Release Details

R1015: End User Issues,Hardware,Server

Asset:
Location:
CI: CS-23-6 IT,Generic Computer System, 6.00 GHZ, 6.00 GB

Sched Start:	10/10/07	**Site:**	BEDFORD	**Job Plan:**	
Sched Finish:	10/11/07	**Priority:**	2	**Supervisor:**	
Target Start:	10/10/07	**Work Type:**	DELTA	**Lead:**	
Target Finish:	10/11/07	**Status:**	WAPPR	**Vendor:**	
Actual Start:		**Parent:**		**Owner:**	
Actual Finish:		**Failure Class:**		**Owner Group:**	
Report Date:	10/10/07	**Problem Code:**		**Service:**	NETWORK
Reported By:	WILSON			**Service Group:**	IT
On Behalf Of:		**GL Account:**		**Classification:**	1095

Specification

Attribute	Description	ALN Value	Numeric Value	Unit of Measure
MODELNUM	Model Number	87878-uiu7-9999	0	
PROSPEED	PROCESSOR SPEED		10	PROSPEED
DIRDRIVE	Direct Drive? Y/N	N	0	

Task IDs

Task ID	Description	Status	Measurement Point	Value	Date	Observations
10	Remove from Operation	WAPPR		0		
20	Apply Software Update	WAPPR		0		
30	Test	WAPPR		0		
40	Bring Back On-Line	WAPPR		0		

Planned Labor

Task ID	Craft	Skill Level	Labor	Vendor	Contract	Qty	Hours	Rate	Line Cost
10	OPSSYST					1	0:09	0.00	0.00
20	OPSSYST					1	1:30	0.00	0.00
30	OPSSYST					1	1:00	0.00	0.00
40	OPSSYST					1	0:30	0.00	0.00
								Total Planned Labor:	0.00

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Planned Materials

Task ID	Item	Description	Storeroom	Qty	Unit Cost	Line Cost
	ANTIVIRUS	Antivirus software	SOFTWARE	1	500.00	500.00
					Total Planned Materials:	500.00

Ticket	Description	Class	Status	Relationship
1001	Email Server in Bedford is down	INCIDENT	QUEUED	RELATED
1025	System Slow	INCIDENT	QUEUED	RELATED