	Closed By System	System	2018-08-17 05:10:26
89811	2018/08/13	renuka.gamage@ndbbank.com	Aluthgama	Aluthgama Other	Mouse not working Hardware	e wasim.akram@n	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 09:38:03
				wasim.akram Commented the issue 89811	send mouse	wasim.akram	2018-08-13 16:41:55
				ndbbank.com Completed the issue 89811	Completed	ndbbank.com	2018-08-14 13:53:54
				Closed By System	Closed By System	System	2018-08-20 05:10:32
89812	2018/08/13	limasha.prashanjalee@ndbban.com	k Katunayake	Katunayake Other	Workflow system Software issue	e wasim.akram@:	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 09:55:22
				ndbbank.com Completed the issue 89812	Completed	ndbbank.com	2018-08-13 16:34:11
				Closed By System	Closed By System	System	2018-08-17 05:10:26

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89813	2018/08/13	iroshika.demel@ndbbank.com	Narehenpita	Narehenpita	MS office		excel document getting stuck	Software	wasim.akram(	endbbank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	V	Wasim.akram	2018-08-13 09:58:34
				ndbbank.com C issue 89813	ompleted the	Comple	ted	I	ndbbank.com	2018-08-13 16:48:31
				Closed By Sy	stem	Closed	l By System	Ç.	System	2018-08-17 05:10:26
89814	2018/08/13	harshani.karunarathne@ndbbank.com	n HO	31347	Other		lanka pay loging issue	Software	wasim.akram(	ndbbank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	V	Wasim.akram	2018-08-13 10:09:34
				ndbbank.com C issue 89814	ompleted the	Comple	ted	1	ndbbank.com	2018-08-13 16:45:34
				Closed By Sy	stem	Closed	l By System	Ç.	System	2018-08-17 05:10:26
89815	2018/08/13	iroshika.demel@ndbbank.com	НО	36305	MS office		Excel document getting stuck/M	Software	wasim.akram(	andbbank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	V	Vasim.akram	2018-08-13 10:09:36
				ndbbank.com C issue 89815	ompleted the	Comple	ted	1	ndbbank.com	2018-08-13 16:49:16
				Closed By Sy	stem	Closed	l By System	Ç.	System	2018-08-17 05:10:26
89816	2018/08/13	<pre>sritharan.ilankesan@ndbbank com</pre>	. Vavunia	Vavunia	Other		CRIB opening issue/M	Software	wasim.akram(	ndbbank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	<u> </u>	Wasim.akram	2018-08-13 10:10:40
				ndbbank.com C issue 89816	ompleted the	Comple	ted	1	ndbbank.com	2018-08-13 16:44:53

Issue ID Date User Name Branch/Dept. Contact No Nature of Problem Description Job Category Atte	tended By Status
Action User Comment Comme	ment By Cooment Date % Time
Closed By System Closed By System System	2018-08-17 05:10:26
	hendra.Premathilaka@nd Completed ank.com
Action User Comment Comme	ment By Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to  Mahendra. I aka	.Premathil 2018-08-13 10:21:17
ndbbank.com Completed the issue 89817  Done.  ndbbank.com	com 2018-08-13 12:15:31
Closed By System Closed By System System	2018-08-17 05:10:26
89818 2018/08/13 aruran.veeraiyah@ndbbank.com Chavakachcher Chavakachcher Other [UP15013]UPS not Hardware ifar i working, Inform	am@ndbbank.com Completed
Action User Comment Comme	ment By Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	2018-08-13 10:22:12
ndbbank.com Completed the job done ndbbank.com	com 2018-08-14 16:20:25
Closed By System Closed By System System	2018-08-20 05:10:32
	hendra.Premathilaka@nd Completed ank.com
Action User Comment Comme	ment By Cooment Date % Time
Helpdesk Coordinator Logged to Mahendra. Mahen	.Premathil 2018-08-13 10:23:47
Mahendra.Premathilaka PC checked, Issue with Power Mahendra. Commented the issue 89819 supply. PC Sent to Nawam mawatha.aka	.Premathil 2018-08-13 12:16:23
Mahendra.Premathilaka Commented the issue 89819  Installed temp PC.  Aka	.Premathil 2018-08-14 13:08:59

ndbbank.com Completed the

issue 89819

Closed By System

PC Received. and Fixed.

Closed By System

ndbbank.com

System

2018-08-14 16:39:52

2018-08-20 05:10:32

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By		Status
89820	2018/08/13	Charith.Jayarathne@ndbbank.com	: Matugama	*7349	Printer		need to install passbook printer	Software	wasim.akram@n	dbbank.com	Completed
				Ac	ction		User Comment		Comment By	Cooment D	ate % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comm	ents	V	Wasim.akram	2018-08-13	10:31:02
				ndbbank.com C issue 89820	ompleted the	Complete	ed	r	ndbbank.com	2018-08-13	16:49:57
				Closed By Sy	rstem	Closed :	By System	S	System	2018-08-17 (	05:10:27
89821	2018/08/13	chathura.rankothge@ndbbank.c	: Trincomalee	Trincomalee	Other		[UP09005]UPS not working, Inform	Hardware	wasim.akram@n	dbbank.com	Completed
							<u> </u>				
				Ac	ction		User Comment		Comment By	Cooment D	ate % Time
					dinator Logged	No Comm	User Comment	V		Cooment D	
				Helpdesk Coor	dinator Logged Assigned to	No Comm	User Comment	formed to	Jasim.akram		10:31:32
				Helpdesk Coor the Issue and wasim.akram C	dinator Logged Assigned to Commented the ayakkara	No Commo	User Comment ents still pending, in	formed to	Jasim.akram Jasim.akram Jasim.akram	2018-08-13	10:31:32
				Helpdesk Coor the Issue and wasim.akram C issue 89821 indrajith.nan Commented on	dinator Logged Assigned to Commented the ayakkara	No Commo	User Comment ents still pending, in Net Pvt Ltd(Verba b completed. User ation received. N	formed to lly and i eed to bea	Jasim.akram Vasim.akram Indrajith.nanayakk	2018-08-13 1 2018-08-14 1	10:31:32 16:23:34 09:12:07
				Helpdesk Coor the Issue and wasim.akram C issue 89821 indrajith.nan Commented on ndbbank.com C	dinator Logged Assigned to commented the ayakkara the issue completed the	No Commigob is Energy In This join confirm Complete	User Comment ents still pending, in Net Pvt Ltd(Verba b completed. User ation received. N	formed to lly and i eed to bea	Jasim.akram Jasim.akram Jasim.akram Jasim.akram Jasim.akram Jasim.akram Jasim.akram	2018-08-13 1 2018-08-14 1 2018-08-15 (	10:31:32 16:23:34 09:12:07

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 10:41:12
ndbbank.com Completed the issue 89822	Completed	ndbbank.com	2018-08-13 16:50:21
Closed By System	Closed By System	System	2018-08-17 05:10:27

Issue II	) Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89823	2018/08/13	thilini.kariyawasam@ndbbank.com	. Kaduruwela	Kaduruwela	Other		document updating	g Software	wasim.akram@	ndbbank.com Completed
				Action		User Comment			Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	7	Wasim.akram	2018-08-13 10:58:02
				ndbbank.com C issue 89823	Completed the	Comple	ted	]	ndbbank.com	2018-08-13 16:46:00
				Closed By Sy	ystem	Closed	By System		System	2018-08-17 05:10:27
89824	2018/08/13	sentoran.shanmugeswaran@ndbbank.com	Marine Drive	52203	Other		Kaspersky update message appearing		wasim.akram@	ndbbank.com Completed
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	ī	Wasim.akram	2018-08-13 11:06:26
				ndbbank.com C issue 89824	Completed the	Comple	ted	]	ndbbank.com	2018-08-13 16:48:00
				Closed By Sy	ystem	Closed	By System		System	2018-08-17 05:10:27
89825	2018/08/13	gnanachandran.anuraj@ndbbank.com	Akkaraipattu	Akkaraipattı	u Other		Unable to find previous mail/M	Software	wasim.akram@	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	7	Wasim.akram	2018-08-13 11:41:39
				ndbbank.com C issue 89825	Completed the	Comple	ted	]	ndbbank.com	2018-08-13 16:55:15
				Closed By Sy	ystem	Closed	By System	6	System	2018-08-17 05:10:27
89826	2018/08/13	sellaiah.saraweswaran@ndbbank.com	Manipai	Manipai	Other		PC slow/M	Software	wasim.akram@	ndbbank.com Completed
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments		Wasim.akram	2018-08-13 11:42:21
				ndbbank.com C issue 89826	Completed the	Comple	ted	]	ndbbank.com	2018-08-13 16:52:15

			<u></u>		i cozo banan	CIY KOPOIC			
Issue :	ID Date	User Name	Branch/Dept.	Contact N	o Nature of Pro	olem Description J	Job Cate	gory Attended By	Status
					Action	User Comment		Comment By	Cooment Date % Time
				Closed By	System	Closed By System		System	2018-08-17 05:10:27
89827	2018/08/13	shehan.jeevantha@ndbbank.com	ı НО	31367	PC	PC is not working H	Hardware	e Thilina@ndbba	nk.com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Thilina	2018-08-13 11:43:14
				ndbbank.co issue 8982	m Completed the 7	This was delay due to no t to sent.	emp PC	ndbbank.com	2018-08-14 16:25:56
				Closed By	System	Closed By System		System	2018-08-20 05:10:32
89828	2018/08/13	piumi.hansika@ndbbank.com	НО	31231	Other	IP change S	Software	e wasim.akram@n	dbbank.com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Wasim.akram	2018-08-13 11:53:21
				ndbbank.co issue 8982	m Completed the 8	Completed		ndbbank.com	2018-08-13 16:51:51

2018/08/13 dulanji.ukwatta@ndbbank.com HO

89829

ndbbank.co issue 8982	m Completed the 8	Completed		ndbbank.com	2018-08-13	16:51:51
Closed By	System	Closed By System		System	2018-08-17	05:10:27
31231	Other	IP change Soft	ware	e wasim.akram@n	dbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time		
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 11:53:30		
ndbbank.com Completed the issue 89829	Completed	ndbbank.com	2018-08-14 13:28:34		
Closed By System	Closed By System	System	2018-08-20 05:10:32		

Issue 1	ID Date	User Name	Branch/Dept.	Contact No	Nature of Prob	olem	Description	Job Catego	ory Attended By	Status
9830	2018/08/13	shera.hassen@ndbbank.com	null	4158	Cannot open So Document	ome PDF	Cannot open Some PDF Document	Software	Mahendra.Pre	mathilaka@nd Completed
				P	action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	nents		elpdesk oordinator	2018-08-13 12:14:52
				ndbbank.com issue 89830	Completed the	Done.		no	dbbank.com	2018-08-14 16:09:09
				Closed By S	ystem	Closed	By System	S	ystem	2018-08-20 05:10:32
9831	2018/08/13	Lakshan.Madhuranga@ndbbank.om	c null	43063	SLIP System is working	not	SLIP System is not working	Other	Mahendra.Pre	mathilaka@nd Completed
				P	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	nents		elpdesk oordinator	2018-08-13 12:17:36
				ndbbank.com issue 89831	Completed the	Done.		no	dbbank.com	2018-08-14 16:09:24
				Closed By S	ystem	Closed	By System	S	ystem	2018-08-20 05:10:32
9832	2018/08/13	sameera.tennekoon@ndbbank.c	o Ratnapura	*7308	Other		Crib issue	Software	ifam@ndbbank	com Completed
				P	action		User Comment		Comment By	Cooment Date % Time
				1 -	rdinator Logged d Assigned to	No Com	nents	Ii	fam	2018-08-13 12:20:58
				ndbbank.com issue 89832	Completed the	job do:	ne	no	dbbank.com	2018-08-13 12:30:49
				Closed By S	ystem	Closed	By System	S	ystem	2018-08-17 05:10:27
9833	2018/08/13	Piumi.Gamanayake@ndbbank.cc	m Kadawata	*7326	Other		Onepass issue	Software	ifam@ndbbank	com Completed
				F	action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	nents	I	fam	2018-08-13 12:37:10
				ndbbank.com issue 89833	Completed the	job do:	ne	no	dbbank.com	2018-08-13 16:53:25

Issue I	D Date	User Name	Branch/Dept.	Contact No Nature of Pro	oblem Description Job Cat	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-17 05:10:27
89834	2018/08/13	thiwanka.rajapaksha@ndbbank.	DM	43040 Other	Cannot get Softwar Printouts from	e Mahendra.Prem bbank.com	mathilaka@nd Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathil aka	2018-08-13 12:57:14
				ndbbank.com Completed the issue 89834	Done.	ndbbank.com	2018-08-14 16:09:56
				Closed By System	Closed By System	System	2018-08-20 05:10:33
89835	2018/08/13	charitha.jinani@ndbbank.com	Ja-Ela	Ja-Ela Lotus	Lotus logging Softwar issue	e wasim.akram@r	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 13:00:17
				ndbbank.com Completed the issue 89835	Completed	ndbbank.com	2018-08-13 16:50:56
				Closed By System	Closed By System	System	2018-08-17 05:10:27
89836	2018/08/13	uditha.devinda@ndbbank.com	Kandana	Kandana Western Union	n Need to add Softwar western Union	e wasim.akram@r	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 13:15:31
				ndbbank.com Completed the issue 89836	Completed	ndbbank.com	2018-08-13 16:50:40
				Closed By System	Closed By System	System	2018-08-17 05:10:27

Issue 1	ID Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Catego	ory Attended By		Status
9837	2018/08/13	gihan.ekanayaka@ndbbank.com	Malambe	51415	Other		0365 mail logging	g Software	wasim.akram@	ndbbank.com	Completed
					Action		User Comment		Comment By	Cooment Da	ate % Time
					ordinator Logged nd Assigned to	No Com	ments	Wa	asim.akram	2018-08-13 1	13:28:42
				ndbbank.com issue 89837	Completed the	Comple	ted	no	dbbank.com	2018-08-13 1	16:51:12
				Closed By	System	Closed	By System	S	rstem	2018-08-17 (	05:10:27
9838	2018/08/13	nadeesha.wijewardena@ndbbank .com	Rajagiriya	*7317	Other		Rate system not opening	Software	ifam@ndbbank	com	Completed
					Action		User Comment		Comment By	Cooment Da	ate % Time
					ordinator Logged nd Assigned to	No Com	ments	II	- Eam	2018-08-13 1	13:29:06
				ndbbank.com issue 89838	Completed the	job do	ne	no	lbbank.com	2018-08-13 1	16:53:36
				Closed By	System	Closed	By System	S	ystem	2018-08-17 (	05:10:27
9839	2018/08/13	rasika.sandamali@ndbbank.com	ı HO	35122	Printer		printer IP need to check	Software	Thilina@ndbb	ank.com	Completed
					Action		User Comment		Comment By	Cooment Da	ate % Time
				1 -	ordinator Logged nd Assigned to	No Com	ments	Tì	nilina	2018-08-13 1	14:10:51
				ndbbank.com issue 89839	Completed the	Job is	Completed,.	no	lbbank.com	2018-08-14 1	16:27:12
				Closed By	System	Closed	By System	S	ystem	2018-08-20 (	05:10:33
9840	2018/08/13	kanchana.attanayake@ndbbank.com	НО	35312	Other		GX system issue	Software	wasim.akram@	ndbbank.com	Completed
					Action		User Comment		Comment By	Cooment Da	ate % Time
					ordinator Logged nd Assigned to	No Com	ments	Wa	asim.akram	2018-08-13 1	14:11:06
					Completed the	Comple	ted	no	dbbank.com	2018-08-14 1	13:52:47

Nature of Problem

Description

Branch/Dept. Contact No

Issue ID Date

User Name

		Action	User Comment	Comment By	Cooment Date % Time
		Closed By System	Closed By System	System	2018-08-20 05:10:33
89841	2018/08/13 nuwan.jayathilake@ndbbank.co Aluthgama m	Aluthgama Other	Need to add a Hardware document scanner	e wasim.akram@n	ndbbank.com Completed
		Action	User Comment	Comment By	Cooment Date % Time
		Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 14:57:21
		ndbbank.com Completed the issue 89841	Completed	ndbbank.com	2018-08-14 13:53:34
		Closed By System	Closed By System	System	2018-08-20 05:10:33
89842	2018/08/13 charitha.ruwanpura@ndbbank.c Galle om	Galle Other	T24- login issue Software	e wasim.akram@n	ndbbank.com Completed
		Action	User Comment	Comment By	Cooment Date % Time
		Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 15:01:07
		ndbbank.com Completed the issue 89842	Completed	ndbbank.com	2018-08-13 16:55:00
		Closed By System	Closed By System	System	2018-08-17 05:10:27
89843	2018/08/13 sasini.tharindrika@ndbbank.c HO om	50209 Other	Data scanning Software images unable to	e wasim.akram@ı	ndbbank.com Completed
		Action	User Comment	Comment By	Cooment Date % Time
		Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 15:14:59
		ndbbank.com Completed the issue 89843	Completed	ndbbank.com	2018-08-14 13:54:35
		Closed By System	Closed By System	System	2018-08-20 05:10:33

Status

Job Category Attended By

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89844	2018/08/13	natasha.perera@ndbbank.com	НО	31364	Lotus		Need to configure lotus notes	Software	ifam@ndbbank	com Completed
				A	action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Con	nments	-	Ifam	2018-08-13 15:30:18
				ndbbank.com ( issue 89844	Completed the	job do	one	I	ndbbank.com	2018-08-13 16:53:47
				Closed By S	ystem	Closec	d By System	S	System	2018-08-17 05:10:27
89845	2018/08/13	pemali.rickshani@ndbbank.com	m null	3953	lexmark print issue, inform		lexmark printer issue, inform to	Hardware	wasim.akram@	ndbbank.com Completed
				A	action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Con	nments		Helpdesk Coordinator	2018-08-13 15:56:21
				ndbbank.com ( issue 89845	Completed the	Comple	eted	1	ndbbank.com	2018-08-14 13:56:33
				Closed By S	ystem	Closec	d By System	Ç.	System	2018-08-20 05:10:33
89846	2018/08/13	ashma.dain@ndbbank.com	null	3419	Konica printe	r issu	e Konica printer issue	Software	ifam@ndbbank	c.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Con	nments		Helpdesk Coordinator	2018-08-13 16:05:10
				ndbbank.com ( issue 89846	Completed the	job do	one	1	ndbbank.com	2018-08-13 16:53:57
				Closed By S	ystem	Closed	d By System	Ç,	System	2018-08-17 05:10:27
89847	2018/08/13	indrajith.nanayakkara@ndbba:k.com	n HO	3224	Other		Sinhala font installation/M	Software	ifam@ndbbank	c.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Con	nments	-	Ifam	2018-08-13 16:05:57
				ndbbank.com ( issue 89847	Completed the	job do	one	Ī	ndbbank.com	2018-08-13 16:54:32

Issue I	D Date	User Name	Branch/Dept.	Contact No Nature of Pr	oblem Description Job Cat	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-17 05:10:27
89848	2018/08/13	kanagarajh.sajeevakumar@ndb ank.com	b Kolpity	50204 Other	0365 mail logging Softward issue	e wasim.akram@r	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-13 16:24:30
				ndbbank.com Completed the issue 89848	Completed	ndbbank.com	2018-08-14 13:30:16
				Closed By System	Closed By System	System	2018-08-20 05:10:33
89849	2018/08/13	it.helpdesk@ndbbank.com	НО	HO Other	Sinhala Font Softward installation	e ifam@ndbbank.	.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-13 16:34:42
				ndbbank.com Completed the issue 89849	job done	ndbbank.com	2018-08-13 16:54:45
				Closed By System	Closed By System	System	2018-08-17 05:10:27
89850	2018/08/13	kithmini.mallimarachchi@ndb ank.com	b Ja-Ela	Closed By System  Ja-Ela Lotus	Closed By System  Need to configure Software lotus notes/M	1-	2018-08-17 05:10:27  ndbbank.com Completed
89850	2018/08/13		b Ja-Ela		Need to configure Software	1-	
89850	2018/08/13		b Ja-Ela	Ja-Ela Lotus	Need to configure Software lotus notes/M	e wasim.akram@r	ndbbank.com Completed
89850	2018/08/13		b Ja-Ela	Ja-Ela Lotus  Action  Helpdesk Coordinator Logged	Need to configure Software lotus notes/M  User Comment	e wasim.akram@r	Cooment Date % Time
89850	2018/08/13		b Ja-Ela	Ja-Ela Lotus  Action  Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the	Need to configure Software lotus notes/M  User Comment  No Comments	e wasim.akram@r  Comment By  Wasim.akram	Cooment Date % Time 2018-08-13 16:42:36

Issue II	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89851	2018/08/13	shehan.jeevantha@ndbbank.com	НО	31362	MS office		Need to uninstall kingsoft	. Software	wasim.akram@	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Com	nments	Ī	Wasim.akram	2018-08-13 16:46:37
				ndbbank.com issue 89851	n Completed the	Comple	eted	נ	ndbbank.com	2018-08-14 13:51:51
				Closed By	System	Closed	l By System		System	2018-08-20 05:10:33
89852	2018/08/13	shehan.jeevantha@ndbbank.com	НО	31362	MS office		Need to install MS Office 2010/M	Software	wasim.akram@	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Com	ments	Ī	Wasim.akram	2018-08-13 16:46:49
				ndbbank.com issue 89852	Completed the	Comple	ted	]	ndbbank.com	2018-08-14 13:36:16
				Closed By	System	Closed	l By System	6	System	2018-08-20 05:10:33
89853	2018/08/13	Hashani.Imalshika@ndbbank.co	DM	42035	Other		Configure Data Scan Online	Software	Mahendra.Prembbank.com	mathilaka@nd Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Com	nments		Mahendra.Premathil aka	2018-08-13 16:49:56
				ndbbank.com issue 89853	n Completed the	Done.		1	ndbbank.com	2018-08-14 16:10:06
				Closed By	System	Closed	l By System	6	System	2018-08-20 05:10:33
89854	2018/08/13	Chalani.Senanayake@ndbbank.com	HEAD OFFICE	36102	Other		Cannot go to google chrome	Software	ifam@ndbbank	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Com	nments		Ifam	2018-08-13 16:53:06
				ndbbank.com issue 89854	Completed the	job do	one	1	ndbbank.com	2018-08-13 16:55:01

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem Description	Job Cate	egory Attended By	Status
					Action	User Comment		Comment By	Cooment Date % Time
				Closed By	System	Closed By System		System	2018-08-17 05:10:27
89855	2018/08/13	indrajith.nanayakkara@ndbban k.com	Wattala	Wattala	Other	Need to copy Kaspersky	Software	e Thilina@ndbba	ank.com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Thilina	2018-08-13 17:02:16
				ndbbank.com issue 89855	n Completed the	Job is Completed,.		ndbbank.com	2018-08-14 16:27:27
				Closed By	System	Closed By System		System	2018-08-20 05:10:33
89856	2018/08/13	Nireksha.Amaraweera@ndbbank.com	Piliyandala	*7322	Printer	Add the wincore printer	Software	e ifam@ndbbank	.com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Ifam	2018-08-13 17:04:41
				ndbbank.com issue 89856	n Completed the	job done		ndbbank.com	2018-08-14 16:20:55
				Closed By	System	Closed By System		System	2018-08-20 05:10:33
89857	2018/08/13	Nireksha.Amaraweera@ndbbank.com	Piliyandala	*7322	Printer	Add the wincore printer	Software	e ifam@ndbbank	.com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Ifam	2018-08-13 17:05:02
				ndbbank.com issue 89857	n Completed the	job done		ndbbank.com	2018-08-14 16:21:15
				Closed By					

Issue I	ID Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	S	Status
89858	2018/08/13	Nireksha.Amaraweera@ndbbank.com	Piliyandala	*7322	Printer		Add the wincore printer	Software	ifam@ndbbanl	c.com Co	ompleted
				I	action		User Comment		Comment By	Cooment Date	e % Time
				1 -	rdinator Logged d Assigned to	No Com	ments	]	[fam	2018-08-13 17:	:06:05
				ndbbank.com issue 89858	Completed the	job do	ne	r	ndbbank.com	2018-08-14 16:	:21:33
				Closed By S	ystem	Closed	By System	27	System	2018-08-20 05:	:10:33
89859	2018/08/13	charitha.ruwanpura@ndbbank.c	Galle	Galle	PC		Crib logging issue	Software	Thilina@ndbk	oank.com Co	ompleted
				I	action		User Comment		Comment By	Cooment Date	e % Time
				1 -	rdinator Logged d Assigned to	No Com	ments	2	Thilina	2018-08-13 17:	:38:04
				ndbbank.com issue 89859	Completed the	Job is	Completed,.	r	ndbbank.com	2018-08-14 16:	:27:43
				Closed By S	ystem	Closed	By System	22	System	2018-08-20 05:	:10:33
89860	2018/08/13	praveen.ranasinghe@ndbbank.com	Malambe	Malabe-DR Site-User	Printer		Need to add Konica printer	Software	Thilina@ndbk	oank.com Co	ompleted
				I	action		User Comment		Comment By	Cooment Date	e % Time
				1 -	rdinator Logged d Assigned to	No Com	ments	]	Thilina	2018-08-13 17:	:44:59
				ndbbank.com issue 89860	Completed the	Job is	Completed,.	r	ndbbank.com	2018-08-14 16:	:27:57
				Closed By S	ystem	Closed	By System	S.	System	2018-08-20 05:	:10:33
89861	2018/08/14	Udari.Jayasundara@ndbbank.cc	Kolpity	Kollupitiya Autofinance			Need to install MS office	Software	Thilina@ndbk	oank.com Co	ompleted
				I	action		User Comment		Comment By	Cooment Date	e % Time
				1 -	rdinator Logged d Assigned to	No Com	ments	2	[hilina	2018-08-14 08:	:32:50
				ndbbank.com issue 89861	Completed the	Job is	Completed.,	r	ndbbank.com	2018-08-15 16:	:26:52

Issue ID	Date	User Name	Branch/Dept.	Contact No Nature of Pro	oblem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-20 05:10:34
89862	2018/08/14	dilshani.desilva@ndbbank.com	m Marine Drive	52207 Other	Mouse not working Hardware	e wasim.akram@ı	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 08:43:12
				ndbbank.com Completed the issue 89862	Completed	ndbbank.com	2018-08-14 16:06:04
				dilshani.desilva Confirmed the issue 89862		dilshani.desilva	2018-08-15 09:51:32
89863	2018/08/14	Udari.Jayasundara@ndbbank.co m	ю НО	HO MS office	Need to install Software	e Thilina@ndbba	ank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-14 08:44:20
				ndbbank.com Completed the issue 89863	Job is Completed.,	ndbbank.com	2018-08-15 16:27:40
				Closed By System	Closed By System	System	2018-08-20 05:10:34
89864	2018/08/14	Shaine.Silva@ndbbank.com	Kolpity	Kolpity MS office	Need to install Software	e Thilina@ndbba	ank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged			

Job is Completed.,

Closed By System

ndbbank.com Completed the

issue 89864

Closed By System

2018-08-15 16:27:55

2018-08-20 05:10:34

ndbbank.com

System

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Categ	ory Attended By	Status
89865	2018/08/14	charitha.jayamini@ndbbank.ccm	Nattandiya Branch	Nattandiya	Other		T24- login issue	Software	wasim.akram@	ndbbank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Com	ments	W	asim.akram	2018-08-14 08:59:44
				ndbbank.com Co issue 89865	ompleted the	Comple	ted	n	dbbank.com	2018-08-14 16:05:45
				Closed By Sy	stem	Closed	By System	S	ystem	2018-08-20 05:10:34
89866	2018/08/14	charitha.jayamini@ndbbank.com	Nattandiya Branch	Nattandiya	Other		T24- login issue	Software	wasim.akram@	ndbbank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Com	ments	M	asim.akram	2018-08-14 08:59:54
				ndbbank.com Co issue 89866	ompleted the	Comple	ted	n	dbbank.com	2018-08-14 16:05:26
				Closed By Sy	stem	Closed	By System	S	ystem	2018-08-20 05:10:34
89867	2018/08/14	sachithri.swarnamalie@ndbbank.com	Marine Drive	Marine Drive	Other		Mandate scanning issue	Software	wasim.akram@	ndbbank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Com	ments	W	Jasim.akram	2018-08-14 09:01:09
				ndbbank.com Co issue 89867	ompleted the	Comple	ted	n	dbbank.com	2018-08-14 13:57:58
				Closed By Sy	stem	Closed	By System	S	ystem	2018-08-20 05:10:34
89868	2018/08/14	shani.jayakody@ndbbank.com	Malabe-DR Site-User	malabe DR site	Other		O 365 logging issue	Software	Thilina@ndbb	ank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Com	ments	T	hilina	2018-08-14 09:04:38
				ndbbank.com Co issue 89868	ompleted the	Job is	Completed.,	n	dbbank.com	2018-08-15 16:29:02

Issue 1	ID Date	User Name	Branch/Dept.	Contact N	o Nature of Pro	blem Description	Job Cate	egory Attended By	Status
					Action	User Comment		Comment By	Cooment Date % Time
				Closed By	System	Closed By System		System	2018-08-20 05:10:34
89869	2018/08/14	anjalee.silva@ndbbank.com	Kolpity	*7327	Other	C drive no space	Software	ifam@ndbbank.	com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Ifam	2018-08-14 09:12:42
				ndbbank.co issue 8986	m Completed the	job done		ndbbank.com	2018-08-14 16:21:54
				Closed By	System	Closed By System		System	2018-08-20 05:10:34
89870	2018/08/14	noel.pitchai@ndbbank.com	DM	4155	Printer	Need to add a printer/M	Software	ifam@ndbbank.	com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Ifam	2018-08-14 09:16:42
				ndbbank.co issue 8987	m Completed the	job done		ndbbank.com	2018-08-15 09:40:37
				Closed By	System	Closed By System		System	2018-08-20 05:10:34
89871	2018/08/14	Rosemery.Chandrasekera@ndbbnk.com	oa Maharagama	*7318	Other	T24 logging issue /M	e Software	e ifam@ndbbank.	com Completed
					Action	User Comment		Comment By	Cooment Date % Time
				-	oordinator Logged and Assigned to	No Comments		Ifam	2018-08-14 09:19:43

job done

Closed By System

ndbbank.com Completed the

issue 89871

Closed By System

2018-08-15 09:40:57

2018-08-20 05:10:34

ndbbank.com

System

							_			
Issue II	) Date	User Name	Branch/Dept.	Contact No	Nature of Prob	olem	Description	Job Cate	gory Attended By	Status
89872	2018/08/14	deshani.alahakoon@ndbbank.co	Borelesgamuwa - Ext	Borelesgamuw - Ext	a Other		Westernunion issue	Software	ifam@ndbbank.	.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comi	ments		Ifam	2018-08-14 09:21:59
				ndbbank.com C issue 89872	ompleted the	job do:	ne		ndbbank.com	2018-08-15 15:11:26
				Closed By Sy	stem	Closed	By System		System	2018-08-20 05:10:34
89873	2018/08/14	malith.thalagala@ndbbank.com	Nawalapitiya	Nawalapitiya	Other		Cloud logging issue	Software	ifam@ndbbank.	.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comi	ments		Ifam	2018-08-14 09:25:48
				ndbbank.com C issue 89873	ompleted the	job do	ne		ndbbank.com	2018-08-15 15:12:05
				Closed By Sy	stem	Closed	By System		System	2018-08-20 05:10:34
89874	2018/08/14	Noel.Pitchai@ndbbank.com	DM	4155	Printer		Printer driver installation/M	Software	ifam@ndbbank.	.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments		Ifam	2018-08-14 09:28:28
				ndbbank.com C issue 89874	ompleted the	job do:	ne		ndbbank.com	2018-08-15 15:12:24
				Closed By Sy	stem	Closed	By System		System	2018-08-20 05:10:34
89875	2018/08/14	Noel.Pitchai@ndbbank.com	DM	DM	Printer		Install printer	Software	Udayana.Wanig bank.com	gasekara@ndb Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comi	ments		Udayana.Wanigaseka ra	2018-08-14 09:32:39

ndbbank.com Completed the

issue 89875

completed

2018-08-14 11:37:41

ndbbank.com

Nature of Problem

Description

Job Category Attended By

Branch/Dept. Contact No

Issue ID Date

User Name

issue i	D Dace		, <b></b>			egory Accended by	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-20 05:10:34
89876	2018/08/14	dasuni.shavera@ndbbank.com	Kolpity Recoveries	50317 Other	PC is not working Hardwar	e Thilina@ndbba	ank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-14 09:33:50
				ndbbank.com Completed the issue 89876	Job is Completed,.	ndbbank.com	2018-08-17 16:50:48
				Closed By System	Closed By System	System	2018-08-21 05:10:26
89877	2018/08/14	Noel.Pitchai@ndbbank.com	DM	DM Other	Add the printer Softwar	e ifam@ndbbank	.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 09:35:33
				ndbbank.com Completed the issue 89877	job done	ndbbank.com	2018-08-15 15:12:53
				Closed By System	Closed By System	System	2018-08-20 05:10:34
89878	2018/08/14	chalithya.senavirathna@ndbb.nk.com	a KATANA	KATANA Printer	Need to add a Softwar printer	e wasim.akram@n	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 09:38:44
				ndbbank.com Completed the issue 89878	Completed	ndbbank.com	2018-08-14 16:06:21
				Closed By System	Closed By System	System	2018-08-20 05:10:35

Status

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89879	2018/08/14	chamila.danandani@ndbbank.com	o Kaduwela	*7361	Other		CRIB issue	Software	ifam@ndbbank	.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Comm	ents	=	Ifam	2018-08-14 09:41:21
				ndbbank.com ( issue 89879	Completed the	job don	e	r	ndbbank.com	2018-08-15 15:13:21
				Closed By Sy	stem	Closed	By System	7.0	System	2018-08-20 05:10:35
89880	2018/08/14	gihan.thennakoon@ndbbank.com	m Anuradapura	Anuradapura	Other		CRIB logging issue	Software	ifam@ndbbank	.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Comm	ents	=	Ifam	2018-08-14 09:42:55
				ndbbank.com ( issue 89880	Completed the	job don	е	ī	ndbbank.com	2018-08-15 15:13:48
				Closed By Sy	rstem	Closed	By System	S	System	2018-08-20 05:10:35
89881	2018/08/14	gihan.thennakoon@ndbbank.com	m Anuradapura	Anuradapura	Other		CRIB logging issue	Software	wasim.akram@	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Comm	ents	ū	Wasim.akram	2018-08-14 09:52:37
				ndbbank.com ( issue 89881	Completed the	Complet	ed	r	ndbbank.com	2018-08-14 16:06:38
				Closed By Sy	rstem	Closed	By System	S	System	2018-08-20 05:10:35
89882	2018/08/14	thushari.chathurika@ndbbank	. Kuliyapitiya	*7345	Other		PC is slow	Software	ifam@ndbbank	.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Comm	ents	]	Ifam	2018-08-14 09:57:35
				ndbbank.com ( issue 89882	Completed the	job don	e	r	ndbbank.com	2018-08-15 15:14:05

Issue I	D Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description 3	Job Category Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-20 05:10:35
89883	2018/08/14	nadeera.kalpage@ndbbank.com	Ambalangoda	Ambalanthota Other	Unable to take Sprintouts/M	Software ifam@ndbbank	.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 10:03:38
				ndbbank.com Completed the issue 89883	job done	ndbbank.com	2018-08-15 15:14:34
				Closed By System	Closed By System	System	2018-08-20 05:10:35
89884	2018/08/14	ayesha.senanayake@ndbbank.co	НО	3410 Printer	Unable to take Sprintouts	Software wasim.akram@	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 10:12:14
				ndbbank.com Completed the issue 89884	install printer driver	ndbbank.com	2018-08-14 16:34:36
				Closed By System	Closed By System	System	2018-08-20 05:10:35
89885	2018/08/14	chamari.ariyadasa@ndbbank.co m	Marine Drive	Marine Drive MS office	MS Office 2010 Sinstallation/M	Software ifam@ndbbank	.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 10:12:18
				ndbbank.com Completed the issue 89885	job done	ndbbank.com	2018-08-15 15:14:53
				Closed By System	Closed By System	System	2018-08-20 05:10:35

