FSL-23-0000000181

HSD RMGA Incident Export   161338

Ref 161338	**Logged By** Shameem Mohammed	**Category** None	**Opened** 13/03/2008 15:15:00
Last Name 097005	**Address** GRO		**Resolve Date** 20/03/2008 12:58:00
			Closed 25/03/2008 15:11:00

Summary   pm states that they had power shut in the morning and now th...

Description   pm states that they had power shut in the morning and now they have it back and its online service are not available and there is yellow bar on teh bottom of the screen...

Activities

Activity Timestamp	Type	Creator	Last Name
Activity Modified	Action		
25/03/2008 15:11:00	FLD	Matt Saunders	097005
25/03/2008 15:11:00	FIELD='zCloseCategory' OLD='' NEW='RMGA.N Network.ND01 ADSL IPS online services unavailable'FIELD='zinclocode' OLD='' NEW='Hardware'		
FIELD='zCloseCategory' OLD='' NEW='RMGA.N Network.ND01 ADSL IPS online services unavailable'FIELD='zinclocode' OLD='' NEW='Hardware'			
25/03/2008 15:11:00	TR	Matt Saunders	097005
25/03/2008 15:11:00	Transfer 'assignee' from 'Saunders, Matt' to '' A;		
Transfer 'assignee' from 'Saunders, Matt' to '' A;			
25/03/2008 15:11:00	zneut_en_rmg	Matt Saunders	097005
25/03/2008 15:11:00	Transfer Notification		
Transfer Notification			
25/03/2008 15:11:00	zneuc_en_rmg	Matt Saunders	097005
25/03/2008 15:11:00	Closure Notification		
Closure Notification			
25/03/2008 15:09:00	CL	Matt Saunders	097005
25/03/2008 15:11:00	close request/incident/problem/change/issue		
Pm had no OLS. Engineer replaced node and comms have returned. However, there is possibility of lost transactions but this is with SSC in call 173358.			
20/03/2008 15:10:00	TR	STEVE COOPER	097005
20/03/2008 15:10:00	Transfer 'assignee' from '' to 'Saunders, Matt' A;		
Transfer 'assignee' from '' to 'Saunders, Matt' A;			

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HSD RMGA Incident Export   161338

Ref 161338		**Logged By** Shameem Mohammed	**Category** None	**Opened**	13/03/2008 15:15:00
Last Name 097005		**Address** GRO		**Resolve Date**	20/03/2008 12:58:00
				Closed	25/03/2008 15:11:00

20/03/2008 15:10:00	zneut_en_rmg	STEVE COOPER	097005
20/03/2008 15:10:00	Transfer Notification		

Transfer Notification

20/03/2008 14:19:00	TR	Katrina Brooks	097005
20/03/2008 14:19:00	Transfer 'group' from 'D1' to 'Desk Comms' A;		

Transfer 'group' from 'D1' to 'Desk Comms' A;

20/03/2008 14:19:00	zneut_en_rmg	Katrina Brooks	097005
20/03/2008 14:19:00	Transfer Notification		

Transfer Notification

20/03/2008 13:18:00	LOG	David Moulden	097005
20/03/2008 13:20:00	log a user comment		

Engineer calling to check EOD and healthcheck A; A;EOD 19/03 Site is healthchecking. A;Engineer replaced BU and mirror disk. There is a £1000 discrepincy. A;Advised engineer to send old base unit to SSC.

