Incident: 321487

As of 27 Mar 2013 8:50:56 AM

Page 1 of 2

Client Information		Assign to Info	ormation	
Last Name: Chambers	First Name: Jay	GDJOHNSO	(604)252-2900 E	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 200	09 8:09:04 PM	Problem:	
Urgency ID: 10_GOLD	Priority ID:		Responded Date and Time:	
Status: CLOSED-CO MPLETE	Due Date: 15 May 200)9 9:09:04 PM	Service Name:	
First Call Resolution:	SLA ID:			
To: LDB Suppo Subject: Office	muel LDB:EX /lay 15, 2009 9:21 AM ort Centre LDB:EX e 2003 all to have Office 2003 installed. T	⁻ hanks		
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
8.				
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

As of 27 Mar 2013 8:50:28 AM

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Client Information	on		Assign to Inform	mation		
Last Name:	Farley First Name	: Don	GDJOHNSO	(604)252-2900	Ext:	
Client ID:	DBFARLEY		Greg	Johnson		
Company ID:	IS		DESKTOPSERV			
Phone:	(604)252-3264 Ex	t:				
Incident Informa	ation		,			
Category:	SW-INSTALLS	Software Installs				
Impact ID:		Opened: 15 May 200	09 8:10:11 PM	Problem:		
Urgency ID:	30_BRONZE	Priority ID:		Responded Date and Time:		
Status:	CLOSED-CO MPLETE	Due Date: 20 May 200	09 2:30:00 PM	Service Name:		
First Call Res	olution: 🗖	SLA ID:				
DESCRIPTION:	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.					
Whiteboard Info		_	_		_	
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

As of 27 Mar 2013 8:49:44 AM

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Client Informati	ion		Assign to Infor	mation	
Last Name	: Wilson	First Name: Kelly	GDJOHNSO	(604)252-2900	Ext:
Client ID	: KCWILSON		Greg	Johnson	
Company ID	: RETAIL SERVICES	5	DESKTOPSERV		
Phone	: (604)252-3103	Ext:			
Incident Inform	ation				
Category	: SW-INSTALLS	Software Installs			
Impact ID	:	Opened: 15 May 200	09 8:19:18 PM	Problem:	
Urgency ID	:	Priority ID:		Responded Date and Time:	
Status	: CLOSED-CO MPLETE	Due Date:		Service Name:	
First Call Res	solution:	SLA ID:			
	To: LDB Support Subject: Office 20 Please log a call	uel LDB:EX y 15, 2009 9:21 AM Centre LDB:EX 003 to have Office 2003 installed. T	hanks.		
RESOLUTION	: office 2003 instal	led			
Whiteboard Info	ormation	_	_	_	
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

As of 27 Mar 2013 8:48:26 AM

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Client Information		Assign to Info	ormation	
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 200	09 8:21:37 PM	Problem:	
Urgency ID: 30_BRONZE	Priority ID:		Responded Date and Time:	
Status: CLOSED-CO MPLETE	Due Date: 20 May 200)9 2:30:00 PM	Service Name:	
First Call Resolution:	SLA ID:			
To: LDB Suppo Subject: Office Please log a ca	nuel LDB:EX ay 15, 2009 9:21 AM rt Centre LDB:EX			
	been installed for user. Closing			
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
8				
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
3		·		
Work Orders				
Attachments				

Incident: 352231

As of 27 Mar 2013 8:51:55 AM

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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-CO MPLETE Due Date: 4 Dec 2009 1:40:39 PM Service Name: frist Call Resolution: SLA ID: Service Name: Service Name: Service Name: DESCRIPTION: CATHERINE - had Office 2003 installed today, she has reeceived 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: Vertice Vertic	Client Information		Assign to Information
Company ID: LEGAL DESKTOPSERV Phone: (604)252-3025 Ext: Incident Information Impact ID: 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: Urgency ID: 30_BRONZE Priority ID: Responded Date and Time: MPLETE Service Name: First Call Resolution: SLA ID: PESCRIPTION: CATHERINE - had Office 2003 installed today, she has reeceived a Word doc in 2007, cannot open it. Referred to desktop Photeboard Information Whiteboard Information	Last Name: Sloan	First Name: Catherine	Ext:
Phone: (604)252-3025 Ext: Incident Information 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-CO MPLETE Due Date: 4 Dec 2009 1:40:39 PM Service Name: First Call Resolution: SLA ID: Status: DESCRIPTION: CATHERINE - had Office 2003 installed today, she has reeceived a Word doc in 2007, cannot open it. Referred to desktop Resolution: RESOLUTION: Cancel - Catherine figured it out by herself. Close call. DK Whiteboard Information Whiteboard ID: Uties and the second	Client ID: CDSLOAN		
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-CO Due Date: 4 Dec 2009 1:40:39 PM Service Name: MPLETE SLA ID: Service Name: DESCRIPTION: CATHERINE - had Office 2003 installed today, she has reeceived 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:	Company ID: LEGAL		DESKTOPSERV
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-CO MPLETE Due Date: 4 Dec 2009 1:40:39 PM Service Name: frist Call Resolution: SLA ID: Service Name: Service Name: Service Name: DESCRIPTION: CATHERINE - had Office 2003 installed today, she has reeceived 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: Vertice Vertic	Phone: (604)252-3025	Ext:	
Impact ID: Opened: 1 Dec 2009 3:10:39 PM Problem: Urgency ID: 30_BRONZE Priority ID: Responded Date and Time: Status: CLOSED-CO MPLETE Due Date: 4 Dec 2009 1:40:39 PM Service Name: First Call Resolution: SLA ID: SLA ID: Service Name: Service Name: Service Name: DESCRIPTION: CATHERINE - had Office 2003 installed today, she has reeceived 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: Service Name: Service Name: Service Name:	Incident Information		
Urgency ID: 30_BRONZE Priority ID: Responded Date and Time: Status: CLOSED-CO MPLETE Due Date: 4 Dec 2009 1:40:39 PM Service Name: First Call Resolution: SLA ID: DESCRIPTION: CATHERINE - had Office 2003 installed today, she has reeceived 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:	Category: SW-MS OUTLOO	MS Outlook	
Status: CLOSED-CO MPLETE First Call Resolution: SLA ID: DESCRIPTION: CATHERINE - had Office 2003 installed today, she has reeceived a Word doc in 2007, cannot open it. Referred to desktop RESOLUTION: Cancel - Catherine figured it out by herself. Close call. DK Whiteboard Information	Impact ID:	Opened: 1 Dec 200	09 3:10:39 PM Problem:
MPLETE First Call Resolution: SLA ID: DESCRIPTION: CATHERINE - had Office 2003 installed today, she has reeceived 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:	Urgency ID: 30_BRONZE	Priority ID:	Responded Date and Time:
DESCRIPTION: CATHERINE - had Office 2003 installed today, she has reeceived 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:		Due Date: 4 Dec 200	09 1:40:39 PM Service Name:
desktop RESOLUTION: Cancel - Catherine figured it out by herself. Close call. DK Whiteboard Information Whiteboard ID:	First Call Resolution:	SLA ID:	
Whiteboard Information Whiteboard ID:		ad Office 2003 installed today, s	she has reeceived a Word doc in 2007, cannot open it. Referred to
Whiteboard ID:	RESOLUTION: Cancel - Cather	ine figured it out by herself. Clos	se call. DK
	Whiteboard Information		
CI Information	Whiteboard ID:		
	CI Information		
CI Assembly:	CI Assembly:		
Asset Tag #:	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					