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89886	2018/08/14	madushika.yudaganawa@ndbban}	k Nawam Branch	Nawam Branch	Other		O365 mail loggin	g Software	wasim.akram@	ndbbank.com Completed
		.com		3-	<b>.</b>		issue		Commont Do	Comment Date 9 mins
					tion		User Comment		Comment By	Cooment Date % Time
				the Issue and		No Comm	nents	V	Wasim.akram	2018-08-14 10:13:51
				ndbbank.com Co issue 89886	ompleted the	Complet	ced	r	ndbbank.com	2018-08-14 16:06:54
				Closed By Sys	stem	Closed	By System	5.	System	2018-08-20 05:10:35
89887	2018/08/14	lakshika.dayananda@ndbbank.om	c Dambulla	Dambulla	Other		Workflow scanning issue/M	g Software	ifam@ndbbank	c.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Comm	nents	]	Ifam	2018-08-14 10:15:29
			ndbbank.com Co issue 89887	ompleted the	job dor	ne	r	ndbbank.com	2018-08-15 15:15:40	
				Closed By Sys	stem	Closed	By System	9	System	2018-08-20 05:10:35
89888	2018/08/14	shakthi.hiranya@ndbbank.com	DM	DM	Other		0365 mail locked/M	Software	ifam@ndbbank	.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Comm	nents	]	Ifam	2018-08-14 10:17:44
				ndbbank.com Co issue 89888	ompleted the	job dor	ne	r	ndbbank.com	2018-08-15 15:16:02
				Closed By Sys	stem	Closed	By System	7.0	System	2018-08-20 05:10:35
89889	2018/08/14	pamuditha.goonathilake@ndbbank.com	a Borella	Borella	Other	[UP13009] UPS not Hardwar working, Inform		t Hardware	e wasim.akram@ndbbank.com Complete	
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Comm	ments	Į.	Wasim.akram	2018-08-14 10:27:35
				ndbbank.com Co issue 89889	ompleted the	Complet	ced	r	ndbbank.com	2018-08-15 09:21:29

				<del></del>			
Issue I	D Date	User Name Branch/Dep	ot. Contact No Nature of I	Problem Description	Job Cate	egory Attended By	Status
			Action	User Comment		Comment By	Cooment Date % Time
			Closed By System	Closed By System		System	2018-08-20 05:10:35
89890	2018/08/14	anjalee.fernando@ndbbank.com Narammala	Narammala Western Uni	ion Western Union logging issue	Software	e wasim.akram@r	dbbank.com Completed
			Action	User Comment		Comment By	Cooment Date % Time
			Helpdesk Coordinator Logge the Issue and Assigned to			Wasim.akram	2018-08-14 10:28:57
			ndbbank.com Completed the issue 89890	Completed		ndbbank.com	2018-08-14 16:05:06
			Closed By System	Closed By System		System	2018-08-20 05:10:35
89891	2018/08/14	roshan.sooriyaarachchi@ndbba Matugamank.com	Matugama Other	CRIB issue	Software	e ifam@ndbbank.	com Completed
			Action	User Comment		Comment By	Cooment Date % Time
			Helpdesk Coordinator Logge the Issue and Assigned to			Ifam	2018-08-14 10:29:16
			ndbbank.com Completed the issue 89891	job done		ndbbank.com	2018-08-15 15:36:54
			1				

2018/08/14 hiruna.perera@ndbbank.com HO

89892

	com Completed the	job done		ndbbank.com	2018-08-15	15:36:54
Closed By	System	Closed By System		System	2018-08-20 05:10:35	
НО	Other	Workflow issue	Software	e ifam@ndbbank	.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 10:36:39
ndbbank.com Completed the issue 89892	job done	ndbbank.com	2018-08-15 15:37:17
Closed By System	Closed By System	System	2018-08-20 05:10:35

	ID Date	User Name	Branch/Dept.	Contact No	Nature of Prob	olem Description	Job Cate	egory Attended By	Stat	tus
89893	2018/08/14	thusitha.jayalath@ndbbank.com	yalath@ndbbank.co null	4455	Need to update ver 11 (NB1503	e IE to Need to updat 30) to ver 11	e IE Software	Mahendra.Prer bbank.com	mathilaka@nd Comp	leted
				Ac	ction	User Comment		Comment By	Cooment Date %	ł Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comments		Helpdesk Coordinator	2018-08-14 10:49	:04
				Mahendra.Prem Commented the		User busy.		Mahendra.Premathil aka	2018-08-15 16:28	:38
				ndbbank.com C issue 89893	ompleted the	Installed.		ndbbank.com	2018-08-16 15:46	:03
				Closed By Sy	rstem	Closed By System		System	2018-08-20 05:10	:35
89894	2018/08/14	muditha.perera@ndbbank.com	Kadawata	Kadawata	Other	Need to configure Software lotus notes/M		e wasim.akram@ndbbank.com Completed		oleted
				Ac	ction	User Comme	ent	Comment By	Cooment Date %	ł Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comments		Wasim.akram	2018-08-14 10:51	.:00
				ndbbank.com C issue 89894	ompleted the	Completed		ndbbank.com	2018-08-14 16:07	:16
				Closed By Sy	rstem	Closed By System		System	2018-08-20 05:10	:35
39895	2018/08/14	Jeevantha.Fernando@ndbbank.	с но	НО	Other	Data scan iss	ue Software	e ifam@ndbbank.		oleted
		om				Data Stair 155	uc boltwar		.com Comp	
		Oill		Ac	ction	User Comme		Comment By	Cooment Date %	t Time
		Ont			rdinator Logged			T	1	
		On		Helpdesk Coor the Issue and	rdinator Logged	User Comme		Comment By	Cooment Date %	3:47
		On		Helpdesk Coor the Issue and ndbbank.com C	rdinator Logged d Assigned to Completed the	User Comme		Comment By	Cooment Date % 2018-08-14 10:58	3:47
39896	2018/08/14	harshani.karunarathne@ndbbark.com	а НО	Helpdesk Coor the Issue and ndbbank.com C issue 89895	rdinator Logged d Assigned to Completed the	User Comme No Comments job done	ent	Comment By  Ifam  ndbbank.com  System	Cooment Date % 2018-08-14 10:58 2018-08-15 15:42	3:47 2:36 0:35
89896	2018/08/14	harshani.karunarathne@ndbba	n HO	Helpdesk Coor the Issue and ndbbank.com C issue 89895 Closed By Sy	rdinator Logged d Assigned to Completed the	User Comme No Comments job done Closed By System LankaPay logg	ent ing Software	Comment By  Ifam  ndbbank.com  System	Cooment Date % 2018-08-14 10:58 2018-08-15 15:42 2018-08-20 05:10	3:47 2:36 0:35

Issue ID	) Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				ndbbank.com Completed the issue 89896	Completed	ndbbank.com	2018-08-15 09:19:17
				Closed By System	Closed By System	System	2018-08-20 05:10:36
89897	2018/08/14	indrajith.nanayakkara@ndbbark.com	n HO	3249 PC	Need to Copy Software Local Softwares	e Thilina@ndbba	nk.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-14 11:07:07
				ndbbank.com Completed the issue 89897	Job is Completed.,	ndbbank.com	2018-08-15 16:29:25
				Closed By System	Closed By System	System	2018-08-20 05:10:36
89898	2018/08/14	isuru.prabath@ndbbank.com	НО	HO Other	Install fonts Software	e ifam@ndbbank.	com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 11:07:10
				ndbbank.com Completed the issue 89898	job done	ndbbank.com	2018-08-15 15:43:17
				Closed By System	Closed By System	System	2018-08-20 05:10:36
89899	2018/08/14	hasitha.samarasinghe@ndbban}.com	c DM	4281 Other	FXall system is Software not working	e Mahendra.Prem bbank.com	nathilaka@nd Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathil aka	2018-08-14 11:09:55
				Mahendra.Premathilaka Commented the issue 89899	Need to Check With Network Team,	Mahendra.Premathil aka	2018-08-14 16:14:18
				Mahendra.Premathilaka Commented the issue 89899	User busy.	Mahendra.Premathil aka	2018-08-15 16:29:43
				Mahendra.Premathilaka Commented the issue 89899	Software Reinstalled. and checked with network team. Need to verify		2018-08-16 15:47:45

Issue ID D	Date User Name	Branch/Dept.	Contact No Nature of Prob	blem Description Job Cate	egory Attended By	Status
			Action	User Comment	Comment By	Cooment Date % Time
			indrajith.nanayakkara Commented on the issue	Waiting for user confirmation.	indrajith.nanayakk ara	2018-08-20 09:28:10
			Mahendra.Premathilaka Commented the issue 89899	User Busy.	Mahendra.Premathil aka	2018-08-20 15:58:40
			Mahendra.Premathilaka Commented the issue 89899	User Promised to Confirm there Login Credential on Today.	Mahendra.Premathil aka	2018-08-21 08:45:50
				We have an old version of this application, Need to update	Mahendra.Premathil aka	2018-08-21 13:29:18
			Mahendra.Premathilaka Commented the issue 89899	Called user, to Check whether link was received or not.	Mahendra.Premathil aka	2018-08-23 08:43:00
			indrajith.nanayakkara Commented on the issue	Contact user to check the issue. But he was busy and ask me to	indrajith.nanayakk ara	2018-08-23 09:10:09
			Mahendra.Premathilaka Commented the issue 89899	User Busy too.due to another user in Annual Leave. Job will close	Mahendra.Premathil aka	2018-08-23 10:35:54
			ndbbank.com Completed the issue 89899		ndbbank.com	2018-08-23 10:36:13
			Closed By System	Closed By System	System	2018-08-27 05:10:30
89900 2	018/08/14 kv.vinoj@ndbbank.	.com HO	36502 Printer	install printer Software driver	e wasim.akram@r	ndbbank.com Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 11:12:04
			ndbbank.com Completed the issue 89900	Completed	ndbbank.com	2018-08-14 16:07:32
			ndbbank.com Completed the issue 89900	Completed	ndbbank.com	2018-08-14 16:07:33
			Closed By System	Closed By System	System	2018-08-20 05:10:36
89901 2	018/08/14 saranga.perera@nd	dbbank.com HO	HO Other	Net beans ID not Software working	e wasim.akram@r	ndbbank.com Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-14 11:37:30

ndbbank.com Completed the

issue 89901

Completed

2018-08-14 16:07:51

ndbbank.com

		<u></u>			<u></u>			
Issue ID Date	User Name	Branch/Dept.	Contact N	o Nature of Pro	blem Description	Job Cate	egory Attended By	Status
				Action	User Commen	t	Comment By	Cooment Date % Time
			Closed By	System	Closed By System		System	2018-08-20 05:10:36
89902 2018/08,	14 nirusha.saluka@ndbbank.com	Matara	Matara	Other	Mobix system logging issue	Software	e ifam@ndbbank.	com Completed
				Action	User Commen	t	Comment By	Cooment Date % Time
				oordinator Logged and Assigned to	No Comments		Ifam	2018-08-14 11:41:18
			ndbbank.com issue 8990	m Completed the 2	job done		ndbbank.com	2018-08-15 15:43:41
			Closed By	System	Closed By System		System	2018-08-20 05:10:36
89903 2018/08,	14 charaka.kalupahanage@ndbbar .com	ık null	31113	lexmark print setting chang	<u>-</u>		e wasim.akram@r	adbbank.com Completed
				Action	User Commen	t	Comment By	Cooment Date % Time
				oordinator Logged and Assigned to	No Comments		Helpdesk Coordinator	2018-08-14 11:43:49
			ndbbank.co issue 8990	m Completed the 3	Completed		ndbbank.com	2018-08-15 16:15:39
			1		1		1	

Action	User Comment	Comment By	Cooment Date % Time		
Helpdesk Coordinator Logged the Issue and Assigned to		Helpdesk Coordinator	2018-08-14 11:43:49		
ndbbank.com Completed the issue 89903	Completed	ndbbank.com	2018-08-15 16:15:39		
Closed By System	Closed By System	System	2018-08-20 05:10:36		

89904	2018/08/14 jothirajan.praba@ndbbank.com Akkaraipattu	Akkaraipattu	Other	Excel issue	Software	ifam@ndbbank.com	Completed

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 11:44:21
ndbbank.com Completed the issue 89904	job done	ndbbank.com	2018-08-15 15:44:02
Closed By System	Closed By System	System	2018-08-20 05:10:36

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem Description	Job Cate	gory Attended By	Status
89905	2018/08/14	jothirajan.praba@ndbbank.co	m Akkaraipattu	Akkaraipattu	Other	Excel issue	Software	ifam@ndbbank	.com Completed
				Act	tion	User Comme	nt	Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Comments		Ifam	2018-08-14 11:55:32
				ndbbank.com Co issue 89905	ompleted the	job done		ndbbank.com	2018-08-15 15:44:20
				Closed By Sys	tem	Closed By System		System	2018-08-20 05:10:36
89906	2018/08/14	charitha.ruwanpura@ndbbank. om	c Galle	Galle	Other	CRIB logging issue/M	Software	ifam@ndbbank	.com Completed
					tion	User Comme	nt	Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	Assigned to	No Comments		Ifam	2018-08-14 11:56:43
				ndbbank.com Co issue 89906	empleted the	job done		ndbbank.com	2018-08-15 15:44:39
				Closed By Sys	stem	Closed By System		System	2018-08-20 05:10:36
89907	2018/08/14	chamila.danandani@ndbbank.c m	o Kaduwela	*7361	Other	CRIB issue	Software	ifam@ndbbank	.com Completed
					tion	User Commen	nt	Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Comments		Ifam	2018-08-14 12:11:53
				ndbbank.com Co issue 89907	ompleted the	job done		ndbbank.com	2018-08-15 15:44:58
				Closed By Sys	tem	Closed By System		System	2018-08-20 05:10:36
89908	2018/08/14	krishan.niroshan@ndbbank.co	om HO	НО	Printer	Add the Printe	r Software	ifam@ndbbank	.com Completed
				Act	tion	User Comme	nt	Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Comments		Ifam	2018-08-14 12:13:23
				ndbbank.com Co issue 89908	ompleted the	job done		ndbbank.com	2018-08-15 15:45:14

				<u>*</u>		<del></del>			
Issue I	D Date	User Name	Branch/Dept.	Contact N	o Nature of Pro	blem Description	Job Cate	egory Attended By	Status
					Action	User Comment		Comment By	Cooment Date % Time
				Closed By	System	Closed By System		System	2018-08-20 05:10:36
89909	2018/08/14	Shanthi.Priyadarshini@ndbank F.com	Kandy	*7306	Other	Onepass issue	Software	e ifam@ndbbank.	com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Ifam	2018-08-14 12:18:07
				ndbbank.co issue 8990	m Completed the 9	job done		ndbbank.com	2018-08-15 15:46:52
				Closed By	System	Closed By System		System	2018-08-20 05:10:36
89910	2018/08/14	lahiru.premarathena@ndbbank. N	Nikawaratiya	037-22601	91-3 Other	Workflow issue	Software	e ifam@ndbbank.	com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Ifam	2018-08-14 12:33:13
				ndbbank.co issue 8991	m Completed the	job done		ndbbank.com	2018-08-15 15:47:27

Action	User Comment	Comment By	Cooment Date % Time		
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 12:33:13		
ndbbank.com Completed the issue 89910	job done	ndbbank.com	2018-08-15 15:47:27		
Closed By System	Closed By System	System	2018-08-20 05:10:36		

2018/08/14 sahan.k.ranasinghe@ndbbank.c Old Moor 89911 om

Old Moor Other CRIB issue Software ifam@ndbbank.com Completed

Action	User Comment	Comment By	Cooment Date % Time		
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-14 12:38:54		
ndbbank.com Completed the issue 89911	job done	ndbbank.com	2018-08-15 15:46:31		
Closed By System	Closed By System	System	2018-08-20 05:10:36		

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89912	2018/08/14	saranga.perera@ndbbank.com	НО	НО	Other		NET BEANS install	Software	ifam@ndbbank	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comm	ents	]	Ifam	2018-08-14 12:42:32
				ndbbank.com issue 89912	Completed the	job don	е	r	ndbbank.com	2018-08-15 15:47:46
				Closed By	System	Closed	By System	S	System	2018-08-20 05:10:36
89913	2018/08/14	gihan.thennakoon@ndbbank.com	n Anuradapura	*7312	Other		CRIB issue	Software	ifam@ndbbank	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
				the Issue a	ordinator Logged nd Assigned to	No Comm	ents	]	Ifam	2018-08-14 12:45:31
				ndbbank.com issue 89913	Completed the	job don	е	r	ndbbank.com	2018-08-15 15:48:11
				Closed By	System	Closed	By System	,	System	2018-08-20 05:10:36
89914	2018/08/14	neranga.rathnayaka@ndbbank.om	c Kalutara	Kalutara	Other		RAM logging issue/M	Software	wasim.akram@	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comm	ents	V	Wasim.akram	2018-08-14 12:49:02
				ndbbank.com issue 89914	Completed the	Complet	ed	r	ndbbank.com	2018-08-15 09:19:39
				Closed By	System	Closed	By System	5	System	2018-08-20 05:10:36
89915	2018/08/14	uchith.randima@ndbbank.com	Kohuwala	*7333	CITS		Batch assign issue	Software	wasim.akram@	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
				the Issue a	ordinator Logged nd Assigned to	No Comm	ents	V	Wasim.akram	2018-08-14 13:03:49
				ndbbank.com issue 89915	Completed the	Complet	ed	r	ndbbank.com	2018-08-15 15:13:51

Issue I	D Date	User Name	Branch/Dept.	Contact No Na	ture of Probl	lem Description	Job Cate	gory Attended By	Status
				Action	n	User Comment		Comment By	Cooment Date % Time
				Closed By System	C	losed By System		System	2018-08-20 05:10:36
89916	2018/08/14	shervin.fernando@ndbbank.com	Kaduwela	Kaduwela Pr	rinter	Need to add wincor printer	Software	Thilina@ndbba	nk.com Completed
				Action	n	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coordina the Issue and Ass	igned to	To Comments	ı	Thilina	2018-08-14 13:09:24
				ndbbank.com Compl issue 89916	eted the J	ob is Completed.,		ndbbank.com	2018-08-15 16:29:47
				Closed By System	C	losed By System		System	2018-08-20 05:10:37
89917	2018/08/14	nuwan.jayathilake@ndbbank.co	Aluthgama	Aluthgama Ot	her	Need to install document	Software	ifam@ndbbank.	com Completed
				Action	ı	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coordina the Issue and Ass		o Comments		Ifam	2018-08-14 13:12:09
					igned to	o Comments			2018-08-14 13:12:09 2018-08-15 15:46:16
				the Issue and Ass	igned to No eted the			ndbbank.com	
89918	2018/08/14	dhanusha.kekulandala@ndbbank.com		the Issue and Ass ndbbank.com Compl issue 89917 Closed By System	igned to No eted the	ob done		ndbbank.com System	2018-08-15 15:46:16 2018-08-20 05:10:37
89918	2018/08/14			the Issue and Ass ndbbank.com Compl issue 89917 Closed By System	igned to Neted the jumps of C	ob done Closed By System O365 mail logging		ndbbank.com System	2018-08-15 15:46:16 2018-08-20 05:10:37
89918	2018/08/14		Aluthgama	the Issue and Ass ndbbank.com Compl issue 89917  Closed By System  Aluthgama Ot  Action  Helpdesk Coordina the Issue and Ass	igned to Neted the j. C	ob done  Closed By System  O365 mail logging issue	Software	ndbbank.com System Thilina@ndbba Comment By	2018-08-15 15:46:16 2018-08-20 05:10:37 nk.com Completed
89918	2018/08/14		Aluthgama	the Issue and Ass ndbbank.com Compl issue 89917  Closed By System Aluthgama Ot  Action Helpdesk Coordina	igned to eted the j c c cher  tor Logged igned to eted the	ob done  Closed By System  O365 mail logging issue  User Comment	Software	ndbbank.com System Thilina@ndbba Comment By	2018-08-15 15:46:16 2018-08-20 05:10:37  nk.com Completed  Cooment Date % Time

Issue I	ID Date	User Name	Branch/Dept.	Contact No	Nature of Pro	olem	Description	Job Cate	gory Attended By	Status
89919	2018/08/14	pradisha.jayadarini@ndbbank.com	. Kandy	Kandy	Other		CRIB logging issue/M	Software	wasim.akram@	ndbbank.com Completed
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	V	Wasim.akram	2018-08-14 13:24:13
				ndbbank.com C issue 89919	Completed the	comple	ted	1	ndbbank.com	2018-08-14 16:36:04
				Closed By Sy	ystem	Closed	By System	(	System	2018-08-20 05:10:37
89920	2018/08/14	thanuka.perera@ndbbank.com	Rajagiriya	Rajagiriya	Other		CRIB logging issue	Software	wasim.akram@	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	ū	Vasim.akram	2018-08-14 13:36:44
				ndbbank.com C issue 89920	Completed the	Comple	ted	I	ndbbank.com	2018-08-14 13:57:18
				Closed By Sy	ystem	Closed	By System	Ç.	System	2018-08-20 05:10:37
89921	2018/08/14	poornima.desilva@ndbbank.com	n DM	43070	PC		Low disk Space in C Drive	n Software	Mahendra.Pre	mathilaka@nd Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments		Mahendra.Premathil aka	2018-08-14 13:40:36
				ndbbank.com C issue 89921	Completed the	Done.	Deleted Temp files	·	ndbbank.com	2018-08-14 16:37:31
				Closed By Sy	ystem	Closed	By System	Ç,	System	2018-08-20 05:10:37
89922	2018/08/14	mayoni.siranjitha@ndbbank.co	) Kotahena	Kotahena	Other		CRIB logging issue	Software	Thilina@ndbb	ank.com Completed
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	r -	[hilina	2018-08-14 13:48:38
				ndbbank.com C issue 89922	Completed the	Job is	Completed,.	I	ndbbank.com	2018-08-14 16:24:09

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem Description	Job Cate	gory Attended By	Status
					Action	User Comment		Comment By	Cooment Date % Time
				Closed By	System	Closed By System		System	2018-08-20 05:10:37
89923	2018/08/14	rishard.niumudeen@ndbbank.co m	) Malambe	Malabe	Other	Unable to take printouts	Software	wasim.akram@n	ndbbank.com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comments		Wasim.akram	2018-08-14 14:17:25
				ndbbank.com issue 89923	Completed the	install printer driver		ndbbank.com	2018-08-15 09:20:35
				Closed By	System	Closed By System		System	2018-08-20 05:10:37
89924	2018/08/14	amal.roy@ndbbank.com	Nawam Branch	Nawam Bran	ch Western Union	Need to add Western Union	Software	wasim.akram@n	ndbbank.com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comments		Wasim.akram	2018-08-14 14:42:58
				ndbbank.com issue 89924	Completed the	Completed		ndbbank.com	2018-08-15 09:20:48
				Closed By	System	Closed By System		System	2018-08-20 05:10:37
89925	2018/08/14	pamuditha.goonathilake@ndbba nk.com	а НО	34178	Other	C drive is full	Software	ifam@ndbbank	.com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comments		Ifam	2018-08-14 15:35:36

job done

Closed By System

ndbbank.com Completed the

issue 89925

Closed By System

2018-08-15 15:45:33

2018-08-20 05:10:37

ndbbank.com

System

Issue I	ID Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89926	2018/08/14	jennifer.buhary@ndbbank.com	НО	36520	Printer		Unable to take printouts	Software	ifam@ndbbank	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Con	nments	- -	Ifam	2018-08-14 15:47:05
				ndbbank.com issue 89926	Completed the	job do	one	1	ndbbank.com	2018-08-15 15:45:52
				Closed By S	System	Closed	d By System	(	System	2018-08-20 05:10:37
89927	2018/08/14	nishadi.silva@ndbbank.com	Marine Drive	Marine Dri	ve MS office		Excel documents getting stuck	Software	wasim.akram@	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Con	nments	ū	Wasim.akram	2018-08-14 16:11:12
				ndbbank.com issue 89927	Completed the	comple	eted	1	ndbbank.com	2018-08-14 16:36:48
				Closed By S	System	Closed	d By System	S	System	2018-08-20 05:10:37
89928	2018/08/14	sanath.susantha@ndbbank.com	НО	но	Other		Printer add	Software	ifam@ndbbank	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Con	nments	-	Ifam	2018-08-14 16:11:29
				ndbbank.com issue 89928	Completed the	job do	one	1	ndbbank.com	2018-08-15 15:43:00
				Closed By S	System	Closed	d By System	Ç,	System	2018-08-20 05:10:37
89929	2018/08/14	dharini.thangarajah@ndbbank	. Negombo	Negombo	Other		Unable to take printouts	Software	wasim.akram@	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Con	nments	Ţ	Wasim.akram	2018-08-14 16:28:38
				ndbbank.com issue 89929	Completed the	instal	ll printer driver	I	ndbbank.com	2018-08-15 09:20:11

Issue	ID Date	User Name B	Branch/Dept. Conta	act No Nature of Prok	blem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
			Closed	d By System	Closed By System	System	2018-08-20 05:10:37
89930	2018/08/14	4 Priyanthi.Fonseka@ndbbank.co n m	null 3736	lexmark printe to shif/Madusa	er need lexmark printer Software anka need to	e wasim.akram@n	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				esk Coordinator Logged ssue and Assigned to		Helpdesk Coordinator	2018-08-14 16:33:02
			ndbban issue	nk.com Completed the 89930	Completed	ndbbank.com	2018-08-15 09:21:02
			Closed	d By System	Closed By System	System	2018-08-20 05:10:37
89931	2018/08/14	4 Melody.Wikramanayake@ndbbank n .com	null 3420	HCM logging is	ssue HCM logging issue Software	e Thilina@ndbba	ank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				esk Coordinator Logged ssue and Assigned to		Helpdesk Coordinator	2018-08-14 16:34:09
			ndbban issue	nk.com Completed the 89931	Job is Completed.,	ndbbank.com	
							2018-08-15 16:30:20
			Closec	d By System	Closed By System	System	2018-08-15 16:30:20 2018-08-20 05:10:37
89932	2018/08/14	4 Rashitha.Perera@ndbbank.com D			Closed By System  DMS system Software logging issue	1	
89932	2018/08/14	! Rashitha.Perera@ndbbank.com I			DMS system Software	1	2018-08-20 05:10:37
89932	2018/08/14	! Rashitha.Perera@ndbbank.com I	DHPL 35342	2 Other  Action	DMS system Software logging issue	e wasim.akram@n  Comment By	2018-08-20 05:10:37 ndbbank.com Completed

Completed

Closed By System

ndbbank.com Completed the

issue 89932

Closed By System

2018-08-15 09:21:47

2018-08-20 05:10:37

ndbbank.com

System

Issue II	) Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89933	2018/08/14	sasini.rodrigo@ndbbank.com	Kalutara	Kalutara	Printer		Documents scanner installation/M	Software	wasim.akram@	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	V	Wasim.akram	2018-08-14 16:53:25
				ndbbank.com ( issue 89933	Completed the	Comple	ted	r	ndbbank.com	2018-08-15 09:22:30
				Closed By Sy	rstem	Closed	By System	S	System	2018-08-20 05:10:37
89934	2018/08/14	hasanthika.jayawardhana@ndblank.com	b Kuliyapitiya	*7345	Other		Workflow issue	Software	ifam@ndbbank	.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	-	Ifam	2018-08-14 17:38:45
				ndbbank.com ( issue 89934	Completed the	job do	ne	ľ	ndbbank.com	2018-08-15 15:15:23
				Closed By Sy	stem	Closed	By System	S	System	2018-08-20 05:10:37
89935	2018/08/15	harsha.weerarathne@ndbbank.om	с но	3286	Other		DameWare activation	Software	wasim.akram@	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	V	Wasim.akram	2018-08-15 08:36:09
				ndbbank.com ( issue 89935	Completed the	Comple	ted	r	ndbbank.com	2018-08-15 09:22:46
				Closed By Sy	stem	Closed	By System	7.0	System	2018-08-20 05:10:37
89936	2018/08/15	imali.gunawardana@ndbbank.co	о но	3654	PC		PC not booting	Hardware	Thilina@ndbb	ank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	- -	Thilina	2018-08-15 08:56:28
				ndbbank.com ( issue 89936	Completed the	Job is	Completed.,	Ĩ	ndbbank.com	2018-08-15 16:30:08

Issue 1	ID Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-20 05:10:38
89937	2018/08/15	yoga.sajith@ndbbank.com	Aluthgama	Aluthgama Printer	Need to add a Software printer/M	e wasim.akram@	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-15 09:13:15
				ndbbank.com Completed the issue 89937	Completed	ndbbank.com	2018-08-15 09:22:19
				Closed By System	Closed By System	System	2018-08-20 05:10:38
89938	2018/08/15	kavinda.perera@ndbbank.com	Maharagama	Maharagama Printer	[PD11056]Passbook Hardware Printer not	e wasim.akram@	ndbbank.com Completed
				Action	User Comment	Comment By	
						Comment by	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	Cooment Date % Time 2018-08-15 09:27:59
						-	
				the Issue and Assigned to ndbbank.com Completed the	No Comments  vendor attend to the job ,, now	Wasim.akram	2018-08-15 09:27:59
89939	2018/08/15	nuwani.samaraweera@ndbbank.om	c Gampola	the Issue and Assigned to ndbbank.com Completed the issue 89938	No Comments  vendor attend to the job ,, now printer is working fine	Wasim.akram ndbbank.com System	2018-08-15 09:27:59 2018-08-15 16:27:51 2018-08-20 05:10:38
89939	2018/08/15		c Gampola	the Issue and Assigned to ndbbank.com Completed the issue 89938 Closed By System	No Comments  vendor attend to the job ,, now printer is working fine  Closed By System  Automatically Hardware	Wasim.akram ndbbank.com System	2018-08-15 09:27:59 2018-08-15 16:27:51 2018-08-20 05:10:38
89939	2018/08/15		c Gampola	the Issue and Assigned to ndbbank.com Completed the issue 89938  Closed By System  Gampola PC	No Comments  vendor attend to the job ,, now printer is working fine  Closed By System  Automatically Hardware restarting the PC	Wasim.akram ndbbank.com System Thilina@ndbba	2018-08-15 09:27:59 2018-08-15 16:27:51 2018-08-20 05:10:38 ank.com Completed
89939	2018/08/15		c Gampola	the Issue and Assigned to ndbbank.com Completed the issue 89938  Closed By System  Gampola PC  Action  Helpdesk Coordinator Logged	No Comments  vendor attend to the job ,, now printer is working fine  Closed By System  Automatically Hardware restarting the PC  User Comment	Wasim.akram ndbbank.com System Thilina@ndbba	2018-08-15 09:27:59 2018-08-15 16:27:51 2018-08-20 05:10:38 ank.com Completed  Cooment Date % Time

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	olem	Description	Job Cate	gory Attended By		Status
39940	2018/08/15	shanika.palliyaguruge@ndbbark.com	Pelawatta	Pelawatta	Other		Need to install document	Software	wasim.akram@	Indbbank.com	Completed
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments	7	Wasim.akram	2018-08-15	09:49:42
				ndbbank.com ( issue 89940	Completed the	Comple	ted	]	ndbbank.com	2018-08-15	15:29:28
				Closed By Sy	ystem	Closed	By System	4	System	2018-08-20	05:10:38
39941	2018/08/15	sankha.perera@ndbbank.com	MtLavinia	MtLavinia	Other		CRIB logging issue	Software	ifam@ndbbank	.com	Completed
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments		Ifam	2018-08-15	09:52:19
				ndbbank.com ( issue 89941	Completed the	job do	ne	3	ndbbank.com	2018-08-15	15:48:42
				Closed By Sy	ystem	Closed	By System		System	2018-08-20	05:10:38
39942	2018/08/15	indrajith.nanayakkara@ndbbark.com	ı HO	3249	PC		New OS Installation	Software	Thilina@ndbb	oank.com	Completed
				A	ction		User Comment		Comment By	Cooment	Date % Time
				_	rdinator Logged d Assigned to	No Com	ments		[hilina	2018-08-15	10:09:11
				ndbbank.com ( issue 89942	Completed the	Job is	Completed.,	1	ndbbank.com	2018-08-15	16:31:02
				Closed By Sy	ystem	Closed	By System	4	System	2018-08-20	05:10:38
39943	2018/08/15	lahiru.anuththara@ndbbank.com	Kohuwala	Kohuwala	Printer		Need to add a printer	Software	ifam@ndbbank	.com	Completed
				A	ction		User Comment		Comment By	Cooment	Date % Time
				Helpdesk Coor the Issue and	rdinator Logged d Assigned to	No Com	ments	-	Ifam	2018-08-15	10:09:42
					Completed the	job do	ne	1	ndbbank.com	2018-08-15	15:49:00

_										
Issue I	D Date	User Name	Branch/Dept.	Contact No	o Nature of Pro	olem De	scription	Job Cate	gory Attended By	Status
					Action		User Comment		Comment By	Cooment Date % Time
				Closed By	System	Closed By	System		System	2018-08-20 05:10:38
89944	2018/08/15	vihanga.ransasinghe@ndbbank.com	. Kottawa Branch	Kottawa	Other		65 mail logging sue	Software	ifam@ndbbank.	com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Commen	ts		Ifam	2018-08-15 10:11:08
				ndbbank.com issue 89944	n Completed the	job done			ndbbank.com	2018-08-15 15:49:16
				Closed By	System	Closed By	System		System	2018-08-20 05:10:38
89945	2018/08/15	praneeth.silva@ndbbank.com	Kohuwala	*7333	Printer		d the wincore inter	Software	ifam@ndbbank.	com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Commen	ts		Ifam	2018-08-15 10:27:50
				ndbbank.com issue 89945	n Completed the	job done			ndbbank.com	2018-08-15 15:49:37
				Closed By	System	Closed By	System		System	2018-08-20 05:10:38
89946	2018/08/15	chamila.danandani@ndbbank.com	o Kaduwela	Kaduwela	Other		IB logging sue	Software	ifam@ndbbank.	com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Commen	ts		Ifam	2018-08-15 10:29:16
				ndbbank.com issue 89946	m Completed the	job done			ndbbank.com	2018-08-15 15:50:01

Closed By System

System

issue 89946

Closed By System

2018-08-20 05:10:38

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89947	2018/08/15	kumudari.peiris@ndbbank.com	НО	35130	Other		install azura application	Software	wasim.akram@	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	nments	V	Jasim.akram	2018-08-15 10:30:26
				ndbbank.com issue 89947	Completed the	Comple	eted	r	ndbbank.com	2018-08-16 16:05:44
				Closed By S	ystem	Closed	l By System	22	System	2018-08-20 05:10:38
89948	2018/08/15	udaya.hettiarachchi@ndbbank.com	DM	DM	Other		Install chrome	Software	Udayana.Wani bank.com	gasekara@ndb Completed
				A	action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	nments	I	Jdayana.Wanigaseka a	2018-08-15 10:30:58
				ndbbank.com issue 89948	Completed the	comple	eted	r	ndbbank.com	2018-08-15 11:37:40
				Closed By S	ystem	Closed	l By System	ć	System	2018-08-20 05:10:38
89949	2018/08/15	janaka.meepagala@ndbbank.com	n Mahawawa	Mahawawa	Western Union		Western Union installation/M	Software	wasim.akram@	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	nments	V	Wasim.akram	2018-08-15 10:49:47
				ndbbank.com issue 89949	Completed the	Comple	eted	r	ndbbank.com	2018-08-15 15:36:14
				Closed By S	ystem	Closed	l By System	2	System	2018-08-20 05:10:38
89950	2018/08/15	chamara.maheepala@ndbbank.com	Panadura	Panadura	Other		CRIB system logging issue	Software	wasim.akram@	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	nments	Ū.	Wasim.akram	2018-08-15 10:50:50
				ndbbank.com issue 89950	Completed the	Comple	eted	r	ndbbank.com	2018-08-15 15:29:45

Comment By	Cooment Date % Time
System	2018-08-20 05:10:38
e ifam@ndbbank.	.com Completed
Comment By	Cooment Date % Time
Ifam	2018-08-15 10:51:07
ndbbank.com	2018-08-15 15:50:15
System	2018-08-20 05:10:38
e wasim.akram@r	ndbbank.com Completed
Comment By	Cooment Date % Time
Wasim.akram	2018-08-15 10:59:55
ndbbank.com	2018-08-15 15:36:31
System	2018-08-20 05:10:38
e ifam@ndbbank.	.com Completed
Comment By	Cooment Date % Time
Ifam	2018-08-15 11:14:00
ndbbank.com	2018-08-15 15:50:31
System	2018-08-20 05:10:38
	Comment By  Ifam  Ifam

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	Jory Attended By	Status
89954	2018/08/15	morris.fernando@ndbbank.com	Negombo	Negombo	Printer		document scanner need to install	Software	ifam@ndbbank.	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments	]	[fam	2018-08-15 11:46:50
				ndbbank.com issue 89954	Completed the	job do	one	r	ndbbank.com	2018-08-15 15:50:45
				Closed By	System	Closed	l By System	22	System	2018-08-20 05:10:38
89955	2018/08/15	Shiromi.Perera@ndbbank.com	DM	DM	Other		Excel stack	Software	ifam@ndbbank.	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	nments	]	[fam	2018-08-15 11:47:13
				ndbbank.com issue 89955	Completed the	job do	one	r	ndbbank.com	2018-08-15 15:50:59
				Closed By :	System	Closed	l By System	5	System	2018-08-20 05:10:38
89956	2018/08/15	harsha.weerarathne@ndbbank.com	с но	НО	Other		install notepad ++	Software	ifam@ndbbank.	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments	]	Ifam	2018-08-15 11:48:36
					Completed the	job do	one	r	ndbbank.com	2018-08-15 15:51:21
				Closed By	System	Closed	l By System	Ç.	System	2018-08-20 05:10:38
89957	2018/08/15	janitha.jayawardana@ndbbank.com	. DM	4279	PC		Low disk Space in C Drive	Software	Mahendra.Prer bbank.com	nathilaka@nd Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	nments		Mahendra.Premathil nka	2018-08-15 12:04:20
				ndbbank.com issue 89957	Completed the	Done.		r	ndbbank.com	2018-08-15 12:46:46