20/03/2008 12:58:00	SLADELAY	01 POWebService	097005
20/03/2008 12:58:00	The Service Type(s) on a ticket were delayed		

The Service Type(s) on a ticket were delayed

20/03/2008 12:58:00	zneur_en_rmg	01 POWebService	097005
20/03/2008 12:58:00	Resolution Notification		

Resolution Notification

20/03/2008 12:58:00	RE	01 POWebService	097005
20/03/2008 12:58:00	Status changed from 'Work In Progress' to 'Resolved'		

Status changed from 'Work In Progress' to 'Resolved'

20/03/2008 12:58:00	OTIRES	OTI	097005
20/03/2008 12:58:00	OTI SRS Message		

Provider Ref: WI03190016 A;Resolution Details: ** [No Remark entered.] A;Spares Usage: A;Old Model Type: PATICLX365/400A A;Old Serial No: K0010322K0   A;New Model Type: PATICLX365/400A A;New Serial No: 79283M3 A;Actual Visit: A;Engineer: 000217

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HSD RMGA Incident Export   161338

Ref 161338	**Logged By** Shameem Mohammed	**Category** None	**Opened** 13/03/2008 15:15:00
Last Name 097005	**Address** GRO		**Resolve Date** 20/03/2008 12:58:00
			Closed 25/03/2008 15:11:00

20/03/2008 10:38:00	LOG	Simon Marston	097005
20/03/2008 10:38:00	log a user comment		
In addition to normal checks can engineer please install GSM.			
20/03/2008 10:35:00	LOG	Gagandeep Sahota	097005
20/03/2008 10:36:00	log a user comment		
SYNC failed ENGR states maybe due to OLS beeing down			
20/03/2008 10:35:00	zENGUP	Gagandeep Sahota	097005
20/03/2008 10:35:00	End User Update		
ENGR rang for KAM and SYNC			
19/03/2008 20:08:00	OTISTU	OTI	097005
19/03/2008 20:08:00	OTI STU Message		
Detail:Job Assigned with ETA Eng: 000217 ETA: Call Being Progressed A;Scheduled Visit: A;Engineer: 000217 A;ETA: 2008-03-19 11:30:00			
19/03/2008 17:12:00	OTISTU	OTI	097005
19/03/2008 17:12:00	OTI STU Message		
Detail:UpdateFrom Touch: Schedule Updated Update Details: Schedule Changed to: 20/03/2008 09:00:00 Call Being Progressed A;Scheduled Visit: A;Engineer: A;ETA: 2008-03-19 11:30:00			
19/03/2008 17:09:00	OTISTU	OTI	097005
19/03/2008 17:09:00	OTI STU Message		
Detail:UpdateFrom Touch: IMPORTANT NOTICE - READ Update Details: Engineer couldnt makin before the PO closed Call Being Progressed A;Scheduled Visit: A;Engineer: A;ETA: 2008-03-19 11:30:00			
19/03/2008 17:09:00	zCCC	Grace Carrington	097005
19/03/2008 17:10:00	End User Update		
PM IS NOT HAPPYcontacted tom @macs and he stated eta will be tomorrow morning pm is not happy			
19/03/2008 16:40:00	zCCC	Grace Carrington	097005
19/03/2008 16:41:00	End User Update		
pm wants to know whats is happening with his ols ref 161338/894885			

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HSD RMGA Incident Export   161338

Ref 161338	**Logged By** Shameem Mohammed	**Category** None
Last Name 097005	**Address** GRO	

Opened 13/03/2008 15:15:00
Resolve Date 20/03/2008 12:58:00
Closed 25/03/2008 15:11:00

Date/Time	Type	Name	Number
19/03/2008 13:59:00	LOG	Gurjeet Sangera	097005
19/03/2008 14:00:00	log a user comment		

Informed PM after checking with MAC team, Engineer will hopefully be on site 16:00. PM was not happy as he was expecting engineer at 12:00. A;PM spoke to PSE Mark Brown about situation.

19/03/2008 13:59:00	zCCC	Gurjeet Sangera	097005
19/03/2008 13:59:00	End User Update		

PM called requesting ETA

19/03/2008 12:49:00	LOG	Joshua Omotoso	097005
19/03/2008 12:50:00	log a user comment		

Adv PM work is in progress A;

19/03/2008 12:48:00	zCCC	Joshua Omotoso	097005
19/03/2008 12:49:00	End User Update		

PM calls for Updates on Eng.

19/03/2008 10:44:00	LOG	Keely Butler	097005
19/03/2008 10:44:00	log a user comment		

eta is for approx 12.00 noon.

