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Incident List

Site:

Status: CLOSED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Global Issue?	Target Start	Target Finish
1006	Desktop shows blue screen when turned on.	End User Issue \ Hardware \ Desktop \ Other	MOTIKA	8/31/ 3:42:40 PM 04	LIBERI				N		
1016	Request PC and Phone Move	Request For Service \ IT \ Move/Swap Asset		9/1/04 8:11:35 AM	ROGERS				N		

Number of Records: 2

Site:

Status: NEW

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Global Issue?	Target Start	Target Finish
1099				3/17/ 10:52:46 AM 11	LIBERI				N		

Number of Records: 1

Site: BEDFORD

Status: CLOSED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Global Issue?	Target Start	Target Finish
1011	New employee setup.	Request For Service \ HR \ New Employee	MOTIKA	8/31/ 4:04:58 PM 04	MILLER				N		
1027	Have Large Meeting Coming Up		MTGCOORD	9/2/04 11:50:45 AM	KELLER				N		
1035	Need MS Visio to			9/2/04 3:40:13 PM	PRESTON				N		

Incident List

Site: BEDFORD
Status: CLOSED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Global Issue?	Target Start	Target Finish
	be installed in my laptop. I will be part of the Maximo Project.										
1068	Need new Cell Phone	Request For Service \ IT \ Move/Swap Asset		10/11/ 04 5:18:27 PM	BOUDREAU				N		

Number of Records: 4

Site: BEDFORD
Status: INPROG

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Global Issue?	Target Start	Target Finish
1018	When I try to enter a new Order in the Application the system hangs.	End User Issue \ Software \ Fin. & ERP Apps	ERP	8/9/04 8:29:25 AM	ROBERTS				N	8/9/04 10:29:25 AM	8/9/04 12:29:25 PM
1019	Can't login into Finance Application	End User Issue \ Software \ Fin. & ERP Apps	ERP	8/9/04 8:30:24 AM	NEWTON				N	8/9/04 10:30:24 AM	8/9/04 12:30:24 PM
1020	Finance application is down.	End User Issue \ Software \ Fin. & ERP Apps	ERP	8/9/04 8:20:03 AM	LIBERI				Y	8/9/04 10:20:03 AM	8/9/04 12:20:03 PM

Number of Records: 3

Site: BEDFORD
Status: PENDING

Ticket	Description	Classification	Owner/Owner	Reported Date	Reported	Asset	Location	CI	Global	Target Start	Target Finish

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			Group		By		Issue?		
1013	DVD Issue on Laptop	End User Issue \ Hardware \ Laptop \ Other	HARDWARE	8/23/ 4:38:27 PM 04	BALL		N	8/24/ 4:38:27 AM 04	8/25/ 4:38:27 PM 04
1014	Copier/Scanner/ Fax not working	End User Issue \ Hardware \ Other	HARDWARE	8/20/ 5:20:59 PM 04	STANLEY		N	8/22/ 5:20:59 PM 04	8/24/ 5:20:59 PM 04

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
1001	Email Server in Bedford is down		SINCLAIR	6/18/ 2:07:22 PM 04	BALL	9002	COMP310		Y	6/18/ 2:37:22 PM 04	6/21/ 8:07:00 AM 04
1004	Scanner Problem	End User Issue \ Hardware \ Other	HARDWARE	7/20/ 3:26:53 PM 04	SMITH				N	7/21/ 3:26:53 PM 04	7/22/ 3:26:53 PM 04
1005	Can't print from MS Word. Other software work fine.	End User Issue \ Software \ End User Apps	DALEY	8/31/ 3:41:06 PM 04	JONES				N	8/31/ 5:41:06 PM 04	8/31/ 7:41:06 PM 04
1017	Finance application is down.	End User Issue \ Software \ Fin. & ERP Apps	REYNOLDS	8/9/04 8:28:26 AM	LIBERI				N	8/9/04 8:58:26 AM	8/9/04 10:28:26 AM
1021	Can't Get Email	End User Issue \ Software \ Email	EMAIL	9/1/04 8:50:35 AM	RICHARDS	9002	COMP310		N	9/1/04 10:50:35 AM	9/1/04 12:50:35 PM
1022	Email Seems to Be Down	End User Issue \ Software \ Email	EMAIL	9/1/04 9:03:56 AM	LOU	9004	COMP310		N	9/1/04 11:03:56 AM	9/1/04 1:03:56 PM
1023	Can't Send or Receive Email	End User Issue \ Software \ Email	EMAIL	9/1/04 9:22:33 AM	LIBERI				N	9/1/04 11:22:33 AM	9/1/04 1:22:33 PM
1024	Email Application	End User Issue	ROWLANDS	9/1/04 9:29:09 AM	JONES				N	9/1/04 11:29:09 AM	9/1/04 1:29:09 PM