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem Description	Job Cate	egory Attended By	Status
					Action	User Comme	ent	Comment By	Cooment Date % Time
				Closed By	System	Closed By System		System	2018-08-20 05:10:39
89958	2018/08/15	greshani.madushika@ndbbank.c	Homagama	Homagama	Other	Balance confirmation	Software	e ifam@ndbbank.	com Completed
					Action	User Comme	ent	Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comments		Ifam	2018-08-15 12:05:52
				ndbbank.com issue 89958	Completed the	job done		ndbbank.com	2018-08-15 15:51:44
				Closed By	System	Closed By System		System	2018-08-20 05:10:39
89959	2018/08/15	Shanthi.Priyadarshini@ndbank.com	Kandy	*7306	Other	Onepass issue	Software	e ifam@ndbbank.	com Completed
					Action	User Comme	ent	Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comments		Ifam	2018-08-15 12:29:44
				ndbbank.com issue 89959	Completed the	job done		ndbbank.com	2018-08-15 15:52:03
				Closed By	System	Closed By System		System	2018-08-20 05:10:39
89960	2018/08/15	tharindu.dilshan@ndbbank.com	. DM	DM	Other	Install outlo	ok Software	e Udayana.Wanig bank.com	asekara@ndb Completed
					Action	User Comme	ent	Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comments		Udayana.Wanigaseka ra	2018-08-15 12:36:26

completed

Closed By System

ndbbank.com Completed the

issue 89960

Closed By System

2018-08-16 15:59:18

2018-08-20 05:10:39

ndbbank.com

System

					_					
Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cated	gory Attended By	Status
89961	2018/08/15	francis.anold@ndbbank.com	Wennappuwa	*7339	Printer		add the printer	Software	ifam@ndbbank	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comm	nents	1	Ifam	2018-08-15 12:49:22
				ndbbank.com issue 89961	Completed the	job don	ie	r	ndbbank.com	2018-08-15 15:52:29
				Closed By	System	Closed	By System	S	System	2018-08-20 05:10:39
89962	2018/08/15	randi.wannigama@ndbbank.com	Thissamaharam aya	m Thissamaha aya	ram Other		Need to add PMS link	Software	wasim.akram@	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
				the Issue a	ordinator Logged nd Assigned to	No Comm	nents	ī/	Wasim.akram	2018-08-15 13:11:33
				ndbbank.com issue 89962	Completed the	Complet	ed	r	ndbbank.com	2018-08-16 16:09:45
				Closed By	System	Closed	By System	S	System	2018-08-20 05:10:39
89963	2018/08/15	mayoni.siranjitha@ndbbank.co	o Kotahena	Kotahena	Other		Need to install GX reporter	Software	Thilina@ndbb	ank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comm	nents	r	[hilina	2018-08-15 13:14:05
				ndbbank.com issue 89963	Completed the	Job is	Completed.,	r	ndbbank.com	2018-08-15 16:30:48
				Closed By	System	Closed	By System	S	System	2018-08-20 05:10:39
89964	2018/08/15	Udaya.Jayawardena@ndbbank	Horana	Horana	Printer		Need to add a printer/M	Software	ifam@ndbbank	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comm	nents	I	Ifam	2018-08-15 13:44:57
				ndbbank.com issue 89964	Completed the	job don	ne	r	ndbbank.com	2018-08-15 15:52:45

Nature of Problem

Description

Job Category Attended By

Branch/Dept. Contact No

User Name

Issue ID Date

		Action	User Comment	Comment By	Cooment Date % Time
		Closed By System	Closed By System	System	2018-08-20 05:10:39
89965	2018/08/15 shrimalee.fernando@ndbbank.c Negombo om	Negombo Monitor	Display issue Hardware	e wasim.akram@	andbbank.com Completed
		Action	User Comment	Comment By	Cooment Date % Time
		Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-15 13:53:35
		wasim.akram Commented the issue 89965	send monitor	wasim.akram	2018-08-15 15:30:26
		ndbbank.com Completed the issue 89965	Completed	ndbbank.com	2018-08-16 16:07:38
		Closed By System	Closed By System	System	2018-08-20 05:10:39
89966	2018/08/15 kavindya.suraweera@ndbbank.c Borella om	*7357 Printer	add the printer Software	e ifam@ndbbank	c.com Completed
		Action	User Comment	Comment By	Cooment Date % Time
		Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-15 14:08:21
			No Comments	Ifam ndbbank.com	2018-08-15 14:08:21 2018-08-15 15:53:04
		the Issue and Assigned to ndbbank.com Completed the			
		the Issue and Assigned to ndbbank.com Completed the issue 89966 ndbbank.com Completed the	job done	ndbbank.com	2018-08-15 15:53:04
89967	2018/08/15 namal.perera@ndbbank.com HO	the Issue and Assigned to ndbbank.com Completed the issue 89966 ndbbank.com Completed the issue 89966	job done	ndbbank.com ndbbank.com System	2018-08-15 15:53:04 2018-08-15 15:53:06 2018-08-20 05:10:39
89967	2018/08/15 namal.perera@ndbbank.com HO	the Issue and Assigned to ndbbank.com Completed the issue 89966 ndbbank.com Completed the issue 89966 Closed By System	job done job done Closed By System	ndbbank.com ndbbank.com System	2018-08-15 15:53:04 2018-08-15 15:53:06 2018-08-20 05:10:39
89967	2018/08/15 namal.perera@ndbbank.com HO	the Issue and Assigned to ndbbank.com Completed the issue 89966 ndbbank.com Completed the issue 89966 Closed By System  HO Other	job done  job done  Closed By System  Comapre pluging Software	ndbbank.com ndbbank.com  System e ifam@ndbbank	2018-08-15 15:53:04 2018-08-15 15:53:06 2018-08-20 05:10:39 2018-08-20 Completed
89967	2018/08/15 namal.perera@ndbbank.com HO	the Issue and Assigned to ndbbank.com Completed the issue 89966 ndbbank.com Completed the issue 89966 Closed By System  HO Other  Action Helpdesk Coordinator Logged	job done job done Closed By System  Comapre pluging Software  User Comment	ndbbank.com ndbbank.com  System e ifam@ndbbank	2018-08-15 15:53:04 2018-08-15 15:53:06 2018-08-20 05:10:39  c.com Completed  Cooment Date % Time

Status

Issue II	) Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89968	2018/08/15	namal.perera@ndbbank.com	НО	3944	Other		Need to install plugging/M	Software	wasim.akram@	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	Ī	Wasim.akram	2018-08-15 14:26:55
				ndbbank.com issue 89968	Completed the	Comple	ted	]	ndbbank.com	2018-08-15 15:36:01
				Closed By S	ystem	Closed	l By System	4	System	2018-08-20 05:10:39
89969	2018/08/15	haines.perera@nadbbank.com	Kaduwela	*7361	MS office		Insert or delete a comment	Software	wasim.akram@	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	Ī	Wasim.akram	2018-08-15 14:32:14
				ndbbank.com issue 89969	Completed the	Comple	ted	]	ndbbank.com	2018-08-16 16:06:55
				Closed By S	ystem	Closed	l By System		System	2018-08-20 05:10:39
89970	2018/08/15	priyantha.herath@ndbbank.com	m Badulla	Badulla	Other		T24- login issue/M	Software	ifam@ndbbank	.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Ifam	2018-08-15 14:35:08
				ndbbank.com issue 89970	Completed the	job do	ne	]	ndbbank.com	2018-08-15 15:53:33
				Closed By S	ystem	Closed	l By System	6	System	2018-08-20 05:10:39
89971	2018/08/15	srikantharaja.sijan@ndbbank com	. Baticaloa	*7342	Other		Gate pass check	Software	ifam@ndbbank	.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Ifam	2018-08-15 14:39:30
				ndbbank.com issue 89971	Completed the	job do	ne	]	ndbbank.com	2018-08-15 15:54:07

Issue I	D Date	User Name	Branch/Dept.	Contact No Nat	ure of Problem	n Description	Job Cate	gory Attended By	Status
				Action		User Comment		Comment By	Cooment Date % Time
				Closed By System	Clos	sed By System		System	2018-08-20 05:10:39
89972	2018/08/15	sameera.tennekoon@ndbbank.om	o Ratnapura	*7308 Oth	ner	CRIB issue	Software	ifam@ndbbank.	com Completed
				Action		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coordinat the Issue and Assi	gned to No (	Comments		Ifam	2018-08-15 14:51:22
				ndbbank.com Comple issue 89972	ted the job	done		ndbbank.com	2018-08-15 15:54:19
				Closed By System	Clos	sed By System		System	2018-08-20 05:10:39
89973	2018/08/15	charitha.abeynayake@ndbbank	. Kandy	Kandy HRI	S	HCM logging issue/M	Software	wasim.akram@r	ndbbank.com Completed
				Action		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coordinat the Issue and Assi		Comments		Wasim.akram	2018-08-15 14:56:40
				ndbbank.com Comple issue 89973	ted the Comp	pleted		ndbbank.com	2018-08-15 15:55:28
				Closed By System	Clos	sed By System		System	2018-08-20 05:10:39
89974	2018/08/15	gihan.thennakoon@ndbbank.co	m Anuradapura	Anuradapura Oth	ner	CRIB logging issue	Software	wasim.akram@r	ndbbank.com Completed
				Action		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coordinat the Issue and Assi		Comments		Wasim.akram	2018-08-15 14:58:05
				ndbbank.com Comple issue 89974	ted the Comp	pleted		ndbbank.com	2018-08-16 08:47:17

Issue :	ID Date	User Name	Branch/Dept.	Contact No	Nature of Prol	olem De	escription	Job Cate	gory Attended By		Status
89975	2018/08/15	thiwanka.rajapaksha@ndbbank.com	DM	DM	Other		ormat the pc and		Udayana.Wanig bank.com	gasekara@nd	b Completed
					Action		User Comment		Comment By	Cooment	Date % Time
					ordinator Logged nd Assigned to	No Commer	nts		Udayana.Wanigaseka ra	2018-08-15	14:58:38
				indrajith.n Commented o	anayakkara n the issue		completed and er confirmation		indrajith.nanayakk ara	2018-08-20	17:15:56
				Udayana.Wan Commented t	igasekara he issue 89975	completed drivers.	l need to add pr		Udayana.Wanigaseka ra	2018-08-21	08:58:41
				ndbbank.com issue 89975	Completed the	completed	l		ndbbank.com	2018-08-21	10:04:01
				Closed By	System	Closed By	y System		System	2018-08-27	05:10:30
89976											
09970	2018/08/15	nirmala.fernando@ndbbank.com	Gampaha	Gampaha	Key Board		eyboard is not orking	Hardware	ifam@ndbbank.	.com	Completed
09970	2018/08/15	nirmala.fernando@ndbbank.com	ı Gampaha	-	Key Board		-	Hardware	ifam@ndbbank.		Completed  Date % Time
09970	2018/08/15	nirmala.fernando@ndbbank.com	1 Gampaha	Helpdesk Co	-		User Comment				Date % Time
03370	2018/08/15	nirmala.fernando@ndbbank.com	1 Gampaha	Helpdesk Co the Issue a	Action ordinator Logged nd Assigned to Completed the	WC	User Comment		Comment By	Cooment	Date % Time 15:24:22
03370	2018/08/15	nirmala.fernando@ndbbank.com	1 Gampaha	Helpdesk Co the Issue a	Action  ordinator Logged  nd Assigned to  Completed the	wo	User Comment		Comment By	Cooment 2018-08-15	Date % Time 15:24:22 17:40:57
89977		nirmala.fernando@ndbbank.com	-	Helpdesk Co the Issue a ndbbank.com issue 89976	Action  ordinator Logged  nd Assigned to  Completed the	No Commer job done Closed By	User Comment		Comment By  Ifam  ndbbank.com  System	Cooment 2018-08-15 2018-08-16 2018-08-20	Date % Time 15:24:22 17:40:57
			-	Helpdesk Co the Issue a ndbbank.com issue 89976 Closed By Gampaha	Action ordinator Logged nd Assigned to Completed the	No Commer job done Closed By	User Comment  Its  7 System  Payboard is not		Comment By  Ifam  ndbbank.com  System	Cooment 2018-08-15 2018-08-16 2018-08-20	Date % Time  15:24:22  17:40:57  05:10:39
			Gampaha	Helpdesk Co the Issue a ndbbank.com issue 89976 Closed By Gampaha	Action  ordinator Logged  nd Assigned to  Completed the  System  Key Board	No Commer job done Closed By	User Comment  This  Y System  Explored is not orking  User Comment		Comment By  Ifam  ndbbank.com  System  ifam@ndbbank.	Cooment 2018-08-15 2018-08-16 2018-08-20	Date % Time  15:24:22  17:40:57  05:10:39  Completed  Date % Time
			Gampaha	Helpdesk Co the Issue a ndbbank.com issue 89976 Closed By Gampaha Helpdesk Co the Issue a	Action  ordinator Logged  nd Assigned to  Completed the  System  Key Board  Action  ordinator Logged  nd Assigned to  Completed the	No Commer job done Closed By Ke	User Comment  This  Y System  Explored is not orking  User Comment	Hardware	Comment By  Ifam  ndbbank.com  System  ifam@ndbbank.	Cooment 2018-08-15 2018-08-16 2018-08-20 .com	Date % Time  15:24:22  17:40:57  05:10:39  Completed  Date % Time  15:24:32

Issue 1	ID Date	User Name	Branch/Dept.	Contact No	Nature of Pro	olem Description	Job Categor	ry Attended By	Status
89978	2018/08/15	hasitha.sandaruwan@ndbbank.om	c Gampaha	Gampaha	Other	Mouse not working	g Hardware	ifam@ndbbank	c.com Completed
				Ac	tion	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Comments	Ifa	ım	2018-08-15 15:33:42
				ndbbank.com Co issue 89978	ompleted the	job done	ndk	obank.com	2018-08-16 17:41:35
				Closed By Sys	stem	Closed By System	Sys	stem	2018-08-20 05:10:39
89979	2018/08/15	nirmal.fernando@ndbbank.com	n Gampaha	Gampaha	Other	Mouse not working	g Hardware	ifam@ndbbank	c.com Completed
				Ac	tion	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	linator Logged Assigned to	No Comments	Ifa	ım	2018-08-15 15:34:10
				ndbbank.com Co issue 89979	ompleted the	job done	ndk	bank.com	2018-08-16 17:41:57
				Closed By Sys	stem	Closed By System	Sys	stem	2018-08-20 05:10:40
89980	2018/08/15	nirmal.fernando@ndbbank.com	n Gampaha	Gampaha	Other	Mouse not working	g Hardware	ifam@ndbbank	c.com Completed
				Ac	tion	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	linator Logged Assigned to	No Comments	Ifa	ım	2018-08-15 15:34:19
				ndbbank.com Co issue 89980	ompleted the	job done	ndk	bank.com	2018-08-16 17:42:21
				Closed By Sys	stem	Closed By System	Sys	stem	2018-08-20 05:10:40
89981	2018/08/15	amal.roy@ndbbank.com	null	Nawam Branch	Need to add p	rinter Need to add printer	Software	wasim.akram@	endbbank.com Completed
				Ac	tion	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Comments		lpdesk ordinator	2018-08-15 15:56:42
				ndbbank.com Co	mpleted the	Completed	n di	obank.com	2018-08-16 16:08:07

Issue I	D Date	User Name	Branch/Dept.	Contact N	o Nature of Pro	blem Description	Job Cate	egory Attended By	Status
					Action	User Comment		Comment By	Cooment Date % Time
				Closed By	System	Closed By System		System	2018-08-20 05:10:40
89982	2018/08/15	charitha.abeynayake@ndbbank.	. Kandy	Kandy	Other	Email issue	Software	e ifam@ndbbank	.com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Ifam	2018-08-15 16:09:58
				ndbbank.co issue 8998	m Completed the	job done		ndbbank.com	2018-08-16 17:43:06
				Closed By	System	Closed By System		System	2018-08-20 05:10:40
89983	2018/08/15	ishan.meegaswatta@ndbbank.com	o Kandy	Kandy	Other	O 365 logging issue	Software	e Thilina@ndbba	ank.com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Thilina	2018-08-15 16:16:38
				ndbbank.com issue 8998	m Completed the	Job is Completed.,		ndbbank.com	2018-08-15 16:30:33
				Closed By	System	Closed By System		System	2018-08-20 05:10:40
89984	2018/08/15	sudari.rathnayake@ndbbank.com	) Horana	Horana	Other	GX reporter installation/M	Software	e wasim.akram@n	ndbbank.com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Wasim.akram	2018-08-15 16:24:06
					m Completed the	Completed		ndbbank.com	2018-08-15 16:25:12
				issue 8998	4	Completed			2010-00-13 10:23:12

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89985	2018/08/15	ishan.rathnayake@ndbbank.com	n null	4277	HDFC Platform Certificate i		HDFC Platform Certificate issu	Software e	Mahendra.Prembbank.com	nathilaka@nd Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Helpdesk Coordinator	2018-08-15 16:26:53
				Mahendra.Prem Commented the	mathilaka e issue 89985	Certif to HDF	icate not valid,	Informed	Mahendra.Premathil aka	2018-08-15 16:31:17
				ndbbank.com ( issue 89985	Completed the		rm Installed. and rtificate from HD		ndbbank.com	2018-08-17 10:43:41
				Closed By Sy	ystem	Closed	By System		System	2018-08-21 05:10:26
89986	2018/08/15	krishica.patrick@ndbbank.com	n Kotahena	Kotahena	Other		Crib link is not Working	Software	Thilina@ndbba	ank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Thilina	2018-08-15 17:36:09
				ndbbank.com ( issue 89986	Completed the	Job is	Completed,.		ndbbank.com	2018-08-15 17:36:30
				Closed By Sy	ystem	Closed	By System		System	2018-08-20 05:10:40
89987	2018/08/16	madika.ganepola@ndbbank.com	НО	37107	PC		PC is getting stuck	Software	Thilina@ndbba	ank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	rdinator Logged d Assigned to	No Com	ments		Thilina	2018-08-16 08:16:04
					Completed the		is the HDD , Repl d Re install Oper		ndbbank.com	2018-08-17 13:09:54
				Closed By Sy	ystem	Closed	By System		System	2018-08-21 05:10:26
89988	2018/08/16	madika.ganepola@ndbbank.com	НО	37107	Other		T24- login issue	Software	wasim.akram@	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Wasim.akram	2018-08-16 08:43:11

	Action	User Comment	Comment By	Cooment Date % Time
	ndbbank.com Completed the issue 89988	Completed	ndbbank.com	2018-08-16 16:10:04
	Closed By System	Closed By System	System	2018-08-20 05:10:40
18/08/16 irushi.tennakoon@ndbbank.com Malambe	Malabe Other	Need to uninstall Software kingsoft	wasim.akram@	ndbbank.com Completed
	Action	User Comment	Comment By	Cooment Date % Time
	Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 08:46:06
	ndbbank.com Completed the issue 89989	Completed	ndbbank.com	2018-08-16 16:10:24
	Closed By System	Closed By System	System	2018-08-20 05:10:40
18/08/16 irushi.tennakoon@ndbbank.com Malambe	Malabe Other	Need to install Software	wasim.akram@	ndbbank.com Completed
	Action	User Comment	Comment By	Cooment Date % Time
	Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 08:46:22
	ndbbank.com Completed the issue 89990	Completed	ndbbank.com	2018-08-16 16:11:06
	Closed By System	Closed By System	System	2018-08-20 05:10:40
18/08/16 irushi.tennakoon@ndbbank.com Malambe	Malabe Other	Need to uninstall Software MS Office 2010/M	wasim.akram@	ndbbank.com Completed
	Action	User Comment	Comment By	Cooment Date % Time
	Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 08:46:43
	ndbbank.com Completed the issue 89991	Completed	ndbbank.com	2018-08-16 16:10:47
	Closed By System	Closed By System	System	2018-08-20 05:10:40
1	18/08/16 irushi.tennakoon@ndbbank.com Malambe	issue 89988  Closed By System  Malabe Other  Action Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89989  Closed By System  18/08/16 irushi.tennakoon@ndbbank.com Malambe  Malabe Other  Action Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 89990  Closed By System  18/08/16 irushi.tennakoon@ndbbank.com Malambe  Malabe Other  Action Helpdesk Coordinator Logged the Issue 89990  Closed By System  Malabe Other	Issue 89988 Closed By System Closed By System  Malabe Other Need to uninstall Software kingsoft  Action User Comment  Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Malambe  Malabe Other Need to install Software kingsoft  Action User Comment  No Comments  No Comments  No Comments  Software System  18/08/16 irushi.tennakoon@ndbbank.com Malambe  Malabe Other Need to install Software MS Office 2010/M  Action User Comment  Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the Issue and Assigned to ndbbank.com Completed the Issue 89990  Closed By System Closed By System  18/08/16 irushi.tennakoon@ndbbank.com Malambe  Malabe Other Need to uninstall Software MS Office 2010/M  Action User Comment  Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the Issue and Assigned to	Issue 89988   Completed   RODDARK.com

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
89992	2018/08/16	irushi.tennakoon@ndbbank.com	m Malambe	Malabe	Other		Need to install kingsoft	Software	wasim.akram@	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				-	rdinator Logged d Assigned to	No Com	nments	V	Wasim.akram	2018-08-16 08:47:29
				ndbbank.com ( issue 89992	Completed the	Comple	eted	ì	ndbbank.com	2018-08-16 16:29:34
				Closed By Sy	ystem	Closed	d By System	Ç.	System	2018-08-20 05:10:40
89993	2018/08/16	rasika.sandamali@ndbbank.com	m HO	35122	Other		install azura	Software	wasim.akram@	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	nments	ū	Wasim.akram	2018-08-16 08:52:36
				ndbbank.com ( issue 89993	Completed the	Comple	eted	I	ndbbank.com	2018-08-16 16:29:59
				Closed By Sy	ystem	Closed	d By System	Ç.	System	2018-08-20 05:10:40
89994	2018/08/16	namal.perera@ndbbank.com	НО	3944	PC		Msg appearing as insufficient disk		wasim.akram@	Indbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	nments	V	Wasim.akram	2018-08-16 09:00:52
				ndbbank.com ( issue 89994	Completed the	clear	temp files	1	ndbbank.com	2018-08-16 16:14:23
				Closed By Sy	ystem	Closed	d By System	Ç.	System	2018-08-20 05:10:40
89995	2018/08/16	Harshi.Fernando@ndbbank.com	НО	3351	PC		Msg appearing as insufficient disk		wasim.akram@	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	nments	V	Wasim.akram	2018-08-16 09:12:32
				ndbbank.com ( issue 89995	Completed the	clear	temp files	I	ndbbank.com	2018-08-16 16:15:17

Issue I	D Date	User Name	Branch/Dept.	Contact N	o Nature of Pro	olem Description	Job Cate	egory Attended By	Status
					Action	User Comm	ent	Comment By	Cooment Date % Time
				Closed By	System	Closed By System		System	2018-08-20 05:10:40
89996	2018/08/16	irushi.tennakoon@ndbbank.com	. Malambe	51053	MS office	Need to uning	stall Software	e wasim.akram@r	ndbbank.com Completed
					Action	User Comm	ent	Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Wasim.akram	2018-08-16 09:29:08
				ndbbank.co issue 8999	m Completed the 6	Completed		ndbbank.com	2018-08-16 16:30:16
				Closed By	System	Closed By System		System	2018-08-20 05:10:40
89997	2018/08/16	irushi.tennakoon@ndbbank.com	Malambe	51053	MS office	Need to insta kingsoft	all Software	e wasim.akram@r	ndbbank.com Completed
					Action	User Comm	ent	Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Wasim.akram	2018-08-16 09:29:27
				ndbbank.co issue 8999	m Completed the 7	Completed		ndbbank.com	2018-08-16 16:19:16
				Closed By	System	Closed By System		System	2018-08-20 05:10:40
89998	2018/08/16	madika.ganepola@ndbbank.com	НО	37101	Other	0365 mail loo issue/M	gging Software	e wasim.akram@r	ndbbank.com Completed
					Action	User Comm	ent	Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Wasim.akram	2018-08-16 09:35:55
				ndbbank.co issue 8999	m Completed the 8	clear browser cache		ndbbank.com	2018-08-16 16:12:10

Closed By System

System

Closed By System

2018-08-20 05:10:40

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem D	escription	Job Cate	gory Attended By	Sta	atus
89999	9999 2018/08/16 malan.fernando@ndbba		com Thissamaharam aya	Thissamaharam aya	n Other	Н	HCM logging issue Software		wasim.akram@ndbbank.com Completed		npleted
				Action  Helpdesk Coordinator Logged the Issue and Assigned to			User Comment		Comment By	Cooment Date	% Time
						No Comme	nts	7	Wasim.akram	2018-08-16 09:4	18:48
				ndbbank.com Co issue 89999	mpleted the	Completed	d	]	ndbbank.com	2018-08-16 16:1	L7:05
				Closed By Sys	tem	Closed B	y System	4	System	2018-08-20 05:1	0:40
90000	2018/08/16	shemain.pietersz@ndbbank.com	m Kolpity Brnch	Kolpity Brnch	other	d.	isk full	Software	Udayana.Waniç bank.com	asekara@ndb Com	npleted
				Act	cion		User Comment		Comment By	Cooment Date	% Time
				Helpdesk Coordinator Logged the Issue and Assigned to		No Comments			Udayana.Wanigaseka ra	2018-08-16 09:5	52:35
				ndbbank.com Co issue 90000	mpleted the	completed	d	]	ndbbank.com	2018-08-16 09:5	59:05
				Closed By Sys	tem	Closed B	y System	ŝ	System	2018-08-20 05:1	10:40
90001	2018/08/16	madika.ganepola@ndbbank.com	НО	37101	Other		eed to add inhala font/M	Software	ifam@ndbbank.	com Com	mpleted
				Act	ion		User Comment		Comment By	Cooment Date	% Time
				Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 90001		No Comments			Ifam	2018-08-16 10:0	0:35
								]	ndbbank.com	2018-08-16 17:4	13:28
				Closed By Sys	tem	Closed By	y System		System	2018-08-20 05:1	10:40
90002	2018/08/16	erandi.shanika@ndbbank.com	DHPL	DHPL	Other		xreport nstallation	Software	ifam@ndbbank.	com Com	mpleted
				Act	ion		User Comment		Comment By	Cooment Date	% Time
				Helpdesk Coord the Issue and	linator Logged Assigned to	No Comme	nts		Ifam	2018-08-16 10:1	12:08
				ndbbank.com Co issue 90002	mpleted the	job done		1	ndbbank.com	2018-08-16 17:4	13:48

Issue II	D Date	User Name	Branch/Dept.	Contact No	Nature of Prol	blem Description	Job Cate	egory Attended By	Status
				Ac	tion	User Commer	nt	Comment By	Cooment Date % Time
				Closed By Sy:	stem	Closed By System		System	2018-08-20 05:10:41
90003	2018/08/16	nadhisha.sewwandi@ndbank.com	n HOB	НО	Other	CCTV camera is	sue Software	e ifam@ndbbank.	com Completed
				Ac	tion	User Commer	nt	Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Comments		Ifam	2018-08-16 10:36:33
				ndbbank.com Co issue 90003	ompleted the	job done		ndbbank.com	2018-08-16 17:44:06
				Closed By Sy:	stem	Closed By System		System	2018-08-20 05:10:41
90004	2018/08/16	erandi.shanika@ndbbank.com	DHPL	НО	Other	GXreport issue	Software	e ifam@ndbbank.	com Completed
				Ac	tion	User Commer	nt	Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	linator Logged Assigned to	No Comments		Ifam	2018-08-16 10:39:49
				ndbbank.com Co issue 90004	ompleted the	job done		ndbbank.com	2018-08-16 17:45:00
				Closed By Sys	stem	Closed By System		System	2018-08-20 05:10:41
90005	2018/08/16	Damitha.Ranasinghe@ndbbank.om	c DM	43024	Other	Install Data S Online system	can Software	Mahendra.Prem bbank.com	athilaka@nd Completed
				Ac	tion	User Commer	nt	Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	linator Logged Assigned to	No Comments		Mahendra.Premathil aka	2018-08-16 10:44:29
				ndbbank.com Co issue 90005	ompleted the	Done.		ndbbank.com	2018-08-16 15:55:36
				Closed By Sys	stem	Closed By System		System	2018-08-20 05:10:41

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
90006	2018/08/16	sulani.gunasena@ndbbank.com	HO	3343	PC		Trust	Hardware	Ildavana Wanio	gasekara@ndb Completed
3000	2010, 00, 10	Suranr. gunasenaenubbdik. Com	110			relationship			bank.com	
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	nments		Udayana.Wanigaseka ra	2018-08-16 11:02:26
				ndbbank.com ( issue 90006	Completed the	comple	eted	נ	ndbbank.com	2018-08-16 15:59:06
				Closed By Sy	stem	Closed	l By System		System	2018-08-20 05:10:41
90007	2018/08/16	morris.fernando@ndbbank.com	Negombo	Negombo	Other		scan not working	Software	wasim.akram@r	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Com	nments	Ī	Wasim.akram	2018-08-16 11:08:23
				ndbbank.com Completed the issue 90007		install plugging			ndbbank.com	2018-08-16 16:18:40
				Closed By Sy	rstem	Closed	l By System		System	2018-08-20 05:10:41
90008	2018/08/16	tilani.dissanayake@ndbbank.dom	c null	Badulla			k Paper jam on - lexmark Printer,	Hardware	ifam@ndbbank.	com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments		Helpdesk Coordinator	2018-08-16 11:13:09
				ndbbank.com ( issue 90008	Completed the	job do	one	1	ndbbank.com	2018-08-17 09:09:55
				Closed By Sy	rstem	Closed	l By System		System	2018-08-21 05:10:26
90009	2018/08/16	madushika.yudaganawa@ndbbanl.com	k Nawam Branch	Nawam Branch	n Printer		Need to add a printer	Software	Thilina@ndbba	ank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	r	Thilina	2018-08-16 11:29:36
				ndbbank.com ( issue 90009	Completed the	Job is	Completed,.	ز	ndbbank.com	2018-08-17 13:11:48

Issue 1	ID Date	User Name	Branch/Dept.	Contact No	Nature of Prob	olem Description	Job Cate	gory Attended By	Status
					Action	User Comment		Comment By	Cooment Date % Time
				Closed By S	System	Closed By System		System	2018-08-21 05:10:26
90010	2018/08/16	danushika.perera@ndbbank.co	m HO	IT Stores	Other	Disk full	Software	Udayana.Wanig bank.com	asekara@ndb Completed
					Action	User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comments		Udayana.Wanigaseka ra	2018-08-16 11:31:45
				ndbbank.com issue 90010	Completed the	completed		ndbbank.com	2018-08-16 11:35:40
				Closed By S	System	Closed By System		System	2018-08-20 05:10:41
90011	2018/08/16	ajantha.perera@ndbbank.com	Havelock Town	Havelock To	own Other	Workflow system getting stuck/M	Software	wasim.akram@n	dbbank.com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comments		Wasim.akram	2018-08-16 11:35:34
				ndbbank.com issue 90011	Completed the	clear temp files		ndbbank.com	2018-08-16 16:20:54
				Closed By S	System	Closed By System		System	2018-08-20 05:10:41
90012	2018/08/16	ajantha.perera@ndbbank.com	Havelock Town	Havelock To	own Other	Need to add CRIB icon/M	Software	wasim.akram@n	dbbank.com Completed

Action	User Comment	Comment By	Cooment Date % Time		
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 11:35:46		
ndbbank.com Completed the issue 90012	Completed	ndbbank.com	2018-08-20 10:25:06		
Closed By System	Closed By System	System	2018-08-24 05:10:28		

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Prob	olem	Description	Job Cate	gory Attended By	Status
90013	2018/08/16	ajantha.perera@ndbbank.com	Havelock Town	Havelock Town	o Other		Need to add CRESS icon/M	Software	wasim.akram@r	ndbbank.com Completed
				Act	ion		User Comment		Comment By	Cooment Date % Time
				the Issue and Assigned to		No Com	ments		Wasim.akram	2018-08-16 11:35:59
						Comple	ted		ndbbank.com	2018-08-16 16:19:39
				Closed By Sys	tem	Closed	By System	ı	System	2018-08-20 05:10:41
90014	2018/08/16	ajantha.perera@ndbbank.com	Havelock Town	Havelock Town	n Other		Need to add T24 icon/M	Software	wasim.akram@r	ndbbank.com Completed
				Act	ion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to		No Comments		Wasim.akram	2018-08-16 11:36:08	
				ndbbank.com Co issue 90014	mpleted the	Comple	ted		ndbbank.com	2018-08-16 16:35:31
				Closed By Sys	tem	Closed	By System	ı	System	2018-08-20 05:10:41
90015	2018/08/16	ajantha.perera@ndbbank.com	Havelock Town	Havelock Town	n Other		Need to add 0365 mail icon/M	Software	wasim.akram@r	ndbbank.com Completed
				Act	ion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Com	ments		Wasim.akram	2018-08-16 11:36:17
				ndbbank.com Co issue 90015	mpleted the	Comple	ted		ndbbank.com	2018-08-16 16:35:42
				Closed By Sys	tem	Closed	By System		System	2018-08-20 05:10:41
90016	2018/08/16	indrajith.nanayakkara@ndbbank.com	n HO	3249	PC		Need to back up to PC15019	Software	Thilina@ndbba	ank.com Completed
				Act	ion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Com	ments		Thilina	2018-08-16 11:41:34
				ndbbank.com Co issue 90016	mpleted the	Job is	Completed,.	_	ndbbank.com	2018-08-17 13:15:08

Issue I	ID Date	User Name	Branch/Dept.	Contact N	No Nature of Pro	blem Description	Job Cate	egory Attended By	Status
					Action	User Comment		Comment By	Cooment Date % Time
				Closed By	System	Closed By System		System	2018-08-21 05:10:26
90017	2018/08/16	rasika.sandamali@ndbbank.com	НО	НО	Other	kingsoft uninstall	Software	ifam@ndbbank.	com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					Coordinator Logged and Assigned to	No Comments		Ifam	2018-08-16 12:14:26
				ndbbank.cc issue 9001	om Completed the .7	job done		ndbbank.com	2018-08-17 09:10:06
				Closed By	System	Closed By System		System	2018-08-21 05:10:26
90018	2018/08/16	rasika.sandamali@ndbbank.com	НО	НО	Other	kingsoft uninstall	Software	e ifam@ndbbank.	com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					Coordinator Logged and Assigned to	No Comments		Ifam	2018-08-16 12:14:52
				ndbbank.cc issue 9001	om Completed the 8	job done		ndbbank.com	2018-08-17 09:10:17
				Closed By	System	Closed By System		System	2018-08-21 05:10:26
90019	2018/08/16	rasika.sandamali@ndbbank.com	НО	НО	Other	kingsoft uninstall	Software	e ifam@ndbbank.	com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					Coordinator Logged and Assigned to	No Comments		Ifam	2018-08-16 12:15:14
				ndbbank.cc issue 9001	om Completed the	job done		ndbbank.com	2018-08-17 09:10:27
				Closed By	System	Closed By System		System	2018-08-21 05:10:26

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem D	escription	Job Categ	ory Attended By	Status
90020	2018/08/16	tharaka.wijekoon@ndbbank.co	m Monaragala	055-2277326-	-8 Other	P	C is slow	Software	ifam@ndbbank.	.com Completed
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comme	nts	I	fam	2018-08-16 12:29:59
				ndbbank.com C issue 90020	ompleted the	job done		n	dbbank.com	2018-08-17 09:11:09
				Closed By Sy	stem	Closed B	y System	S	ystem	2018-08-21 05:10:26
90021	2018/08/16	lahiru.liyanachchi@ndbbank. om	с НО	НО	Other	0	utlook issue	Software	Udayana.Waniq bank.com	gasekara@ndb Completed
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comme	nts		dayana.Wanigaseka a	2018-08-16 12:48:55
				ndbbank.com C issue 90021	ompleted the	complete	d	n	dbbank.com	2018-08-16 15:58:55
				Closed By Sy	stem	Closed B	y System	S	ystem	2018-08-20 05:10:41
90022	2018/08/16	muthukumar.vithuhan@ndbbank	. Gampola	*7355	Other	I	nstall scanner	Software	ifam@ndbbank.	.com Completed
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comme	nts	I	fam	2018-08-16 13:07:03
				ndbbank.com C issue 90022	ompleted the	job done		n	dbbank.com	2018-08-17 09:11:19
				Closed By Sy	stem	Closed B	y System	S	ystem	2018-08-21 05:10:26
90023	2018/08/16	erandi.shanika@ndbbank.com	DHPL	3700	MS office		eed to uninstali ingsoft	l Software	wasim.akram@r	ndbbank.com Completed
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comme	nts	W	asim.akram	2018-08-16 14:00:16
				ndbbank.com C issue 90023	ompleted the	Complete	d	n	dbbank.com	2018-08-20 10:25:26