19/03/2008 10:44:00	zCCC	Keely Butler	097005
19/03/2008 10:44:00	End User Update		

pm called in for eta.

19/03/2008 08:39:00	OTISTU	OTI	097005
19/03/2008 08:39:00	OTI STU Message		

Detail:Call Accepted by Provider: Ref 373144 A;Scheduled Visit: A;Engineer: A;ETA: 2008-03-19 11:30:00

19/03/2008 08:42:00	OTIADD	Thomas Kane	097005
19/03/2008 08:42:00	OTI ADD Message		

Call voiced to Sam with SLA of 1200 19th

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HSD RMGA Incident Export 161338

Ref 161338	**Logged By** Shameem Mohammed	**Category** None	**Opened**	13/03/2008 15:15:00
Last Name 097005	**Address** GRO		**Resolve Date**	20/03/2008 12:58:00
			Closed	25/03/2008 15:11:00

Date	Type	Name	Ref	
19/03/2008 08:37:00	OTISTU	OTI	097005	
19/03/2008 08:37:00	OTI STU Message			
Detail:D1 Calculated SLA is 19/03/08 at 12:00				
19/03/2008 08:37:00	OTIACKINFO	OTI	097005	
19/03/2008 08:37:00	OTI ACK Message			
Provider Ref: WI03190016				
19/03/2008 08:36:00	TR	Sukhdeep Thind	097005	
19/03/2008 08:36:00	Transfer 'assignee' from 'Thind, Sukhdeep' to '' A;Transfer 'group' from 'HSH2' to 'D1' A;			
Transfer 'assignee' from 'Thind, Sukhdeep' to '' A;Transfer 'group' from 'HSH2' to 'D1' A;				
19/03/2008 08:36:00	SLARESUME	Sukhdeep Thind	097005	
19/03/2008 08:36:00	The Service Type(s) on the ticket were resumed			
The Service Type(s) on the ticket were resumed				
19/03/2008 08:36:00	zneut_en_rmg	Sukhdeep Thind	097005	
19/03/2008 08:36:00	Transfer Notification			
Transfer Notification				
19/03/2008 08:36:00	ST	Sukhdeep Thind	097005	
19/03/2008 08:36:00	Status changed from 'Resolved' to 'Work In Progress'			
Status changed from 'Resolved' to 'Work In Progress'				
19/03/2008 08:36:00	LOG	Sukhdeep Thind	097005	
19/03/2008 08:36:00	log a user comment			
engineer recommendation A; A;Can engineer please perform the following: A;-Attach the ADSL tester to MLB with and without the face plate. Please note when face plate is off you will need to attach a DSL filter. A;-Identify all telephony devices that				
19/03/2008 08:34:00	LOG	Sukhdeep Thind	097005	
19/03/2008 08:36:00	log a user comment			
Please ignore time of visit as SLA won't run out until 12:00 on the 19/03/08. A;				

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HSD RMGA Incident Export   161338

Ref 161338	**Logged By** Shameem Mohammed	**Category** None	**Opened** 13/03/2008 15:15:00
Last Name 097005	**Address** [GRO]		**Resolve Date** 20/03/2008 12:58:00
			Closed 25/03/2008 15:11:00

