

Open Date: 2008-04-02 116574 0 RMGA.M System Management
Centre.MG01 Tivoli event.C20 Known error - Tivoli or Base unit event Close Date: 02-Apr-2008 09:44:41 AM West Byfleet Critical event received for node H12602300101 on the 02-04-08 @ 03:47:29. Classification = NT_Error, Source = Disk, NTID = 7. Event text reads, 'The device, \Device\Harddisk0\Partition1, has a bad block'. Open Date: 02-Apr-2008 06:05:04 AM

Open Date: 2008-04-02 116574 1 action_desc 2006432 create a new request/incident/problem/change/issue ** 02-Apr-2008 06:05:04 AM

Open Date: 2008-04-02 116574 2 action_desc 2006435 Open Notification ** 02-Apr-2008 06:06:26 AM

Open Date: 2008-04-02 116574 3 action_desc 2006436 research problem PCARROLL2917J 02-Apr-2008 06:06:34 AM

Open Date: 2008-04-02 116574 4 action_desc 2006457 log a user comment Ctr has been remote rebooted, please monitor events. 02-Apr-2008 06:16:34 AM

Open Date: 2008-04-02 116574 5 action_desc 2006458 Transfer 'group' from 'DMN First Line' to 'HSD Events' ** 02-Apr-2008 06:17:09 AM

Open Date: 2008-04-02 116574 6 action_desc 2009766 log a user comment B Base Unit call raised - 116835 02-Apr-2008 09:43:34 AM

Open Date: 2008-04-02 116574 7 action_desc 2009774 resolve request/incident/problem/change/issue B Base Unit call raised - 116835 02-Apr-2008 09:44:07 AM

Open Date: 2008-04-02 116574 8 action_desc 2009788 Resolution Notification ** 02-Apr-2008 09:44:26 AM

Open Date: 2008-04-02 116574 9 action_desc 2009789 The Service Type(s) on a ticket were delayed ** 02-Apr-2008 09:44:26 AM

Open Date: 2008-04-02 116574 10 action_desc 2009790 FIELD='zCloseCategory' OLD="" NEW='RMGA.M System Management Centre.MG01 Tivoli event.C20 Known error - Tivoli or Base unit event'FIELD='zinrescode' OLD="" NEW='RS06 HSD resolved' ** 02-Apr-2008 09:44:26 AM

Open Date: 2008-04-02 116574 11 action_desc 2009799 close request/incident/problem/change/issue B Base Unit call raised - 116835 02-Apr-2008 09:44:35 AM

Open Date: 2008-04-02 116574 12 action_desc 2009805 Closure Notification ** 02-Apr-2008 09:44:42 AM

Open Date: 2008-04-02 116835 0 RMGA.H Hardware.HD01 Base unit fault.C01 Unit Faulty.X03 Over 2 Counters.L01 Online Services unavailable Close Date: 02-Apr-2008 04:56:55 PM West Byfleet p/m states he has error message pwwdctr Open Date: 02-Apr-2008 09:37:05 AM

Open Date: 2008-04-02 116835 1 action_desc 2009482 create a new request/incident/problem/change/issue ** 02-Apr-2008 09:37:05 AM

Open Date: 2008-04-02 116835 2 action_desc 2009557 Open Notification ** 02-Apr-2008 09:38:44 AM

Open Date: 2008-04-02 116835 3 action_desc 2009573 log a user comment critical event call raised - 116574 for bad block 02-Apr-2008 09:39:06 AM

Open Date: 2008-04-02 116835 4 action_desc 2009597 log a user comment advised a99 sla and ref given 02-Apr-2008 09:39:30 AM

Open Date: 2008-04-02 116835 5 action_desc 2009613 log a user comment ****enrg to check/swap BU**** 02-Apr-2008 09:39:50 AM

Open Date: 2008-04-02 116835 6 action_desc 2009679 Transfer 'group' from 'HSH5' to 'D1' ** 02-Apr-2008 09:41:22 AM

Open Date: 2008-04-02 116835 7 action_desc 2009742 log a user comment voiced sarah @ MAC - due to a99 severity 02-Apr-2008 09:42:59 AM

Open Date: 2008-04-02 116835 8 action_desc 2009754 OTI ACK Message Provider Ref: WI02040099 02-Apr-2008 09:41:17 AM

