Tivoli. software

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Incident Details

1002: Desktop Performance Problems

User's desktop took too long to do a surface scan. now takes 30-40 mins just to boot up and ends up freezing at the network login window. It is 3 years old with Windows95 but user cannot get any work done on it at this slow pace. He was told it needed a memory upgrade (user doesnt know how much memory it currently has) but the whole system may need to be upgraded.

Asset:

Location:

CI:

Target Contact:		**Status:**	RESOLVED		
Actual Contact:		**User Priority:**	1	**Is Global Issue?**	N
Target Start:	9/1/04 12:18:00 PM	**Internal Priority:**	1	**Related to Global Issue?**	N
Actual Start:	8/31/04 4:30:00 PM	**Reported By:**	SMITHERS	**Owner:**	
Target Finish:	9/3/04 2:18:00 PM	**Affected User:**	SMITHERS	**Owner Group:**	HARDWARE
Actual Finish:	8/31/04 5:50:00 PM	**Reported Date:**	8/31/04 2:18:22 PM	**Classification:**	End User Issue \ Software \ Operating System

Related Tickets

Ticket	Class	Description	Status	Relationship
1020	SR	Desktop Performance Problems	RESOLVED	ORIGINATOR

Service Level Agreement

SLA	Description	Type	Status	Target Contact	Target Start	Target Finish
1009	Bedford Site Laptop - Respond 6 hrs., Resolve 24 hrs.	VENDOR	ACTIVE		9/1/04 12:18:00 PM	9/3/04 2:18:00 PM