Issue I	D Date	User Name	Branch/Dept.	Contact N	o Nature of Prol	olem Descri	iption Job Cate	gory Attended By	Status
					Action	Us	er Comment	Comment By	Cooment Date % Time
				Closed By	System	Closed By Sy	ystem	System	2018-08-24 05:10:28
90024	2018/08/16	erandi.shanika@ndbbank.com	DHPL	3700	MS office		to install Software	e wasim.akram@n	dbbank.com Completed
					Action	Us	er Comment	Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Wasim.akram	2018-08-16 14:00:26
				ndbbank.co issue 9002	m Completed the 4	Completed		ndbbank.com	2018-08-20 10:28:46
				Closed By	System	Closed By Sy	ystem	System	2018-08-24 05:10:28
90025	2018/08/16	indrajith.nanayakkara@ndbbank.com	n HO	32489	PC	Need t to PC1	to Back up Software 15019	e Thilina@ndbba	nk.com Completed
					Action	Us	er Comment	Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Thilina	2018-08-16 14:04:59
				ndbbank.co issue 9002	m Completed the 5	Job is Comple	eted,.	ndbbank.com	2018-08-17 13:15:21
				Closed By	System	Closed By Sy	ystem	System	2018-08-21 05:10:26
90026	2018/08/16	chirantha.janapriya@ndbbank	. Ampara	*7340	Other	instal font	ll Sinhala Software	e wasim.akram@n	dbbank.com Completed
					Action	Us	er Comment	Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Wasim.akram	2018-08-16 14:14:39
				ndbbank.co issue 9002	m Completed the 6	Completed		ndbbank.com	2018-08-16 16:35:55
				Closed By	System	Closed By Sy	ystem	System	2018-08-20 05:10:41

## Helpdesk Jobs Summery Report

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Probl	lem Description	Job Categor	Y Attended By	Status
0027	2018/08/16	dulanji.ukwatta@ndbbank.com	Ampara	31220	MS office	install ms office	e Software	wasim.akram@	ndbbank.com Completed
				A	ction	User Comment		Comment By	Cooment Date % Time
					rdinator Logged N	o Comments	Was	im.akram	2018-08-16 14:17:26
				ndbbank.com ( issue 90027	Completed the C	ompleted	ndbl	bank.com	2018-08-20 10:27:20
				Closed By Sy	ystem C	losed By System	Sys:	tem	2018-08-24 05:10:28
0028	2018/08/16	dulanji.ukwatta@ndbbank.com	Ampara	31220	MS office	install ms office	e Software	wasim.akram@	ndbbank.com Completed
				A	ction	User Comment		Comment By	Cooment Date % Time
					rdinator Logged N	o Comments	Was	im.akram	2018-08-16 14:18:04
				ndbbank.com ( issue 90028	Completed the C	ompleted	ndbl	bank.com	2018-08-20 10:28:05
				Closed By Sy	ystem C	losed By System	Sys	tem	2018-08-24 05:10:28
0029	2018/08/16	dulanji.ukwatta@ndbbank.com	HEAD OFFICE	31220	MS office	install ms office	e Software	wasim.akram@	ndbbank.com Completed
				A	ction	User Comment		Comment By	Cooment Date % Time
					rdinator Logged N	o Comments	Was	im.akram	2018-08-16 14:18:51
				ndbbank.com ( issue 90029	Completed the C	ompleted	ndbl	bank.com	2018-08-20 10:28:22
				Closed By Sy	ystem C	losed By System	Sys:	tem	2018-08-24 05:10:28
0030	2018/08/16	aslam.fidha@ndbbank.com	null	4293	Data Dransfer f USB	from Data Dransfer from USB	Other	Mahendra.Pre	mathilaka@nd Completed
				A	ction	User Comment		Comment By	Cooment Date % Time
					rdinator Logged N	o Comments		pdesk rdinator	2018-08-16 14:33:15
				ndbbank.com (	Completed the	one. XTempaslam IBU		bank.com	2018-08-16 15:50:21

Issue ID	Date	User Name	Branch/Dept.	Contact No Nature of Pro	oblem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-20 05:10:41
90031	2018/08/16	kunatheepa.elangeswaran@ndbkank.com	) Malambe	51054 Other	O365 mail logging Software	e wasim.akram@r	adbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 14:33:31
				ndbbank.com Completed the issue 90031	Completed	ndbbank.com	2018-08-20 10:28:33
				Closed By System	Closed By System	System	2018-08-24 05:10:28
0032	2018/08/16	dulanji.ukwatta@ndbbank.com	НО	HO Other	Uninstall Software Kingsoft and	e wasim.akram@r	dbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Maxwell	2018-08-16 15:25:39
				Helpdesk Coordinator Reassigned the issue to	Please update	Helpdesk Coordinator	2018-08-21 08:36:53
				Helpdesk Coordinator Reassigned the issue to	Please update	Helpdesk Coordinator	2018-08-21 08:36:58
				Helpdesk Coordinator Reassigned the issue to	Please update	Helpdesk Coordinator	2018-08-21 08:37:01
				Helpdesk Coordinator Reassigned the issue to	Please update	Helpdesk Coordinator	2018-08-21 08:37:06
				ndbbank.com Completed the issue 90032	Completed	ndbbank.com	2018-08-21 10:38:35
				Closed By System	Closed By System	System	2018-08-27 05:10:30
90033	2018/08/16	piumi.hansika@ndbbank.com	НО	HO Other	uninstall Software	e wasim.akram@r	adbbank.com Completed

Action

Helpdesk Coordinator Logged the Issue and Assigned to

Page	221	of	317

Cooment Date % Time

2018-08-16 15:27:04

Comment By

Maxwell

User Comment

No Comments

Issue 1	ID Date User Name Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status
		Action	User Comment	Comment By	Cooment Date % Time
		Helpdesk Coordinator Reassigned the issue to	Please update	Helpdesk Coordinator	2018-08-21 08:37:25
		ndbbank.com Completed the issue 90033	Completed	ndbbank.com	2018-08-21 10:39:22
		Closed By System	Closed By System	System	2018-08-27 05:10:30
90034	2018/08/16 piumi.hansika@ndbbank.com HO	HO Other	uninstall Softward kingsoft and	e wasim.akram@n	ndbbank.com Completed
		Action	User Comment	Comment By	Cooment Date % Time
		Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Maxwell	2018-08-16 15:30:56
		Helpdesk Coordinator Reassigned the issue to	Please update	Helpdesk Coordinator	2018-08-21 08:37:38
		ndbbank.com Completed the issue 90034	Completed	ndbbank.com	2018-08-21 10:39:46
		Closed By System	Closed By System	System	2018-08-27 05:10:30
90035	2018/08/16 harindu.wijesinghe@ndbbank.c Hanwella om	Hanwella Other	0365 Mail loading Softwardissue	e wasim.akram@r	ndbbank.com Completed
		Action	User Comment	Comment By	Cooment Date % Time
		Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-16 15:41:06
		ndbbank.com Completed the issue 90035	Completed	ndbbank.com	2018-08-20 10:26:02
		Closed By System	Closed By System	System	2018-08-24 05:10:28
90036	2018/08/16 sharmila.fonseka@ndbbank.com Dambulla	Dambulla Other	T24- login issue Software	e Udayana.Waniq bank.com	gasekara@ndb Completed
		Action	User Comment	Comment By	Cooment Date % Time
		Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-16 15:43:01
		ndbbank.com Completed the issue 90036	completed	ndbbank.com	2018-08-16 15:58:42
		ndbbank.com Completed the	completed	ndbbank.com	2018-08-16 15:58:42

Issue I	D Date	User Name	Branch/Dept.	Contact N	Nature of Pro	blem Description	Job Cate	egory Attended By	Status
					Action	User Comment		Comment By	Cooment Date % Time
				Closed By	System	Closed By System		System	2018-08-20 05:10:41
90037	2018/08/16	gayani.kalawitigoda@ndbbank com	DM	нов	Other	Need to install GX reporter	Software	wasim.akram@n	dbbank.com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Wasim.akram	2018-08-16 15:54:52
				ndbbank.co issue 9003	m Completed the 7	Completed		ndbbank.com	2018-08-20 10:25:40
				Closed By	System	Closed By System		System	2018-08-24 05:10:28
90038	2018/08/16	sharmila.fonseka@ndbbank.com	n Dambulla	Dambulla	Other	T24 slow loading	Software	Udayana.Wanig	asekara@ndb Completed
					Action	User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Udayana.Wanigaseka ra	2018-08-16 15:56:47
				ndbbank.co issue 9003	m Completed the 8	completed		ndbbank.com	2018-08-16 15:58:30
				Closed By	System	Closed By System		System	2018-08-20 05:10:41
90039	2018/08/16	nilushi.guruge@ndbbank.com	DM	DM	Other	HCM Logging issu	e Software	Udayana.Wanig bank.com	asekara@ndb Completed
					Action	User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments		Udayana.Wanigaseka ra	2018-08-16 15:57:54
				ndbbank.co	m Completed the	completed		ndbbank.com	2018-08-16 15:58:14

issue 90039

Closed By System

completed

Closed By System

2018-08-20 05:10:41

System

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
90040	2018/08/16	andrea.ruwanpura@ndbbank.com	ı НО	НО	Other		install visio studio	Software	Udayana.Wanig bank.com	gasekara@ndb Completed
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments		Udayana.Wanigaseka ra	2018-08-16 16:39:24
				ndbbank.com C issue 90040	ompleted the	instal comple	l and activate softed.	tware.Jod	ndbbank.com	2018-08-17 09:28:18
				the issue 900					andrea.ruwanpura	2018-08-17 09:31:43
				andrea.ruwanp the issue 900	ura Confirmed 40				andrea.ruwanpura	2018-08-17 09:31:44
90041	2018/08/16	sanchuthan.paramanayakam@ndbbank.com	Nelliady	*7370	Other		Workflow issue	Software	ifam@ndbbank.	com Completed
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments		Ifam	2018-08-16 17:32:04
				ndbbank.com C issue 90041	ompleted the	job do	ne		ndbbank.com	2018-08-17 09:11:28
				Closed By Sy	stem	Closed	By System		System	2018-08-21 05:10:26
90042	2018/08/17	lucia.anniththa@ndbbank.com	null	34182	lexmark prite	r issue	e lexmark priter issue	Software	ifam@ndbbank.	com Completed
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments		Helpdesk Coordinator	2018-08-17 09:10:50
				ndbbank.com C issue 90042	ompleted the	job do	ne		ndbbank.com	2018-08-17 09:11:42
				Closed By Sy	stem	Closed	By System		System	2018-08-21 05:10:26
90043	2018/08/17	sharaz.hassan@ndbbank.com	НО	НО	Other		Word issue	Software	ifam@ndbbank.	com Completed
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments		Ifam	2018-08-17 09:19:49

Issue 1	ID Date	User Name Branch/Dep	t. Contact No Nature of Pro	oblem Description Job Cat	egory Attended By	Status
			Action	User Comment	Comment By	Cooment Date % Time
			ndbbank.com Completed the issue 90043	job done	ndbbank.com	2018-08-17 14:29:44
			Closed By System	Closed By System	System	2018-08-21 05:10:26
90044	2018/08/17	balasubramaniam.aingaran@ndb Nelliady bank.com	Nelliady PC	PC can t power on Softwar	re Udayana.Wani bank.com	gasekara@ndb Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-17 09:22:48
			ndbbank.com Completed the issue 90044	pc is ready to release. Allocate a pc	d ndbbank.com	2018-08-17 13:23:23
			Udayana.Wanigasekara Commented the issue 90044	pc is ready to release. Allocate a pc	dUdayana.Wanigaseka ra	2018-08-17 13:23:38
			Closed By System	Closed By System	System	2018-08-21 05:10:26
90045	2018/08/17	irushi.tennakoon@ndbbank.com Malabe-DR Site-User	51009 Printer	Need to add a Softwar printer	e ifam@ndbbank	.com Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 09:24:43
			ndbbank.com Completed the issue 90045	job done	ndbbank.com	2018-08-17 14:29:59
			Closed By System	Closed By System	System	2018-08-21 05:10:27
90046	2018/08/17	Faznaine.Cader@ndbbank.com null	70012 add wincor pr	inter add wincor Softwar printer	e Udayana.Wani bank.com	gasekara@ndb Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-17 09:27:28
			ndbbank.com Completed the issue 90046	completed	ndbbank.com	2018-08-17 13:14:08
			Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue II	) Date	User Name	Branch/Dept.	Contact No	Nature of Prob	olem	Description	Job Cate	gory Attended By	Status
90047	2018/08/17	sharaz.hassan@ndbbank.com	НО	3653	Other		word document editing issue	Software	Udayana.Wani bank.com	gasekara@ndb Completed
				1	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Udayana.Wanigaseka ra	2018-08-17 09:34:14
				ndbbank.com issue 90047	Completed the	comple	ted		ndbbank.com	2018-08-17 13:13:51
				Closed By S	ystem	Closed	By System		System	2018-08-21 05:10:27
90048	2018/08/17	amanda.perera@ndbbank.com	НО	3651	Other		X drive permission issue	Software	ifam@ndbbank	.com Completed
				1	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Ifam	2018-08-17 09:34:21
				ndbbank.com issue 90048	Completed the	job do	ne		ndbbank.com	2018-08-17 14:30:17
				Closed By S	ystem	Closed	By System		System	2018-08-21 05:10:27
90049	2018/08/17	amanda.perera@ndbbank.com	НО	3651	Other		X drive permission issue	Software	ifam@ndbbank	.com Completed
				2	Action		User Comment		Comment By	Cooment Date % Time
				1 *	rdinator Logged d Assigned to	No Com	ments		Ifam	2018-08-17 09:39:28
				ndbbank.com issue 90049	Completed the	job do	ne		ndbbank.com	2018-08-17 14:30:32
				Closed By S	ystem	Closed	By System		System	2018-08-21 05:10:27
90050	2018/08/17	saranga.perera@ndbbank.com	НО	НО	Other		Need to install net Beans	Software	ifam@ndbbank	.com Completed
				1	Action		User Comment		Comment By	Cooment Date % Time
				1 *	rdinator Logged d Assigned to	No Com	ments		Ifam	2018-08-17 09:42:56
				ndbbank.com issue 90050	Completed the	540731			ndbbank.com	2018-08-17 14:31:06

Issue II	) Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	gory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-21 05:10:27
90051		nithya.balasubramaniam@ndbba nk.com	Bandarawela	Bandarawela PC	PC getting stuck Software	ifam@ndbbank.	com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 09:51:16
				ndbbank.com Completed the issue 90051	job done	ndbbank.com	2018-08-17 14:31:32
				Closed By System	Closed By System	System	2018-08-21 05:10:27
90052	2018/08/17 r	mudara.desilva@ndbbank.com	Matara	Matara PC	PC getting stuck Software	ifam@ndbbank.	com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	
							2018-08-17 09:54:08
				ndbbank.com Completed the issue 90052	job done	ndbbank.com	2018-08-17 09:54:08 2018-08-17 14:32:05
				<u> </u>		ndbbank.com System	
90053		maneesha.katugampala@ndbbank .com	: Kolpity	issue 90052		System	2018-08-17 14:32:05
90053		3 -	: Kolpity	issue 90052 Closed By System Kolpity Other	Closed By System  windows issue Software	System  Udayana.Waniç	2018-08-17 14:32:05 2018-08-21 05:10:27
90053		3 -	: Kolpity	issue 90052  Closed By System  Kolpity Other Recoveries  Action  Helpdesk Coordinator Logged the Issue and Assigned to	Closed By System  windows issue Software need to repir  User Comment	System  Udayana.Wanig bank.com	2018-08-17 14:32:05 2018-08-21 05:10:27 gasekara@ndb Completed
90053		3 -	: Kolpity	issue 90052  Closed By System  Kolpity Other Recoveries  Action  Helpdesk Coordinator Logged	Closed By System  windows issue Software need to repir  User Comment	System  Udayana.Wanig bank.com  Comment By  Udayana.Wanigaseka	2018-08-17 14:32:05 2018-08-21 05:10:27 gasekara@ndb Completed  Cooment Date % Time

## Helpdesk Jobs Summery Report

Issue II	) Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
90054	2018/08/17	sehan.maduwantha@ndbbank.com	n Puttlam	Puttlam	Other		0365 mail logging issue	Software	ifam@ndbbank	.com Completed
				i	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	I	Ifam	2018-08-17 09:58:05
				ndbbank.com issue 90054	Completed the	job do	ne	r	ndbbank.com	2018-08-17 14:32:47
				Closed By S	ystem	Closed	l By System	S	System	2018-08-21 05:10:27
90055	2018/08/17	imasha.rajapaksha@ndbbank.cc m	Kolpity Recoveries	50106	Other		Need to create scan profile	Software	Udayana.Wani bank.com	gasekara@ndb Completed
				i	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Jdayana.Wanigaseka ca	2018-08-17 10:20:20
				ndbbank.com issue 90055	Completed the	comple	ted	r	ndbbank.com	2018-08-17 13:13:09
				Closed By S	ystem	Closed	l By System	S	System	2018-08-21 05:10:27
90056	2018/08/17	udani.kumarasinghe@ndbbank.com	: Akuressa	*7369	Other		Workflow issue	Software	ifam@ndbbank	.com Completed
				i	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	I	[fam	2018-08-17 10:25:23
				ndbbank.com issue 90056	Completed the	job do	ne	r	ndbbank.com	2018-08-17 14:33:39
				Closed By S	ystem	Closed	l By System	S	System	2018-08-21 05:10:27
90057	2018/08/17	shalika.ignatuius@ndbbank.cc	) HO	IT Stores	Other		add static ip	Software	Udayana.Wanid	gasekara@ndb Completed
				i	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Jdayana.Wanigaseka ca	2018-08-17 10:28:00
				ndbbank.com issue 90057	Completed the	comple	ted	r	ndbbank.com	2018-08-17 13:12:47

Issue I	D Date	User Name	Branch/Dept.	Contact No Nature of Pro	oblem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-21 05:10:27
90058	2018/08/17	Adeesha.perera@ndbbank.com	НО	HO Other	remove the static Software	e Udayana.Wanig bank.com	asekara@ndb Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-17 10:31:03
				ndbbank.com Completed the issue 90058	completed	ndbbank.com	2018-08-17 13:13:27
				Closed By System	Closed By System	System	2018-08-21 05:10:27
90059	2018/08/17	thamara.dilrukshi@ndbbank.com	) DM	42008 Other	Lexmark Scan Software	e Mahendra.Prem bbank.com	athilaka@nd Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathil aka	2018-08-17 10:49:41
				ndbbank.com Completed the issue 90059	Done.	ndbbank.com	2018-08-17 11:11:46
				Closed By System	Closed By System	System	2018-08-21 05:10:27
90060	2018/08/17	kavindri.alexander@ndbbank.om	c Malabe-DR Site-User	Malabe-DR Other Site-User	Gxreport Software installation	e ifam@ndbbank.	com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 10:51:52
				adlalanda com Comedatori tha			
				ndbbank.com Completed the issue 90060	job done	ndbbank.com	2018-08-17 14:43:41

Issue I	D Date	User Name Branch	/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
90061	2018/08/17	malith.thalagala@ndbbank.com Nawala	pitiya -	Nawalapitiya	Western Union		Western Union installation	Software	Udayana.Waniq bank.com	gasekara@ndb Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord	dinator Logged Assigned to	No Com	ments		Jdayana.Wanigaseka ra	2018-08-17 11:05:37
				ndbbank.com Co issue 90061	ompleted the	comple	ted	1	ndbbank.com	2018-08-17 13:15:01
				Closed By Sys	stem	Closed	By System	6	System	2018-08-21 05:10:27
90062	2018/08/17	hasini.palliyaguruge@ndbbank Kurune .com	gala	*7303	Other		Lotus issue	Software	ifam@ndbbank.	com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord	dinator Logged Assigned to	No Com	ments		Ifam	2018-08-17 11:07:40
				ndbbank.com Co issue 90062	ompleted the	job do	ne	]	ndbbank.com	2018-08-17 15:56:01
				Closed By Sys	stem	Closed	By System		System	2018-08-21 05:10:27
90063	2018/08/17	<pre>jotheeshwaran.sudharshan@ndb Batica bank.com</pre>	loa	Baticaloa	Other		Workflow logging issue	Software	ifam@ndbbank.	com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord	dinator Logged Assigned to	No Com	ments		Ifam	2018-08-17 11:19:47
				ndbbank.com Co issue 90063	ompleted the	job do	ne	]	ndbbank.com	2018-08-17 15:56:15
				Closed By Sys	stem	Closed	By System		System	2018-08-21 05:10:27
90064	2018/08/17	kirishneetha.koneshvaran@ndb Batica bank.com	loa	*7342	Other		Workflow issue	Software	ifam@ndbbank.	com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord	dinator Logged Assigned to	No Com	ments		Ifam	2018-08-17 11:22:07
				ndbbank.com Co issue 90064	ompleted the	job do	ne	]	ndbbank.com	2018-08-17 15:57:06

Issue I	D Date	User Name	Branch/Dept.	Contact N	o Nature of Pro	blem Desc	cription Job Cate	egory Attended By	Status
					Action		User Comment	Comment By	Cooment Date % Time
				Closed By	System	Closed By	System	System	2018-08-21 05:10:27
90065	2018/08/17	lochana.rathnayake@ndbbank.com	: HO	3298	Other	0365 issi	5 mail logging Softward	e Udayana.Wanig bank.com	asekara@ndb Completed
					Action		User Comment	Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments	3	Udayana.Wanigaseka ra	2018-08-17 11:47:23
				ndbbank.co issue 9006	m Completed the 5	completed		ndbbank.com	2018-08-17 13:14:37
				Closed By	System	Closed By	System	System	2018-08-21 05:10:27
90066	2018/08/17	sharaz.hassan@ndbbank.com	НО	НО	Other	word	d FILE ISSUE Software	e ifam@ndbbank.	com Completed
					Action		User Comment	Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comments	3	Ifam	2018-08-17 11:48:55
				ndbbank.co issue 9006	m Completed the 6	job done		ndbbank.com	2018-08-17 15:57:20
				Closed By	System	Closed By	System	System	2018-08-21 05:10:27
90067	2018/08/17	shehan.jeevantha@ndbbank.com	ı HO	НО	Other	data	a transfer Software	e Udayana.Wanig bank.com	asekara@ndb Completed
					Action		User Comment	Comment By	Cooment Date % Time
				-	oordinator Logged and Assigned to	No Comments	3	Udayana.Wanigaseka ra	2018-08-17 11:58:24
					nanayakkara on the issue		ed. User confirmation Tob is to be closed.	indrajith.nanayakk ara	2018-08-20 17:17:10

ndbbank.com Completed the

issue 90067

Closed By System

completed

Closed By System

2018-08-21 08:58:01

2018-08-27 05:10:30

ndbbank.com

System

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cated	ory Attended By	Status
90068	2018/08/17	rukshika.ganeshamoorthy@ndbkank.com	Trincomalee	*7343	Other		Add the printer	Software	ifam@ndbbank	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments	1	fam	2018-08-17 12:11:19
				ndbbank.com issue 90068	Completed the	job do	ne	r	dbbank.com	2018-08-17 15:57:39
				Closed By	System	Closed	By System	S	ystem	2018-08-21 05:10:27
90069	2018/08/17	rukshika.ganeshamoorthy@ndbkank.com	Trincomalee	*7343	Other		Add the printer	Software	ifam@ndbbank	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments	1	fam	2018-08-17 12:11:56
				ndbbank.com issue 90069	Completed the	job do	ne	r	dbbank.com	2018-08-17 15:58:11
				Closed By	System	Closed	By System	S	ystem	2018-08-21 05:10:27
90070	2018/08/17	sasrika.karalliyadde@ndbban}.com	. DM	4150	Printer		Need to install printer	Software	Mahendra.Prenbbank.com	mathilaka@nd Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Mahendra.Premathil .ka	2018-08-17 13:07:09
				ndbbank.com issue 90070	Completed the	DOne,		r	dbbank.com	2018-08-17 16:13:06
				Closed By	System	Closed	By System	S	ystem	2018-08-21 05:10:27
90071	2018/08/17	muthukumar.vithuhan@ndbbank.com	Gampola	Gampola	Other		Document scanner installation	Software	Udayana.Waniq bank.com	gasekara@ndb Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		dayana.Wanigaseka a	2018-08-17 13:22:11
				ndbbank.com issue 90071	Completed the	comple	ted	r	dbbank.com	2018-08-17 14:31:00

ID Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem Description	Job Cate	gory Attended By	Status
				Action	User Comment		Comment By	Cooment Date % Time
			Closed By	System	Closed By System		System	2018-08-21 05:10:27
2018/08/17	balasubramaniam.aingaran@nebank.com	db Nelliady	Nelliady	Other	pc cant power on	Software	Udayana.Wanig bank.com	asekara@ndb Completed
				Action	User Comment		Comment By	Cooment Date % Time
					No Comments		Udayana.Wanigaseka ra	2018-08-17 13:28:29
					A new pc is allocate to branch for Permanat	nelliady	Udayana.Wanigaseka ra	2018-08-17 13:29:18
					pc was send to nelliady		ndbbank.com	2018-08-21 10:05:45
			Closed By	System	Closed By System		System	2018-08-27 05:10:30
2018/08/17	malith.thalagala@ndbbank.co	om Nawalapitiya	Nawalapiti	ya Western Union	Western Union logging issue	Software	Thilina@ndbba	nk.com Completed
				Action	User Comment		Comment By	Cooment Date % Time
					No Comments		Thilina	2018-08-17 13:55:56
				•	Job is Completed,.		ndbbank.com	2018-08-17 15:55:54
			Closed By	System	Closed By System		System	2018-08-21 05:10:27
2018/08/17	udayana.wanigasekara@ndbba:	nk Kandy	Kandy	Other	Crib issue	Software	Udayana.Wanig bank.com	asekara@ndb Completed
				Action	User Comment		Comment By	Cooment Date % Time
					No Comments		Udayana.Wanigaseka ra	2018-08-17 13:56:24
			ndhhank gor	Completed the				
	2018/08/17	2018/08/17 balasubramaniam.aingaran@nebank.com  2018/08/17 malith.thalagala@ndbbank.com	2018/08/17 balasubramaniam.aingaran@ndb Nelliady bank.com  2018/08/17 malith.thalagala@ndbbank.com Nawalapitiya  2018/08/17 udayana.wanigasekara@ndbbank Kandy	Closed By  2018/08/17 balasubramaniam.aingaran@ndb Nelliady bank.com  Helpdesk Cothe Issue a Udayana.Wan Commented tondbbank.com issue 90072  Closed By  2018/08/17 malith.thalagala@ndbbank.com Nawalapitiya Nawalap	Action  Closed By System  2018/08/17 balasubramaniam.aingaran@ndb Nelliady bank.com  Reliady Other  Action  Helpdesk Coordinator Logged the Issue and Assigned to Udayana.Wanigasekara Commented the issue 90072 ndbbank.com Completed the issue 90072 Closed By System  2018/08/17 malith.thalagala@ndbbank.com Nawalapitiya Nawalapitiya Western Union  Action  Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 90073 Closed By System  2018/08/17 udayana.wanigasekara@ndbbank Kandy Kandy Other	Action User Comment  Closed By System Closed By System  2018/08/17 balasubramaniam.aingaran@ndb Nelliady bank.com  Nelliady Other pc cant power on  Action User Comment  Helpdesk Coordinator Logged the Issue and Assigned to obranch for Permanat obranch for Permanat ndbbank.com Completed the issue 90072  Closed By System Closed By System  2018/08/17 malith.thalagala@ndbbank.com Nawalapitiya  Nawalapitiya Western Union logging issue  Action User Comment  Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 90073  Closed By System  2018/08/17 udayana.wanigasekara@ndbbank Kandy .com  Action User Comment  No Comments  No Comments  Action User Comment  No Comments  Action  Helpdesk Coordinator Logged the Issue and Assigned to  No Comments  No Comments	Action User Comment  Closed By System Closed By System  2018/08/17 balasubramaniam.aingaran@ndb Nelliady Differ pc cant power on Software  Action User Comment  Helpdesk Coordinator Logged No Comments  Commented the Issue and Assigned to Udayana.Wanigasekara Commented the issue 90072 branch for Permanat ndbbank.com Completed the Issue 90072 Closed By System  2018/08/17 malith.thalagala@ndbbank.com Nawalapitiya Nawalapitiya Western Union logging issue  Action User Comment  Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the Issue Software Issue and Assigned to ndbbank.com Completed the Issue Software Issue and Assigned to No Comments  Action User Comment  Kandy Other Crib issue Software Software Issue and Assigned to No Comments	Action User Comment By  2018/08/17 balasubramaniam.aingaran@ndb Nelliady Discrete By System System  2018/08/17 balasubramaniam.aingaran@ndb Nelliady Nelliady Other pc cant power on Software Udayana.Wanigaseka Mark.com    Nelliady Other   Discrete

Closed By System

Closed By System

2018-08-21 05:10:27

System

## Helpdesk Jobs Summery Report

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem Description	Job Categ	ory Attended By	Status
90075	2018/08/17	pavithra.wickramasinghe@ndbbank.com	KCC	KCC	Other	CBSL link issue	Software	ifam@ndbbank	.com Completed
				A	ction	User Comment		Comment By	Cooment Date % Time
				-	rdinator Logged d Assigned to	No Comments	I	fam	2018-08-17 14:15:41
				ndbbank.com ( issue 90075	Completed the	job done	n	dbbank.com	2018-08-17 15:58:36
				Closed By Sy	ystem	Closed By System	S	ystem	2018-08-21 05:10:27
90076	2018/08/17	17 pramuditha.gunathilaka@ndbba Borella nk.com		Borella	Other	[UP13009]UPS not working, Inform	Software	ifam@ndbbank	.com Completed
				A	ction	User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Comments		fam	2018-08-17 14:18:01
				ifam Commente	ed the issue	No manner for the IDC (	2211 +bo		
				90076		No warranty for the UPS. (quotation job ref number	: Line	fam	2018-08-20 10:50:40
				90076 ifam Commente 90076		quotation job ref number : need to replace batteries vendor didn t send the quo	still ,	fam	2018-08-20 10:50:40 2018-08-21 10:20:49
				ifam Commente 90076		need to replace batteries	still otation.		
				ifam Commente 90076 ndbbank.com (	ed the issue	quotation job ref number : need to replace batteries vendor didn t send the quo	still otation.	fam	2018-08-21 10:20:49

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 14:18:19
ndbbank.com Completed the issue 90077	job done	ndbbank.com	2018-08-17 15:59:11
Closed By System	Closed By System	System	2018-08-21 05:10:27

Issue II	) Date	User Name	Branch/Dept.	Contact No	Nature of Prol	blem	Description	Job Cate	Jory Attended By	Stat	tus
90078	2018/08/17	isuru.herath@ndbbank.com	Kottawa Branch	Kottawa	Other		0365 mail logging issue	Software	Thilina@ndbb	ank.com Comp	pleted
				i	Action		User Comment		Comment By	Cooment Date %	₹ Time
					rdinator Logged d Assigned to	No Com	ments	1	hilina	2018-08-17 14:19	):58
				ndbbank.com issue 90078	Completed the	Job is	Completed,.	r	ndbbank.com	2018-08-17 16:26	5:48
				Closed By S	ystem	Closed	By System	S	System	2018-08-21 05:10	):27
90079	2018/08/17	Natasha.Perera@ndbbank.com	НО	НО	Other		Datascan image not viewing	Software	ifam@ndbbank	.com Comp	pleted
				i	Action		User Comment		Comment By	Cooment Date %	t Time
					rdinator Logged d Assigned to	No Com	ments	1	fam	2018-08-17 14:22	2:17
				ndbbank.com issue 90079	Completed the	job do	ne	r	ndbbank.com	2018-08-17 15:59	3:40
				Closed By S	ystem	Closed	By System	S	System	2018-08-21 05:10	):27
90080	2018/08/17	nagenthiran.diroshan@ndbband.com	k Pettah	Pettah	Other		CRIB logging issue	Software	ifam@ndbbank	.com Comp	pleted
				i	Action		User Comment		Comment By	Cooment Date %	t Time
				1 *	rdinator Logged d Assigned to	No Comi	ments	1	fam	2018-08-17 14:28	3:43
				ndbbank.com issue 90080	Completed the	job do	ne	r	ndbbank.com	2018-08-17 16:00	):05
				Closed By S	ystem	Closed	By System	S	System	2018-08-21 05:10	):27
90081	2018/08/17	madika.ganepola@ndbbank.com	НО	НО	Other		Install Sinhala fonts	Software	ifam@ndbbank	.com Comp	pleted
				i	Action		User Comment		Comment By	Cooment Date %	t Time
				1 *	ordinator Logged d Assigned to	No Comi	ments	1	fam	2018-08-17 14:40	):52
				ndbbank.com issue 90081	Completed the	job do	ne	r	ndbbank.com	2018-08-20 10:22	2:52

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem Description	Job Cate	gory Attended By	Status
					Action	User Comment		Comment By	Cooment Date % Time
				Closed By	System	Closed By System		System	2018-08-24 05:10:28
90082	2018/08/17	isuru.herath@ndbbank.com	Kottawa Branch	Kottawa	Other	0365 mail loggin issue	g Software	Thilina@ndbba	nk.com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comments		Thilina	2018-08-17 14:49:29
				ndbbank.com issue 90082	Completed the	Job is Completed,.		ndbbank.com	2018-08-17 16:28:59
				Closed By	System	Closed By System		System	2018-08-21 05:10:27
90083	2018/08/17	ithelpdesk@ndbbank.com	Kolpity	*7327	Other	Data backup	Software	e ifam@ndbbank.	com Completed
					Action	User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comments		Ifam	2018-08-17 14:59:17
				ndbbank.com issue 90083	Completed the	job done		ndbbank.com	2018-08-20 10:23:06
				Closed By	System	Closed By System		System	2018-08-24 05:10:28
90084	2018/08/17	densil.edirisinghe@ndbbank.om	c DM	4503	Printer	Cannot get Printouts.	Software	Mahendra.Prem	athilaka@nd Completed
					Action	User Comment		Comment By	Cooment Date % Time
				_	ordinator Logged nd Assigned to	No Comments		Mahendra.Premathil aka	2018-08-17 15:14:31
				ndbbank.com issue 90084	Completed the	Done.		ndbbank.com	2018-08-17 16:12:34

Closed By System

System

Closed By System

2018-08-21 05:10:27

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	ory Attended By	Status
90085	2018/08/17	saranga.perera@ndbbank.com	НО	НО	Other		Install net beans	Software	ifam@ndbbank	com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Con	mments	I	fam	2018-08-17 15:27:08
				ndbbank.com issue 90085	Completed the	job do	one	r	dbbank.com	2018-08-20 10:23:30
				Closed By	System	Closed	d By System	S	ystem	2018-08-24 05:10:28
90086	2018/08/17	shyama.uduwaeagoda@ndbbank.om	c Malabe-DR Site-User	Malambe	Other		O 365 logging issue	Software	Thilina@ndbb	oank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Con	mments	П	hilina	2018-08-17 15:42:55
				ndbbank.com issue 90086	Completed the	Job is	s Completed,.	r	dbbank.com	2018-08-17 16:25:39
				Closed By	System	Closed	d By System	S	ystem	2018-08-21 05:10:27
90087	2018/08/17	harshani.karunarathne@ndbbark.com	n HO	31347	Other		Lanka Pay Link is not working	Software	Thilina@ndbb	oank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Con	mments	T	hilina	2018-08-17 15:53:31
				ndbbank.com issue 90087	Completed the	Job is	s Completed,.	r	dbbank.com	2018-08-17 16:25:28
				Closed By	System	Closed	d By System	S	ystem	2018-08-21 05:10:27
90088	2018/08/17	nikini.perera@ndbbank.com	НО	НО	Other		Email issue	Software	ifam@ndbbank	com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Con	mments		fam	2018-08-17 15:55:39
				ndbbank.com issue 90088	Completed the	job do	one	r	dbbank.com	2018-08-20 10:23:58