Open Date: 2008-04-02 116835 9 action_desc 2009757 OTI STU

Message Detail:D1 Calculated SLA is 04/02/08 at 12:37 02-Apr-2008 09:41:19 AM

Open Date: 2008-04-02 116835 10 action_desc 2009921 log a user
comment Voiced to Sam with sla of 1241 4th 02-Apr-2008 09:46:03 AM

Open Date: 2008-04-02 116835 11 action_desc 2009980 OTI STU
Message Detail:Call Accepted by Provider: Ref 358106 Scheduled Visit: Engineer:
ETA: 2008-02-04 12:07:00 02-Apr-2008 09:47:10 AM

Open Date: 2008-04-02 116835 12 action_desc 2010579 OTI STU
Message Detail:UpdateFrom Touch: Schedule Updated Update Details: Schedule
Changed to: 04/02/2008 12:45:00 SLA Changed to: 04/02/2008 12:45:00 Call Being
Progressed Scheduled Visit: Engineer: ETA: 2008-02-04 12:07:00 02-Apr-2008
10:04:34 AM

Open Date: 2008-04-02 116835 13 action_desc 2011689 OTI STU
Message Detail:Job Assigned with ETA Eng: 001018 ETA: Call Being Progressed
Scheduled Visit: Engineer: 001018 ETA: 2008-02-04 12:07:00 02-Apr-2008 10:34:34 AM

Open Date: 2008-04-02 116835 14 action_desc 2012705 OTI STU
Message Detail:** [No Remark entered.] Scheduled Visit: Engineer: 001018 ETA:
2008-02-04 12:42:00 02-Apr-2008 11:02:12 AM

Open Date: 2008-04-02 116835 15 action_desc 2013173 OTI STU
Message Detail:** [Engineer 082415 allocated]. Scheduled Visit: Engineer: 082415
ETA: 2008-02-04 13:00:00 02-Apr-2008 11:13:13 AM

Open Date: 2008-04-02 116835 16 action_desc 2015751 OTI STU
Message Detail:** [Engineer 082415 Logged On.] Scheduled Visit: Engineer: 082415
ETA: 2008-02-04 13:00:00 Actual Visit: Engineer: 082415 Arrival: 2008-02-04 11:35:00
Handed Back: 02-Apr-2008 12:18:21 PM

Open Date: 2008-04-02 116835 17 action_desc 2016496 End User
Update engineer called for a KMA. opened by mark brown 02-Apr-2008 12:39:48 PM

Open Date: 2008-04-02 116835 18 action_desc 2017842 End User
Update ENG has called in as he is having a problem with the base unti build. 02-Apr-2008
01:25:21 PM

Open Date: 2008-04-02 116835 19 action_desc 2017930 log a user
comment ENG had called as he cannot get to CMT gave him the number and advised him
to attmpt contact again. 02-Apr-2008 01:28:31 PM

Open Date: 2008-04-02 116835 20 action_desc 2018183 log a user
comment engr advises the buyild iss failing at 1%, the modem attempts to dial out but is
not successsful attempted to check events but tivoli has crashed! 02-Apr-2008 01:37:22
PM

Open Date: 2008-04-02 116835 21 action_desc 2018206 log a user
comment engr advises there are no extensions attached to the line the phoneline is ok,
can make/received calls there is no call barring/ddial 9 prefix advised to attach a
redcare filter if site have this or a dongle filter and call back if unsuccessful 02-Apr-2008
01:38:04 PM

Open Date: 2008-04-02 116835 22 action_desc 2018292 log an
event occurrence sla expired. event 'RMGA SLA Resolution Violation' triggered by
condition 'Req. Not Resolved'. 02-Apr-2008 01:38:45 PM

Open Date: 2008-04-02 116835 23 action_desc 2018434 log a user
comment engr advises he has attached a filter but now it is not dialling at all checked
events which are now coming through which shows it is building on a number other than
the pstn. Advised engineer that the counter appears to be attempting to build on another
line, probably an ISDN advised to disconnect blue cable and retry. If unsuccessful will
need to raise cli call 02-Apr-2008 01:45:59 PM

Open Date: 2008-04-02 116835 24 action_desc 2018636 log a user
comment engr has disconnected isdn cable but site still failing at 1% raising cli call
engrs mobile number 07867 835180 02-Apr-2008 01:52:59 PM

Open Date: 2008-04-02 116835 25 action_desc 2018990 log a user
comment the cli call come back so engineer to retry build now 02-Apr-2008 02:05:13 PM