19/03/2008 08:34:00	LOG	Sukhdeep Thind	097005
19/03/2008 08:34:00	log a user comment		
Touch to reattend today 19/03/08 @ 09:00.			
19/03/2008 08:33:00	LOG	Sukhdeep Thind	097005
19/03/2008 08:33:00	log a user comment		
Who advised of update as follows: A;			
19/03/2008 08:31:00	TR	Sukhdeep Thind	097005
19/03/2008 08:31:00	Transfer 'assignee' from '' to 'Thind, Sukhdeep' A;Transfer 'group' from 'D1' to 'HSH2' A;		
Transfer 'assignee' from '' to 'Thind, Sukhdeep' A;Transfer 'group' from 'D1' to 'HSH2' A;			
19/03/2008 08:31:00	zneut_en_rmg	Sukhdeep Thind	097005
19/03/2008 08:31:00	Transfer Notification		
Transfer Notification			
19/03/2008 08:31:00	LOG	Sukhdeep Thind	097005
19/03/2008 08:31:00	log a user comment		
Spoke to Tom Kane at MAC Team.			
18/03/2008 17:54:00	SLADELAY	01 POWebService	097005
18/03/2008 17:54:00	The Service Type(s) on a ticket were delayed		
The Service Type(s) on a ticket were delayed			
18/03/2008 17:54:00	zneur_en_rmg	01 POWebService	097005
18/03/2008 17:54:00	Resolution Notification		
Resolution Notification			
18/03/2008 17:54:00	RE	01 POWebService	097005
18/03/2008 17:54:00	Status changed from 'Work In Progress' to 'Resolved'		
Status changed from 'Work In Progress' to 'Resolved'			

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HSD RMGA Incident Export			161338

Ref 161338	**Logged By** Shameem Mohammed	**Category** None	**Opened**	13/03/2008 15:15:00
Last Name 097005	**Address** GRO		**Resolve Date**	20/03/2008 12:58:00
			Closed	25/03/2008 15:11:00

18/03/2008 17:54:00	OTIRES	OTI	097005
18/03/2008 17:54:00	OTI SRS Message		
Provider Ref: WI03180126 A;Resolution Details: Technician Information: Location: Eng: 001018 Arrival Time: 18/03/2008 17:54:00 Job Completed: 18/03/2008 17:54:00 Repair Code: 821 Cause Code: completed Signature: Status: C - Delivery Complete R			
18/03/2008 17:53:00	OTISTU	OTI	097005
18/03/2008 17:53:00	OTI STU Message		
Detail:Technician Information: Location: Eng: 000209 Arrival Time: 18/03/2008 13:45:00 Job Completed: 18/03/2008 16:45:00 Repair Code: 821 Cause Code: completed Signature: Status: C - Delivery Complete Reason: TR (Temp Repair) Collected (Old)			
18/03/2008 17:53:00	OTISTU	OTI	097005
18/03/2008 17:53:00	OTI STU Message		
Detail:Job Assigned with ETA Eng: 001018 ETA: Call Being Progressed A;Scheduled Visit: A;Engineer: 001018 A;ETA: 2008-03-18 13:00:00			
18/03/2008 17:42:00	OTISTU	OTI	097005
18/03/2008 17:42:00	OTI STU Message		
Detail:UpdateFrom Touch: Schedule Updated Update Details: Schedule Changed to: 19/03/2008 09:00:00 Call Being Progressed A;Scheduled Visit: A;Engineer: 000209 A;ETA: 2008-03-18 13:00:00			
18/03/2008 16:41:00	LOG	David Moulden	097005
18/03/2008 16:42:00	log a user comment		
Advised engineer to try fitting new ADSL card in old base unit.			
18/03/2008 16:38:00	LOG	David Moulden	097005
18/03/2008 16:40:00	log a user comment		
Engineer states has already replaced faceplate, and is trying 2nd baseunit.			
18/03/2008 16:32:00	LOG	Catherine Jeanes	097005
18/03/2008 16:33:00	log a user comment		
Site is 5 days late so if engr calls in and BU still failing can GSM be put in so EOD comes through			
18/03/2008 16:22:00	LOG	David Moulden	097005
18/03/2008 16:22:00	log a user comment		
Engineer states has no redcare filter.			

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HSD RMGA Incident Export   161338

Ref 161338	**Logged By** Shameem Mohammed	**Category** None	**Opened** 13/03/2008 15:15:00
Last Name 097005	**Address** GRO		**Resolve Date** 20/03/2008 12:58:00
			Closed 25/03/2008 15:11:00

18/03/2008 16:18:00	LOG	David Moulden	097005
18/03/2008 16:21:00	log a user comment		

Engineer states stuck at 1% A;engineer has removed faceplate and is using dongle filter. A;engineer can make outgoing calls A;no authentifacation events shown

18/03/2008 14:54:00	zENGUP	Simon Marston	097005
18/03/2008 14:54:00	End User Update		

KMA open for gateway replacement.