Incident List

Site: BEDFORD
Status: QUEUED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Global Issue?	Target Start	Target Finish
	Not Working	\ Software \ Email									
1025	System Slow	End User Issue \ Software \ Operating System	NETWORK	9/2/04 11:31:44 AM	SMALL				N	9/3/04 9:31:00 AM	9/7/04 11:31:00 AM
1026	VPN Connection error.	End User Issue \ Software \ End User Apps	NETWORK	9/2/04 11:42:21 AM	SMITH				N	9/2/04 1:42:21 PM	9/2/04 3:42:21 PM
1028	Personal folder in Outlook.	End User Issue \ Software \ Email	EMAIL	9/2/04 12:01:53 PM	BALL				N	9/2/04 2:01:53 PM	9/2/04 4:01:53 PM
1032	Issues with the Home PC. See details.	End User Issue \ Hardware \ Desktop \ CPU Box	RAMSDALE	9/2/04 2:56:35 PM	LEE				N	9/3/04 12:56:00 PM	9/7/04 2:56:00 PM
1033	AC seems not working properly - Department Development - 3rd floor.	End User Issue \ Facility \ Heating/Air \ Too Cold	ENV	9/2/04 3:32:44 PM	HUNTER				N	9/2/04 7:32:44 PM	
1034	Toilet in the 1st floor (close to reception) is not flushing.	End User Issue \ Facility \ Restrooms \ Toilet	MAINT	9/2/04 3:37:41 PM	PEDRICK				N	9/3/04 3:37:41 PM	9/5/04 3:37:41 PM
1037	Email Server down	End User Issue \ Hardware \ Server	REID	9/2/04 4:04:38 PM	JON				N	9/2/04 6:04:38 PM	9/2/04 8:04:38 PM
1041	Internet Connectivity down - intermittent errors.	End User Issue \ Network \ Connection	REID	9/2/04 4:46:37 PM	CALCOTT				N		

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Incident List

Site: BEDFORD
Status: QUEUED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Global Issue?	Target Start	Target Finish
1064	Lights flickering in my office	End User Issue \ Facility \ Lighting	FACILITY	10/7/04 5:18:00 AM	JONES				N	10/8/04 3:18:00 AM	10/8/04 5:18:00 AM
1067	Virus Definition out of date	End User Issue \ Software \ Operating System	TIER2	10/8/04 8:54:39 AM	RAMIREZ	7111	FIELDSTAF		N	10/9/04 8:54:39 AM	10/10/04 8:54:39 AM
1069	Keyboard not working	End User Issue \ Hardware \ Desktop \ Keyboard	TIER2	10/11/04 6:05:52 PM	WAYNE				N	10/11/04 10:05:52 PM	10/12/04 2:05:52 AM

Number of Records: 19

Site: BEDFORD
Status: RESOLVED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Global Issue?	Target Start	Target Finish
1002	Desktop Performance Problems	End User Issue \ Software \ Operating System	HARDWARE	8/31/04 2:18:22 PM	SMITHERS				N	9/1/04 12:18:00 PM	9/3/04 2:18:00 PM
1003	Laptop shows blue screen when I try to VPN.	End User Issue \ Hardware \ Laptop \ Other	HARDWARE	8/3/04 2:48:25 PM	WALL				N	8/4/04 12:48:00 PM	8/6/04 2:48:00 PM
1007	Desktop shows blue screen when turned on.	End User Issue \ Hardware \ Desktop \ Other	HARDWARE	8/31/04 3:49:28 PM	LIBERI				N	9/1/04 3:49:28 PM	9/2/04 3:49:28 PM
1008	PC Screen Locked..Blue Screen	End User Issue \ Software \ Operating System	HARDWARE	7/21/04 3:52:28 PM	CALCOTT				N	7/21/04 7:52:28 PM	7/21/04 11:52:28 PM