Open Date: 2008-04-02 116835 26 action_desc 2021386 log a user
comment checked counter events. rollout was successful 02-Apr-2008 03:20:44 PM

Open Date: 2008-04-02 116835 27 action_desc 2021394 End User
Update engr called for health check. health checkedx2 both successful 02-Apr-2008
03:20:58 PM

Open Date: 2008-04-02 116835 28 action_desc 2021801 OTI STU
Message Detail:Work completed Scheduled Visit: Engineer: 082415 ETA: 2008-02-04
13:00:00 Actual Visit: Engineer: 082415 Arrival: 2008-02-04 11:35:00 Handed Back:
02-Apr-2008 03:32:05 PM

Open Date: 2008-04-02 116835 29 action_desc 2021817 OTI STU
Message Detail:replace b base Scheduled Visit: Engineer: 082415 ETA: 2008-02-04
13:00:00 Actual Visit: Engineer: 082415 Arrival: 2008-02-04 11:35:00 Handed Back:
2008-02-04 15:20:00 02-Apr-2008 03:32:52 PM

Open Date: 2008-04-02 116835 30 action_desc 2024215 OTI SRS
Message Provider Ref: WI02040099 Resolution Details: ** [No Remark entered.]
Spares Usage: Old Model Type: PATICLX365/400B Old Serial No: ybsh013423 New
Model Type: PATICLX365/400B New Serial No: ybsh011567 Actual Visit: Engineer:
082415 Arrival: 2008-02-04 11:35:00 Handed Back: 2008-02-04 15:20:00 02-Apr-2008
04:51:06 PM

Open Date: 2008-04-02 116835 31 action_desc 2024216 Status
changed from 'New' to 'Resolved' ** 02-Apr-2008 04:51:06 PM

Open Date: 2008-04-02 116835 32 action_desc 2024217
Resolution Notification ** 02-Apr-2008 04:51:06 PM

Open Date: 2008-04-02 116835 33 action_desc 2024218 The
Service Type(s) on a ticket were delayed ** 02-Apr-2008 04:51:06 PM

Open Date: 2008-04-02 116835 34 action_desc 2024315 close
request/incident/problem/change/issue Replaced b base unit. 02-Apr-2008 04:56:00 PM

Open Date: 2008-04-02 116835 35 action_desc 2024327 Closure
Notification ** 02-Apr-2008 04:56:55 PM

Open Date: 2008-04-02 116835 36 cancel_time 571420 SLA 02-
Apr-2008 09:38:45 AM

Open Date: 2008-04-02 116835 37 cancel_time 571421 SLA 02-
Apr-2008 09:38:45 AM

Open Date: 2008-04-02 116835 38 cancel_time 571422 SLA 02-
Apr-2008 09:38:45 AM

Open Date: 2008-04-02 116835 39 cancel_time 571423 SLA 02-
Apr-2008 09:38:45 AM

Open Date: 2008-04-02 116835 40 cancel_time 571424
02/04/2008 16:56:55 SLA 02-Apr-2008 09:38:45 AM

Open Date: 2008-04-02 116835 41 act_delay 458194 349 02-
Apr-2008 04:51:06 PM

Open Date: 2008-04-02 117569 0 RMGA.X Inappropriate Helpdesk.XI06
POL issue.CM2 Training or advice required Close Date: 02-Apr-2008 01:37:00 PM West
Byfleet PM wanted help with a transaction. Open Date: 02-Apr-2008 01:32:39 PM

Open Date: 2008-04-02 117569 1 action_desc 2018039 create a
new request/incident/problem/change/issue ** 02-Apr-2008 01:32:39 PM

Open Date: 2008-04-02 117569 2 action_desc 2018056 Open
Notification ** 02-Apr-2008 01:33:25 PM

Open Date: 2008-04-02 117569 3 action_desc 2018058 log a user
comment Transferred to NBSC as the pm states she did not press and option.... just came
to us. 02-Apr-2008 01:33:29 PM

Open Date: 2008-04-02 117569 4 action_desc 2018072 resolve
request/incident/problem/change/issue PM called in for transaciton help, i have done
checks and transferred to NBSC. 02-Apr-2008 01:33:53 PM

Open Date: 2008-04-02 117569 5 action_desc 2018098
Resolution Notification ** 02-Apr-2008 01:34:50 PM