Issue I	ID Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-24 05:10:28
90089	2018/08/17	Noel.Pitchai@ndbbank.com	DM	4115 Other	Email sending Softwardissue	e Mahendra.Prem bbank.com	nathilaka@nd Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathil aka	2018-08-17 16:03:05
				ndbbank.com Completed the issue 90089	Done.	ndbbank.com	2018-08-20 10:15:34
				Closed By System	Closed By System	System	2018-08-24 05:10:28
90090	2018/08/17	buddhika.kumara@ndbbank.com	null	41126 Printing issu	e Printing issue Softwar	e Mahendra.Prem bbank.com	nathilaka@nd Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-17 16:04:00
				ndbbank.com Completed the issue 90090	Changed the paper size.	ndbbank.com	2018-08-17 16:11:49
				Closed By System	Closed By System	System	2018-08-21 05:10:27
90091	2018/08/17	kasun.kivindu@ndbbank.com	Wattala	Wattala Other	Need to create Software gatepass	e ifam@ndbbank.	.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-17 16:14:17
				ndbbank.com Completed the issue 90091	job done	ndbbank.com	2018-08-20 10:24:21
				Closed By System	Closed By System	System	2018-08-24 05:10:28

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
90092	2018/08/17	sandeepa.jayasuriya@ndbbank.com	Kandana	Kandana	Other		GX reporter logging issue	Software	Udayana.Waniq bank.com	gasekara@ndb Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Con	nments		Udayana.Wanigaseka ra	2018-08-17 16:20:01
				ndbbank.com ( issue 90092	Completed the	comple	eted		ndbbank.com	2018-08-21 08:57:22
				Closed By Sy	ystem	Closed	d By System		System	2018-08-27 05:10:30
90093	2018/08/17	nilamdeen.ahamath@ndbbank.com	Kandy	Kandy	Other		CRIB logging issue/M	Software	ifam@ndbbank.	com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Con	nments		Ifam	2018-08-17 16:26:58
				ndbbank.com ( issue 90093	Completed the	job do	one		ndbbank.com	2018-08-20 10:24:43
				Closed By Sy	ystem	Closed	d By System		System	2018-08-24 05:10:28
90094	2018/08/20	buddhika.dilhari@ndbbank.com	ı Ambalangoda	Ambalangada	Other		Need to change time and date	Software	Thilina@ndbba	ank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Con	nments		Thilina	2018-08-20 08:50:28
				ndbbank.com ( issue 90094	Completed the	Job is	completed,.		ndbbank.com	2018-08-20 15:46:04
				Closed By Sy	ystem	Closed	l By System		System	2018-08-24 05:10:28
90095	2018/08/20	madika.ganepola@ndbbank.com	НО	37107	Other		Folder unable to find/M	Software	Thilina@ndbba	ank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Con	nments		Thilina	2018-08-20 08:54:21
				ndbbank.com ( issue 90095	Completed the	Job is	s Completed,.		ndbbank.com	2018-08-20 15:47:03

# Helpdesk Jobs Summery Report

Issue I	D Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-24 05:10:28
90096	2018/08/20	randeep.chathuranga@ndbbank	. Matugama	Matugama Other	Unable to take Software photocopy/M	e Thilina@ndbba	ank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-20 08:55:18
				ndbbank.com Completed the issue 90096	Job is Completed,.	ndbbank.com	2018-08-20 15:47:18
				Closed By System	Closed By System	System	2018-08-24 05:10:29
90097	2018/08/20	chirantha.janapriya@ndbbank	. Ampara	Ampara Other	PC getting stuck Software	e Thilina@ndbba	ank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-20 09:01:02
				ndbbank.com Completed the issue 90097	Job is Completed,.	ndbbank.com	2018-08-20 15:51:23
				Closed By System	Closed By System	System	2018-08-24 05:10:29
90098	2018/08/20	randeep.chathuranga@ndbbank	. null	Maturagama lexmark print	er lexmark printer Hardwar	e wasim.akram@	ndbbank.com Completed
		com		issue,inform			-
		com		issue,inform Action		Comment By	Cooment Date % Time
		com		Action Helpdesk Coordinator Logged the Issue and Assigned to	to E- issue,inform to	Comment By Helpdesk Coordinator	-
		com		Action Helpdesk Coordinator Logged	to E- issue, inform to  User Comment	Helpdesk	Cooment Date % Time

## Helpdesk Jobs Summery Report

Issue 1	ID Date	User Name	Branch/Dept.	Contact No	Nature of Prob	blem	Description	Job Catego	ory Attended By	Status
0099	2018/08/20	shehan.jayasinghe@ndbbank.co	НО	31382	PC		PC slow	Software	wasim.akram@	ndbbank.com Completed
				1	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	nents	Wa	asim.akram	2018-08-20 09:05:33
				ndbbank.com issue 90099	Completed the	clear	temp file	no	dbbank.com	2018-08-20 10:29:18
				Closed By S	ystem	Closed	By System	S	ystem	2018-08-24 05:10:29
0100	2018/08/20	isuru.owitige@ndbbank.com	Monaragala	Monaragala	Other		Crib logging issue	Software	Thilina@ndbb	ank.com Completed
				1	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	nents	Tì	nilina	2018-08-20 09:06:45
				ndbbank.com issue 90100	Completed the	Job is	Completed,.	no	dbbank.com	2018-08-20 15:47:32
				Closed By S	ystem	Closed	By System	Sī	ystem	2018-08-24 05:10:29
0101	2018/08/20	chaminda.dissanayake@ndbbank.com	Malambe	Malabe-	Other		display black screen appearing	Software	wasim.akram@	ndbbank.com Completed
				1	Action		User Comment		Comment By	Cooment Date % Time
				_ ÷	rdinator Logged d Assigned to	No Com	nents	Wa	asim.akram	2018-08-20 09:10:13
				ndbbank.com issue 90101	Completed the	Comple	ted	no	dbbank.com	2018-08-21 16:46:09
				Closed By S	ystem	Closed	By System	S	ystem	2018-08-27 05:10:30
0102	2018/08/20	dilini.anuradha@ndbbank.com	Wattala	Wattala	PC		PC slow	Software	wasim.akram@	ndbbank.com Completed
				1	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	nents	Wa	asim.akram	2018-08-20 09:10:46
					Completed the	clear	temp file ,	no	dbbank.com	2018-08-20 10:29:42

Issue I	D Date	User Name	Branch/Dept.	Contact No Nature of Pro	olem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-24 05:10:29
90103	2018/08/20	dilini.anuradha@ndbbank.com	Wattala	Wattala PC	Msg appearing as Software insufficient disk	e wasim.akram@r	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 09:11:15
				ndbbank.com Completed the issue 90103	clear temp files	ndbbank.com	2018-08-20 10:34:32
				Closed By System	Closed By System	System	2018-08-24 05:10:29
90104	2018/08/20	geeth.abeynayake@ndbbank.com	n Pettah	Pettah Other	Msg appearing as Software insufficient disk	e wasim.akram@r	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Action Helpdesk Coordinator Logged the Issue and Assigned to	User Comment No Comments	Comment By Wasim.akram	Cooment Date % Time 2018-08-20 09:17:58
				Helpdesk Coordinator Logged the Issue and Assigned to		_	
				Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 90104	No Comments	Wasim.akram	2018-08-20 09:17:58
90105	2018/08/20	sasini.rodrigo@ndbbank.com	Kalutara	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 90104	No Comments clear temp files	Wasim.akram ndbbank.com System	2018-08-20 09:17:58 2018-08-20 10:36:18
90105	2018/08/20	sasini.rodrigo@ndbbank.com	Kalutara	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 90104 Closed By System	No Comments  clear temp files  Closed By System  Need to add a Software	Wasim.akram ndbbank.com System	2018-08-20 09:17:58 2018-08-20 10:36:18 2018-08-24 05:10:29
90105	2018/08/20	sasini.rodrigo@ndbbank.com	Kalutara	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 90104 Closed By System  Kalutara Printer	No Comments  clear temp files  Closed By System  Need to add a Software printer	Wasim.akram ndbbank.com System wasim.akram@r	2018-08-20 09:17:58 2018-08-20 10:36:18 2018-08-24 05:10:29 adbbank.com Completed
90105	2018/08/20	sasini.rodrigo@ndbbank.com	Kalutara	Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 90104 Closed By System  Kalutara Printer  Action  Helpdesk Coordinator Logged	No Comments  clear temp files  Closed By System  Need to add a Software printer  User Comment	Wasim.akram ndbbank.com System wasim.akram@r	2018-08-20 09:17:58 2018-08-20 10:36:18 2018-08-24 05:10:29 adbbank.com Completed  Cooment Date % Time

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	ory Attended By		Status
90106	2018/08/20	didula.perera@ndbbank.com	Nawam Branch	Nawam Branch	Other		0365 mail loggindissue/M	g Software	wasim.akram	ndbbank.com	Completed
				Ac	tion		User Comment		Comment By	Cooment Da	ate % Time
				Helpdesk Coord the Issue and		No Com	ments	īv	Jasim.akram	2018-08-20 (	)9:31:45
				ndbbank.com Co issue 90106	ompleted the	clear	temp files	r	dbbank.com	2018-08-20 1	.0:34:58
				Closed By Sys	stem	Closed	d By System	S	System	2018-08-24 (	)5:10:29
90107	2018/08/20	sasini.rodrigo@ndbbank.com	Kalutara	Kalutara	Other		0365 mail loggin	g Software	wasim.akram	andbbank.com	Completed
				Ac	tion		User Comment		Comment By	Cooment Da	ate % Time
				Helpdesk Coord the Issue and	Assigned to	No Com	ments	ī.	Jasim.akram	2018-08-20 (	09:32:18
				ndbbank.com Co issue 90107	ompleted the	clear	browser history f	iles r	dbbank.com	2018-08-20 1	.0:35:59
				Closed By Sys	stem	Closed	l By System	S	System	2018-08-24 (	)5:10:29
90108	2018/08/20	indrajith.nanayakkara@ndbbark.com	n HO	3249	PC		Need to copy local softwares	Software	Thilina@ndbl	oank.com	Completed
				Ac	tion		User Comment		Comment By	Cooment Da	ate % Time
				Helpdesk Coord the Issue and		No Com	ments	r	hilina	2018-08-20 (	)9:37:43
				ndbbank.com Co issue 90108	ompleted the	Job is	Completed,.	r	dbbank.com	2018-08-20 1	.5:51:03
				Closed By Sys	stem	Closed	l By System	S	ystem	2018-08-24 (	)5:10:29
90109	2018/08/20	kithmini.mallimarachchi@ndblank.com	b Ja-Ela	Ja-Ela	Lotus		Need to configure	e Software	Thilina@ndbl	oank.com	Completed
				Ac	tion		User Comment		Comment By	Cooment Da	ate % Time
				Helpdesk Coord the Issue and		No Com	ments	1	`hilina	2018-08-20 (	)9:39:57
				ndbbank.com Co issue 90109	ompleted the	Job is	Completed,.	r	ndbbank.com	2018-08-20 1	5:50:23

Issue I	D Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Ca	tegory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-24 05:10:29
90110	2018/08/20	shani.jayakody@ndbbank.com	Malambe	Malabe Printer	Unable to take Softwa	re wasim.akram@	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 09:44:17
				ndbbank.com Completed the issue 90110	install printer driver	ndbbank.com	2018-08-20 10:35:30
				Closed By System	Closed By System	System	2018-08-24 05:10:29
90111	2018/08/20	dinesha.nilmini@ndbbank.com	Piliyandala	Piliyandala Printer	Need to setup Softwa scanner	re wasim.akram@	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 09:45:50
				ndbbank.com Completed the issue 90111	install printer driver	ndbbank.com	2018-08-20 10:36:50
				Closed By System	Closed By System	System	2018-08-24 05:10:29
90112	2018/08/20	achira.nandasiri@ndbbank.com	m Dambulla	Dambulla Printer	Need to setup Softwa printer settings	re Thilina@ndbb	ank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-20 09:47:06
				ndbbank.com Completed the issue 90112	Job is Completed,.	ndbbank.com	2018-08-20 15:50:12
				Closed By System	Closed By System	System	2018-08-24 05:10:29

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
									•	
90113	2018/08/20	renuka.gamage@ndbbank.com	Aluthgama	Aluthgama	CITS		Need to add OnePass shortcut	Software	ifam@ndbbank	com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Com	ments	]	Ifam	2018-08-20 09:58:17
				ndbbank.com ( issue 90113	Completed the	job do	ne	r	ndbbank.com	2018-08-20 14:47:36
				Closed By Sy	rstem	Closed	By System	7.0	System	2018-08-24 05:10:29
90114	2018/08/20	muditha.nugegodal@ndbbank.com	o Gampaha	Gampaha	Other		NDB Cloud logging	g Software	ifam@ndbbank	c.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Com	ments	]	Ifam	2018-08-20 10:01:26
				ndbbank.com ( issue 90114	Completed the	job do	ne	r	ndbbank.com	2018-08-20 14:47:49
				Closed By Sy	rstem	Closed	By System	0,	System	2018-08-24 05:10:29
90115	2018/08/20	sasini.fonseka@ndbbank.com	Kalutara	*7305	Western Union		Westernunion issue	Software	ifam@ndbbank	com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Com	ments	]	Ifam	2018-08-20 10:22:26
				ndbbank.com ( issue 90115	Completed the	job do	ne	r	ndbbank.com	2018-08-20 14:48:02
				Closed By Sy	rstem	Closed	By System	7.0	System	2018-08-24 05:10:29
90116	2018/08/20	mithila.bandara@ndbbank.com	Negombo	Negombo	Other		[PD16023]Passbook Printer error as	. Hardware	wasim.akram@	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Com	ments		Wasim.akram	2018-08-20 10:40:30
				wasim.akram ( issue 90116	Commented the	refere	nce number is 240	)813 v	wasim.akram	2018-08-20 10:46:42

Issue ID Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status
			Action	User Comment	Comment By	Cooment Date % Time
			ndbbank.com Completed the issue 90116	Completed	ndbbank.com	2018-08-21 16:43:30
			Closed By System	Closed By System	System	2018-08-27 05:10:30
90117 2018/08/2	0 susith.gunathilake@ndbbank.	c Ratnapura	Ratnapura Key Board	Keyboard is not Hardward working	e ifam@ndbbank	.com Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-20 10:45:04
			ndbbank.com Completed the issue 90117	job done	ndbbank.com	2018-08-21 13:22:29
			Closed By System	Closed By System	System	2018-08-27 05:10:30
90118 2018/08/2	0 susith.gunathilake@ndbbank.om	c Ratnapura	Ratnapura Printer	[PD04009]Passbook Hardware Printer not	e ifam@ndbbank	.com Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-20 10:48:20
			ndbbank.com Completed the issue 90118	job done	ndbbank.com	2018-08-21 13:24:12
			Closed By System	Closed By System	System	2018-08-27 05:10:30
90119 2018/08/2	0 jeyasekaram.kuganthan@ndbba k.com	nn Borella	Borella Other	Mouse not working Hardware	e ifam@ndbbank	.com Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-20 10:53:42
			ndbbank.com Completed the issue 90119	job done	ndbbank.com	2018-08-21 13:25:38
			Closed By System	Closed By System	System	2018-08-27 05:10:30
			Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 90119	No Comments job done	Ifam ndbbank.com	2018-08

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
90120	2018/08/20	shani.jayakody@ndbbank.com	НО	НО	Other		Add the Printer	Software	ifam@ndbbank	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Ifam	2018-08-20 10:54:51
				ndbbank.com issue 90120	Completed the	job do	ne		ndbbank.com	2018-08-20 14:49:15
				Closed By	System	Closed	By System		System	2018-08-24 05:10:29
90121	2018/08/20	thilanka.udapitiya@ndbbank.om	c KCC	KCC	Other		Unable to take printouts/M	Software	wasim.akram@	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Wasim.akram	2018-08-20 11:05:00
				ndbbank.com issue 90121	Completed the	Comple	ted		ndbbank.com	2018-08-21 15:31:10
				Closed By	System	Closed	By System		System	2018-08-27 05:10:30
90122	2018/08/20	Indika.Jayanju@ndbbank.com	DM	DM	Other		Email Issue	Software	ifam@ndbbank	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Ifam	2018-08-20 11:15:15
				ndbbank.com issue 90122	Completed the	JOB DO	NE		ndbbank.com	2018-08-21 10:30:54
				Closed By	System	Closed	By System		System	2018-08-27 05:10:30
90123	2018/08/20	dhanushka.priyadharshani@ndlbank.com	o Matara	*7302	Other		Add the printer	Software	ifam@ndbbank	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Ifam	2018-08-20 11:38:34
				ndbbank.com issue 90123	Completed the	job do	ne		ndbbank.com	2018-08-21 13:25:07

## Helpdesk Jobs Summery Report

Issue ID	) Date	User Name	Branch/Dept.	Contact No Nature of Prol	olem Description Job Car	cegory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-27 05:10:30
90124	2018/08/20	$\verb iresha.karunarathna@ndbbank.com $	Kolpity	*7327 Other	Add the printer Softwa:	re ifam@ndbbank	.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-20 11:43:03
				ndbbank.com Completed the issue 90124	job done	ndbbank.com	2018-08-20 14:49:29
				Closed By System	Closed By System	System	2018-08-24 05:10:29
90125	2018/08/20	rukshan.rajapaksha@ndbbank.c om	Katugasthota	Katugasthota PC	New branch Softwa: installation	re wasim.akram@n	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 11:51:05
				ndbbank.com Completed the issue 90125	Completed	ndbbank.com	2018-08-21 15:31:27
				rukshan.rajapaksha Confirmed			
				the issue 90125		rukshan.rajapaksha	2018-08-21 15:35:20
90126	2018/08/20	rukshan.rajapaksha@ndbbank.c	Katugasthota	the issue 90125	New branch Softwa: installation		2018-08-21 15:35:20 ndbbank.com Completed
90126	2018/08/20	3 2	Katugasthota	the issue 90125			
90126	2018/08/20	3 2	Katugasthota	the issue 90125 Katugasthota PC	installation	re wasim.akram@n	Indbbank.com Completed
90126	2018/08/20	3 2	Katugasthota	the issue 90125  Katugasthota PC  Action  Helpdesk Coordinator Logged	installation User Comment	ce wasim.akram@n	Cooment Date % Time

Issue II	) Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cateo	ory Attended By	Status
90127	2018/08/20	rukshan.rajapaksha@ndbbank.c F om	Katugasthota	Katugasthota	PC		New branch installation	Software	wasim.akram@	ndbbank.com Completed
				Act	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Com	ments	M	asim.akram	2018-08-20 11:52:16
				ndbbank.com Co issue 90127	mpleted the	Comple	ted	n	dbbank.com	2018-08-21 15:39:48
				rukshan.rajapa the issue 9012	ksha Confirmed 7			r	ukshan.rajapaksha	2018-08-21 15:42:31
90128	2018/08/20	rukshan.rajapaksha@ndbbank.c F	Katugasthota	Katugasthota	PC		New branch installation	Software	wasim.akram@	ndbbank.com Completed
				Act	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Com	ments	M	asim.akram	2018-08-20 11:52:41
				ndbbank.com Co issue 90128	mpleted the	Comple	ted	n	dbbank.com	2018-08-21 15:39:32
				rukshan.rajapa the issue 9012	ksha Confirmed 8			r	ukshan.rajapaksha	2018-08-21 15:42:43
90129	2018/08/20	rukshan.rajapaksha@ndbbank.c F	Katugasthota	Katugasthota	PC		New branch installation	Software	wasim.akram@	ndbbank.com Completed
				Act	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Com	ments	M	asim.akram	2018-08-20 11:53:15
				ndbbank.com Co issue 90129	mpleted the	Comple	ted	n	dbbank.com	2018-08-21 15:32:43
				rukshan.rajapa the issue 9012	ksha Confirmed 9			r	ukshan.rajapaksha	2018-08-21 15:36:28
90130	2018/08/20	sankalani.chandrarathna@ndbb I ank.com	MC	41102	Other		Mouse is not working	Software	Mahendra.Prembbank.com	mathilaka@nd Completed
				Act	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Com	ments	<b> </b>	ahendra.Premathil ka	2018-08-20 11:55:14
				ndbbank.com Co issue 90130	empleted the	Done.		n	dbbank.com	2018-08-20 15:52:31

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Prol	olem Description	Job Cate	egory Attended By	Status
				A	ction	User Comment		Comment By	Cooment Date % Time
				Closed By Sy	ystem	Closed By System		System	2018-08-24 05:10:29
90131	2018/08/20	ravindu.jayasundara@ndbbank com	. Kolpity Recoveries	Kolpity Recoveries	PC	Need to change Domain Settings	Software	e Thilina@ndbba	ank.com Completed
					ction	User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Comments		Thilina	2018-08-20 12:03:03
				ndbbank.com ( issue 90131	Completed the	Job is Completed,.		ndbbank.com	2018-08-20 15:47:44
				Closed By Sy	ystem	Closed By System		System	2018-08-24 05:10:29
90132	2018/08/20	charitha.ruwanpura@ndbbank. om	c Galle	Galle	Other	CRIB issue	Software	e ifam@ndbbank.	com Completed
				A	ction	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	rdinator Logged d Assigned to	User Comment		Comment By	Cooment Date % Time 2018-08-20 12:27:55
				Helpdesk Coor the Issue and	rdinator Logged			-	
				Helpdesk Coor the Issue and ndbbank.com C	rdinator Logged d Assigned to Completed the	No Comments		Ifam	2018-08-20 12:27:55
90133	2018/08/20	geethi.hettiarachchi@ndbban .com	k Narammala	Helpdesk Coor the Issue and ndbbank.com C issue 90132	rdinator Logged d Assigned to Completed the	No Comments JOB DONE	Software	Ifam ndbbank.com System	2018-08-20 12:27:55 2018-08-21 10:31:20
90133	2018/08/20	3	k Narammala	Helpdesk Coor the Issue and ndbbank.com C issue 90132 Closed By Sy 3665	rdinator Logged d Assigned to Completed the	No Comments  JOB DONE  Closed By System  onepass system	Software	Ifam ndbbank.com System	2018-08-20 12:27:55 2018-08-21 10:31:20 2018-08-27 05:10:30
90133	2018/08/20	3	k Narammala	Helpdesk Coorthe Issue and ndbbank.com Cissue 90132 Closed By Sy 3665	rdinator Logged d Assigned to Completed the  VStem  CITS  Ction	No Comments  JOB DONE  Closed By System  onepass system installation	Software	Ifam ndbbank.com System wasim.akram@r	2018-08-20 12:27:55 2018-08-21 10:31:20 2018-08-27 05:10:30 adbbank.com Completed
90133	2018/08/20	3	k Narammala	Helpdesk Coorthe Issue and ndbbank.com Cissue 90132 Closed By Sy 3665  AHelpdesk Coorthe Issue and	rdinator Logged d Assigned to Completed the ystem  CITS  ction rdinator Logged	No Comments  JOB DONE  Closed By System  onepass system installation  User Comment	Software	Ifam ndbbank.com System wasim.akram@r	2018-08-20 12:27:55 2018-08-21 10:31:20 2018-08-27 05:10:30  dbbank.com Completed  Cooment Date % Time
90133	2018/08/20	3	k Narammala	Helpdesk Coorthe Issue and issue 90132 Closed By Sy 3665  And Helpdesk Coorthe Issue and indbbank.com Coordinate Coordina	ction  rdinator Logged d Assigned to Completed the  CITS  ction  rdinator Logged d Assigned to Completed the	No Comments  JOB DONE  Closed By System  onepass system installation  User Comment  No Comments	Software	Ifam  ndbbank.com  System  wasim.akram@r  Comment By  Wasim.akram	2018-08-20 12:27:55 2018-08-21 10:31:20 2018-08-27 05:10:30  dbbank.com Completed  Cooment Date % Time 2018-08-20 12:47:35

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	olem De	scription	Job Cate	gory Attended By	Status
90134	2018/08/20	shemain.pietersz@ndbbank.com	m Kolpity	Kolpity	Western Union		stern Union gging issue	Software	ifam@ndbbank	.com Completed
				Action		User Comment		Comment By	Cooment Date % Time	
				Helpdesk Coordinator Logged the Issue and Assigned to		No Commen	ts		Ifam	2018-08-20 12:55:47
				ndbbank.com Completed the issue 90134		job done		ndbbank.com	2018-08-21 13:25:23	
				Closed By Sy	stem	Closed By	System		System	2018-08-27 05:10:30
90135	2018/08/20	himanthi.dhanushka@ndbbank.c HO om	НО	3757 Key Board Keyboard is not Hardwar working		Hardware	e wasim.akram@ndbbank.com Completed			
				Action		User Comment		Comment By	Cooment Date % Time	
				Helpdesk Coordinator Logged the Issue and Assigned to		No Commen	ts		Wasim.akram	2018-08-20 13:06:25
				ndbbank.com C issue 90135	ompleted the	Completed			ndbbank.com	2018-08-21 15:33:18
				Closed By Sy	stem	Closed By	System		System	2018-08-27 05:10:30
90136	2018/08/20	chathura.rankothge@ndbbank.c Trincomalee om	Trincomalee	Trincomalee PC Msg appearing a insufficient di						
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 90136		No Comments Completed		Wasim.akram	2018-08-20 13:07:16	
								ndbbank.com	2018-08-21 15:55:23	
				ndbbank.com C issue 90136	ompleted the	Completed			ndbbank.com	2018-08-21 15:55:24
				Closed By Sy	stem	Closed By	System		System	2018-08-27 05:10:30
90137	2018/08/20	theekshana.perera@ndbbank.co Elm	Elpitiya	Elpitiya	Other	Т2	4 loading issu	e Software	wasim.akram@	ndbbank.com Completed
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Commen	ts		Wasim.akram	2018-08-20 13:07:57

Issue I	D Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status		
				Action	User Comment	Comment By	Cooment Date % Time		
				ndbbank.com Completed the issue 90137	Completed	ndbbank.com	2018-08-21 15:34:29		
				Closed By System	Closed By System	System	2018-08-27 05:10:30		
90138	2018/08/20	logitha.sivakumaran@ndbbank. com	Marine Drive	Marine Drive Other Workflow logging Software wasim.akram@ndbbank.com Completed issue/M					
				Action	User Comment	Comment By	Cooment Date % Time		
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 13:27:18		
				ndbbank.com Completed the issue 90138	Completed	ndbbank.com	2018-08-21 15:33:45		
				Closed By System	Closed By System	System	2018-08-27 05:10:30		
90139	2018/08/20	nadeeka.chathurani@ndbbank.clom	; DM	42033 Other email signature Software wasim.akram@ndbbank.com Completed configure					
				Action	User Comment	Comment By	Cooment Date % Time		
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 13:29:51		
				ndbbank.com Completed the issue 90139	Completed	ndbbank.com	2018-08-21 15:35:33		
				Closed By System	Closed By System	System	2018-08-27 05:10:30		
90140	2018/08/20	mathanki.gnanasegaram@ndbbar k.com	n Pettah	Pettah Other	Workflow system Software logging issue	e wasim.akram@r	ndbbank.com Completed		
				Action	User Comment	Comment By	Cooment Date % Time		
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 13:33:49		
				ndbbank.com Completed the issue 90140	Completed	ndbbank.com	2018-08-21 15:34:11		
				Closed By System	Closed By System	System	2018-08-27 05:10:30		

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status	
90141	2018/08/20	uditha.nawarathna@ndbbank.co	) Kadawata	Kadawata	Other		mail unable to find	Software	wasim.akram(	ndbbank.com Complete	ed
				A	action		User Comment		Comment By	Cooment Date % Time	me
					rdinator Logged d Assigned to	No Com	nments		Wasim.akram	2018-08-20 13:40:29	
				ndbbank.com issue 90141	Completed the	Comple	eted		ndbbank.com	2018-08-21 15:54:23	
				Closed By S	ystem	Closed	d By System		System	2018-08-27 05:10:30	
90142	2018/08/20	muthukumar.vithuhan@ndbbank.com	Gampola	Gampola	Other		Workflow scanning issue/M	g Software	wasim.akram(	ndbbank.com Complete	ed
				A	action		User Comment		Comment By	Cooment Date % Time	me
					rdinator Logged d Assigned to	No Com	nments		Wasim.akram	2018-08-20 13:48:03	
				ndbbank.com issue 90142	Completed the	Comple	eted		ndbbank.com	2018-08-21 15:41:35	
				Closed By S	ystem	Closed	l By System		System	2018-08-27 05:10:30	
90143	2018/08/20	nikini.perera@ndbbank.com	НО	33015	Other		0365 mail sending	g Software	ifam@ndbban}	.com Complete	ed
				A	action		User Comment		Comment By	Cooment Date % Time	me
					rdinator Logged d Assigned to	No Com	nments		Ifam	2018-08-20 14:09:14	
				ndbbank.com issue 90143	Completed the	job do	one		ndbbank.com	2018-08-21 13:25:51	
				Closed By S	ystem	Closed	l By System		System	2018-08-27 05:10:30	
90144	2018/08/20	nirmani.fernando@ndbbank.com	n Homagama	Homagama	Other		Unable to take printouts	Software	ifam@ndbban}	.com Complete	ed
				A	action		User Comment		Comment By	Cooment Date % Time	me
					rdinator Logged d Assigned to	No Com	nments		Ifam	2018-08-20 14:22:54	
				ndbbank.com issue 90144	Completed the	job do	one		ndbbank.com	2018-08-21 13:28:08	

Issue I	iD Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-27 05:10:30
90145	2018/08/20	) muthukumar.vithuhan@ndbbank. com	. Gampola	Gampola Other	document scanning Software	e wasim.akram@	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 14:23:55
				ndbbank.com Completed the issue 90145	Completed	ndbbank.com	2018-08-21 15:40:13
				Closed By System	Closed By System	System	2018-08-27 05:10:30
90146	2018/08/20	) nirmani.fernando@ndbbank.com	n Homagama	*7330 Other	Printer issue Software	e ifam@ndbbank	.com Completed
				Action	User Comment	Comment By	
							Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	Cooment Date % Time 2018-08-20 14:25:46
					No Comments job done	-	
				the Issue and Assigned to ndbbank.com Completed the		Ifam	2018-08-20 14:25:46
90147	2018/08/20	) muthukumar.vithuhan@ndbbank. com	. Gampola	the Issue and Assigned to ndbbank.com Completed the issue 90146	job done	Ifam ndbbank.com System	2018-08-20 14:25:46 2018-08-21 13:26:07
90147	2018/08/20		. Gampola	the Issue and Assigned to ndbbank.com Completed the issue 90146 Closed By System	job done  Closed By System  Workflow logging Software	Ifam ndbbank.com System	2018-08-20 14:25:46 2018-08-21 13:26:07 2018-08-27 05:10:30
90147	2018/08/20		·	the Issue and Assigned to ndbbank.com Completed the issue 90146 Closed By System Gampola Other	job done  Closed By System  Workflow logging Software issue	Ifam ndbbank.com System wasim.akram@	2018-08-20 14:25:46 2018-08-21 13:26:07 2018-08-27 05:10:30 ndbbank.com Completed
90147	2018/08/20		·	the Issue and Assigned to ndbbank.com Completed the issue 90146  Closed By System  Gampola Other  Action  Helpdesk Coordinator Logged	job done  Closed By System  Workflow logging Software issue  User Comment	Ifam  ndbbank.com  System  wasim.akram@	2018-08-20 14:25:46 2018-08-21 13:26:07 2018-08-27 05:10:30 ndbbank.com Completed  Cooment Date % Time

Issue II	) Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cateo	gory Attended By	Status
90148	2018/08/20	tharaka.wijekoon@ndbbank.co	m Monaragala	Monaragala	Printer		Need to add a printer	Software	ifam@ndbbank	.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	I	fam	2018-08-20 14:39:53
				ndbbank.com C issue 90148	ompleted the	job do	ne	r	ndbbank.com	2018-08-21 13:26:34
				Closed By Sy	stem	Closed	By System	S	System	2018-08-27 05:10:30
90149	2018/08/20	tharaka.wijekoon@ndbbank.co	m Monaragala	055-2277326-	8 Other		Add the printer	Software	ifam@ndbbank	.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	I	fam	2018-08-20 14:43:15
				ndbbank.com C issue 90149	ompleted the	job do	ne	r	ndbbank.com	2018-08-21 13:27:44
				Closed By Sy	stem	Closed	By System	S	System	2018-08-27 05:10:30
90150	2018/08/20	udesh.bandara@ndbbank.com	Rajagiriya	Rajagiriya	Other		Louts logging issue	Software	ifam@ndbbank	.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	I	fam	2018-08-20 14:44:55
				ndbbank.com C issue 90150	ompleted the	job do	ne	r	ndbbank.com	2018-08-21 13:26:48
				Closed By Sy	stem	Closed	By System	S	System	2018-08-27 05:10:30
90151	2018/08/20	Udesh.Bandara@ndbbank.com	Rajagiriya	*7317	Lotus	•	configure lotus	Software	ifam@ndbbank	.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	I	fam	2018-08-20 15:21:27
				ndbbank.com C issue 90151	ompleted the	job do	ne	r	ndbbank.com	2018-08-21 13:27:02

Nature of Problem

Description

Job Category Attended By

Branch/Dept. Contact No

User Name

Issue ID Date

			Action	User Comment	Comment By	Cooment Date % Time
			Closed By System	Closed By System	System	2018-08-27 05:10:30
90152	2018/08/20 rayshan.miskin@ndbbank.com	Chilaw	Chilaw Printer	[PD15018]Passbook Hardware Printer not	e wasim.akram@	ndbbank.com Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 15:25:09
			wasim.akram Commented the issue 90152	Vendor attend to the job , need to replaced printer head .they	wasim.akram	2018-08-21 15:50:28
			ndbbank.com Completed the issue 90152	Completed	ndbbank.com	2018-08-23 10:59:11
			Closed By System	Closed By System	System	2018-08-27 05:10:30
90153	2018/08/20 rayshan.miskin@ndbbank.com	Chilaw	Chilaw Printer	[PD11050]Passbook Hardware Printer not	e wasim.akram@	ndbbank.com Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 15:25:27
			wasim.akram Commented the issue 90153	Vendor attend to the job , need to replaced printer head .they	wasim.akram	2018-08-21 15:43:59
			ndbbank.com Completed the issue 90153	Completed	ndbbank.com	2018-08-23 10:59:49
			Closed By System	Closed By System	System	2018-08-27 05:10:30
90154	2018/08/20 thilini.kariyawasam@ndbbank.	Kaduruwela	Kaduruwela Other	T24 issue/M Software	e wasim.akram@	ndbbank.com Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 15:46:28
			ndbbank.com Completed the issue 90154	Completed	ndbbank.com	2018-08-21 15:41:59
			Closed By System	Closed By System	System	2018-08-27 05:10:30

Status

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Catego	ory Attended By	Status
90155	2018/08/20	anil.manatunga@ndbbank.com	Kahawatta	Kahawatta	Other		Mouse not working	Hardware	ifam@ndbbank.	.com Completed
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comm	ents	I	fam	2018-08-20 15:51:27
				ndbbank.com C issue 90155	completed the	job don	e	no	dbbank.com	2018-08-21 13:27:56
				anil.manatung issue 90155	a Confirmed the			aı	nil.manatunga	2018-08-21 13:49:11
				anil.manatung issue 90155	a Confirmed the			aı	nil.manatunga	2018-08-21 13:49:12
90156	2018/08/20	chamil.madhusanka@ndbbank.com	o Kahawatta	Kahawatta	Other		Mouse not working	Hardware	ifam@ndbbank	.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comm	ents	I	fam	2018-08-20 15:51:49
				ndbbank.com C issue 90156	Completed the	job don	e	no	dbbank.com	2018-08-21 13:28:22
				chamil.madhus the issue 901	anka Confirmed 56			cl	namil.madhusanka	2018-08-21 13:59:15
90157	2018/08/20	Kasun.Madawala@ndbbank.com	DM	4442	Printer		Add Printer	Software	Mahendra.Prer	nathilaka@nd Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comm	ents		ahendra.Premathil ka	2018-08-20 15:53:00
				ndbbank.com C issue 90157	completed the	DOne,		no	dbbank.com	2018-08-21 08:46:01
				Closed By Sy	rstem	Closed	By System	S	ystem	2018-08-27 05:10:30
90158	2018/08/20	harsha.weerarathne@ndbbank.com	с но	3254	Other		tera term logging	Software	wasim.akram@r	ndbbank.com Completed
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged l Assigned to	No Comm	ents	Wa	asim.akram	2018-08-20 15:53:36