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Site: BEDFORD
Status: RESOLVED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Global Issue?	Target Start	Target Finish
1009	Desktop shows blue screen when turned on.	End User Issue \ Hardware \ Desktop \ Other	HARDWARE	8/31/ 3:53:53 PM 04	LIBERI				N	9/1/04 3:53:53 PM	9/2/04 3:53:53 PM
1010	Error when printing Excel.	End User Issue \ Software \ End User Apps	SINCLAIR	8/31/ 4:00:15 PM 04	BOYD				N	9/1/04 4:00:15 PM	9/2/04 4:00:15 PM
1012	I need to access ITSM folder in my Outlook. How do I do it?	End User Issue \ Software \ Email	ROWLANDS	8/31/ 4:13:12 PM 04	SMITH				N	8/31/ 6:13:12 PM 04	8/31/ 8:13:12 PM 04
1015	Keyboard Not Working	End User Issue \ Hardware \ Desktop \ Keyboard	CALDONE	8/25/ 7:50:58 AM 04	MILLS				N	8/25/ 1:50:58 PM 04	8/26/ 7:50:00 AM 04
1029	Keyboard issues	End User Issue \ Hardware \ Laptop \ Keyboard	SINCLAIR	9/2/04 12:05:03 PM	MILLER				N	9/3/04 12:05:03 AM	9/4/04 12:05:03 PM
1030	Mouse issues	End User Issue \ Hardware \ Desktop \ Other	HARDWARE	9/2/04 2:26:13 PM	MILLS				N	9/3/04 12:26:00 PM	9/7/04 2:26:00 PM
1031	Monitor power is on but monitor is not working.	End User Issue \ Hardware \ Desktop \ Monitor	SINCLAIR	9/2/04 2:42:06 PM	REVIS	DISPL1	CONF100		N	9/3/04 12:42:00 PM	9/7/04 2:42:00 PM
1036	Need additional 10 chairs in the conference room - Yosemite on 10/01 - 10am.	Request For Service \ Facility \ Config/ Change	SINCLAIR	9/2/04 3:57:12 PM	WILSON				N		
1039	Router 12X34 with error message:	End User Issue \ Hardware \ Other	WILSON	9/2/04 4:23:13 PM	FAINTER				N		

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Incident List

Site: BEDFORD

Status: RESOLVED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Global Issue?	Target Start	Target Finish
	connectivity lost.										
1040	Error message: "Service could not be started" when booting Server - ERP Application	End User Issue \ Software \ Fin. & ERP Apps	WILSON	9/2/04 4:30:57 PM	WILSON	A7600			N		
1044	Can't connect to the network	End User Issue \ Network \ Connection	SINCLAIR	10/6/04 11:55:56 AM	SMITH		SERVER1		N	10/6/04 12:25:56 PM	10/6/04 1:55:56 PM
1045	Network login failure	End User Issue \ Network \ Connection	SINCLAIR	10/6/04 12:06:14 PM	LIBERI		SERVER1		N	10/6/04 12:36:14 PM	10/6/04 2:06:14 PM
1046	Trying to connect to the network and gets error message.	End User Issue \ Network \ Connection	SINCLAIR	10/6/04 12:07:27 PM	MILLER		SERVER1		N	10/6/04 12:37:27 PM	10/6/04 2:07:27 PM
1047	Access network failed	End User Issue \ Network \ Connection	SINCLAIR	10/6/04 12:09:09 PM	ROGERS		SERVER1		Y	10/6/04 12:39:09 PM	10/6/04 2:09:09 PM
1048	Saturn server is not acessible	End User Issue \ Network \ Connection	SINCLAIR	10/6/04 12:10:14 PM	SCHAFER		SERVER1		N	10/6/04 12:40:14 PM	10/6/04 2:10:14 PM