Open Date: 2008-04-02 117569 6 action_desc 2018099 The
Service Type(s) on a ticket were delayed ** 02-Apr-2008 01:34:50 PM

Open Date: 2008-04-02 117569 7 action_desc 2018100
FIELD='zCloseCategory' OLD="" NEW='RMGA.X Inappropriate Helpdesk.XI06 POL
issue.CM2 Training or advice required'FIELD='zinrescode' OLD="" NEW='RS06 HSD
resolved' ** 02-Apr-2008 01:34:50 PM

Open Date: 2008-04-02 117569 8 action_desc 2018161 close
request/incident/problem/change/issue PM called in for transaciton help, i have done
checks and transferred to NBSC. 02-Apr-2008 01:36:21 PM

Open Date: 2008-04-02 117569 9 action_desc 2018178 Closure
Notification ** 02-Apr-2008 01:37:00 PM

Open Date: 2008-04-02 117613 0 RMGA.O Operational.OP02 Central
Systems Software failure Close Date: 02-Apr-2008 05:29:47 PM West Byfleet Can CLI be
removed from this site to enable authentication Open Date: 02-Apr-2008 01:53:46 PM

Open Date: 2008-04-02 117613 1 action_desc 2018652 create a
new request/incident/problem/change/issue ** 02-Apr-2008 01:53:46 PM

Open Date: 2008-04-02 117613 2 action_desc 2018692 Open
Notification ** 02-Apr-2008 01:55:12 PM

Open Date: 2008-04-02 117613 3 action_desc 2018693 log a user
comment Can CLI be removed from this site to enable authentication 02-Apr-2008
01:55:16 PM

Open Date: 2008-04-02 117613 4 action_desc 2018714 log a user
comment voicced paul NT duty manager 02-Apr-2008 01:56:34 PM

Open Date: 2008-04-02 117613 5 action_desc 2018820 log a user
comment CLI removed 02-Apr-2008 01:59:58 PM

Open Date: 2008-04-02 117613 6 action_desc 2018825
Generated from ESC screen Transfer group from 'RMGA NT' to 'Desk Comms' 02-
Apr-2008 02:00:10 PM

Open Date: 2008-04-02 117613 7 action_desc 2018887
Generated from ESC screen Transfer assignee from " to 'Tidman, Erica' Transfer
group from 'Desk Comms' to '' 02-Apr-2008 02:02:31 PM

Open Date: 2008-04-02 117613 8 action_desc 2021397 log a user
comment can cli be re-enabled, roll-out successful 02-Apr-2008 03:21:05 PM

Open Date: 2008-04-02 117613 9 action_desc 2021426 Transfer
'assignee' from 'Tidman, Erica' to " Transfer 'group' from " to 'RMGA NT' ** 02-Apr-2008
03:22:00 PM

Open Date: 2008-04-02 117613 10 action_desc 2023970
Generated from ESC screen CLI re-enabled, close call. 02-Apr-2008 04:43:46 PM

Open Date: 2008-04-02 117613 11 action_desc 2024335 Transfer
'assignee' from " to 'Tidman, Erica' ** 02-Apr-2008 04:59:24 PM

Open Date: 2008-04-02 117613 12 action_desc 2024755 resolve
request/incident/problem/change/issue cli re-enabled 02-Apr-2008 05:25:09 PM

Open Date: 2008-04-02 117613 13 action_desc 2024827
Resolution Notification ** 02-Apr-2008 05:28:42 PM

Open Date: 2008-04-02 117613 14 action_desc 2024828 The
Service Type(s) on a ticket were delayed ** 02-Apr-2008 05:28:43 PM

Open Date: 2008-04-02 117613 15 action_desc 2024829 Transfer
'assignee' from 'Tidman, Erica' to " ** 02-Apr-2008 05:28:43 PM

Open Date: 2008-04-02 117613 16 action_desc 2024830
FIELD='zCloseCategory' OLD="" NEW='RMGA.O Operational.OP02 Central
Systems Software failure'FIELD='zinrescode' OLD="" NEW='RS09 HSD ? Comms Team
resolved' ** 02-Apr-2008 05:28:43 PM

Open Date: 2008-04-02 117613 17 action_desc 2024841 close

request/incident/problem/change/issue cli re-enabled 02-Apr-2008 05:29:06 PM

Open Date: 2008-04-02 117613 18 action_desc 2024854 Closure
Notification ** 02-Apr-2008 05:29:48 PM