Tivoli. software

IBM

Problem List

Site:
Status: INPROG

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Global Issue?	Target Start	Target Finish
1001	Finance application is down.	End User Issue \ Software \ Fin. & ERP Apps	ERP	9/1/04 9:52:48 AM	WILSON				N		

Number of Records: 1

Site: BEDFORD
Status: NEW

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Global Issue?	Target Start	Target Finish
1007	Virus Definition out of date	End User Issue \ Software \ Operating System		10/8/04 9:04:43 AM	RAMIREZ	7111	FIELDSTAFI		N		
1117	Investigate Server Failures	End User Issue \ Hardware \ Server		2/2/05 9:36:44 AM	RAMSDALE	9002	COMP310		N		

Number of Records: 2

Site: BEDFORD
Status: QUEUED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Global Issue?	Target Start	Target Finish
1002	System Slow	End User Issue \ Software \ Operating System	OPERSYST	9/2/04 11:36:01 AM	SMALL				N		
1003	Monitor power is on but monitor is not working.	End User Issue \ Hardware \ Desktop \ Monitor	RAMSDALE	9/2/04 2:43:48 PM	REVIS	DISPL1	CONF100		N		
1004	Email Server down	End User Issue \ Hardware \ Server	EMAIL	9/2/04 4:08:58 PM	JON				N		
1102	Investigate Periodic Server Crash	End User Issue \ Hardware \ Server	HARDWARE	2/1/05 10:41:16 PM	RAMSDALE	9000	COMP310		N		
1110	Check Out Server Crashes	End User Issue \ Hardware \ Server	HARDWARE	2/2/05 6:21:00 AM	RAMSDALE	9001	COMP310		N		
1126	Repeated Issues With Server	End User Issue \ Hardware \ Server	HARDWARE	2/2/05 9:56:29 AM	RAMSDALE	9010	COMP310		N		

Problem List

Site: BEDFORD
Status: QUEUED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Global Issue?	Target Start	Target Finish
Number of Records:		6									

Site: HARTFORD
Status: INPROG

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Global Issue?	Target Start	Target Finish
1005	Router 12X34 with error message: connectivity lost.	End User Issue \ Hardware \ Other	WILSON	9/2/04 4:26:46 PM	WILSON				N		
1006	Error message: "Service could not be started" when booting Server - ERP Application	End User Issue \ Software \ Fin. & ERP Apps	FAINTER	9/2/04 4:35:38 PM	WILSON	A7600			N		
Number of Records:		2									

Number of Records: 11