Open Ticket Detail

Open Ticket Detail

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Open Ticket Detail

Site:

Ticket Class: Incidents **Status: NEW**

Ticket	Description	Internal Priority	Affected User	Owner/Owner Group	Service	Service Group	Reported Date	Target Start	Actual Start
1099		0					3/29/11 11:15:57 AM		

Ticket Class: Problems **Status: INPROG**

Ticket	Description	Internal Priority	Affected User	Owner/Owner Group	Service	Service Group	Reported Date	Target Start	Actual Start
1001	Finance application is down.	1	MILLS	ERP		IT	9/1/04 9:52:48 AM	9/1/04	9:56:24 AM

Ticket Class: Service Requests **Status: INPROG**

Ticket	Description	Internal Priority	Affected User	Owner/Owner Group	Service	Service Group	Reported Date	Target Start	Actual Start
1090	New User Request	1	LIBERI	HR			10/4/04 3:49:55 PM	10/4/04	3:51:45 PM
1145	Huge pothole in the right lane just after the intersection	0	WILSON				2/9/08 11:27:27 AM	2/9/08	11:39:56 AM

Ticket Class: Service Requests **Status: NEW**

Ticket	Description	Internal Priority	Affected User	Owner/Owner Group	Service	Service Group	Reported Date	Target Start	Actual Start
1033	Email seems down.	1	BOYD	TIER1			8/16/04 2:31:22 PM		
1034	I was able to open my email this morning, but it is not working right now.	1	ROGERS	TIER1			8/16/04 2:36:23 PM		
1017	How do I protect my computer from virus?	1	LIBERI				8/31/04 1:26:33 PM		
1031	Can't log in to my email.	1	MILLER				8/31/ 2:29:05 PM		

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Ticket Class: Service Requests **Status: NEW**

Ticket	Description	Internal Priority	Affected User	Owner/Owner Group	Service	Service Group	Reported Date	Target Start	Actual Start
							04		
1093	Employee termination	1	HUNTER	HR	PC	IT	10/4/04 6:02:16 PM		
1098	Email issues - can not open my personal folder	1	LIBERI				10/5/04 3:33:24 PM		
1125	Can't get to corporate voicemail	1	BOUDREAU				10/6/04 4:22:02 PM		
1127	Where do send my international expense reports?	1	FORD	TIER1			10/6/04 4:25:39 PM		
1067	VPN connection is failing.	2	WALL			IT	9/2/04 11:11:18 AM		
1091	Plan Meeting	2	SMITHERS	MTGCOORD			10/4/04 3:59:04 PM		
1124	How do I access my email from home?	2	MARCUS				10/6/04 3:43:26 PM		
1128	Couldn't access building over the weekend	2		TIER1			10/6/04 4:27:58 PM		
1016	Could you please send me URL to access the company Intranet?	3	LIBERI				8/31/04 1:25:59 PM		
1071	MS Word - How do I make columns in my document.	3	LIBERI			IT	9/2/04 11:30:54 AM		
1064	Printer issues. It is printing several blank pages.	4	ROGERS			IT	9/2/04 10:57:42 AM		
1146	Pothole in the left lane	0	WILSON				3/16/08 11:26:14 PM		
1147	Bags of trash on the side of the road	0	WILSON				3/16/08 11:35:57 PM		

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Open Ticket Detail

Site:

Ticket Class: Service Requests **Status: NEW**

Ticket	Description	Internal Priority	Affected User	Owner/Owner Group	Service	Service Group	Reported Date	Target Start	Actual Start
1148	Dead deer on the side of MD 414	0	WILSON				3/16/08 11:39:12 PM		
1157	Gage wide	0	WILSON				2/7/11 9:38:35 AM		
1151	Defect in tie block found duirng walking inspection	0	WILSON				2/7/11 1:00:00 PM		
1152	Frog plate is worn significantly	0	WILSON				2/7/11 1:00:00 PM		
1153	Wheel burn on both rails	0	WILSON				2/7/11 1:00:00 PM		
1154	Creek has flooded again, ballast will need retamping	0	WILSON				2/7/11 1:00:00 PM		
1156	Gage wide	0	WILSON				2/7/11 1:00:00 PM		
1158	Gage wide	0	WILSON				2/7/11 1:00:00 PM		
1159	Gage wide	0	WILSON				2/7/11 1:00:00 PM		
1160	Gage wide	0	WILSON				2/8/11 1:00:00 PM		
1161	Brush encroaching track	0	WILSON				2/8/11 1:00:00 PM		
1162	Brush encroaching track	0	WILSON				2/8/11 1:00:00 PM		
1163	Brush encroaching track	0	WILSON				2/8/11 1:00:00 PM		
1164	Brush encroaching track	0	WILSON				2/8/11 1:00:00 PM		
1165	Brush encroaching track	0	WILSON				2/8/11 1:00:00 PM		
1166	Gage wide	0	WILSON				2/8/11 1:00:00 PM		
1167	Gage wide	0	WILSON				2/8/11 1:00:00 PM		
1168	Gage wide	0	WILSON				2/8/11 1:00:00 PM		
1169	Gage wide	0	WILSON				2/8/11 1:00:00 PM		
1170	Gage wide	0	WILSON				2/8/11 1:00:00 PM		