Issue I	D Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cat	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				ndbbank.com Completed the issue 90158	Completed	ndbbank.com	2018-08-21 15:55:39
				Closed By System	Closed By System	System	2018-08-27 05:10:30
90159	2018/08/20	lahiru.dahanayake@ndbbank.co	Katugasthota	Katugasthota Lotus	Printer add Softwar	e ifam@ndbbank	.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-20 15:59:01
				ndbbank.com Completed the issue 90159	job done	ndbbank.com	2018-08-21 13:27:29
				Closed By System	Closed By System	System	2018-08-27 05:10:30
90160	2018/08/20	mihiri.rodrigo@ndbbank.com	DM	41119 Other	DataScaning Softwar document list not	e wasim.akram@	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-20 16:23:03
				ndbbank.com Completed the issue 90160	Completed	ndbbank.com	2018-08-21 15:55:00
				Closed By System	Closed By System	System	2018-08-27 05:10:30
90161	2018/08/20	Chalani.Lokugamage@ndbbank.c	: null	43042 Fax is not re (EDC)	ceving Fax is not Other receving (EDC)	Mahendra.Predbbank.com	mathilaka@nd Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-20 16:38:53
				ndbbank.com Completed the issue 90161	Formatted the Fax Storage	ndbbank.com	2018-08-21 08:46:32
				Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
90162	2018/08/20	Chalani.Lokugamage@ndbbank.com	null	43042	Fax is not re (REM)	ceving	Fax is not receving (REM)	Other	Mahendra.Pre bbank.com	mathilaka@nd Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				the Issue and		No Com	ments		Helpdesk Coordinator	2018-08-20 16:39:01
				ndbbank.com C issue 90162	ompleted the	Format	ted the Fax Storag	e i	ndbbank.com	2018-08-21 08:46:43
				Closed By Sy	stem	Closed	By System	6	System	2018-08-27 05:10:30
90163	2018/08/20	bandara.ekanayake@ndbbank.com	Balangoda	Balangoda	Lotus		Louts logging issue	Software	wasim.akram@	ndbbank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	Ī	Wasim.akram	2018-08-20 16:53:56
				ndbbank.com C issue 90163	ompleted the	Comple	ted	]	ndbbank.com	2018-08-21 15:54:05
				Closed By Sy	stem	Closed	By System	6	System	2018-08-27 05:10:30
90164	2018/08/20	Aparna.Gunathilake@ndbbank.com	: Gampaha	*7304	Western Union		Westernunion logging issue	Software	ifam@ndbbank	.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments		Ifam	2018-08-20 17:33:12
				ndbbank.com C issue 90164	ompleted the	job do:	ne	]	ndbbank.com	2018-08-21 13:26:21
				Closed By Sy	stem	Closed	By System	9	System	2018-08-27 05:10:30
90165	2018/08/21	Menaka.Kumari@ndbbank.com	Kandy	*7512	Other		install Sinhala font	Software	wasim.akram@	ndbbank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	Ī	Wasim.akram	2018-08-21 08:25:18
				ndbbank.com C issue 90165	ompleted the	Comple	ted	]	ndbbank.com	2018-08-21 16:43:49

Issue I	D Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-27 05:10:30
90166	2018/08/21	dushan.samaranayake@ndbbank.com	. Nattandiya Branch	Nattandiya CITS	OnePass system Softward installation	e wasim.akram@	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-21 09:13:22
				ndbbank.com Completed the issue 90166	Completed	ndbbank.com	2018-08-21 16:44:26
				Closed By System	Closed By System	System	2018-08-27 05:10:30
90167	2018/08/21	nagenthiran.diroshan@ndbban .com	k Nattandiya Branch	Nattandiya Other	CRIB logging Software issue	e wasim.akram@	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-21 09:14:20
				ndbbank.com Completed the issue 90167	Completed	ndbbank.com	2018-08-23 11:01:11
				Closed By System	Closed By System	System	2018-08-27 05:10:30
90168	2018/08/21	nirusha.saluka@ndbbank.com	Matara	Matara PC	New PC Software Installation	e Thilina@ndbba	ank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-21 09:36:24
				ndbbank.com Completed the issue 90168	Job is Completed	ndbbank.com	2018-08-23 10:23:17
				Closed By System	Closed By System	System	2018-08-27 05:10:30

Issue I	D Date	User Name	Branch/Dept.	Contact N	o Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
90169	2018/08/21	selvarajah.nitharshan@ndbbark.com	Nuwaraeliya	*7376	Other		T24 cannot logging	Software	ifam@ndbbank	c.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comm	nents		Ifam	2018-08-21 09:41:05
				ndbbank.com issue 90169	m Completed the 9	job dor	ne		ndbbank.com	2018-08-21 13:28:34
				Closed By	System	Closed	By System		System	2018-08-27 05:10:31
90170	2018/08/21	sudeepa.kumari@ndbbank.com	НО	35303	Other		Mouse getting stuck/M	Software	wasim.akram@	endbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comm	nents		Wasim.akram	2018-08-21 09:41:49
				ndbbank.com issue 90170	m Completed the O	Complet	ced		ndbbank.com	2018-08-21 16:47:14
				Closed By	System	Closed	By System		System	2018-08-27 05:10:31
90171	2018/08/21	harsha.piyadasa@ndbbank.com	Bandarawela	Bandarawe	la Other		Msg appearing as insufficient disk		ifam@ndbbank	c.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comm	nents		Ifam	2018-08-21 09:48:41
				ndbbank.com issue 90171	m Completed the 1	job dor	ne		ndbbank.com	2018-08-21 13:28:50
				ndbbank.com issue 90171	m Completed the 1	job dor	ne		ndbbank.com	2018-08-21 13:28:53
				ndbbank.com issue 90171	m Completed the 1	job dor	ne		ndbbank.com	2018-08-21 13:28:59

Closed By System

System

Closed By System

2018-08-27 05:10:31

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	olem	Description	Job Cate	gory Attended By	Status
90172	2018/08/21	nadie.fernando@ndbbank.com	НО	НО	Other		Email user name password	Software	ifam@ndbbank	.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	-	Ifam	2018-08-21 09:59:29
				ndbbank.com ( issue 90172	Completed the	job do	ne	I	ndbbank.com	2018-08-21 13:29:16
				nadie.fernand issue 90172	lo Confirmed the			1	nadie.fernando	2018-08-23 10:35:45
90173	2018/08/21	manoj.madushanka@ndbbank.co	m Mahiyanganaya	a Mahiyanganay	ya Other		Need to install GX reporter	Software	ifam@ndbbank	.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	-	Ifam	2018-08-21 10:03:19
				ndbbank.com ( issue 90173	Completed the	job do	ne	I	ndbbank.com	2018-08-21 13:29:29
				Closed By Sy	rstem	Closed	By System	Ç.	System	2018-08-27 05:10:31
90174	2018/08/21	mihiri.rodrigo@ndbbank.com	DM	НО	Other		Data scan issue	Software	Udayana.Wanio	gasekara@ndb Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Com	ments		Jdayana.Wanigaseka ra	2018-08-21 10:03:28
				ndbbank.com ( issue 90174	Completed the	comple	ted	I	ndbbank.com	2018-08-21 10:03:46
				Closed By Sy	stem	Closed	By System	Ç.	System	2018-08-27 05:10:31
90175	2018/08/21	mihiri.dias@ndbbank.com	НО	НО	Other		Data scan issue	Software	ifam@ndbbank	.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments	-	Ifam	2018-08-21 10:03:33
				ndbbank.com ( issue 90175	Completed the	job do	ne	1	ndbbank.com	2018-08-21 13:29:41

Issue I	D Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-27 05:10:31
90176	2018/08/21	sasini.rodrigo@ndbbank.com	Kalutara	Kalutara Other	scan profile Software	e ifam@ndbbank.	.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-21 10:10:24
				ndbbank.com Completed the issue 90176	job done	ndbbank.com	2018-08-21 13:29:52
				Closed By System	Closed By System	System	2018-08-27 05:10:31
90177	2018/08/21	vibhushi.deshani@ndbbank.com	n Ja-Ela	Ja-Ela Other	Need to create Software scan profile/M	e ifam@ndbbank.	.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-21 10:11:43
				ndbbank.com Completed the issue 90177	job done	ndbbank.com	2018-08-21 13:30:11
				Closed By System	Closed By System	System	2018-08-27 05:10:31
90178	2018/08/21	amal.roy@ndbbank.com	null	Nawam Branch pc15605,need install GX re	to pc15605,need to Software porter install GX	e wasim.akram@r	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-21 10:17:50
				ndbbank.com Completed the issue 90178	Completed	ndbbank.com	2018-08-21 16:46:58
				Closed By System	Closed By System	System	2018-08-27 05:10:31

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
90179	2018/08/21	roshan.sooriyaarachchi@ndbbank.com	Matugama	*7349	Other		CRIB logging issue/M	Hardware	wasim.akram@n	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Wasim.akram	2018-08-21 10:19:30
				ndbbank.com issue 90179	Completed the	Comple	ted		ndbbank.com	2018-08-21 16:46:31
				Closed By	System	Closed	By System		System	2018-08-27 05:10:31
90180	2018/08/21	chathurika.gomis@ndbbank.com	ı DM	DM	Other		move the pc	Software	Udayana.Waniq bank.com	gasekara@ndb Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Udayana.Wanigaseka ra	2018-08-21 10:20:56
				ndbbank.com issue 90180	Completed the	moved	the pc		ndbbank.com	2018-08-21 10:21:15
				Closed By	System	Closed	By System		System	2018-08-27 05:10:31
90181	2018/08/21	sasini.fonseka@ndbbank.com	Kalutara	*7305	Other		wORKFLOW ISSUE	Software	ifam@ndbbank	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Com	ments		Ifam	2018-08-21 10:30:08
				ndbbank.com issue 90181	Completed the	job do	ne		ndbbank.com	2018-08-21 13:30:23
				Closed By	System	Closed	By System		System	2018-08-27 05:10:31
90182	2018/08/21	chathumal.ranaweera@ndbbank.com	Panadura	Panadura	Other		Need to add CRIB icon	Software	wasim.akram@n	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
				1 *	ordinator Logged nd Assigned to	No Com	ments		Wasim.akram	2018-08-21 11:04:02
				ndbbank.com issue 90182	Completed the	Comple	ted		ndbbank.com	2018-08-21 16:49:09

				<u>JIPUOD.</u>	k copb bandi	CTY	<u> </u>			
Issue 1	ID Date	User Name	Branch/Dept.	Contact N	o Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
					Action		User Comment		Comment By	Cooment Date % Time
				Closed By	System	Closed	By System		System	2018-08-27 05:10:31
90183	2018/08/21	tilani.dissanayake@ndbbank.c	c null	*7310	lexmark print paper jam iss		lexmark printer paper jam issue,	Hardware	e wasim.akram@n	dbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Com	ments		Helpdesk Coordinator	2018-08-21 11:06:11
				ndbbank.co issue 9018	m Completed the 3	Comple	ted		ndbbank.com	2018-08-23 16:21:22
				Closed By	System	Closed	By System		System	2018-08-27 05:10:31
90184	2018/08/21	chamara.pradeep@ndbbank.com	НО	3714	Other		Unable to take printouts	Software	wasim.akram@n	dbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Com	ments		Wasim.akram	2018-08-21 11:36:42
				ndbbank.co issue 9018	m Completed the 4	Comple	ted		ndbbank.com	2018-08-21 16:47:39
				Closed By	System	Closed	By System		System	2018-08-27 05:10:31

Other

2018/08/21 pavan.desilva@ndbbank.com HO

90185

Action	User Comment	Comment By	Cooment Date % Time		
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-21 11:47:37		
ndbbank.com Completed the issue 90185	job done	ndbbank.com	2018-08-21 13:30:35		
Closed By System	Closed By System	System	2018-08-27 05:10:31		

Software

ifam@ndbbank.com

Email issue

Completed

Issue I	D Dato	User Name	Branch/Dept.	Contact No	Nature of Pro	hlem	Description	Job Cate	gory Attended By	Status
issue i	Date	ober name	Dranen, Bepe.	contact no	Nature of fre	DICH	bescription	002 0400	gory Accended by	Status
90186	2018/08/21	ishan.liyanage@ndbbank.com	Warakapola	Warakapola	Other		Email issue	Software	ifam@ndbbank	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Con	nments		Ifam	2018-08-21 11:52:49
				ndbbank.com issue 90186	Completed the	job do	one		ndbbank.com	2018-08-21 13:31:11
				Closed By S	System	Closec	d By System	ľ	System	2018-08-27 05:10:31
90187	2018/08/21	hiran.vidanagamage@ndbbank.om	c MtLavinia	*7325	Other		CRIB issue	Software	ifam@ndbbank	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Con	nments		Ifam	2018-08-21 12:16:08
				ndbbank.com issue 90187	Completed the	job do	one		ndbbank.com	2018-08-21 13:31:01
				Closed By S	System	Closed	d By System	ı	System	2018-08-27 05:10:31
90188	2018/08/21	thiwanka.rajapaksha@ndbbank	. DM	DM	Other		Check for chrome printing issue	Software	Udayana.Wani bank.com	gasekara@ndb Completed
					Action		User Comment		Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Con	nments		Udayana.Wanigaseka ra	2018-08-21 12:32:19
				ndbbank.com issue 90188	Completed the		de the chrome versioblem solved.	ion to	ndbbank.com	2018-08-21 13:05:42
				Closed By S	System	Closed	d By System	ı	System	2018-08-27 05:10:31
90189	2018/08/21	srikantharaja.sijan@ndbbank	. kalmunai	*7358	Other		Onepass installation	Software	ifam@ndbbank	.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coo the Issue ar	ordinator Logged nd Assigned to	No Com	nments		Ifam	2018-08-21 12:54:11
				ndbbank.com issue 90189	Completed the	job do	one		ndbbank.com	2018-08-21 13:30:45

Issue I	D Date	User Name	Branch/Dept.	Contact No Nature of Pro	blem Description Job Cate	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-27 05:10:31
90190	2018/08/21	menaka.hewage@ndbbank.com	Aturugiriya	Aturugiriya Other	Crib link is not Software working	e Thilina@ndbba	ank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-21 13:16:43
				ndbbank.com Completed the issue 90190	Job is Completed,.	ndbbank.com	2018-08-21 14:33:05
				Closed By System	Closed By System	System	2018-08-27 05:10:31
90191	2018/08/21	. jayanidu.rajapaksha@ndbbank com	. НО	3368 MS office	MS Office 2010 Software license issue	e wasim.akram@	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-21 14:14:17
				ndbbank.com Completed the issue 90191	Completed	ndbbank.com	2018-08-21 16:49:31
				Closed By System	Closed By System	System	2018-08-27 05:10:31
90192	2018/08/21	pavan.desilva@ndbbank.com	Warakapola	Warakapola Printer	Need to add a Software printer	e wasim.akram@	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-21 14:19:20
				ndbbank.com Completed the issue 90192	Completed	ndbbank.com	2018-08-21 16:47:58
				Closed By System	Closed By System	System	2018-08-27 05:10:31

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By		Status
90193	2018/08/21	anita.hamidon@ndbbank.com	НО	3361	Other		0365 mail loggin	g Software	Thilina@ndbb	ank.com	Completed
				P	ction		User Comment		Comment By	Cooment 1	Date % Time
					rdinator Logged d Assigned to	No Com	ments	r	Thilina	2018-08-21	14:20:03
				ndbbank.com issue 90193	Completed the	Job is	Completed,.	1	ndbbank.com	2018-08-21	14:32:51
				Closed By S	ystem	Closed	By System	6	System	2018-08-27	05:10:31
90194	2018/08/21	rifkan.siddeak@ndbbank.com	DM	4294	Other		Need to clear temp documents	Software	wasim.akram@	ndbbank.com	Completed
				P	ction		User Comment		Comment By	Cooment 1	Date % Time
				the Issue an	rdinator Logged d Assigned to	No Com	ments	7	Wasim.akram	2018-08-21	14:24:05
				ndbbank.com issue 90194	Completed the	Comple	ted	נ	ndbbank.com	2018-08-21	16:48:17
				Closed By S	ystem	Closed	By System		System	2018-08-27	05:10:31
90195	2018/08/21	rasari.hewawasam@ndbbank.co	m Yakkala	Yakkala	Lotus		Need to configure	e Software	Thilina@ndbb	ank.com	Completed
				P	ction		User Comment		Comment By	Cooment 1	Date % Time
					rdinator Logged d Assigned to	No Com	ments	r	Thilina	2018-08-21	14:34:36
				ndbbank.com issue 90195	Completed the	Job is	Completed,.	]	ndbbank.com	2018-08-23	10:23:49
				Closed By S	ystem	Closed	By System	4	System	2018-08-27	05:10:31
90196	2018/08/21	Menaka.Kumari@ndbbank.com	Katugasthota	Katugasthot	a Printer		install printer driver	Software	wasim.akram@	ndbbank.com	Completed
				P	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments		Wasim.akram	2018-08-21	14:41:39
				ndbbank.com issue 90196	Completed the	Comple	ted	]	ndbbank.com	2018-08-21	16:48:34

Issue I	D Date	User Name	Branch/Dept.	Contact No Nature of Pro	oblem Description Job Cat	egory Attended By	Status
				Action	User Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By System	System	2018-08-27 05:10:31
90197	2018/08/21	indika.rohana@ndbbank.com	null	7347 lexmark print paper jam iss	±	e wasim.akram@	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-21 15:09:30
				ndbbank.com Completed the issue 90197	Completed	ndbbank.com	2018-08-23 16:36:21
				indika.rohana Confirmed the issue 90197	good	indika.rohana	2018-08-23 16:39:26
90198	2018/08/21	kalpani.demel@ndbbank.com	НО	3348 Other	document opening Softwar issue	e wasim.akram@	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-21 15:16:43
				ndbbank.com Completed the issue 90198	Completed	ndbbank.com	2018-08-21 16:50:36
				Closed By System	Closed By System	System	2018-08-27 05:10:31
90199	2018/08/21	arunachalam.sethuramalingam	@ HO	31260 MS office	document editing Softwar issue	e wasim.akram@	ndbbank.com Completed
				Action	User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-21 15:51:19
				ndbbank.com Completed the issue 90199	Completed	ndbbank.com	2018-08-23 16:23:47
				188ue 90199			

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By		Status
10000 1	2 2400		• •				•		, 1		500005
90200	2018/08/21	rasari.hewawasam@ndbbank.com	Yakkala	Yakkala	Lotus		Need to configure lotus notes	Software	Thilina@ndbb	ank.com	Completed
				Ac	ction		User Comment		Comment By	Cooment	Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments		Thilina	2018-08-21	16:00:44
				ndbbank.com C issue 90200	ompleted the	Job is	Completed, .		ndbbank.com	2018-08-23	10:24:00
				Closed By Sy	stem	Closed	l By System		System	2018-08-27	05:10:31
90201	2018/08/21	sandun.lakmal@ndbbank.com	Kandana	Kandana	Other		Unable to take printouts	Software	Thilina@ndbb	ank.com	Completed
				Ac	tion		User Comment		Comment By	Cooment	Date % Time
				the Issue and		No Com	ments		Thilina	2018-08-21	16:02:09
				ndbbank.com C issue 90201	ompleted the	Job is	Completed,.		ndbbank.com	2018-08-23	10:24:11
				Closed By Sy	stem	Closed	l By System		System	2018-08-27	05:10:31
90202	2018/08/21	taleesha.fernando@ndbbank.co $\ensuremath{\mathtt{m}}$	Havelock Town	n Havelock Tow	n CITS		Batch assign issue	Software	wasim.akram@	ndbbank.com	Completed
				Ac	ction		User Comment		Comment By	Cooment	Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments		Wasim.akram	2018-08-21	16:12:22
				ndbbank.com C issue 90202	ompleted the	Comple	ted		ndbbank.com	2018-08-21	16:50:53
				Closed By Sy	stem	Closed	l By System		System	2018-08-27	05:10:31
90203	2018/08/21	bhagya.premathilake@ndbbank.com	Embilipitiya	Embilipitiya	Other		[UP12007]UPS not working, Inform	Hardware	wasim.akram@	ndbbank.com	Completed
				Ac	ction		User Comment		Comment By	Cooment	Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments		Wasim.akram	2018-08-21	16:16:46
				ndbbank.com C issue 90203	ompleted the	Comple	eted		ndbbank.com	2018-08-23	16:01:51

			110	<u> </u>	OODS DUILLI	<u>.cry rcpo.</u>	<u>L C</u>		
Issue ID Dat	te	User Name Bra	nch/Dept.	Contact No	Nature of Pro	olem Descript	tion Job Cat	egory Attended By	Status
					Action	User	Comment	Comment By	Cooment Date % Time
				Closed By	System	Closed By Syst	tem	System	2018-08-27 05:10:31
90204 203		harshani.madushika@ndbbank.c Old om	Moor	Old Moor	Other	Mouse is	ssue Hardwar	e wasim.akram@n	dbbank.com Completed
					Action	User	Comment	Comment By	Cooment Date % Time
					ordinator Logged nd Assigned to	No Comments		Wasim.akram	2018-08-21 16:43:06
				ndbbank.com issue 90204	Completed the	Completed		ndbbank.com	2018-08-23 16:23:29
				Closed By	System	Closed By Syst	tem	System	2018-08-27 05:10:31
90205 203		indrajith.nanayakkara@ndbban HO k.com		3249	Other	Need to	check DVR Softwar	e Thilina@ndbba	nk.com Completed
					Action	User	Comment	Comment By	Cooment Date % Time
				the Issue a	ordinator Logged nd Assigned to	No Comments		Thilina	2018-08-21 17:05:53
				ndbbank.com issue 90205	Completed the	Job is Complete	ed,.	ndbbank.com	2018-08-23 10:24:22
				a					0010 00 07 05 10 01

4440 PC

2018/08/23 imasha.karunarathna@ndbbank. DM

com

90206

o Comments	Thilina	2010 00 01 17 05 52		
		2018-08-21 17:05:53		
ob is Completed,.	ndbbank.com	2018-08-23 10:24:22		
losed By System	System	2018-08-27 05:10:31		
		<u> </u>		

PC is not working Hardware

Action	User Comment	Comment By	Cooment Date % Time		
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathil aka	2018-08-23 08:44:42		
ndbbank.com Completed the issue 90206	Done.	ndbbank.com	2018-08-23 10:36:24		
Closed By System	Closed By System	System	2018-08-27 05:10:31		

Mahendra.Premathilaka@nd Completed

bbank.com

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By		Status
90207	2018/08/23	indrajith.nanayakkara@ndbbank.com	н НО	3249	PC		Need to install PDF Creator	Software	Thilina@ndbl	oank.com	Completed
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments	ı	Thilina	2018-08-23	09:05:40
				ndbbank.com ( issue 90207	Completed the	Job is	Completed,.		ndbbank.com	2018-08-23	10:24:32
					Closed By System		l By System		System	2018-08-27	05:10:31
90208	2018/08/23	harshani.karunarathne@ndbbank.com	n HO	31347	Other		LankaPay logging issue	Software	wasim.akram(	endbbank.com	Completed
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Comments			Wasim.akram	2018-08-23	09:06:44
				ndbbank.com ( issue 90208	Completed the	Comple	ted		ndbbank.com	2018-08-24	15:38:44
				Closed By Sy	ystem	Closed	l By System		System	2018-08-28	05:10:40
90209	2018/08/23	Dharshika.Udayakumar@ndbbanl.com	c chunnakam	chunnakam	Other		0365 mail logging	g Software	wasim.akram(	ndbbank.com	Completed
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments	1	Wasim.akram	2018-08-23	09:07:35
				ndbbank.com ( issue 90209	Completed the	Comple	ted		ndbbank.com	2018-08-24	15:39:01
				Closed By Sy	ystem	Closed	l By System		System	2018-08-28	05:10:40
90210	2018/08/23	amantha.gunasekara@ndbbank.om	c null	*7349	lexmark print issue, inform		lexmark printer issue, inform to	Hardware	wasim.akram(	ndbbank.com	Completed
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments		Helpdesk Coordinator	2018-08-23	09:43:38
				ndbbank.com ( issue 90210	Completed the	Comple	eted		ndbbank.com	2018-08-24	15:41:27

			110	<u>zipaco:</u>	r oodb banan	<u>.c.y</u>	<u> </u>			
Issue I	ID Date	User Name B:	ranch/Dept.	Contact N	o Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
					Action		User Comment		Comment By	Cooment Date % Time
				Closed By	System	Closed	By System		System	2018-08-28 05:10:41
90211	2018/08/23	kithmini.mallimarachchi@ndbb Jaank.com	a-Ela	Ja-ela	Lotus		Need to add card complain	Software	wasim.akram@n	dbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comm	nents		Wasim.akram	2018-08-23 09:45:23
				ndbbank.cor issue 90211	m Completed the 1	Complet	ced		ndbbank.com	2018-08-24 15:41:43
				Closed By	System	Closed	By System		System	2018-08-28 05:10:41
90212	2018/08/23	chanaka.wickramasinghe@ndbba Kunk.com	urunegala	Kurunegal	a Printer		T24 page setup/M	Software	wasim.akram@n	dbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Comn	nents		Wasim.akram	2018-08-23 10:11:31
				ndbbank.cor issue 90212	m Completed the	Complet	ted		ndbbank.com	2018-08-24 15:42:02

90213 2018/08/23 indrajith.nanayakkara@ndbban HO k.com	3249	PC	PC is not working Software	Thilina@ndbbank.com	(

Closed By System

Action	User Comment	Comment By	Cooment Date % Time
Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Thilina	2018-08-23 10:18:55
· ·	PC send will deliver to the branch on Monday	ndbbank.com	2018-08-24 16:58:09
Closed By System	Closed By System	System	2018-08-28 05:10:41

System

Closed By System

2018-08-28 05:10:41

Completed

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
90214	2018/08/23	renuka.gamage@ndbbank.com	Aluthgama	Aluthgama	Other		O365 mail logging	ß Software	wasim.akram@	ndbbank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	nments		Wasim.akram	2018-08-23 10:24:40
				ndbbank.com C issue 90214	ompleted the	Comple	eted		ndbbank.com	2018-08-24 16:53:37
				Closed By Sy	stem	Closed	d By System		System	2018-08-28 05:10:41
90215	2018/08/23	lakruvini.nayakaratne@ndbba:k.com	n null	*7336	lexmark prite quality issue		lexmark priter m quality issue,	Hardware	wasim.akram@	ndbbank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	nments		Helpdesk Coordinator	2018-08-23 10:25:06
				ndbbank.com C issue 90215	ompleted the	Comple	eted		ndbbank.com	2018-08-24 16:55:28
				Closed By Sy	stem	Closed	l By System		System	2018-08-28 05:10:41
90216	2018/08/23	lahiru.liyanachchi@ndbbank.om	c Nittambuwa	Nittambuwa	Printer		Need to add a printer	Software	wasim.akram@	ndbbank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	nments		Wasim.akram	2018-08-23 11:01:57
				ndbbank.com C issue 90216	ompleted the	Comple	eted		ndbbank.com	2018-08-24 16:55:46
				Closed By Sy	stem	Closed	l By System		System	2018-08-28 05:10:41
90217	2018/08/23	ayesha.gamage@ndbbank.com	Pelawatta	Pelawatta	CITS		OnePass cheque images unable to	Software	wasim.akram@	ndbbank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	nments		Wasim.akram	2018-08-23 11:03:00
				ndbbank.com C issue 90217	ompleted the	Comple	eted		ndbbank.com	2018-08-24 16:56:07

Issue I	D Date	User Name	Branch/Dept.	Contact No Nature of	Problem Descripti	ion Job Cate	egory Attended By	Status
				Action	User	Comment	Comment By	Cooment Date % Time
				Closed By System	Closed By Syste	em	System	2018-08-28 05:10:41
90218	2018/08/23	madawa.desilva@ndbbank.com	Matara	Matara Other	CRIB logo issue/M	ging Software	e wasim.akram@r	ndbbank.com Completed
				Action	User	Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Log the Issue and Assigned t			Wasim.akram	2018-08-23 11:10:35
				ndbbank.com Completed th issue 90218	Completed		ndbbank.com	2018-08-24 16:56:23
				Closed By System	Closed By Syste	em	System	2018-08-28 05:10:41
90219	2018/08/23	Tashika. Nimeshi@ndbbank.com	n DM	43015 PC	PC is not	t Booting Hardware	e Mahendra.Prem bbank.com	nathilaka@nd Completed
				Action	User	Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Log the Issue and Assigned t			Mahendra.Premathil aka	2018-08-23 13:14:47
				ndbbank.com Completed th issue 90219	Done.		ndbbank.com	2018-08-24 09:32:44
				Closed By System	Closed By Syste	em	System	2018-08-28 05:10:41
90220	2018/08/23	thiwanka.rajapaksha@ndbbank	. DM	43040 Other	Install GXreporte	Software er	e Mahendra.Prem bbank.com	nathilaka@nd Completed
				Action	User	Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator Log the Issue and Assigned t			Mahendra.Premathil aka	2018-08-23 13:15:31

Done.

Closed By System

ndbbank.com Completed the

issue 90220

Closed By System

2018-08-24 09:32:35

2018-08-28 05:10:41

ndbbank.com

System

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
90221	2018/08/23	dilsha.dealmeida@ndbbank.com	m Moratuwa	Moratuwa	Western Union		Western Union logging issue/M	Software	wasim.akram(	ndbbank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comr	nents		Wasim.akram	2018-08-23 13:25:11
				ndbbank.com C issue 90221	ompleted the	Complet	ced		ndbbank.com	2018-08-24 16:56:38
				Closed By Sy	stem	Closed	By System		System	2018-08-28 05:10:41
90222	2018/08/23	tilani.dissanayake@ndbbank.om	c null	badulla	Lexmark printe		Lexmark printer paper jam issue,	Hardware	ifam@ndbbank	c.com Pending
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comr	nents		Helpdesk Coordinator	2018-08-23 13:32:56
				wasim.akram C issue 90222	ommented the	send re	emainder		wasim.akram	2018-08-24 16:59:50
				Helpdesk Coo Reassigned the		Please	e update		Helpdesk Coordinator	2018-08-28 13:45:05
				ndbbank.com C issue 90222	ompleted the	job do:	ne		ndbbank.com	2018-08-28 14:13:45
90223	2018/08/23	shyamini.lamahewa@ndbbank.co	о НО	36103	Other		install r studio	Software	wasim.akram(	ndbbank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comr	nents		Wasim.akram	2018-08-23 14:20:03
				ndbbank.com C	ompleted the	Complet	ced		ndbbank.com	2018-08-24 17:00:08
				Closed By Sy	stem	Closed	By System		System	2018-08-28 05:10:41
90224	2018/08/23	Mario.Perera@ndbbank.com	НО	36103	Other		install r studio	Software	wasim.akram(	ndbbank.com Completed
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comr	nents		Wasim.akram	2018-08-23 14:20:40

Nature of Problem

Description

User Comment

No Comments

Completed

Closed By System

Branch/Dept. Contact No

User Name

Issue ID Date

		Action	User Comment	Comment By	Cooment Date % Time
		ndbbank.com Completed the issue 90224	Completed	ndbbank.com	2018-08-24 17:00:24
		Closed By System	Closed By System	System	2018-08-28 05:10:41
90225	2018/08/23 aruni.gamage@ndbbank.com Pilimathalawa	Pilimathalawa Other	CRIB Report issue Software	wasim.akram@n	dbbank.com Completed
		Action	User Comment	Comment By	Cooment Date % Time
		Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-23 14:33:34
		ndbbank.com Completed the issue 90225	Completed	ndbbank.com	2018-08-24 17:00:37
		Closed By System	Closed By System	System	2018-08-28 05:10:41
90226	2018/08/23 chathuranga.madushan@ndbbank null .com	055-2277326-8 lexmark printe quality issue	er lexmark printer Hardware inform quality issue,	wasim.akram@n	dbbank.com Completed
		Action	User Comment	Comment By	Cooment Date % Time
		Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-23 14:43:14
		ndbbank.com Completed the issue 90226	Completed	ndbbank.com	2018-08-24 17:16:32
		Closed By System	Closed By System	System	2018-08-28 05:10:41
90227	2018/08/23 surangi.sarathchandra@ndbban Malambe k.com	51119 Other	Mouse not working Hardware	wasim.akram@n	dbbank.com Completed

Action

Helpdesk Coordinator Logged

the Issue and Assigned to ndbbank.com Completed the

issue 90227

Closed By System

Cooment Date % Time

2018-08-23 16:23:11

2018-08-24 17:17:44

2018-08-28 05:10:41

Status

Job Category Attended By

Comment By

Wasim.akram

ndbbank.com

System

Issue	ID Date	User Name Branch/Dept	. Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
90228	2018/08/23	Darshana.Wickramasinghe@ndbb Ambalanthot ank.com	a Ambalanthota	Other		CRIB logging issue/M	Software	wasim.akram@	ndbbank.com Completed
			Act	tion		User Comment		Comment By	Cooment Date % Time
			Helpdesk Coord		No Com	ments		Wasim.akram	2018-08-23 16:23:46
			ndbbank.com Co issue 90228	ompleted the	Comple	ted		ndbbank.com	2018-08-24 17:16:53
			Closed By Sys	stem	Closed	By System		System	2018-08-28 05:10:41
90229	2018/08/23	rashmi.wijayatilaka@ndbbank. HO com	но	PC		Need to remove temp files	Software	Thilina@ndbba	ank.com Completed
			Act	tion		User Comment		Comment By	Cooment Date % Time
			Helpdesk Coord		No Com	ments		Thilina	2018-08-23 16:34:47
			ndbbank.com Co issue 90229	ompleted the	Job is	Completed,.		ndbbank.com	2018-08-24 16:54:44
			Closed By Sys	stem	Closed	By System		System	2018-08-28 05:10:41
90230	2018/08/23	thenukanan.kuruparan@ndbbank Pita Kotte .com	Pita Kotte	Printer		Need to add a printer/M	Software	wasim.akram@	ndbbank.com Completed
			Act	tion		User Comment		Comment By	Cooment Date % Time
			Helpdesk Coord the Issue and		No Com	ments		Wasim.akram	2018-08-23 16:42:59
			ndbbank.com Co issue 90230	ompleted the	Comple	ted		ndbbank.com	2018-08-24 17:17:25
			Closed By Sys	stem	Closed	By System		System	2018-08-28 05:10:41
90231	2018/08/23	Aruni.Gamage@ndbbank.com Pilimathala	wa Pilimathalawa	a Other		T24- login issue	Software	Thilina@ndbba	ank.com Completed
			Act	tion		User Comment		Comment By	Cooment Date % Time
			Helpdesk Coord		No Com	ments		Thilina	2018-08-23 16:50:09
					<del>                                     </del>				+

ndbbank.com Completed the

issue 90231

Job is Completed,.