18/03/2008 14:26:00	zENGUP	Simon Marston	097005
18/03/2008 14:31:00	End User Update		

Extensions; no extensions. 1 phone going through MLB. Not cordless. A;With faceplate; A lot of noise showing on the line. A;Without faceplate; Without the faceplate there was no noise on the line. A; A;Line sync; Line is syncing. A;Through dongle filter t

18/03/2008 13:50:00	zENGUP	Simon Hopperton	097005
18/03/2008 13:50:00	End User Update		

engineer wanted to confirm what is needed to be done on site. advised engineer to recommendations, QLT and to contact CMT with results.

18/03/2008 12:12:00	LOG	Catherine Jeanes	097005
18/03/2008 12:12:00	log a user comment		

ETA 1300 for GSM

18/03/2008 10:59:00	OTISTU	OTI	097005
18/03/2008 10:59:00	OTI STU Message		

Detail:Voiced to Sam with sla of 1349 18th A;Scheduled Visit: A;Engineer: 000209 A;ETA: 2008-03-18 13:00:00

18/03/2008 10:58:00	OTISTU	OTI	097005
18/03/2008 10:58:00	OTI STU Message		

Detail:Job Assigned with ETA Eng: 000209 ETA: 18/03/2008 13:00:00 Call Being Progressed A;Scheduled Visit: A;Engineer: 000209 A;ETA: 2008-03-18 13:00:00

18/03/2008 10:51:00	OTISTU	OTI	097005
18/03/2008 10:51:00	OTI STU Message		

Detail:Call Accepted by Provider: Ref 373144 A;Scheduled Visit: A;Engineer: A;ETA: 2008-03-18 13:21:00

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HSD RMGA Incident Export   161338

Ref 161338		**Logged By** Shameem Mohammed	**Category** None		**Opened** 13/03/2008 15:15:00
Last Name 097005		**Address** GRO			**Resolve Date** 20/03/2008 12:58:00
					Closed 25/03/2008 15:11:00

18/03/2008 10:53:00	LOG	Carla Law	097005
18/03/2008 10:54:00	log a user comment		
Voiced tony @mac A;Also contacted the PM to inform of engr visit.			
18/03/2008 10:49:00	OTISTU	OTI	097005
18/03/2008 10:49:00	OTI STU Message		
Detail:D1 Calculated SLA is 18/03/08 at 13:51			
18/03/2008 10:49:00	OTIACKINFO	OTI	097005
18/03/2008 10:49:00	OTI ACK Message		
Provider Ref: WI03180126			
18/03/2008 10:50:00	TR	Carla Law	097005
18/03/2008 10:50:00	Transfer 'assignee' from 'Law, Carla' to '' A;Transfer 'group' from 'Desk Comms' to 'D1' A;		
Transfer 'assignee' from 'Law, Carla' to '' A;Transfer 'group' from 'Desk Comms' to 'D1' A;			
18/03/2008 10:50:00	zneut_en_rmg	Carla Law	097005
18/03/2008 10:50:00	Transfer Notification		
Transfer Notification			
18/03/2008 10:50:00	ST	Carla Law	097005
18/03/2008 10:50:00	Status changed from 'Acknowledged' to 'Work In Progress'		
Status changed from 'Acknowledged' to 'Work In Progress'			
18/03/2008 10:48:00	ZNEXT	Carla Law	097005
18/03/2008 10:48:00	Next Action Activity for daily reporting purpose		
Call sent to D1 for EU checks.			
18/03/2008 10:48:00	LOG	Carla Law	097005
18/03/2008 10:48:00	log a user comment		
Can engineer please perform the following: A;-Attach the ADSL tester to MLB with and without the face plate. Please note when face plate is off you will need to attach a DSL filter. A;-Identify all telephony devices that are on the line and if possible r			