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Open Ticket Detail

Site:

Ticket Class: Service Requests **Status: NEW**

Ticket	Description	Internal Priority	Affected User	Owner/Owner Group	Service	Service Group	Reported Date	Target Start	Actual Start
1149	Dead deer on the side of the road	0	WILSON				2/17/11 10:10:21 AM		
1150	Pile of trash on the shoulder	0	WILSON				2/17/11 10:11:49 AM		
1172	Pipeline Leak Classification, Metal Loss, External, 1.2 ft, Near Joint	0	WILSON				2/24/11 9:55:16 AM		
1173	Leak observed	0	WILSON				2/24/11 10:36:36 AM		
1174	Pipeline Leak Classification, Metal Loss, External, 2.1000000000 ft, Leak needs investigating	0	WILSON				2/24/11 10:38:47 AM		

Ticket Class: Service Requests **Status: QUEUED**

Ticket	Description	Internal Priority	Affected User	Owner/Owner Group	Service	Service Group	Reported Date	Target Start	Actual Start
1028	Finance application is down.	1	LIBERI	SINCLAIR		IT	8/9/04 2:24:44 PM	9/1/04	8:36:57 AM
1030	When I try to enter a new Order in the Application the system hangs.	1	ROBERTS	REID		IT	8/9/04 2:27:53 PM	9/1/04	9:41:56 AM
1035	Can't login into Finance Application	1	KLIEN	REID			8/9/04 2:37:57 PM	9/1/04	8:56:48 AM
1114	Error: Application not available	1	HORN	SINCLAIR	APPS	IT	10/6/04 3:06:36 PM		

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Open Ticket Detail

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Ticket Class: Service Requests **Status: QUEUED**

Ticket	Description	Internal Priority	Affected User	Owner/Owner Group	Service	Service Group	Reported Date		Target Start	Actual Start
1115	Applicaltion failure. Error when trying to log.	1	JONES	SINCLAIR	APPS	IT	10/6/04	3:09:45 PM		
1116	No sound in conf room	1	MARCUS	SINCLAIR			10/6/04	3:11:56 PM		
1119	Water on floor	1	MARCUS	MURTHY			10/6/04	3:25:41 PM		
1122	Elevator lights not working	1	BOUDREAU	TIER1			10/6/04	3:35:24 PM		
1045	DVD Issue on Laptop	2	BALL	SINCLAIR	PC	IT	8/23/04	4:35:15 PM		
1055	Email Application Not Working	2	JONES				9/1/04	9:28:11 AM		
1085	AC seems to be not working properly - Department Development - 3rd floor.	2	HUNTER	REID		FACILITY	9/2/04	3:29:57 PM	9/2/04	3:31:39 PM
1040	Scanner Problem	3	SMITH	REID	PC	IT	7/20/04	3:23:19 PM		
1026	Move computer	3	PEDRICK	REID		IT	8/17/04	2:23:04 PM	8/31/04	4:01:59 PM
1006	Can't print from MS Word. Others software work fine.	3	JONES	REID			8/31/04	12:23:25 PM	8/31/04	3:40:53 PM
1023	New employee setup.	3	MILLER	SINCLAIR		IT	8/31/04	2:19:27 PM	8/31/04	4:10:20 PM
1043	New employee setup.	3	MILLER	SINCLAIR		IT	8/31/04	4:04:40 PM		
1069	System Slow	3	SMALL	REID	PC	IT	9/2/04	11:29:52 AM		
1073	VPN Connection error.	3	SMITH	SINCLAIR		IT	9/2/04	11:36:08 AM	9/2/04	11:42:06 AM