2018-08-24 16:45:37

ndbbank.com

Issue I	D Date	User Name Branch/D	ept. Contact No Nature of Pro	blem Description Job Ca	ategory Attended By	Status
			Action	User Comment	Comment By	Cooment Date % Time
			Closed By System	Closed By System	System	2018-08-28 05:10:41
90232	2018/08/23	thenukanan.kuruparan@ndbbank Pita Kot.com	te Pita Kotte Printer	Need to add a Softwa printer/M	are wasim.akram@	ndbbank.com Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Wasim.akram	2018-08-23 16:58:28
			ndbbank.com Completed the issue 90232	Completed	ndbbank.com	2018-08-24 17:18:21
			Closed By System	Closed By System	System	2018-08-28 05:10:41
90233	2018/08/24	udayana.wanigasekara@ndbbank DM .com	DM Other	Changed the Softwa keyboard hp to	ure Udayana.Wani bank.com	gasekara@ndb Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Udayana.Wanigaseka ra	2018-08-24 08:47:29
			ndbbank.com Completed the issue 90233	completed	ndbbank.com	2018-08-24 08:47:48
			Closed By System	Closed By System	System	2018-08-28 05:10:41
90234	2018/08/24	amitha.hettiarachchi@ndbbank null .com	41101 Need to repla Maintenance U		are Mahendra.Pre	mathilaka@nd Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Helpdesk Coordinator	2018-08-24 09:35:02
			ndbbank.com Completed the issue 90234	Replaced.	ndbbank.com	2018-08-24 13:42:22

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
90235	2018/08/24	pramodi.gunathilaka@ndbbank.com	DM	42038	Other		Need to install Data scan Online	Software	Mahendra.Prembbank.com	nathilaka@nd Completed
				A	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Mahendra.Premathil aka	2018-08-24 09:39:18
				ndbbank.com issue 90235	Completed the	Done.		]	ndbbank.com	2018-08-24 16:38:47
				Closed By S	ystem	Closed	By System	4	System	2018-08-28 05:10:41
90236	2018/08/24	ruwini.fernando@ndbbank.com	НО	НО	Other		Internet Explore issue	Software	ifam@ndbbank.	com Completed
				A	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		[fam	2018-08-24 10:05:50
				ndbbank.com issue 90236	Completed the	job do	ne	]	ndbbank.com	2018-08-24 16:54:56
				Closed By S	ystem	Closed	By System		System	2018-08-28 05:10:41
90237	2018/08/24	chaniya.perera@ndbbank.com	НО	НО	Other		O 365 logging issue	Software	Thilina@ndbba	nk.com Completed
				A	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments	r	[hilina	2018-08-24 10:07:02
				ndbbank.com issue 90237	Completed the	Job is	Completed,.	]	ndbbank.com	2018-08-24 16:43:15
				Closed By S	ystem	Closed	By System		System	2018-08-28 05:10:41
90238	2018/08/24	Ushani.Madawala@ndbbank.com	DM	4432	PC		Low dish Space in C Drive	Other	Mahendra.Prembbank.com	nathilaka@nd Completed
				A	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Mahendra.Premathil aka	2018-08-24 10:27:48
				ndbbank.com issue 90238	Completed the	DOne.			ndbbank.com	2018-08-24 16:19:26

			Action	User Comment	Comment By	Cooment Date % Time
			Closed By System	Closed By System	System	2018-08-28 05:10:41
2018/08/24	chanuka.desilva@ndbbank.com	DM	42053 Other	IE is not working Software	Mahendra.Prem bbank.com	athilaka@nd Pending
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathil aka	2018-08-24 10:39:53
			Mahendra.Premathilaka Commented the issue 90239	Uninstalled and Installing	Mahendra.Premathil aka	2018-08-24 16:40:24
			Mahendra.Premathilaka Commented the issue 90239	Updated password Requested.	Mahendra.Premathil aka	2018-08-27 14:19:17
			Mahendra.Premathilaka Commented the issue 90239	Removed internet explore ver.9	Mahendra.Premathil aka	2018-08-27 16:15:30
			Mahendra.Premathilaka	Installation failed. Now	Mahendra.Premathil aka	2018-08-28 09:20:56
			ndbbank.com Completed the	Done.	ndbbank.com	2018-08-28 11:17:17
2018/08/24	mahela.hettiarachchi@ndbbanl.com	k Akuressa	*7369 Other	Workflow issue Software	ifam@ndbbank.	com Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-24 10:40:46
			ndbbank.com Completed the issue 90240	job done	ndbbank.com	2018-08-24 16:55:12
			Closed By System	Closed By System	System	2018-08-28 05:10:41
2018/08/24	dhananjaya.herath@ndbbank.com	D DM	42019 Other	Configure Scan to Software email	Mahendra.Prem bbank.com	athilaka@nd Completed
			Action	User Comment	Comment By	Cooment Date % Time
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Mahendra.Premathil aka	2018-08-24 10:51:19
			ndbbank.com Completed the issue 90241	Done.	ndbbank.com	2018-08-24 16:19:53
	2018/08/24	2018/08/24 mahela.hettiarachchi@ndbbanl.com	2018/08/24 dhananjaya.herath@ndbbank.co DM	2018/08/24 chanuka.desilva@ndbbank.com DM  Action  Helpdesk Coordinator Logged the Issue and Assigned to Mahendra, Premathilaka Commented the issue 90239 Mahendra, Premathilaka Commented the issue 90239 Mahendra.Premathilaka Commented the issue 90239 Mahendra.Premathilaka Commented the issue 90239 Mahendra.Premathilaka Commented the issue 90239 ndbbank.com Completed the issue 90239 ndbbank.com Completed the issue 90239  2018/08/24 mahela.hettiarachchi@ndbbank Akuressa .com  Action  Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the issue 90240  Closed By System  2018/08/24 dhananjaya.herath@ndbbank.co DM  Action  Helpdesk Coordinator Logged the Issue and Assigned to ndbbank.com Completed the Issue and Assigned t	Action User Comment    Action   User Comment	Action   User Comment   Comment By

Issue I	ID Date	User Name	Branch/Dept.	Contact No	Nature of Prol	blem Description	Job Cate	egory Attended By	Status
				Ac	tion	User Comment		Comment By	Cooment Date % Time
				Closed By Sys	stem	Closed By System		System	2018-08-28 05:10:41
90242	2018/08/24	shenali.pieris@ndbbank.com	Gampaha	*7304	Other	GXreport	Software	e ifam@ndbbank.	com Completed
				Ac	tion	User Comment		Comment By	Cooment Date % Time
				the Issue and	Assigned to	No Comments		Ifam	2018-08-24 10:54:49
				ndbbank.com Co issue 90242	ompleted the	job done		ndbbank.com	2018-08-24 17:15:18
				Closed By Sys	stem	Closed By System		System	2018-08-28 05:10:41
90243	2018/08/24	chanuka.desilva@ndbbank.com	DM	42056	Other	Configure Data Scan Online	Software	Mahendra.Prem bbank.com	athilaka@nd Completed
				Ac	tion	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	Assigned to	No Comments		Mahendra.Premathil aka	2018-08-24 10:57:36
				ndbbank.com Co issue 90243	ompleted the	Done.		ndbbank.com	2018-08-24 16:20:08
				Closed By Sys	stem	Closed By System		System	2018-08-28 05:10:41
90244	2018/08/24	sheron.bartholomeusz@ndbband.com	. Gampaha	*7304	Other	GXreport installation	Software	e ifam@ndbbank.	com Completed
				Ac	tion	User Comment		Comment By	Cooment Date % Time
				the Issue and		No Comments		Ifam	2018-08-24 11:01:51
				ndbbank.com Co issue 90244	ompleted the	job done		ndbbank.com	2018-08-24 17:15:31
				Closed By Sys	stem	Closed By System		System	2018-08-28 05:10:41

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
90245	2018/08/24	toshith.ishara@ndbbank.com	Uragasmanhand iya	l Uragasmanha iya	nd MS office		ms office opening issue	Software	wasim.akram@	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Com	ments	V	Wasim.akram	2018-08-24 11:03:58
				ndbbank.com ( issue 90245	Completed the	Comple	ted	r	ndbbank.com	2018-08-24 17:18:03
				Closed By Sy	stem	Closed	By System	G.	System	2018-08-28 05:10:41
90246	2018/08/24	Chalani.Lokugamage@ndbbank.om	c DM	DM	Other		Power supply issue .Need to	Software	Udayana.Wani bank.com	gasekara@ndb Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Com	ments		Jdayana.Wanigaseka ra	2018-08-24 11:07:21
				ndbbank.com ( issue 90246	Completed the		aired and given to king properly.job		ndbbank.com	2018-08-24 16:00:06
				Closed By Sy	rstem	Closed	By System	S	System	2018-08-28 05:10:41
90247	2018/08/24	madawa.desilva@ndbbank.com	Matara	Matara	Other		crib logging issue	Software	wasim.akram@	ndbbank.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Com	ments	V	Wasim.akram	2018-08-24 11:13:03
				ndbbank.com ( issue 90247	Completed the	Comple	ted	r	ndbbank.com	2018-08-24 17:19:49
				Closed By Sy	rstem	Closed	By System	C	System	2018-08-28 05:10:41
90248	2018/08/24	hasitha.samarasinghe@ndbbanl.com	c null	4281	Need to Repla Tonner (TBO)	ce	Need to Replace Tonner (TBO)	Hardware	Mahendra.Pre bbank.com	mathilaka@nd Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
					dinator Logged Assigned to	No Com	ments		Helpdesk Coordinator	2018-08-24 11:20:32
				ndbbank.com ( issue 90248	Completed the	DOne.		r	ndbbank.com	2018-08-24 16:20:20

Issue I	D Date	User Name Branch/D	ept. Contact No Nature of Pro	oblem Description Job Cat	egory Attended By	Status					
			Action	User Comment	Comment By	Cooment Date % Time					
			Closed By System	Closed By System	System	2018-08-28 05:10:41					
90249	2018/08/24	rasari.hewawasam@ndbbank.com Yakkala	*7372 Other	Card Complain Softwar management issue	e ifam@ndbbank	.com Completed					
			Action	User Comment	Comment By	Cooment Date % Time					
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-24 11:23:58					
			ndbbank.com Completed the issue 90249	job done	ndbbank.com	2018-08-24 17:15:45					
			Closed By System	Closed By System	System	2018-08-28 05:10:41					
90250	2018/08/24	Ravishka.Rathnayake@ndbank.c HO om	HO Other	HO Other Need to check the Software ifam@ndbbank.com Completed Java Version							
			Action	User Comment	Comment By	Cooment Date % Time					
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-24 11:47:04					
			ndbbank.com Completed the issue 90250	job done	ndbbank.com	2018-08-24 17:15:58					
			Closed By System	Closed By System	System	2018-08-28 05:10:41					
90251	2018/08/24	kasun.jayawardana@ndbbank.co Borella m	*7357 Other	Need to install Softwar Konica	e ifam@ndbbank	.com Completed					
			Action	User Comment	Comment By	Cooment Date % Time					
			Helpdesk Coordinator Logged the Issue and Assigned to	No Comments	Ifam	2018-08-24 11:54:03					
			ndbbank.com Completed the issue 90251	job done	ndbbank.com	2018-08-24 17:16:12					
			Closed By System	Closed By System	System	2018-08-28 05:10:41					

Issue I	ID Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem Des	cription	Job Catego	ory Attended By	Status
90252	2018/08/24	isuru.desilva@ndbbank.com	Ja-Ela	Ja-Ela	Western Union	. Wu	Wu logging issue Software		e wasim.akram@ndbbank.com Completed	
				A	ction		User Comment		Comment By	Cooment Date % Time
				the Issue and Assigned to		No Comment	.S	Wa	asim.akram	2018-08-24 11:56:40
						Completed		no	dbbank.com	2018-08-24 17:18:47
				Closed By Sy	ystem	Closed By	System	S	ystem	2018-08-28 05:10:41
90253	2018/08/24	eranga.sameera@ndbbank.com	DM	43061	Lotus		Configuration Software user setting		Mahendra.Premathilaka@nd Completed bbank.com	
				Action		User Comment			Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to		No Comments			ahendra.Premathil ka	2018-08-24 11:59:34
				ndbbank.com Completed the issue 90253		Done.		no	dbbank.com	2018-08-24 16:20:44
				Closed By Sy	ystem	Closed By	System	S	ystem	2018-08-28 05:10:41
90254	2018/08/24	it.helpdesk@ndbbank.com	Borella	*7357	Other		ed to install ica	Software	ifam@ndbbank	.com Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				1 -	rdinator Logged d Assigned to	No Comment	.s	I:	fam	2018-08-24 12:05:07
				ndbbank.com ( issue 90254	Completed the	job done		no	dbbank.com	2018-08-24 17:16:28
				Closed By Sy	ystem	Closed By	System	S	ystem	2018-08-28 05:10:41
90255	2018/08/24	Jude.Preenath@ndbbank.com	null	43035 Data Copy fro		m CD Dat	a Copy from CD	) Software	Mahendra.Pre	mathilaka@nd Completed
				A	ction		User Comment		Comment By	Cooment Date % Time
				1 -	rdinator Logged d Assigned to	No Comment	S		elpdesk oordinator	2018-08-24 12:49:38
				ndbbank.com ( issue 90255	Completed the	Done.		no	dbbank.com	2018-08-24 16:21:09

Issue I	ID Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem Description	Job Cate	egory Attended By	Status
				A	ction	User Comm	ent	Comment By	Cooment Date % Time
				Closed By Sy	stem	Closed By System		System	2018-08-28 05:10:41
90256	2018/08/24	Lakmini.Adhikari@ndbbank.com	m Borella	Borella	Printer	install prindriver	ter Software	e wasim.akram@r	dbbank.com Completed
				A	ction	User Comm	ent	Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comments		Wasim.akram	2018-08-24 12:54:16
				ndbbank.com ( issue 90256	ompleted the	Completed		ndbbank.com	2018-08-24 17:19:18
				Closed By Sy	stem	Closed By System		System	2018-08-28 05:10:41
90257	2018/08/24	gihasha.vishmila@ndbbank.com	m DM	43025	PC	Low disk Spac	ce in Software	e Mahendra.Prem bbank.com	athilaka@nd Completed
				A	ction	User Comm	ent	Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comments		Mahendra.Premathil aka	2018-08-24 13:20:50
				ndbbank.com ( issue 90257	ompleted the	DOne.		ndbbank.com	2018-08-24 16:39:07
				Closed By Sy	stem	Closed By System		System	2018-08-28 05:10:41
90258	2018/08/24	nimesh.rajapaksha@ndbbank.co m	o null	43064	PC	P/C is notwo	rking Software	Mahendra.Prem bbank.com	athilaka@nd Pending
				A	ction	User Comm	ent	Comment By	Cooment Date % Time
				Issue Logged nimesh.rajapa		No Comments		nimesh.rajapaksha	2018-08-24 13:33:48
				Helpdesk Coor Assigned the	dinator issue 90258 to	No Comments		Helpdesk Coordinator	2018-08-27 11:23:00
				ndbbank.com C issue 90258	ompleted the	Done.		ndbbank.com	2018-08-27 14:19:35

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
90259	2018/08/24	dinesh.nadeeshan@ndbbank.com	DM	DM	PC	Pc slow Software			Udayana.Wanigasekara@ndb Completed bank.com	
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Com	ments		Udayana.Wanigaseka ra	2018-08-24 14:34:44
				ndbbank.com issue 90259	Completed the		mote access to pc the problem	and	ndbbank.com	2018-08-24 15:52:47
				Closed By	System	Closed	l By System		System	2018-08-28 05:10:41
90260	2018/08/24	Lovinda.Samaranayake@ndbbank.com	DM	4510	Flexcube		Flexcube retail is not working	Software	Mahendra.Prem bbank.com	mathilaka@nd Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Com	ments		Mahendra.Premathil aka	2018-08-24 14:40:55
				ndbbank.com issue 90260	n Completed the	Done.			ndbbank.com	2018-08-24 16:21:59
				Closed By	System	Closed	l By System		System	2018-08-28 05:10:41
00261	2018/08/24	manori.munasinghe@ndbbank.com	Kandy	Kandy	Other		Crib logging issue	Software	wasim.akram@r	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
					oordinator Logged and Assigned to	No Com	ments		Wasim.akram	2018-08-24 14:59:17
				ndbbank.com issue 90261	Completed the	Comple	ted		ndbbank.com	2018-08-24 17:19:35
				Closed By	System	Closed	l By System		System	2018-08-28 05:10:41
90262	2018/08/24	mudara.desilva@ndbbank.com	Matara	Matara	Printer		need to install passbook printer	Software	wasim.akram@r	ndbbank.com Completed
					Action		User Comment		Comment By	Cooment Date % Time
				the Issue a	oordinator Logged and Assigned to	No Com	ments		Wasim.akram	2018-08-24 15:03:17
				ndbbank.com issue 90262	Completed the	Comple	ted		ndbbank.com	2018-08-24 17:20:14

Issue II	D Date	User Name	Branch/Dept.	Contact No Nat	ure of Probl	em Description	Job Cate	gory Attended By	Status
				Action		User Comment		Comment By	Cooment Date % Time
				Closed By System	C:	losed By System		System	2018-08-28 05:10:41
90263	2018/08/24	jeyasekaram.kuganthan@ndbban Borella k.com	Borella	Borella Oth	er	t24 slow	Software	wasim.akram@r	ndbbank.com Completed
				Action		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coordinat the Issue and Assi		o Comments		Wasim.akram	2018-08-24 15:08:23
				ndbbank.com Comple issue 90263	ted the Co	ompleted		ndbbank.com	2018-08-24 17:20:01
				Closed By System	C:	losed By System		System	2018-08-28 05:10:41
90264	2018/08/24	24 salitha.bandara@ndbbank.com	m Katugasthota	Katugasthota Printer		need to install printer	Software	wasim.akram@r	ndbbank.com Completed
				Action		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coordinat the Issue and Assi		o Comments		Wasim.akram	2018-08-24 15:37:13
				ndbbank.com Comple issue 90264	ted the Co	ompleted		ndbbank.com	2018-08-24 17:20:33
				Closed By System	C:	losed By System		System	2018-08-28 05:10:41
90265	2018/08/24	salitha.bandara@ndbbank.com	Katugasthota	Katugasthota Pri	nter	need to install printer	Software	wasim.akram@r	ndbbank.com Completed
				Action		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coordinat the Issue and Assi		o Comments		Wasim.akram	2018-08-24 15:43:11
				ndbbank.com Comple issue 90265	ted the Co	ompleted		ndbbank.com	2018-08-24 17:20:48

Closed By System

Closed By System

2018-08-28 05:10:42

System

Issue II	) Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
90266	2018/08/24	chanuka.desilva@ndbbank.com	DM	DM	Other		IE issue	Software	Udayana.Wani bank.com	gasekara@ndb Completed
				P	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	nments		Jdayana.Wanigaseka ra	2018-08-24 16:34:32
				ndbbank.com issue 90266	Completed the	comple	eted		ndbbank.com	2018-08-24 17:41:01
				Closed By S	ystem	Closed	l By System		System	2018-08-28 05:10:42
90267	2018/08/27	kosala.samarajeewa@ndbbank.com	: Malambe	51067	Lotus		Need to configure	e Software	ifam@ndbbank	.com Pending
				Į.	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	nments		Wasim.akram	2018-08-27 08:42:24
				Helpdesk Co Reassigned t	ordinator he issue to	Plea	se update		Helpdesk Coordinator	2018-08-28 13:45:30
				ndbbank.com issue 90267	Completed the	job do	one	:	ndbbank.com	2018-08-28 14:14:45
90268	2018/08/27	sudeepa.kumari@ndbbank.com	DHPL	35303	Other		Mouse not working	g Hardware	ifam@ndbbank	.com Pending
				F	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	nments	1	Wasim.akram	2018-08-27 08:45:01
					he issue to	Plea	ase update		Helpdesk Coordinator	2018-08-28 13:45:44
				ndbbank.com issue 90268	Completed the	job do	one		ndbbank.com	2018-08-28 14:19:58
90269	2018/08/27	ayesha.indeewari@ndbbank.com	ı Kandy	Kandy	Printer		Need to add a printer/M	Software	ifam@ndbbank	.com Pending
				P	Action		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	nments		Wasim.akram	2018-08-27 08:50:47
				Helpdesk Co Reassigned t	ordinator he issue to	Plea	ase update		Helpdesk Coordinator	2018-08-28 13:45:57

Issue IDI	Date	User Name B	Branch/Dept.	Contact No Nature o	f Problem Description	Job Cat	egory Attended By	Status
				Action	User Commen	t	Comment By	Cooment Date % Time
				ndbbank.com Completed t issue 90269	he job done		ndbbank.com	2018-08-28 14:16:35
90270 2	2018/08/27	kosala.samarajeewa@ndbbank.c M	Malambe	51067 Lotus	Need to add company	Softwar	e ifam@ndbbank	.com Pending
				Action	User Commen	t	Comment By	Cooment Date % Time
				Helpdesk Coordinator Lo the Issue and Assigned			Wasim.akram	2018-08-27 08:55:40
				Helpdesk Coordinator Reassigned the issue t	Please update		Helpdesk Coordinator	2018-08-28 13:46:09
				ndbbank.com Completed t issue 90270	he job done		ndbbank.com	2018-08-28 14:19:37
90271 2	2018/08/27	pushpani.wanniarachchi@ndbba Hnk.com	HO	31350 Other	telephone directory not	Softwar	e ifam@ndbbank	.com Pending
				Action	User Commen	+	Comment By	Cooment Date % Time
				11001011		_	Comment by	Cooment Date & Time
				Helpdesk Coordinator Lo the Issue and Assigned			Wasim.akram	2018-08-27 09:01:22
				Helpdesk Coordinator Lo	No Comments		_	
				Helpdesk Coordinator Lo the Issue and Assigned Helpdesk Coordinator	No Comments  Please update		Wasim.akram Helpdesk	2018-08-27 09:01:22
90272 2	2018/08/27	<pre>suneth.thanthirige@ndbbank.c W om</pre>	<b>N</b> attala	Helpdesk Coordinator Lo the Issue and Assigned Helpdesk Coordinator Reassigned the issue t ndbbank.com Completed t	Please update	Softwar	Wasim.akram Helpdesk Coordinator ndbbank.com	2018-08-27 09:01:22 2018-08-28 13:46:21 2018-08-28 14:17:38
90272 2	2018/08/27	= = = = = = = = = = = = = = = = = = = =	<b>V</b> attala	Helpdesk Coordinator Lo the Issue and Assigned Helpdesk Coordinator Reassigned the issue t ndbbank.com Completed t issue 90271	Please update  po be job done  0365 office	Softwar 1	Wasim.akram Helpdesk Coordinator ndbbank.com	2018-08-27 09:01:22 2018-08-28 13:46:21 2018-08-28 14:17:38
90272 2	2018/08/27	= = = = = = = = = = = = = = = = = = = =	<b>V</b> attala	Helpdesk Coordinator Lo the Issue and Assigned Helpdesk Coordinator Reassigned the issue t ndbbank.com Completed t issue 90271 Wattala Other	Please update  please update  pob done  0365 office logging issue/N  User Commen	Softwar 1	Wasim.akram Helpdesk Coordinator ndbbank.com e ifam@ndbbank	2018-08-27 09:01:22 2018-08-28 13:46:21 2018-08-28 14:17:38 .com Pending
90272 2	2018/08/27	= = = = = = = = = = = = = = = = = = = =		Helpdesk Coordinator Lo the Issue and Assigned Helpdesk Coordinator Reassigned the issue t ndbbank.com Completed t issue 90271 Wattala Other  Action Helpdesk Coordinator Lo	Please update  please update  ne job done  0365 office logging issue/N  User Commen  gged to  Please update	Softwar 1	Wasim.akram Helpdesk Coordinator ndbbank.com e ifam@ndbbank	2018-08-27 09:01:22 2018-08-28 13:46:21 2018-08-28 14:17:38 .com Pending  Cooment Date % Time
90272 2	2018/08/27	= = = = = = = = = = = = = = = = = = = =	Vattala	Helpdesk Coordinator Lo the Issue and Assigned Helpdesk Coordinator Reassigned the issue t ndbbank.com Completed t issue 90271 Wattala Other  Action Helpdesk Coordinator Lo the Issue and Assigned Helpdesk Coordinator	Please update  o Please update  io pob done  0365 office logging issue/N  User Comment  gged to No Comments	Softwar 1	Wasim.akram Helpdesk Coordinator ndbbank.com e ifam@ndbbank  Comment By Wasim.akram Helpdesk	2018-08-27 09:01: 2018-08-28 13:46: 2018-08-28 14:17: .com Pendi  Cooment Date % 2018-08-27 09:03:

Issue I	ID Date	User Name	Branch/Dept.	Contact No	Nature of Pro	olem	Description	Job Cate	gory Attended By		Status
90273	2018/08/27	keerthana.rajasegaram@ndbbark.com	n Katunayake	Katunayake	PC		Change resolution setting	Software	Thilina@ndbba	ank.com	Pending
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments	ı	Thilina	2018-08-27	7 09:20:43
				ndbbank.com issue 90273	Completed the	Job is	Completed,.		ndbbank.com	2018-08-27	7 14:57:20
90274	2018/08/27	hiruna.perera@ndbbank.com	Kuliyapitiya	Kuliyapitiy	a Printer		Need to install wincor printer	Software	Thilina@ndbba	ank.com	Pending
				A	action		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments	ı	Thilina	2018-08-27	7 09:24:43
				ndbbank.com issue 90274	Completed the	Job is	Completed,.		ndbbank.com	2018-08-27	7 14:57:34
90275	2018/08/27	charaka.kalupahanage@ndbbank.com	k HO	31125	Other		0365 mail logging issue	Software	Thilina@ndbba	ank.com	Pending
				A	action		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments	ı	Thilina	2018-08-27	7 09:26:52
				ndbbank.com issue 90275	Completed the	Job is	Completed,.		ndbbank.com	2018-08-27	7 14:57:47
90276	2018/08/27	dilshara.fernando@ndbbank.com	o DM	42039	Other		Configure Data Scan Profile.	Software	Mahendra.Prembbank.com	nathilaka@r	nd Pending
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments	I	Mahendra.Premathil aka	2018-08-27	7 09:39:42
				ndbbank.com issue 90276	Completed the	DOnne.			ndbbank.com	2018-08-27	7 16:15:49

Issue I	ID Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
90277	2018/08/27	kiridaangan.gowrinathar@ndbkank.com	Chenkalady	Chenkalady	Lotus		Need to configure lotus notes	Software	ifam@ndbbank	.com Pending
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comr	ments		Ifam	2018-08-27 09:49:07
				ndbbank.com C issue 90277	ompleted the	job dor	ne		ndbbank.com	2018-08-27 15:38:45
90278	2018/08/27	madawa.desilva@ndbbank.com	Matara	Matara	Other		CRIB Logging issue	Software	ifam@ndbbank	.com Pending
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comr	ments		Ifam	2018-08-27 09:57:55
				ndbbank.com C issue 90278	ompleted the	job dor	ne		ndbbank.com	2018-08-27 15:39:00
90279	2018/08/27	dinusha.manohari@ndbbank.com	n HO	31211	PC		PC logging issue	Software	ifam@ndbbank	.com Pending
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comr	ments		Ifam	2018-08-27 09:58:53
				ndbbank.com C issue 90279	completed the	job dor	ne		ndbbank.com	2018-08-27 15:40:42
90280	2018/08/27	gayathri.chandima@ndbbank.com	DHPL	3747	PC		PC auto shutting down/Madusanka	Software	ifam@ndbbank	.com Pending
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comr	ments		Ifam	2018-08-27 10:24:51
				ndbbank.com C issue 90280	ompleted the	job dor	ne		ndbbank.com	2018-08-27 16:44:17

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
90281	2018/08/27	Shanthi.Priyadarshini@ndbank .com	Kandy	Kandy	CITS		Socket error One Pass	Software	Thilina@ndbba	nk.com Pending
				Act	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Com	ments		Thilina	2018-08-27 10:35:52
				ndbbank.com Cc issue 90281	ompleted the	Job is	Completed,.		ndbbank.com	2018-08-27 14:58:04
90282	2018/08/27	sarojani.fernando@ndbbank.co	) Minuwangoda	Minuwangoda	Printer		Need to add a printer	Software	ifam@ndbbank.	com Pending
				Act	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Com	ments		Ifam	2018-08-27 10:41:16
				ndbbank.com Co issue 90282	ompleted the	job do	ne		ndbbank.com	2018-08-27 16:44:39
90283	2018/08/27	maduranga.senevirathne@ndbbank.com	a Kegalle	Kegalle	Other		[UP11002]UPS not working properly	Hardware	ifam@ndbbank.	com Pending
				Act	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Com	ments		Ifam	2018-08-27 10:42:20
				ifam Commented 90283	l the issue	Remind	er to vendor		ifam	2018-08-28 14:24:23
90284	2018/08/27	Sumudu.Harshana@ndbbank.com	Ambalanthota	Ambalanthota	Printer		Need to add a printer	Software	ifam@ndbbank.	com Pending
				Act	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord		No Com	ments		Ifam	2018-08-27 10:43:32

job done

the Issue and Assigned to ndbbank.com Completed the

issue 90284

2018-08-27 16:45:12

ndbbank.com

Issue II	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By		Status
90285	2018/08/27	amila.samarasekara@ndbbank.om	c Giriulla	Giriulla	Other		T24 document downloading issue	Software	Thilina@ndbba	ank.com	Pending
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments	ı	Thilina	2018-08-27	11:06:32
				ndbbank.com ( issue 90285	Completed the	Job is	Completed,.		ndbbank.com	2018-08-27	14:58:25
90286	2018/08/27	chathuranga.ekanayake@ndbbark.com	n Marine Drive	Marine Driv	e Other		Mouse issue	Hardware	ifam@ndbbank.	.com	Completed
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments		Ifam	2018-08-27	11:14:59
				ndbbank.com ( issue 90286	Completed the	job do	ne		ndbbank.com	2018-08-28	14:21:11
				chathuranga. Confirmed the	ekanayake e issue 90286	Receiv	red		chathuranga.ekanay ake	2018-08-28	17:38:50
90287	2018/08/27	imali.wijesinghe@ndbbank.com	n Pilimathalawa	Pilimathala	wa Printer		Need to add Lexmark printer	Software	Thilina@ndbba	ank.com	Pending
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments	ı	Thilina	2018-08-27	11:17:57
				ndbbank.com ( issue 90287	Completed the	Job is	Completed,.		ndbbank.com	2018-08-27	14:58:38
90288	2018/08/27	shervin.fernando@ndbbank.com	n Kaduwela	Kaduwela	Printer		Unable to take printouts	Software	Thilina@ndbba	ank.com	Pending
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments		Thilina	2018-08-27	11:19:45
				ndbbank.com ( issue 90288	Completed the	Job is	Completed,.		ndbbank.com	2018-08-27	15:00:22

Issue 1	ID Date	User Name	Branch/Dept.	Contact No	Nature of Pro	olem	Description	Job Cate	gory Attended By		Status
90289	2018/08/27	Ey.Auditors@ndbbank.com	но	НО	Other		Mail logging issue	Software	Thilina@ndbk	oank.com	Pending
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Con	nments		Thilina	2018-08-2	7 11:33:02
				ndbbank.com ( issue 90289	Completed the	Job is	completed,.		ndbbank.com	2018-08-2	7 15:00:34
90290	2018/08/27	nishaka.ranasinghe@ndbbank.om	c Nittambuwa	Nittambuwa	Lotus		lotus logging issue	Software	ifam@ndbbank	.com	Pending
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Con	nments		Ifam	2018-08-2	7 11:38:15
					Completed the	job do	one		ndbbank.com	2018-08-2	7 16:45:41
90291	2018/08/27	kithmini.dahanayake@ndbbank	. DM	4505	Other		Word document need to edit	Software	ifam@ndbbank	.com	Pending
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Con	nments		Ifam	2018-08-2	7 11:40:05
				ndbbank.com ( issue 90291	Completed the	job do	one		ndbbank.com	2018-08-2	7 16:45:57
90292	2018/08/27	gayan.bandaranaike@ndbbank.om	C KATANA	KATANA	Other		Need to add CRIB icon	Software	ifam@ndbbank	.com	Pending
				A	ction		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Con	nments		Ifam	2018-08-2	7 11:55:27
				ndbbank.com ( issue 90292	Completed the	job do	one		ndbbank.com	2018-08-2	7 16:46:14

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
90293	2018/08/27	richie.noyahr@ndbbank.com	Nugegoda	Nugegoda	Printer		Need to add a printer	Software	ifam@ndbbank	.com Pending
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Con	nments		Ifam	2018-08-27 11:58:42
				ndbbank.com C issue 90293	ompleted the	job do	one		ndbbank.com	2018-08-27 16:46:32
90294	2018/08/27	sewwandi.iresha@ndbbank.com	Borella	Borella	Printer		Unable to take printouts	Software	ifam@ndbbank	.com Pending
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Con	nments		Ifam	2018-08-27 12:02:01
				ndbbank.com C issue 90294	ompleted the	job do	one		ndbbank.com	2018-08-27 16:46:50
90295	2018/08/27	anne.jayadeva@ndbbank	Baticaloa	Baticaloa	Other		[SQ09023]Cheque scanner not	Hardware	ifam@ndbbank	.com Pending
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Con	nments		Ifam	2018-08-27 12:18:17
				ndbbank.com C issue 90295	ompleted the	job do	one		ndbbank.com	2018-08-27 16:47:51
90296	2018/08/27	nishaka.ranasinghe@ndbbank.om	c Nittambuwa	Nittambuwa	Lotus		Need to configure	e Software	ifam@ndbbank	.com Pending
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Con	nments		Ifam	2018-08-27 12:19:21
				ndbbank.com C issue 90296	ompleted the	job do	one		ndbbank.com	2018-08-27 16:48:05

issue 90296

Issue I	ID Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Sta	itus
90297	2018/08/27	vidura.manawadu@ndbbank.com	НО	3936	Other		Need to install the phygital	Software	ifam@ndbbank	.com Comp	pleted
				Ac	ction		User Comment		Comment By	Cooment Date 5	% Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments		Ifam	2018-08-27 12:37	7:17
				ndbbank.com C issue 90297	ompleted the	job do	ne		ndbbank.com	2018-08-27 16:48	3:43
				vidura.manawa the issue 902		ok			vidura.manawadu	2018-08-27 16:49	9:53
				vidura.manawa the issue 902		ok			vidura.manawadu	2018-08-27 16:49	9:56
90298	2018/08/27	nishaka.ranasinghe@ndbbank.om	c Nittambuwa	Nittambuwa	Lotus		Need to configure	e Software	ifam@ndbbank	.com Penc	ding
				Ac	ction		User Comment		Comment By	Cooment Date 5	% Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments		Ifam	2018-08-27 12:38	3:24
				ndbbank.com C issue 90298	ompleted the	job do	ne		ndbbank.com	2018-08-27 16:49	9:01
90299	2018/08/27	shehani.benjamin@ndbbank.com	m DHPL	33001	Other		scan to mail option not	Software	ifam@ndbbank	.com Penc	ding
				Ac	ction		User Comment		Comment By	Cooment Date 5	% Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments		Ifam	2018-08-27 12:39	9:02
				ndbbank.com C issue 90299	ompleted the	job do	ne		ndbbank.com	2018-08-28 14:15	5:48
90300	2018/08/27	sanjiva.peiris@ndbbank.com	null	Narahenpita RO	Lexamrk print quality issue		Lexamrk printer	Hardware	ifam@ndbbank	.com Penc	ding
				Ac	ction		User Comment		Comment By	Cooment Date S	% Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments		Helpdesk Coordinator	2018-08-27 12:53	3:26
				ifam Commente 90300	d the issue	job re	f number : 1808279	)4	ifam	2018-08-27 16:49	9:54
				ndbbank.com C issue 90300	ompleted the	job do	ne		ndbbank.com	2018-08-28 14:23	3:58

Issue I	ID Date	User Name	Branch/Dept.	Contact No	Nature of Pro	olem Description	Job Cate	Jory Attended By	Status
90301	2018/08/27	menaka.hewage@ndbbank.com	Aturugiriya	Aturugiriya	Other	crib ISSUE	Software	ifam@ndbbank	.com Pending
				Act	tion	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Comments	3	Ifam	2018-08-27 12:54:56
				ndbbank.com Co issue 90301	ompleted the	job done	r	ndbbank.com	2018-08-28 14:22:29
90302	2018/08/27	fazmina.sinnen@ndbbank.com	Bandarawela	Bandarawela	Other	O 365 logging issue	Software	Thilina@ndbb	ank.com Pending
				Act	tion	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Comments	7	Thilina	2018-08-27 12:58:57
				ndbbank.com Co issue 90302	ompleted the	Job is Completed,.	r	ndbbank.com	2018-08-27 15:00:46
90303	2018/08/27	kirishneetha.koneshvaran@ndkbank.com	o Baticaloa	Baticaloa	CITS	Scanner issue/ Scanner is not	Software	Thilina@ndbb	ank.com Pending
				Act	tion	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Comments	7	Thilina	2018-08-27 13:12:07
				ndbbank.com Co issue 90303	ompleted the	Job is Completed,.	r	ndbbank.com	2018-08-27 15:00:58
90304	2018/08/27	isuru.sandaruwan@ndbbank.com	m Dambulla	Dambulla	Western Union	Need to add wupos	Software	Thilina@ndbb	ank.com Pending
				Act	tion	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Comments	3	Thilina	2018-08-27 13:20:26
				ndbbank.com Co issue 90304	ompleted the	Job is Completed,.	r	ndbbank.com	2018-08-27 15:01:09

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Prob	olem	Description	Job Categ	ory Attended By		Status
0305	2018/08/27	namal.perera@ndbbank.com	НО	НО	PC		Need to copy application to C	Software	Thilina@ndbba	ank.com	Pending
				A	action		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments	Т	hilina	2018-08-27	13:24:17
				ndbbank.com issue 90305	Completed the	Job is	Completed,.	n	dbbank.com	2018-08-27	15:01:25
0306	2018/08/27	HK.Vikum@ndbbank.com	null	42055	Projecter setu	ıp	Projecter setup	Hardware	Mahendra.Prembbank.com	mathilaka@n	d Completed
					action		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments		elpdesk oordinator	2018-08-27	14:11:13
				ndbbank.com issue 90306	Completed the	Done.		n	dbbank.com	2018-08-28	09:21:07
				HK.Vikum Con 90306	firmed the issue			Н	IK.Vikum	2018-08-28	09:24:45
0307	2018/08/27	sachinitha.perera@ndbbank.om	co DM	42008	Other		Configure Data Scan Online	Software	Mahendra.Prembbank.com	mathilaka@n	d Pending
				A	action		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments	<b> </b>	Mahendra.Premathil .ka	2018-08-27	14:12:35
				Mahendra.Pre	mathilaka e issue 90307	User B	usy.		Mahendra.Premathil Nka	2018-08-28	09:21:31
				ndbbank.com issue 90307	Completed the	Done.		n	dbbank.com	2018-08-28	11:47:26
0308	2018/08/27	sandun.weerasinghe@ndbbank.om	.c Malambe	*7331	Other		Email issue	Software	ifam@ndbbank	.com	Pending
				A	action		User Comment		Comment By	Cooment	Date % Time
					rdinator Logged d Assigned to	No Com	ments	I	fam	2018-08-27	14:19:00
				ndbbank.com issue 90308	Completed the	job do	ne	n	dbbank.com	2018-08-28	14:23:17

