

Incident: 321487

As of 27 Mar 2013 8:50:56 AM

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Incident

Client Information		Assign to Information		
Last Name: Chambers	First Name: Jay	GDJOHNSO	(604)252-2900	Ext:
Client ID: JWCHAMBE		Greg	Johnson	
Company ID: CORP		DESKTOPSERV		
Phone: (604)252-3021	Ext:			




Incident Information				
Category: SW-INSTALLS	Software Installs			
Impact ID:	Opened: 15 May 2009 8:09:04 PM	Problem:		
Urgency ID: 10_GOLD	Priority ID:	Responded Date and Time:		
Status: CLOSED-COMPLETED	Due Date: 15 May 2009 9:09:04 PM	Service Name:		
First Call Resolution: <input type="checkbox"/>	SLA ID:			

DESCRIPTION: Sent to DESKTOPSERV
 From: Yau, Samuel LDB:EX
 Sent: Friday, May 15, 2009 9:21 AM

To: LDB Support Centre LDB:EX
 Subject: Office 2003
 Please log a call to have Office 2003 installed. Thanks.

RESOLUTION: office 2003 installed

Whiteboard Information	
Whiteboard ID:	
CI Information	
CI Assembly:	
Asset Tag #:	

Incident Detail				
DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
15 May 2009 8:09:04 PM	ROGABANY	Opened Call	HD_OPEN	00:00:13
				
15 May 2009 8:09:05 PM	ROGABANY	Call Taken By ROGABANY	HD_TAKEN	00:00:00
				
15 May 2009 8:09:06 PM	ROGABANY	The Clock has been started	START_CLOCK	00:00:00
				
15 May 2009 8:09:25 PM	ROGABANY	Forwarded To Group DESKTOPSERV	HD_FRWD_GROU P	00:00:14
				
19 May 2009 7:45:15 AM	SAMYAU	Forwarded To Staff GDJOHNSO	HD_FRWD_STAFF	00:04:24
				
21 May 2009 8:15:50 AM	GDJOHNSO	User Defined Status Changed To CLOSED-COMPLETE	HD_STATUSCHAN GE	00:00:00
				
21 May 2009 8:15:51 AM	GDJOHNSO	Close Call # 321487	HD_CLOSE	00:00:00
				
Work Orders				
Attachments				

Incident: 321488

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Incident

Client Information	Assign to Information
Last Name: Farley First Name: Don	GDJOHNSO (604)252-2900 Ext:
Client ID: DBFARLEY	Greg Johnson
Company ID: IS	DESKTOPSERV
Phone: (604)252-3264 Ext:	








Incident Information
Category: SW-INSTALLS Software Installs
Impact ID: Opened: 15 May 2009 8:10:11 PM Problem:
Urgency ID: 30_BRONZE Priority ID: Responded Date and Time:
Status: CLOSED-CO Mplete Due Date: 20 May 2009 2:30:00 PM Service Name:
First Call Resolution: <input type="checkbox"/> SLA ID:

DESCRIPTION: Sent to DESKTOPSERV
 From: Yau, Samuel LDB:EX
 Sent: Friday, May 15, 2009 9:21 AM

To: LDB Support Centre LDB:EX
 Subject: Office 2003
 Please log a call to have Office 2003 installed. Thanks.

RESOLUTION: office 2003 installed

Whiteboard Information
Whiteboard ID:
CI Information
CI Assembly:
Asset Tag #:

Incident Detail				
DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
15 May 2009 8:10:11 PM	ROGABANY	Opened Call	HD_OPEN	00:00:24
				
15 May 2009 8:10:12 PM	ROGABANY	Call Taken By ROGABANY	HD_TAKEN	00:00:00
				
15 May 2009 8:10:13 PM	ROGABANY	The Clock has been started	START_CLOCK	00:00:00
				
15 May 2009 8:10:33 PM	ROGABANY	Forwarded To Group DESKTOPSERV	HD_FRWD_GROU P	00:00:11
				
19 May 2009 7:40:39 AM	SAMYAU	Forwarded To Staff GDJOHNSO	HD_FRWD_STAFF	00:00:02
				
21 May 2009 8:15:12 AM	GDJOHNSO	User Defined Status Changed To CLOSED-COMPLETE	HD_STATUSCHAN GE	00:00:00
				
21 May 2009 8:15:13 AM	GDJOHNSO	Close Call # 321488	HD_CLOSE	00:00:00
				
Work Orders				
Attachments				

Incident: 321491

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Incident

Client Information		Assign to Information		
Last Name: Wilson	First Name: Kelly	GDJOHNSO	(604)252-2900	Ext:
Client ID: KCWILSON		Greg	Johnson	
Company ID: RETAIL SERVICES		DESKTOPSERV		
Phone: (604)252-3103	Ext:			

Incident Information		
Category: SW-INSTALLS	Software Installs	
Impact ID:	Opened: 15 May 2009 8:19:18 PM	Problem:
Urgency ID:	Priority ID:	Responded Date and Time:
Status: CLOSED-COMPLETED	Due Date:	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: Sent to DESKTOP
 From: Yau, Samuel LDB:EX
 Sent: Friday, May 15, 2009 9:21 AM
 To: LDB Support Centre LDB:EX
 Subject: Office 2003
 Please log a call to have Office 2003 installed. Thanks.