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Open Ticket Detail

Site:

Ticket Class: Service Requests **Status: QUEUED**

Ticket	Description	Internal Priority	Affected User	Owner/Owner Group	Service	Service Group	Reported Date		Target Start		Actual Start	
1047	Copier/Scanner/Fax not working	4	STANLEY	REID	PRINT	IT	8/20/04	5:18:57 PM				

Site: BEDFORD

Ticket Class: Incidents **Status: INPROG**

Ticket	Description	Internal Priority	Affected User	Owner/Owner Group	Service	Service Group	Reported Date		Target Start		Actual Start	
1020	Finance application is down.	1	LIBERI	ERP		IT	8/9/04	8:20:03 AM	8/9/04	10:20:03 AM	8/9/04	9:42:00 AM
1018	When I try to enter a new Order in the Application the system hangs.	1	ROBERTS	ERP		IT	8/9/04	8:29:25 AM	8/9/04	10:29:25 AM	9/1/04	9:41:56 AM
1019	Can't login into Finance Application	1	NEWTON	ERP		IT	8/9/04	8:30:24 AM	8/9/04	10:30:24 AM	8/9/04	8:56:48 AM

Ticket Class: Incidents **Status: PENDING**

Ticket	Description	Internal Priority	Affected User	Owner/Owner Group	Service	Service Group	Reported Date		Target Start		Actual Start	
1013	DVD Issue on Laptop	2	BALL	HARDWARE	PC	IT	8/23/04	4:38:27 PM	8/24/04	4:38:27 AM	8/23/04	5:15:00 PM
1014	Copier/Scanner/Fax not working	4	STANLEY	HARDWARE	PRINT	IT	8/20/04	5:20:59 PM	8/22/04	5:20:59 PM	8/21/04	9:15:00 AM

Ticket Class: Incidents **Status: QUEUED**

Ticket	Description	Internal Priority	Affected User	Owner/Owner Group	Service	Service Group	Reported Date		Target Start		Actual Start
1001	Email Server in Bedford is down	1	BALL	SINCLAIR	EMAIL	IT	6/18/04	2:07:22 PM	6/18/04	2:37:22 PM	

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Open Ticket Detail

Site: BEDFORD

Ticket Class: Incidents **Status: QUEUED**

Ticket	Description	Internal Priority	Affected User	Owner/Owner Group	Service	Service Group	Reported Date		Target Start		Actual Start
1017	Finance application is down.	1	LIBERI	REYNOLDS	NETWORK	IT	8/9/04	8:28:26 AM	8/9/04	8:58:26 AM	
1021	Can't Get Email	1	RICHARDS	EMAIL	EMAIL	IT	9/1/04	8:50:35 AM	9/1/04	10:50:35 AM	
1022	Email Seems to Be Down	1	LOU	EMAIL	EMAIL	IT	9/1/04	9:03:56 AM	9/1/04	11:03:56 AM	
1025	System Slow	1	SMALL	NETWORK	NETWORK	IT	9/2/04	11:31:44 AM	9/3/04	9:31:00 AM	
1037	Email Server down	1	JON	REID	EMAIL	IT	9/2/04	4:04:38 PM	9/2/04	6:04:38 PM	
1041	Internet Connectivity down - intermittent errors.	1	CALCOTT	REID	TELECOM	IT	9/2/04	4:46:37 PM			
1064	Lights flickering in my office	1	JONES	FACILITY	ENVIRON	FACILITY	10/7/04	5:18:00 AM	10/8/04	3:18:00 AM	
1005	Can't print from MS Word. Other software work fine.	2	JONES	DALEY		IT	8/31/04	3:41:06 PM	8/31/04	5:41:06 PM	
1023	Can't Send or Receive Email	2	LIBERI	EMAIL	EMAIL	IT	9/1/04	9:22:33 AM	9/1/04	11:22:33 AM	
1024	Email Application Not Working	2	JONES	ROWLANDS	EMAIL	IT	9/1/04	9:29:09 AM	9/1/04	11:29:09 AM	
1033	AC seems not working properly - Department Development - 3rd floor.	2	HUNTER	ENV		FACILITY	9/2/04	3:32:44 PM	9/2/04	7:32:44 PM	
1034	Toilet in the 1st floor (close to reception) is not flushing.	2	PEDRICK	MAINT	REPAIRS	FACILITY	9/2/04	3:37:41 PM	9/3/04	3:37:41 PM	
1069	Keyboard not working	2	WAYNE	TIER2	PC	IT	10/11/04	6:05:52 PM	10/11/04	10:05:52 PM	
1004	Scanner Problem	3	SMITH	HARDWARE	PC	IT	7/20/04	3:26:53 PM	7/21/04	3:26:53 PM	
1026	VPN Connection error.	3	SMITH	NETWORK		IT	9/2/04	11:42:21 AM	9/2/04	1:42:21 PM	
1028	Personal folder in Outlook.	3	BALL	EMAIL		IT	9/2/04	12:01:53 PM	9/2/04	2:01:53 PM	
1032	Issues with the Home PC. See	3	LEE	RAMSDALE	PC	IT	9/2/04	2:56:35 PM	9/3/04	12:56:00 PM	