Issue ID Da	ate	User Name	Branch/Dept.	Contact No	Nature of Prob	olem	Description	Job Cate	gory Attended By	Status
90309 20	018/08/27	Nimesha.Yatiwella@ndbbank.com	) DM	43065	Other		Outlook is not working	Software	Mahendra.Prembbank.com	mathilaka@nd Pending
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Cor	nments		Mahendra.Premathil aka	2018-08-27 14:23:22
				Mahendra.Prem Commented the			ee space In C Drive e MSoutlook Data Fi		Mahendra.Premathil aka	2018-08-27 16:17:44
				ndbbank.com C issue 90309	Completed the	Done.			ndbbank.com	2018-08-28 11:48:05
90310 20	018/08/27	kavisha.karunarathne@ndbbank.com	: Bambalapitiya	Bambalapiti	ya Other		Excel cannot open	Software	ifam@ndbbank	.com Pending
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Cor	nments		Ifam	2018-08-27 15:06:13
				ndbbank.com C issue 90310	Completed the	job do	one		ndbbank.com	2018-08-28 14:23:40
90311 20	018/08/27	nadeesha.wijewardena@ndbbank.com	null	*7317	Passbook printissue,inform		Passbook printer issue, inform to	Hardware	ifam@ndbbank	.com Pending
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Cor	nments		Helpdesk Coordinator	2018-08-27 15:11:14
				ifam Commente 90311	ed the issue	job re	ef number : 241389		ifam	2018-08-28 14:32:12
90312 20	018/08/27	indrajith.nanayakkara@ndbbark.com	ı HO	НО	PC		New OS Installation	Software	Thilina@ndbba	ank.com Pending
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Cor	nments		Thilina	2018-08-27 15:39:35
				ndbbank.com C issue 90312	Completed the	Job is	s Completed,.		ndbbank.com	2018-08-27 15:40:37

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Prob	olem	Description	Job Cate	gory Attended By	Status
90313	2018/08/27	lahiru.liyanachchi@ndbbank.om	c null	*7359	lexmark printe quality issue,		lexmark printer quality issue,	Hardware	ifam@ndbbank.	.com Pending
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Comm	nents		Helpdesk Coordinator	2018-08-27 15:48:46
				ifam Commented 90313	d the issue	job rei	number : 1808271	37 j	.fam	2018-08-27 16:50:51
				ifam Commented 90313	d the issue	Request	ing imaging unit	i	.fam	2018-08-28 14:25:57
90314	2018/08/27	vinolia.victoria@ndbbank.com	n HO	3356	Other		Need to add GX reporter	Software	Thilina@ndbba	ank.com Pending
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Comr	nents	7	hilina	2018-08-27 16:06:57
				ndbbank.com Co issue 90314	ompleted the	Job is	Completed,.	r	ndbbank.com	2018-08-28 14:35:47
90315	2018/08/27	udara.colombage@ndbbank.com	DM	42053	PC		Change PC Location	Hardware	Mahendra.Prem	nathilaka@nd Pending
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Comr	nents		Mahendra.Premathil aka	2018-08-27 16:12:22
				ndbbank.com Co issue 90315	ompleted the $_{ m I}$	Done.		r	ndbbank.com	2018-08-28 09:22:29
90316	2018/08/27	danuka.gunasinghe@ndbbank.com	o DM	42053	PC		Change PC Location	Hardware	Mahendra.Prembbank.com	nathilaka@nd Pending
				Ac	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Comm	nents		Mahendra.Premathil ka	2018-08-27 16:12:50
				ndbbank.com Co issue 90316	ompleted the	Done.		r	ndbbank.com	2018-08-28 09:22:44

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	olem	Description	Job Cate	gory Attended By		Status
90317	2018/08/27	dhananjaya.herath@ndbbank.com	DM C	42053	PC		Change PC Location	Hardware	Mahendra.Prer bbank.com	nathilaka@nd	Pending
				A	ction		User Comment		Comment By	Cooment I	Date % Time
					rdinator Logged d Assigned to	No Com	ments		Mahendra.Premathil aka	2018-08-27	16:13:12
				ndbbank.com ( issue 90317	Completed the	Done.			ndbbank.com	2018-08-28	09:22:57
90318	2018/08/27	malan.fernando@ndbbabnk.com	Thissamaharam aya	n Thissamahar aya	am Other		HCM link not working	Software	Thilina@ndbba	ank.com	Pending
				A	ction		User Comment		Comment By	Cooment I	Date % Time
					rdinator Logged d Assigned to	No Com	ments		Thilina	2018-08-27	16:26:47
					Completed the	Job is	Completed,.		ndbbank.com	2018-08-28	14:36:07
90319	2018/08/27	arunachalam.sethuramalingam(ndbbank.com	Э НО	НО	Printer		Add the printer	Software	ifam@ndbbank	.com	Pending
				A	ction		User Comment		Comment By	Cooment I	Date % Time
					rdinator Logged d Assigned to	No Com	ments		Ifam	2018-08-27	16:43:11
				ndbbank.com ( issue 90319	Completed the	job do	ne		ndbbank.com	2018-08-27	16:50:08
90320	2018/08/27	pathmanathan.anoj@ndbbank.com	) Jaffna	*7341	Other		HCM Cloud cannot open	Software	ifam@ndbbank	.com	Pending
				A	ction		User Comment		Comment By	Cooment I	Date % Time
					rdinator Logged d Assigned to	No Com	ments		Ifam	2018-08-27	16:58:57
				ndbbank.com ( issue 90320	Completed the	job do	ne		ndbbank.com	2018-08-28	14:25:25

Issue	ID Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem Descr	iption	Job Cate	gory Attended By	Status
90321	2018/08/27	ranga.perera@ndbbank.com	Katunayake	*7384	Other	Iswito	ch issue	Software	ifam@ndbbank.	com Pending
				A	ction	Us	er Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Comments		-	Ifam	2018-08-27 17:45:18
				ndbbank.com ( issue 90321	Completed the	job done		ī	ndbbank.com	2018-08-28 14:26:11
90322	2018/08/28	malithya.miyuranga@ndbbank.oom	с но	НО	Other	outlo	ok issue	Software	Udayana.Wanig bank.com	asekara@ndb Pending
				A	ction	Us	er Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Comments			Udayana.Wanigaseka ra	2018-08-28 08:33:34
				ndbbank.com ( issue 90322	Completed the	need to activ	ve the outloo	ok mail	ndbbank.com	2018-08-28 08:34:48
90323	2018/08/28	sahan.k.ranasinghe@ndbbank.com	c Old Moor	Old Moor	Other	low d	isk space	Software	Udayana.Wanig bank.com	rasekara@ndb Pending
				A	ction	Us	er Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Comments		<b>I</b>	Udayana.Wanigaseka ra	2018-08-28 08:46:08
				ndbbank.com ( issue 90323	Completed the	clear the dis	sk.completed	I	ndbbank.com	2018-08-28 08:58:42
90324	2018/08/28	$\verb"pulasthi.batuwita@ndbbank.co" \\ \verb"m"$	о НО	34217	PC	Trush relat:	ionship	Software	Thilina@ndbba	nk.com Pending
				A	ction	Us	er Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Comments		r -	Thilina	2018-08-28 08:47:08
				ndbbank.com ( issue 90324	Completed the	Job is Comple	eted,.	I	ndbbank.com	2018-08-28 14:37:20

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Prob	olem Description	Job Catego	ry Attended By	Status
90325	2018/08/28	asanka.rodrigo@ndbbank.com	null	51169	lexmark printe	er lexmark printer inform display issue,	Hardware	ifam@ndbbank.	.com Pending
				Ac	ction	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comments		lpdesk ordinator	2018-08-28 09:03:08
				ifam Commente 90325	d the issue	job ref number : 180828	19 if	am	2018-08-28 14:28:16
90326	2018/08/28	vinolia.victoria@ndbbank.com	m HO	3356	Other	0365 mail loggin issue	g Software	Thilina@ndbba	ank.com Pending
				Ac	ction	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comments	Th	ilina	2018-08-28 09:05:10
90327	2018/08/28	tharaka.wijekoon@ndbbank.com	m Monaragala	Monaragala	Other	pc slow	Software	Udayana.Wanig bank.com	gasekara@ndb Pending
				Ac	ction	User Comment		Comment By	Cooment Date % Time
					dinator Logged	User Comment No Comments	Ud ra	layana.Wanigaseka	Cooment Date % Time 2018-08-28 09:08:34
				Helpdesk Coor	dinator Logged Assigned to		ra	layana.Wanigaseka	
90328	2018/08/28	nirosha.delgahagoda@ndbbank		Helpdesk Coor the Issue and ndbbank.com C	dinator Logged Assigned to	No Comments	ra	layana.Wanigaseka	2018-08-28 09:08:34 2018-08-28 09:12:13
90328	2018/08/28		. Kottawa	Helpdesk Coor the Issue and ndbbank.com C issue 90327 Kottawa	dinator Logged Assigned to Completed the	No Comments  completed  Keyboard is not	ra nd	ayana.Wanigaseka	2018-08-28 09:08:34 2018-08-28 09:12:13
90328	2018/08/28		. Kottawa Branch	Helpdesk Coor the Issue and ndbbank.com C issue 90327 Kottawa	dinator Logged Assigned to Completed the Key Board Ction Cdinator Logged	No Comments  completed  Keyboard is not working	ra nd Hardware	ayana.Wanigaseka bbank.com	2018-08-28 09:08:34 2018-08-28 09:12:13 com Pending
			. Kottawa Branch	Helpdesk Coor the Issue and ndbbank.com C issue 90327 Kottawa	dinator Logged Assigned to Completed the Key Board Ction Cdinator Logged	No Comments  completed  Keyboard is not working  User Comment	ra nd Hardware	layana.Wanigaseka bbank.com ifam@ndbbank.	2018-08-28 09:08:34  2018-08-28 09:12:13  com Pending  Cooment Date % Time  2018-08-28 09:14:31
90328 90329		com raveendra.karunarathne@ndbb	. Kottawa Branch	Helpdesk Coorthe Issue and ndbbank.com Cissue 90327  Kottawa  Achelpdesk Coorthe Issue and Maharagama	Completed the  Key Board  Continuous Continu	No Comments  completed  Keyboard is not working  User Comment	ra nd Hardware	ayana.Wanigaseka bbank.com ifam@ndbbank.  Comment By	2018-08-28 09:08:34  2018-08-28 09:12:13  com Pending  Cooment Date % Time  2018-08-28 09:14:31
		com raveendra.karunarathne@ndbb	. Kottawa Branch a Maharagama	Helpdesk Coorthe Issue and ndbbank.com Cissue 90327  Kottawa  Achielpdesk Coorthe Issue and Maharagama	Completed the  Key Board  Completed the  Key Board  Completed the	No Comments  completed  Keyboard is not working  User Comment  No Comments  Mouse not workin	ra nd Hardware	layana.Wanigaseka bbank.com ifam@ndbbank.  Comment By  am ifam@ndbbank.	2018-08-28 09:08:34  2018-08-28 09:12:13  com Pending  Cooment Date % Time  2018-08-28 09:14:31  com Pending

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Prol	blem	Description	Job Cate	gory Attended By	Status
90330	2018/08/28	hiruni.kakulawala@ndbbank.cc m	DM	43064	Other		Internet Explore is not working	Software	Mahendra.Prem	athilaka@nd Pending
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comm	ents		Mahendra.Premathil aka	2018-08-28 09:17:46
				ndbbank.com C issue 90330	completed the	Reset t	he User Account		ndbbank.com	2018-08-28 11:47:47
90331	2018/08/28	dulaj.morawaka@ndbbank.com	DM	DM	Other		brother printer issue	Software	Udayana.Wanig bank.com	asekara@ndb Pending
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comm	ents		Udayana.Wanigaseka ra	2018-08-28 09:25:35
				ndbbank.com C issue 90331	ompleted the	complet	ed		ndbbank.com	2018-08-28 09:47:23
90332	2018/08/28	thushani.hewawitharana@ndbbank.com	a Borella	Borella	Other		HCM Cloud is not working	Software	Thilina@ndbba	nk.com Pending
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comm	ents	1	Thilina	2018-08-28 09:27:10
90333	2018/08/28	shehan.jeevantha@ndbbank.com	n HO	42056	Other		Excel document unable to save	Software	Thilina@ndbba	nk.com Pending
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comm	ents	1	Thilina	2018-08-28 09:30:39
90334	2018/08/28	keerthana.rajasegaram@ndbbark.com	n Ratmalana	rathmalana	Other		lan id issue	Software	Udayana.Wanig bank.com	asekara@ndb Pending
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comm	ents		Udayana.Wanigaseka ra	2018-08-28 09:34:34
				ndbbank.com C issue 90334	completed the	complet	ed		ndbbank.com	2018-08-28 09:47:10

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Prob	olem	Description	Job Cate	gory Attended By	Status
90335	2018/08/28	Sumudu.Harshana@ndbbank.com	Ambalanthota	Ambalanthota	Western Union		Western Union logging issue	Software	ifam@ndbbank.	com Pending
				Act	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Comm	ents		Ifam	2018-08-28 09:39:03
				ndbbank.com Co issue 90335	ompleted the	job don	e		ndbbank.com	2018-08-28 14:28:33
90336	2018/08/28	Kiridaangan.Gowrinathar@ndbkank.com	) Chenkalady	Chenkalady	Other		lotus issue	Software	ifam@ndbbank.	com Pending
				Act	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Comm	ents		Ifam	2018-08-28 09:47:20
				ndbbank.com Co issue 90336	ompleted the	job don	e		ndbbank.com	2018-08-28 14:28:52
90337	2018/08/28	Thushari.Karunarathna@ndbbark.com	n HO	НО	Other		HCM cloud issue	Software	ifam@ndbbank.	com Pending
				Act	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Comm	ents		Ifam	2018-08-28 09:48:19
				ndbbank.com Co issue 90337	ompleted the	job don	e		ndbbank.com	2018-08-28 14:29:09
90338	2018/08/28	thanuka.perera@ndbbank.com	null	*7317	lexmark printe setting changi		lexmark printer setting changing	Hardware	ifam@ndbbank.	com Pending
				Act	tion		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Comm	ents		Helpdesk Coordinator	2018-08-28 09:48:54
				ifam Commented 90338	l the issue	job ref	number : 1808284	:3	ifam	2018-08-28 15:01:06

Issue II	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem Descript:	ion Job Cate	egory Attended By	Status
90339	2018/08/28	Sumudu.Harshana@ndbbank.com	Ambalanthota	Ambalanthota	Western Union	Western t installat		e ifam@ndbbank.	.com Pending
				Act	tion	User	Comment	Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Comments		Ifam	2018-08-28 09:54:22
				ndbbank.com Co issue 90339	ompleted the	job done		ndbbank.com	2018-08-28 14:29:52
90340	2018/08/28	Sumudu.Harshana@ndbbank.com	Ambalanthota	*7353	Other	Westernum issue	nion Software	e ifam@ndbbank.	.com Pending
				Act	tion	User	Comment	Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and	dinator Logged Assigned to	No Comments		Ifam	2018-08-28 09:58:20
				ndbbank.com Co issue 90340	ompleted the	job done		ndbbank.com	2018-08-28 15:03:41
									·
90341	2018/08/28	azad.muthalif@ndbbank.com	Marine Drive	Marine Drive	Printer	Need to : Lexmark 1		e Thilina@ndbba	ank.com Pending
90341	2018/08/28	azad.muthalif@ndbbank.com	Marine Drive		Printer tion	Lexmark 1		e Thilina@ndbba	nk.com Pending  Cooment Date % Time
90341	2018/08/28	azad.muthalif@ndbbank.com	Marine Drive		tion dinator Logged	Lexmark 1	Printer	1	T
90341 90342		azad.muthalif@ndbbank.com  amenthi.weerasinghe@ndbbank.com		Act	tion dinator Logged	Lexmark D	Comment  issue. Software	Comment By Thilina	Cooment Date % Time
		amenthi.weerasinghe@ndbbank		Active Helpdesk Coord the Issue and	tion dinator Logged Assigned to	Lexmark Duser  No Comments  X drive drive pat	Comment  issue. Software	Comment By Thilina  Udayana.Waniq	Cooment Date % Time 2018-08-28 10:01:15
		amenthi.weerasinghe@ndbbank		Active Helpdesk Coord the Issue and	tion dinator Logged Assigned to Other tion dinator Logged	Lexmark Duser  No Comments  X drive drive pat	Comment  issue. Software th issue	Comment By Thilina  e Udayana.Waniq bank.com	Cooment Date % Time 2018-08-28 10:01:15 gasekara@ndb Completed
		amenthi.weerasinghe@ndbbank		Helpdesk Coord the Issue and HO  Act Helpdesk Coord	tion dinator Logged Assigned to Other tion dinator Logged Assigned to	User No Comments  X drive : drive pat	Comment  issue. Software th issue	Comment By Thilina  Udayana.Wanigbank.com  Comment By Udayana.Wanigaseka	Cooment Date % Time 2018-08-28 10:01:15 gasekara@ndb Completed  Cooment Date % Time
		amenthi.weerasinghe@ndbbank		Helpdesk Coord the Issue and HO  Act Helpdesk Coord the Issue and ndbbank.com Co	tion  dinator Logged Assigned to  Other  tion  dinator Logged Assigned to  ompleted the  singhe Not	User No Comments  X drive : drive pat  User  No Comments	Comment  issue. Software th issue  Comment	Comment By Thilina  e Udayana.Waniq bank.com  Comment By Udayana.Wanigaseka ra	Cooment Date % Time 2018-08-28 10:01:15 gasekara@ndb Completed  Cooment Date % Time 2018-08-28 10:10:20
		amenthi.weerasinghe@ndbbank		Helpdesk Coord the Issue and HO  Act Helpdesk Coord the Issue and ndbbank.com Co issue 90342 amenthi.weeras	tion dinator Logged Assigned to Other  tion dinator Logged Assigned to completed the singhe Not issue 90342	User No Comments  X drive a drive part  User  No Comments  completed  Unsure to confin	Comment  issue. Software th issue Comment  rm if issue is e solutiongiven was confirm	Comment By Thilina  e Udayana.Wanigbank.com  Comment By Udayana.Wanigasekara ndbbank.com	Cooment Date % Time 2018-08-28 10:01:15 gasekara@ndb Completed  Cooment Date % Time 2018-08-28 10:10:20 2018-08-28 16:35:24

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem D	Description	Job Categ	ory Attended By	Status
90343	2018/08/28	sashvinth.ravinath@ndbbank.om	c Kolpity	50306	Other		Trust relationship	Software	ifam@ndbbank.	com Pending
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comme	ents	I	fam	2018-08-28 10:20:15
				ndbbank.com C issue 90343	Completed the	job done	2	n	dbbank.com	2018-08-28 14:29:31
90344	2018/08/28	prasanjanee.aluvihare@ndbbak.com	n Kandy	*7306	Other	C	CRIB issue	Software	ifam@ndbbank.	com Pending
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comme	ents	I	fam	2018-08-28 10:20:52
90345	2018/08/28	anushiya.sanmugarajah@ndbbank.com	n Bandarawela	Bandarawela	PC	E	PC can t power or	n Hardware	Thilina@ndbba	nk.com Pending
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comme	ents	Т	hilina	2018-08-28 10:23:28
90346	2018/08/28	dilshan.lankathilaka@ndbban	k null	31135	add priter	a	add priter	Software	Udayana.Wanig bank.com	gasekara@ndb Pending
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Comme	ents		elpdesk oordinator	2018-08-28 10:36:44
				ndbbank.com C issue 90346	Completed the	complete	ed	n	dbbank.com	2018-08-28 12:54:15
90347	2018/08/28	anushiya.sanmugarajah@ndbbank.com	n Bandarawela	0572233690-1	l Other	I	Install onepass	Software	ifam@ndbbank.	com Pending
90347										
90347				Ac	ction		User Comment		Comment By	Cooment Date % Time
90347					dinator Logged Assigned to	No Comme		I	fam	Cooment Date % Time 2018-08-28 10:54:50

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	olem	Description	Job Cate	gory Attended By	Status
90348	2018/08/28	Hamsaruban.Shanmugaratnasarna@ndbbank.	m Wellawatta	Wellawatta	Other		CRIB logging issue	Software	ifam@ndbbank	.com Pending
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Ifam	2018-08-28 11:05:13
				ndbbank.com ( issue 90348	Completed the	job do	ne		ndbbank.com	2018-08-28 14:33:09
90349	2018/08/28	${\tt ruani.goonetileke@ndbbank.com}$	о НО	35202	Other		Unable to create PDF document	Software	ifam@ndbbank.	.com Pending
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Ifam	2018-08-28 11:08:31
				ndbbank.com ( issue 90349	Completed the	job do	ne		ndbbank.com	2018-08-28 14:30:48
90350	2018/08/28	it.helpdesk@ndbbank.com	DM	DM	Other		Install IE11	Software	ifam@ndbbank.	.com Pending
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Ifam	2018-08-28 11:12:10
				ndbbank.com ( issue 90350	Completed the	job do	ne		ndbbank.com	2018-08-28 14:30:20
90351	2018/08/28	sasini.rodrigo@ndbbank.com	Kalutara	Kalutara	Other		Scan profile issue	Software	Udayana.Waniq bank.com	gasekara@ndb Pending
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Udayana.Wanigaseka ra	2018-08-28 11:21:03
				ndbbank.com ( issue 90351	Completed the	comple	ted		ndbbank.com	2018-08-28 12:54:03

Issue II	) Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Categ	ory Attended By	Status
90352	2018/08/28	raveena.karunarathne@ndbbank	C DM	43028	MS office		Cannot open some exel program.	Software	Mahendra.Prem	athilaka@nd Pending
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	rdinator Logged d Assigned to	No Com	ments		Mahendra.Premathil ka	2018-08-28 11:25:25
				Mahendra.Prer Commented the	nathilaka e issue 90352	Done. progra	Changed the default m.		Mahendra.Premathil Nka	2018-08-28 11:48:51
				ndbbank.com ( issue 90352	Completed the	Done.		n	dbbank.com	2018-08-28 15:28:50
90353	2018/08/28	sasini.rodrigo@ndbbank.com	Kalutara	Kalutara	Other		scan profile issue	Software	Udayana.Wanig bank.com	asekara@ndb Pending
				A	ction		User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Com	ments		Jdayana.Wanigaseka a	2018-08-28 11:31:35
				ndbbank.com ( issue 90353	Completed the	comple	ted	n	dbbank.com	2018-08-28 12:52:41
90354	2018/08/28	safrah.sariffodeen@ndbbank.com	: DM	4140	Monitor		Display issue	Hardware	Mahendra.Prem bbank.com	athilaka@nd Pending
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	rdinator Logged d Assigned to	No Com	ments		Mahendra.Premathil ka	2018-08-28 11:42:30
90355	2018/08/28	chathuri.samarasinghe@ndbbark.com	Marine Drive	Marine Driv	e PC		Trust relationship	Software	Thilina@ndbba	nk.com Pending
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	rdinator Logged d Assigned to	No Com	ments	Т	hilina	2018-08-28 11:45:53
90356	2018/08/28	Shalini.Samarasinghe@ndbbank.com	: HO	НО	Other		CITS app	Software	ifam@ndbbank.	com Pending
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	rdinator Logged d Assigned to	No Com	ments	I	fam	2018-08-28 11:46:04

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Prob	blem Description	Job Cate	egory Attended By	Status
				A	ction	User Comment		Comment By	Cooment Date % Time
				ndbbank.com ( issue 90356	Completed the	job done		ndbbank.com	2018-08-28 15:02:03
90357	2018/08/28	Shalini.Samarasinghe@ndbbank.com	: HO	37101	CITS	Onepass application need	Software	e ifam@ndbbank	c.com Pending
				A	ction	User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Comments		Ifam	2018-08-28 11:48:18
				ndbbank.com ( issue 90357	Completed the	job done		ndbbank.com	2018-08-28 15:02:36
90358	2018/08/28	suresh.samarakoon@ndbbank.com	Nikawaratiya	Nikawaratiy	a HRIS	HCM logging issue	Software	e ifam@ndbbank	c.com Pending
				A	ction	User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Comments		Ifam	2018-08-28 11:49:19
				ndbbank.com ( issue 90358	Completed the	job done		ndbbank.com	2018-08-28 15:09:14
90359	2018/08/28	ruwan.chamara@ndbbank.com	Galle	Galle	Other	Need to create	Software	e ifam@ndbbank	c.com Pending
						scan profile			3
				A	ction	scan profile  User Comment		Comment By	Cooment Date % Time
				Helpdesk Coo	ction rdinator Logged d Assigned to			Comment By	Cooment Date % Time 2018-08-28 12:00:29
90360	2018/08/28	arul.janarthanam@ndbbank.com	ı НО	Helpdesk Coo	rdinator Logged	User Comment	Software	Ifam	2018-08-28 12:00:29
90360	2018/08/28	arul.janarthanam@ndbbank.com	ı НО	Helpdesk Coo: the Issue and	rdinator Logged d Assigned to	User Comment No Comments	Software	Ifam	2018-08-28 12:00:29
90360	2018/08/28	arul.janarthanam@ndbbank.com	ı НО	Helpdesk Coo: the Issue and HO  A Helpdesk Coo:	rdinator Logged d Assigned to Other	User Comment No Comments CITS app	Software	Ifam e ifam@ndbbank	2018-08-28 12:00:29

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Prob	olem Description	Job Catego	ory Attended By	Status
90361	2018/08/28	asanka.rodrigo@ndbbank.com	Malambe	*7331	Other	T24 MIS issue	Software	ifam@ndbbank.	com Pending
				A	ction	User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Comments	Ιf	ām	2018-08-28 12:17:58
90362	2018/08/28	asanka.rodrigo@ndbbank.com	Malambe	*7331	Other	T24 MIS issue	Software	ifam@ndbbank.	com Pending
				A	ction	User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Comments	Ιf	Eam	2018-08-28 12:24:03
90363	2018/08/28	Thusitha.Dinethri@ndbbank.com	o Homagama	*7330	Other	MOBIX issue	Software	ifam@ndbbank.	com Pending
				A	ction	User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Comments	Ιſ	am	2018-08-28 12:24:38
				ndbbank.com ( issue 90363	Completed the	job done	nc	lbbank.com	2018-08-28 15:07:14
90364	2018/08/28	missaka.siriwardena@ndbbank com	. null	Thissamahar aya	am UPS not working,inform	UPS not to working,inform to	Hardware	ifam@ndbbank.	com Pending
				A	ction	User Comment		Comment By	Cooment Date % Time
					rdinator Logged d Assigned to	No Comments		elpdesk oordinator	2018-08-28 12:25:40
90365	2018/08/28	Kasun.Gayan@ndbbank.com	Matara	*7302	Other	C drive is full	Software	ifam@ndbbank.	com Pending
				A	ction	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coo: the Issue and	rdinator Logged d Assigned to	No Comments	If	am	2018-08-28 12:27:51
				ndbbank.com ( issue 90365	Completed the	job done	no	lbbank.com	2018-08-28 15:07:37

Issue I	D Date	User Name	Branch/Dept.	Contact No	Nature of Prob	lem De	escription	Job Categ	ory Attended By	Status	
90366	2018/08/28	gayan.bandaranaike@ndbbank.om	c KATANA	KATANA Other CRIB issue Software			Software	Udayana.Wanigasekara@ndb Pending bank.com			
				A	ction	User Comment			Comment By	Cooment Date % Time	
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Commer	ıts		Jdayana.Wanigaseka a	2018-08-28 12:34:44	
				ndbbank.com ( issue 90366	Completed the	completed	l	n	dbbank.com	2018-08-28 12:52:29	
90367	2018/08/28	Akila.Perera@ndbbank.com	null	43003	Fax is not rece	_	ax is not eceving	Hardware	Mahendra.Prembbank.com	mathilaka@nd Pending	
				A	ction		User Comment		Comment By	Cooment Date % Time	
				Helpdesk Coor the Issue and	dinator Logged N	No Commer	nts		Melpdesk Coordinator	2018-08-28 13:03:11	
				ndbbank.com ( issue 90367	Completed the	DOne.		n	dbbank.com	2018-08-28 16:23:20	
90368	2018/08/28	sandaruwani.dasanayake@ndbbank.com	oa null	43087	Fax is not rece	_	ax is not eceving (ICU)	Hardware	Mahendra.Prembbank.com	mathilaka@nd Pending	
				A	ction	User Comment			Comment By	Cooment Date % Time	
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Commer	nts		lelpdesk Coordinator	2018-08-28 13:03:53	
				ndbbank.com ( issue 90368	Completed the	Done.		n	dbbank.com	2018-08-28 16:24:03	
90369	2018/08/28	rohan.samidason@ndbbank.com	n Pettah	Pettah	Lotus		eed to configure otus notes/M	Software	ifam@ndbbank	.com Pending	
				A	ction		User Comment		Comment By	Cooment Date % Time	
				Helpdesk Coor the Issue and	rdinator Logged N Assigned to	No Commer	nts	I	fam	2018-08-28 13:06:31	
90370	2018/08/28	Chinthaka.Madusanka@ndbbank	k. DM	44027	Printer	Clear Printer que Software (Advice printer)			e Mahendra.Premathilaka@nd Pending bbank.com		
				A	ction		User Comment		Comment By	Cooment Date % Time	
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Commer	nts		Mahendra.Premathil ka	2018-08-28 13:28:45	

Issue I	D Date	User Name	Branch/Dept.	Contact No Nature	e of Problem Des	scription Job Cat	egory Attended By	Status
				Action		User Comment	Comment By	Cooment Date % Time
				ndbbank.com Completed issue 90370	d the Done.		ndbbank.com	2018-08-28 16:32:13
90371	2018/08/28	thilini.kariyawasam@ndbbank.com	Kaduruwela	Kaduruwela PC	PC	getting stuck Softwar	e ifam@ndbbank	.com Pending
				Action		User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator the Issue and Assigne		ts	Ifam	2018-08-28 13:37:45
				ndbbank.com Completed issue 90371	d the job done		ndbbank.com	2018-08-28 15:09:38
90372	2018/08/28	charitha.abeynayake@ndbbank.com	Kandy	Kandy Other		IB logging Softwar sue	e ifam@ndbbank	.com Pending
				Action		User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator the Issue and Assigne		ts	Ifam	2018-08-28 13:42:11
				ndbbank.com Completed issue 90372	d the job done		ndbbank.com	2018-08-28 15:08:59
90373	2018/08/28	vinod.silva@ndbbank.com	НО	3660 HRIS	HCI	M logging issue Softwar	e ifam@ndbbank	.com Pending
				Action		User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator the Issue and Assigne		ts	Ifam	2018-08-28 13:45:19
				ndbbank.com Completed issue 90373	d the job done		ndbbank.com	2018-08-28 15:04:01
90374	2018/08/28	vinod.silva@ndbbank.com	НО	HO Other	НСІ	M issue Softwar	e ifam@ndbbank	.com Pending
				Action		User Comment	Comment By	Cooment Date % Time
				Helpdesk Coordinator the Issue and Assigne		ts	Ifam	2018-08-28 13:45:46
				ndbbank.com Completed issue 90374	d the job done		ndbbank.com	2018-08-28 15:08:43

Issue II	D Date	User Name	Branch/Dept.	Contact No	Nature of Pro	blem	Description	Job Cate	gory Attended By	Status
90375	2018/08/28	nadeera.sooriyaarachchi@ndbbank.com	Dambulla	Dambulla Other			t24 system Software opening issue		ifam@ndbbank	.com Pending
				A	ction		User Comment		Comment By	Cooment Date % Time
				the Issue and Assigned to		No Com	ments		Ifam	2018-08-28 13:47:18
						job do	ne		ndbbank.com	2018-08-28 14:34:41
90376	76 2018/08/28 indrajith.nanayakkara@ndbban HO k.com		3249	Other		C drive is full	Software	ifam@ndbbank	.com Pending	
				Ac	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments		Ifam	2018-08-28 14:11:53
				ndbbank.com C issue 90376	Completed the	job do	ne		ndbbank.com	2018-08-28 14:32:41
90377	2018/08/28	Shiran.Abeysinghe@ndbbank.co $\mathbf{m}$	но но	3699	Other		Camera issue	Software	ifam@ndbbank	.com Pending
				A	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments		Ifam	2018-08-28 14:33:40
				ndbbank.com C issue 90377	Completed the	need t	o check with arsha	ıd	ndbbank.com	2018-08-28 15:08:25
90378	2018/08/28	Sachithri.Swarnamalie@ndbbark.com	n Marine Drive	Marine Drive	e Other		Workflow issue	Software	ifam@ndbbank	.com Pending
				Ad	ction		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coor the Issue and	dinator Logged Assigned to	No Com	ments		Ifam	2018-08-28 14:59:41
				ndbbank.com C issue 90378	Completed the	job do	ne		ndbbank.com	2018-08-28 15:02:59

Issue II	Date	User Name	Branch/Dept.	Contact No	Nature of Prob	lem Description	Job Cate	gory Attended By	Status
90379	2018/08/28	naomi.wijegoonewardena@ndbbank.com	a Battramulla	Battharamulla Other		Workflow logging issue	Software	ifam@ndbbank	.com Pending
				Action		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coordinator Logged the Issue and Assigned to		No Comments		Ifam	2018-08-28 15:13:49
90380	2018/08/28	dilshan.lankathilaka@ndbbank .com	НО	HO PC		Need to transfer Software DATA to NB12004		Thilina@ndbba	ank.com Pending
				Act	cion	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Comments		Thilina	2018-08-28 15:14:48
90381	2018/08/28	naomi.wijegoonewardena@ndbba Battramulla nk.com		Battharamulla Other		Workflow issue Software		ifam@ndbbank	.com Pending
				Action		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Comments		Ifam	2018-08-28 15:27:02
90382	2018/08/28	Prabash.Wimalaratne@ndbbank.com	НО	3952 Other		Need to create scan profile	Software	Thilina@ndbba	ank.com Pending
				Action		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Comments		Thilina	2018-08-28 15:35:45
90383	2018/08/28	balasubramaniam.aingaran@ndb bank.com	Nelliady	Nelliady	Other	Need to add CRIB icon	Software	ifam@ndbbank	.com Pending
				Action		User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Comments		Ifam	2018-08-28 15:37:17
90384	2018/08/28	harshani.karunarathne@ndbbank.com	НО	HO Other		Lankapay sytem issue	Software	ifam@ndbbank	.com Pending
				Act	cion	User Comment		Comment By	Cooment Date % Time
				Helpdesk Coord the Issue and		No Comments		Ifam	2018-08-28 16:21:27

Issue II	D Date	User Name	Branch/Dept.	Contact No	Nature of Prob	olem	Description	Job Cate	gory Attended By	Status	
90385	2018/08/28	layanga.perera@ndbbank.com	Battramulla	Battharamulla	Other		Data scanning Software issue		Udayana.Wanigasekara@ndb Pending bank.com		
				Act	ion		User Comment		Comment By	Cooment Date % Time	
				Helpdesk Coord the Issue and		No Com	ments		Jdayana.Wanigaseka ca	2018-08-28 16:35:31	
				ndbbank.com Co issue 90385	mpleted the	comple	ted	]	ndbbank.com	2018-08-28 16:49:48	
90386	2018/08/28	layanga.perera@ndbbank.com	Battramulla	Battharamulla Other			workflow issue	Software	Udayana.Waniq bank.com	gasekara@ndb Pending	
				Act	ion		User Comment		Comment By	Cooment Date % Time	
				Helpdesk Coord the Issue and		No Com	ments		Jdayana.Wanigaseka ca	2018-08-28 16:40:20	
				ndbbank.com Co issue 90386	mpleted the	comple	ted	]	ndbbank.com	2018-08-28 16:48:44	
90388	2018/08/28	jinadari.sathsarani@ndbbank.com	Borelesgamuwa - Ext	a Borelesgamuwa - Ext	PC		Need to Remove User Profiles	Software	Thilina@ndbba	nk.com Pending	
				Act	ion		User Comment		Comment By	Cooment Date % Time	
				Helpdesk Coord the Issue and		No Com	ments	r	[hilina	2018-08-28 17:37:36	
90387	2018/08/28	isira.wickramasinghe@ndbban}.com	Ehaliyagoda	Ehaliyagoda	Other		CRIB logging issue	Software	ifam@ndbbank.	com Pending	
				Act	ion		User Comment		Comment By	Cooment Date % Time	
				Helpdesk Coord the Issue and		No Com	ments		[fam	2018-08-28 16:59:59	
				- E	nd Of The Repor	rt -					