RESOLUTION: office 2003 installed








Whiteboard Information

Whiteboard ID:

CI Information

CI Assembly:

Asset Tag #:

Incident Detail				
DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
15 May 2009 8:19:18 PM	ROGABANY	Opened Call	HD_OPEN	00:00:54
				
15 May 2009 8:19:19 PM	ROGABANY	Call Taken By ROGABANY	HD_TAKEN	00:00:00
				
15 May 2009 8:19:20 PM	ROGABANY	The Clock has been started	START_CLOCK	00:00:00
				
15 May 2009 8:19:51 PM	ROGABANY	Forwarded To Group DESKTOPSERV	HD_FRWD_GROU P	00:00:27
				
19 May 2009 7:40:28 AM	SAMYAU	Forwarded To Staff GDJOHNSO	HD_FRWD_STAFF	00:00:02
				
21 May 2009 8:14:31 AM	GDJOHNSO	User Defined Status Changed To CLOSED-COMPLETE	HD_STATUSCHAN GE	00:00:00
				
21 May 2009 8:14:32 AM	GDJOHNSO	Close Call # 321491	HD_CLOSE	00:00:00
				
Work Orders				
Attachments				

Incident: 321493

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Incident

Client Information		Assign to Information		
Last Name: Bissoondatt	First Name: Roger	GDJOHNSO	(604)252-2900	Ext:
Client ID: RMBISSOO		Greg	Johnson	
Company ID: FIN		DESKTOPSERV		
Phone: (604)252-3151	Ext:			

Incident Information		
Category: SW-INSTALLS	Software Installs	
Impact ID:	Opened: 15 May 2009 8:21:37 PM	Problem:
Urgency ID: 30_BRONZE	Priority ID:	Responded Date and Time:
Status: CLOSED-COMPLETED	Due Date: 20 May 2009 2:30:00 PM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: Sent to DESKTOP
 From: Yau, Samuel LDB:EX
 Sent: Friday, May 15, 2009 9:21 AM
 To: LDB Support Centre LDB:EX
 Subject: Office 2003
 Please log a call to have Office 2003 installed. Thanks.

RESOLUTION: Office 2003 has been installed for user. Closing call.





Whiteboard Information

Whiteboard ID:

CI Information

CI Assembly:

Asset Tag #:

Incident Detail				
DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
15 May 2009 8:21:37 PM	ROGABANY	Opened Call	HD_OPEN	00:00:14
				
15 May 2009 8:21:38 PM	ROGABANY	Call Taken By ROGABANY	HD_TAKEN	00:00:00
				
15 May 2009 8:21:39 PM	ROGABANY	The Clock has been started	START_CLOCK	00:00:00
				
15 May 2009 8:22:07 PM	ROGABANY	Forwarded To Group DESKTOPSERV	HD_FRWD_GROU P	00:00:24
				
19 May 2009 7:38:54 AM	SAMYAU	Forwarded To Staff GDJOHNSO	HD_FRWD_STAFF	00:00:06
				
15 Jun 2009 2:26:17 PM	SAMYAU	User Defined Status Changed To CLOSED-COMPLETE	HD_STATUSCHAN GE	00:00:00
				
15 Jun 2009 2:26:18 PM	SAMYAU	Close Call # 321493	HD_CLOSE	00:00:00
				
Work Orders				
Attachments				

BMC SERVICE DESK EXPRESS

Incident: 352231

As of 27 Mar 2013 8:51:55 AM

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Incident







Client Information		Assign to Information
Last Name: Sloan	First Name: Catherine	Ext:
Client ID: CDSLOAN		
Company ID: LEGAL		DESKTOPSERV
Phone: (604)252-3025	Ext:	

Incident Information		
Category: SW-MS OUTLOOK	MS Outlook	
Impact ID:	Opened: 1 Dec 2009 3:10:39 PM	Problem:
Urgency ID: 30_BRONZE	Priority ID:	Responded Date and Time:
Status: CLOSED-COMPLETED	Due Date: 4 Dec 2009 1:40:39 PM	Service Name:
First Call Resolution: <input type="checkbox"/>	SLA ID:	

DESCRIPTION: CATHERINE - had Office 2003 installed today, she has received a Word doc in 2007, cannot open it. Referred to desktop

RESOLUTION: Cancel - Catherine figured it out by herself. Close call. DK

Whiteboard Information
Whiteboard ID:
CI Information
CI Assembly:
Asset Tag #:

Incident Detail				
DATE	STAFF	DESCRIPTION	ACTION ID	DURATION
1 Dec 2009 3:10:39 PM	DWKELLS	Opened Call	HD_OPEN	00:00:34
				
1 Dec 2009 3:10:40 PM	DWKELLS	Call Taken By DWKELLS	HD_TAKEN	00:00:00
				
1 Dec 2009 3:10:41 PM	DWKELLS	The Clock has been started	START_CLOCK	00:00:00
				
1 Dec 2009 3:11:53 PM	DWKELLS	Forwarded To Group DESKTOPSERV	HD_FRWD_GROU P	00:01:09
				
1 Dec 2009 3:17:57 PM	DWKELLS	Incremented # Of Calls	HD_INCREMENT	00:00:02
				
1 Dec 2009 3:18:03 PM	DWKELLS	User Defined Status Changed To CLOSED-COMPLETE	HD_STATUSCHAN GE	00:00:00
				
1 Dec 2009 3:18:04 PM	DWKELLS	Close Call # 352231	HD_CLOSE	00:00:00
				
Work Orders				
Attachments				