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Incident List

Site: BEDFORD

Status: RESOLVED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Global Issue?	Target Start	Target Finish
1049	Failure when connecting to Moon Server	End User Issue \ Network \ Connection	REID	10/6/04 12:25:58 PM	HUNTER		SERVER1		N	10/6/04 12:55:58 PM	10/6/04 2:25:58 PM
1050	Error when trying to login to the network	End User Issue \ Network \ Connection	REID	10/6/04 12:27:10 PM	WATTERS		SERVER1		N	10/6/04 12:57:10 PM	10/6/04 2:27:10 PM
1051	Error message: Can't login to the network	End User Issue \ Network \ Connection	REID	10/6/04 12:28:12 PM	ROBERTS		SERVER1		N	10/6/04 12:58:12 PM	10/6/04 2:28:12 PM
1052	Seems like a network has issues.	End User Issue \ Network \ Connection	REID	10/6/04 12:29:06 PM	CALCOTT		SERVER1		N	10/6/04 12:59:06 PM	10/6/04 2:29:06 PM
1053	Application down	End User Issue \ Software \ Fin. & ERP Apps	SINCLAIR	10/6/04 3:00:40 PM	LEWIS	9010	COMP310		N	10/7/04 7:30:00 AM	10/7/04 9:00:00 AM
1054	HR App is not working	End User Issue \ Software \ Fin. & ERP Apps	SINCLAIR	10/6/04 3:04:20 PM	CALCOTT	9010	COMP310		N		
1055	Financial App - Error when logging	End User Issue \ Software \ Fin. & ERP Apps	SINCLAIR	10/6/04 3:06:23 PM	KELLER	9010	COMP310		N		
1056	Error: Application not available	End User Issue \ Software \ Fin. & ERP Apps	SINCLAIR	10/6/04 3:08:38 PM	HORN	9010	COMP310		N		
1057	Error: Application not available	End User Issue \ Software \ Fin. & ERP Apps	SINCLAIR	10/6/04 3:09:09 PM	HORN	9010	COMP310		N		
1058	Applicaltion failure. Error when trying to log.	End User Issue \ Software \ Fin. & ERP Apps	SINCLAIR	10/6/04 3:11:57 PM	JONES	9011	COMP310		N		
1059	Applicaltion failure. Error	End User Issue \ Software \	SINCLAIR	10/6/04 3:12:11 PM	JONES	9011	COMP310		N		

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Incident List

Site: BEDFORD

Status: RESOLVED

Ticket	Description	Classification	Owner/Owner Group	Reported Date	Reported By	Asset	Location	CI	Global Issue?	Target Start	Target Finish
	when trying to log.	Fin. & ERP Apps									
1060	Projector not working	End User Issue \ Facility \ Meeting Rooms		10/6/ 3:24:12 PM 04	MARCUS				N	10/7/ 3:24:12 PM 04	10/9/ 3:24:12 PM 04
1061	Financial App is not working properly	End User Issue \ Software \ Fin. & ERP Apps	REID	10/6/ 3:35:13 PM 04	REVIS	9012	COMP310		N		
1062	Financial app - error message	End User Issue \ Software \ Fin. & ERP Apps	REID	10/6/ 3:37:24 PM 04	BOYD	9012	COMP310		N		
1063	Application return error when trying to create a new Invoice.	End User Issue \ Software \ Fin. & ERP Apps	REID	10/6/ 3:40:04 PM 04	LOU	9012	COMP310		N		
1065	Fire Alarm Light Blinking in Conf. Room	End User Issue \ Facility \ Lighting	FACILITY	10/8/ 8:03:27 AM 04	REDDING				N	10/9/ 8:03:27 AM 04	10/11/ 8:03:27 AM 04
1066	Coffee machine won't work	End User Issue \ Facility	CATERING	10/8/ 8:46:40 AM 04	REDDING		MOFLOOR1		N	10/9/ 8:46:40 AM 04	10/11/ 8:46:40 AM 04
1094	Applications Launching Very Slowly	End User Issue \ Software \ End User Apps	REID	1/31/ 10:03:04 AM 05	PRESTON	7114	FIELDSTAF		N	1/31/ 2:03:04 PM 05	1/31/ 6:03:04 PM 05
1096	Can't Connect via Wireless	End User Issue \ Hardware \ Laptop \ Other	HARDWARE	1/31/ 10:20:44 AM 05	FINLEY	7115	FIELDSTAF		N	1/31/ 10:20:44 PM 05	2/2/05 10:20:44 AM

Number of Records: 38

Number of Records: 69