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Open Ticket Detail

Site: BEDFORD

Ticket Class: Incidents **Status: QUEUED**

Ticket	Description	Internal Priority	Affected User	Owner/Owner Group	Service	Service Group	Reported Date	Target Start	Actual Start
	details.								
1067	Virus Definition out of date	3	RAMIREZ	TIER2	PC	IT	10/8/04 8:54:39 AM	10/9/04 8:54:39 AM	

Ticket Class: Problems **Status: NEW**

Ticket	Description	Internal Priority	Affected User	Owner/Owner Group	Service	Service Group	Reported Date	Target Start	Actual Start
1117	Investigate Server Failures	1	RAMSDALE		EMAIL	IT	2/2/05 9:36:44 AM		
1007	Virus Definition out of date	3	RAMIREZ		PC	IT	10/8/04 9:04:43 AM		

Ticket Class: Problems **Status: QUEUED**

Ticket	Description	Internal Priority	Affected User	Owner/Owner Group	Service	Service Group	Reported Date	Target Start	Actual Start
1002	System Slow	1	SMALL	OPERSYST	NETWORK	IT	9/2/04 11:36:01 AM		
1004	Email Server down	1	JON	EMAIL	EMAIL	IT	9/2/04 4:08:58 PM		
1102	Investigate Periodic Server Crash	1	RAMSDALE	HARDWARE		IT	2/1/05 10:41:16 PM		
1110	Check Out Server Crashes	1	RAMSDALE	HARDWARE	EMAIL	IT	2/2/05 6:21:00 AM		
1126	Repeated Issues With Server	1	RAMSDALE	HARDWARE	NETWORK	IT	2/2/05 9:56:29 AM		
1003	Monitor power is on but monitor is not working.	2	REVIS	RAMSDALE		IT	9/2/04 2:43:48 PM	9/2/04	2:50:49 PM

Ticket Class: Service Requests **Status: NEW**

Ticket	Description	Internal Priority	Affected User	Owner/Owner Group	Service	Service Group	Reported Date	Target Start	Actual Start

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Open Ticket Detail

Site: BEDFORD

Ticket Class: Service Requests **Status: NEW**

Ticket	Description	Internal Priority	Affected User	Owner/Owner Group	Service	Service Group	Reported Date	Target Start	Actual Start
1136	Please Provide Accudraw	1	LIBERI			IT	10/12/04 7:22:35 AM		
1137	I need Accudraw Due to New Project	1	SMITH			IT	10/12/04 7:28:35 AM		
1138	Please Install Accudraw	1	ADAMS			IT	10/12/04 7:33:04 AM		

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Open Ticket Detail

Site: BEDFORD

Ticket Class: Service Requests **Status: NEW**

Ticket	Description	Internal Priority	Affected User	Owner/Owner Group	Service	Service Group	Reported Date		Target Start	Actual Start
1134	Home Office Phone Installation	2	MARCUS	TIER1			10/11/04	5:46:28 PM		
1021	Printer out-of toner.	3	ROBERTS		PRINT	IT	8/31/04	2:14:03 PM		
1144	Upgrade Memory	0	WILSON				6/19/07	4:33:28 PM		