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HSD RMGA Incident Export   161338

Ref 161338	**Logged By** Shameem Mohammed	**Category** None
Last Name 097005	**Address** GRO	

Opened 13/03/2008 15:15:00
Resolve Date 20/03/2008 12:58:00
Closed 25/03/2008 15:11:00

18/03/2008 10:33:00	TR	STEVE COOPER	097005
18/03/2008 10:33:00	Transfer 'assignee' from '' to 'Law, Carla' A;		
Transfer 'assignee' from '' to 'Law, Carla' A;			
18/03/2008 10:33:00	zneut_en_rmg	STEVE COOPER	097005
18/03/2008 10:33:00	Transfer Notification		
Transfer Notification			
18/03/2008 10:32:00	TR	Ravi Karia	097005
18/03/2008 10:32:00	Transfer 'assignee' from 'Karia, Ravi' to '' A;Transfer 'group' from 'FS_Shared Networks ISP DSL' to 'Desk Comms' A;		
Transfer 'assignee' from 'Karia, Ravi' to '' A;Transfer 'group' from 'FS_Shared Networks ISP DSL' to 'Desk Comms' A;			
18/03/2008 10:32:00	zneut_en_rmg	Ravi Karia	097005
18/03/2008 10:32:00	Transfer Notification		
Transfer Notification			
18/03/2008 10:31:00	LOG	Ravi Karia	097005
18/03/2008 10:32:00	log a user comment		
BT engineer has found no fault on site. Please check the ISDN as this maybe causing the fault.			
17/03/2008 16:14:00	zCCC	Esther Onwujuba	097005
17/03/2008 16:16:00	End User Update		
PM state that BT engr visit site and said Broadband is fine but the ISDN box if fully dead and that may be the problem A; A;ISDN No. 9069410			
17/03/2008 15:34:00	LOG	Ravi Karia	097005
17/03/2008 15:35:00	log a user comment		
Appointment made for 18th March 2008 morning.			
17/03/2008 11:48:00	LOG	Ravi Karia	097005
17/03/2008 11:48:00	log a user comment		
Raised a fault with BT			

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Last Name 097005		**Address** GRO				**Resolve Date** 20/03/2008 12:58:00
						Closed 25/03/2008 15:11:00

Date/Time	Type	Name	Ref	
17/03/2008 11:23:00	TR	Martin Davies	097005	
17/03/2008 11:23:00	Transfer 'assignee' from 'Davies, Martin' to 'Karia, Ravi' A;			
Transfer 'assignee' from 'Davies, Martin' to 'Karia, Ravi' A;				
17/03/2008 11:23:00	zneut_en_rmg	Martin Davies	097005	
17/03/2008 11:23:00	Transfer Notification			
Transfer Notification				
17/03/2008 11:10:00	TR	Ravi Karia	097005	
17/03/2008 11:10:00	Transfer 'assignee' from '' to 'Davies, Martin' A;			
Transfer 'assignee' from '' to 'Davies, Martin' A;				
17/03/2008 11:10:00	zneut_en_rmg	Ravi Karia	097005	
17/03/2008 11:10:00	Transfer Notification			
Transfer Notification				
17/03/2008 11:10:00	ST	Ravi Karia	097005	
17/03/2008 11:10:00	Status changed from 'New' to 'Acknowledged'			
Status changed from 'New' to 'Acknowledged'				
17/03/2008 10:35:00	LOG	Hamid Abdul	097005	
17/03/2008 10:36:00	log a user comment			
advised PM that thye call is still be ing investigated by third line advised PM of the sla on this type of call also advised PM that he has a engineer going out with a GSM				
17/03/2008 10:28:00	LOG	Hamid Abdul	097005	
17/03/2008 10:28:00	log a user comment			
pm is not happy and wants to speak to a supervisor				
17/03/2008 10:28:00	LOG	Hamid Abdul	097005	
17/03/2008 10:28:00	log a user comment			
advised pm this is being investigated still				

