

Incident Details



Printed Date Time: 7/29/2010 10:15:17 AM

Incident Number	10029
Network Login	MHendric
Full Name	Marcia S Hendric
Email	johnny@crmsolutions.com.au
Phone/Ext	9255554599/7599
Type	Failure
Category	Desktop Software
Sub Category	Add, Change, Remove
Service Name	Payroll System
Owner	Admin
Source	Phone
Urgency	Medium
Impact	Medium
Created by/on	Admin (16-Jul-10 11:30)
Last Mod by/on	Admin (16-Jul-10 11:58)
Resolution Breach ?	No

Status	Active	Priority	3
Manager	Marcia S Hendric		
Department	Executive		
Office	US - Colorado Springs		
Floor			
Summary			
test			
Description			
test			

Resolution:	
Cause Code	
Res. Category	Network Hardware
Res. Subcategory	Add, Change, Remove
First Call Resolution?	

Description

Assignments:

Team	Assignee	Status	Summary	Type	Created On
Change Management	CManager	Waiting	Demo Test	Assignment	7/16/2010 11:58:02 AM
Problem Management	PManager	Waiting	TEST	Assignment	7/16/2010 11:57:48 AM

Related Incident:

Incident #	Network Login	Type	Status	Priority	Owner	Created On
346 (Child)	SLee	Request	Active	3	Admin	6/5/2010 3:58:13 PM
334 (Child)	AGreen	Failure	Active	1	Admin	3/15/2010 2:41:08 PM
328 (Child)	Self.Service	Failure	Active	3	CTracker	7/16/2010 12:30:34 AM