Ticket Class: Service Requests **Status: QUEUED**

Ticket	Description	Internal Priority	Affected User	Owner/Owner Group	Service	Service Group	Reported Date		Target Start	Actual Start
1050	Can't Get Email	1	RICHARDS	REID	EMAIL	IT	9/1/04	8:48:14 AM		
1051	Email Seems to Be Down	1	LOU	SINCLAIR	EMAIL	IT	9/1/04	9:01:16 AM		
1081	End-User termination. ID 1234. Date: 08/30	1	WILSON	REID		IT	9/2/04	3:08:45 PM	9/2/04	3:12:15 PM
1132	Virus Definition out of date	1	RAMIREZ	TIER1			10/8/04	8:51:02 AM		
1054	Can't Send or Receive Email	2	LIBERI	SINCLAIR	EMAIL	IT	9/1/04	9:20:36 AM		
1086	Toilet in the 1st floor (close to reception) is not flushing.	2	PEDRICK	REID	REPAIRS	FACILITY	9/2/04	3:34:43 PM	9/2/04	3:37:20 PM
1135	Keyboard not working	2	WAYNE	REID	PC	IT	10/11/04	5:59:39 PM		
1139	Display Seems to Cut Out Periodically	2	RAMIREZ	SINCLAIR		IT	1/31/05	8:54:44 AM		
1140	Machine Dies Unexpectedly	2	REDDING	REID		IT	1/31/05	9:11:18 AM		
1046	Change Users Hard Drive on	3	LIBERI	SINCLAIR	PC	IT	8/20/	4:43:48 PM		

Open Ticket Detail

Site: BEDFORD

Ticket Class: Service Requests **Status: QUEUED**

Ticket	Description	Internal Priority	Affected User	Owner/Owner Group	Service	Service Group	Reported Date		Target Start		Actual Start
	Laptop						04				
1007	Need MS SQL in my development computer.	3	MILLS	REID	APPS	IT	8/31/04	12:24:36 PM		8/31/04	3:53:03 PM
1015	Desktop shows blue screen when turned on.	3	LIBERI	SINCLAIR	PC	IT	8/31/04	1:25:21 PM		8/31/04	3:50:33 PM
1041	Desktop shows blue screen when turned on.	3	LIBERI	REID		IT	8/31/04	3:42:22 PM		9/2/04	11:48:10 AM
1075	Personal folder in Outlook.	3	BALL	REID		IT	9/2/04	11:59:10 AM		9/2/04	12:01:40 PM
1079	Issues with the Home PC. See details.	3	LEE	REID	PC	IT	9/2/04	2:53:02 PM		9/2/04	2:55:49 PM
1080	New employee set up.	3	WINTERS	SINCLAIR		IT	9/2/04	3:03:05 PM		9/2/04	3:04:36 PM
1082	Need a new mouse	3	ROGERS	SINCLAIR		IT	9/2/04	3:16:00 PM		9/2/04	3:18:41 PM
1084	Need new Keyboard.	3	STANLEY	REID	PC	IT	9/2/04	3:27:02 PM		9/2/04	3:29:23 PM
1089	Need an additional projector for the internal Seminar "ITSM"	3	JONES	REID		FACILITY	9/2/04	4:01:50 PM		9/2/04	4:03:18 PM
1141	Keyboard Sticking	3	SATTLER	SINCLAIR		IT	1/31/05	9:24:09 AM			
1001	Request for OS upgrade to Windows XP	4	LIBERI	CALDONE	PC	IT	6/18/04	2:18:47 PM			
1002	Conference room is too hot	4	WINSTON	TIER1	ENVIRON	FACILITY	6/18/04	2:29:16 PM			
1083	Request for a new game in the games room.	4	LIBERI	REID		FACILITY	9/2/04	3:23:08 PM		9/2/04	3:26:16 PM

Site: HARTFORD

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Open Ticket Detail

Site: HARTFORD

Ticket Class: Problems **Status: INPROG**

Ticket	Description	Internal Priority	Affected User	Owner/Owner Group	Service	Service Group	Reported Date	Target Start	Actual Start
1005	Router 12X34 with error message: connectivity lost.	1	WILSON	WILSON	INFRASTR	IT	9/2/04 4:26:46 PM	9/2/04	4:29:58 PM
1006	Error message: "Service could not be started" when booting Server - ERP Application	1	WILSON	FAINTER	INFRASTR	IT	9/2/04 4:35:38 PM	9/2/04	4:38:10 PM