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HSD RMGA Incident Export 161338

Ref 161338	**Logged By** Shameem Mohammed	**Category** None	**Opened** 13/03/2008 15:15:00
Last Name 097005	**Address** GRO		**Resolve Date** 20/03/2008 12:58:00
			Closed 25/03/2008 15:11:00

17/03/2008 10:26:00	zENGUP	Hamid Abdul	097005
17/03/2008 10:27:00	End User Update		

pm calling for an update

15/03/2008 09:39:00	LOG	Kayleigh Howard	097005
15/03/2008 09:39:00	log a user comment		

PM hung up

15/03/2008 09:37:00	zCCC	Kayleigh Howard	097005
15/03/2008 09:39:00	End User Update		

PM states he would like an update- it has been 3 days and it is not good enough A; A;advised PM that it is being investigated by core services- PM is not happy and is going to speak to his area manager

14/03/2008 16:08:00	zCCC	Nick Hickman	097005
14/03/2008 16:09:00	End User Update		

PM wanting update, advised call under investigation and that there is nO SLA for this call. A; A;Pm states would like this sorted as soon as possible.

14/03/2008 13:31:00	LOG	Dona Talbot	097005
14/03/2008 13:32:00	log a user comment		

PM advised he would like someone to contact him asap with a progression update as he is losing customers and they are getting angry and shouting at him

14/03/2008 13:30:00	LOG	Dona Talbot	097005
14/03/2008 13:31:00	log a user comment		

advised PM this is under investigation by core, and he would get conmtacted when a update is available.

14/03/2008 13:30:00	zCCC	Dona Talbot	097005
14/03/2008 13:30:00	End User Update		

PM would like to know why no owe has contacted him as promised by 12:00

14/03/2008 10:27:00	LOG	Kirsty Hawes	097005
14/03/2008 10:28:00	log a user comment		

advised PM this is under investigation by core

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HSD RMGA Incident Export   161338

Ref 161338	**Logged By** Shameem Mohammed	**Category** None
Last Name 097005	**Address** GRO	

Opened 13/03/2008 15:15:00
Resolve Date 20/03/2008 12:58:00
Closed 25/03/2008 15:11:00

14/03/2008 10:26:00	zCCC	Kirsty Hawes	097005
14/03/2008 10:27:00	End User Update		

PM called and stated he would like an update.

14/03/2008 08:48:00	EVT	System_AHD_generated	097005
14/03/2008 08:48:00	log an event occurrence		

sla expired. A;event 'RMGA SLA Resolution Violation' triggered by condition 'Req. Not Resolved'.

14/03/2008 08:30:00	LOG	Chris Harrison	097005
14/03/2008 08:30:00	log a user comment		

Can Core please check DSL service. Thanks.

14/03/2008 08:30:00	TR	Chris Harrison	097005
14/03/2008 08:30:00	Transfer 'assignee' from 'Harrison, Chris' to '' A;Transfer 'group' from 'Desk Comms' to 'FS_Shared Networks ISP DSL' A;		

Transfer 'assignee' from 'Harrison, Chris' to '' A;Transfer 'group' from 'Desk Comms' to 'FS_Shared Networks ISP DSL' A;

14/03/2008 08:29:00	LOG	Chris Harrison	097005
14/03/2008 08:29:00	log a user comment		

Contacted PO. No answer @ 08:29

14/03/2008 08:26:00	LOG	Chris Harrison	097005
14/03/2008 08:26:00	log a user comment		

BT line test ok.

14/03/2008 08:19:00	LOG	Chris Harrison	097005
14/03/2008 08:19:00	log a user comment		

MAX spreadsheet shows upgrade complete 29/02 so bed in period complete 09/03.

14/03/2008 08:18:00	LOG	Chris Harrison	097005
14/03/2008 08:18:00	log a user comment		

Site is not H/C. A; A;QoS shows no history of bad comms.

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HSD RMGA Incident Export

161338

Ref 161338		**Logged By** Shameem Mohammed		**Category** None	**Opened**	13/03/2008 15:15:00
Last Name 097005		**Address**	GRO		**Resolve Date**	20/03/2008 12:58:00
					Closed	25/03/2008 15:11:00

13/03/2008 16:56:00	ZNEXT	Chris Harrison	097005
13/03/2008 16:57:00	Next Action Activity for daily reporting purpose		
Awaiting contact with PM for ADSL questions.			
13/03/2008 16:44:00	TR	STEVE COOPER	097005
13/03/2008 16:44:00	Transfer 'assignee' from '' to 'Harrison, Chris' A;		
Transfer 'assignee' from '' to 'Harrison, Chris' A;			
13/03/2008 16:38:00	TR	Grace Carrington	097005
13/03/2008 16:38:00	Transfer 'group' from 'HSD Training' to 'Desk Comms' A;		
Transfer 'group' from 'HSD Training' to 'Desk Comms' A;			
13/03/2008 16:35:00	LOG	Grace Carrington	097005
13/03/2008 16:36:00	log a user comment		
PSTN NO IS 02089069922 AND IS SERVICE TYPE (13)			
13/03/2008 16:31:00	LOG	Grace Carrington	097005
13/03/2008 16:34:00	log a user comment		
DID A HEALTH CHECK STILL FAILED X2			
13/03/2008 16:24:00	LOG	Grace Carrington	097005
13/03/2008 16:27:00	log a user comment		
Does PM see any error codes? A;YES A;2. Are all counters switched on? A;YES A;3. Is the telephone line working? (if NO obtain a contact number) A;YES A;4. Is there any noise / interference on the line? A;YES A; - if yes advise PM to log a call with B			
13/03/2008 16:24:00	CB	Grace Carrington	097005
13/03/2008 16:24:00	returned end user call		
CALLED PM BACK AND PM SEEMS TO HAVE NO OLS			
13/03/2008 15:26:00	LOG	Shameem Mohammed	097005
13/03/2008 15:28:00	log a user comment		
pm is advise to reboot the counter and i will call him back in 20 mints A;			

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HSD RMGA Incident Export				161338

Ref 161338	**Logged By** Shameem Mohammed	**Category** None		**Opened** 13/03/2008 15:15:00
Last Name 097005	**Address** GRO			**Resolve Date** 20/03/2008 12:58:00
				Closed 25/03/2008 15:11:00

13/03/2008 15:22:00	LOG	Shameem Mohammed	097005
13/03/2008 15:26:00	log a user comment		
i have done the x2 health check both failed			
13/03/2008 15:22:00	LOG	Shameem Mohammed	097005
13/03/2008 15:22:00	log a user comment		
i am doing x2 health check...			
13/03/2008 15:21:00	LOG	Shameem Mohammed	097005
13/03/2008 15:22:00	log a user comment		
pm advise that 2x network test has failed...			
13/03/2008 15:19:00	LOG	Shameem Mohammed	097005
13/03/2008 15:21:00	log a user comment		
pm is advise to do x2 network check...			
13/03/2008 15:19:00	LOG	Shameem Mohammed	097005
13/03/2008 15:19:00	log a user comment		
pm advise that all cables are fine...			
13/03/2008 15:18:00	LOG	Shameem Mohammed	097005
13/03/2008 15:19:00	log a user comment		
pm is advice to check if the cables are secure...			
13/03/2008 15:18:00	zneun_en_rmg	Shameem Mohammed	097005
13/03/2008 15:18:00	Open Notification		
Open Notification			
13/03/2008 15:15:00	INIT	Shameem Mohammed	097005
13/03/2008 15:18:00	create a new request/incident/problem/change/issue		
create a new request/incident/problem/change/issue			

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HSD RMGA Incident Export
161338

Ref 161338	**Logged By** Shameem Mohammed	**Category** None			**Opened**	13/03/2008 15:15:00
Last Name 097005	**Address** GRO				**Resolve Date**	20/03/2008 12:58:00
					Closed	25/03/2008 15:11:00

Attachments