

KPMG Audit - Incidents Submitted

*** Query Name:KPMG Audit Incidents Submitted ***

** Query Properties:

Universe:ITSM-LADWP
Last Refresh Date:6/22/15 7:32 PM
Last Execution Duration: 62
Number of rows: 31,447
Retrieve Duplicate Row: ON

** Query Definition:

Result Objects: Incident ID, Priority, Status, Submit Date, Incident Last Resolved Date Time, Incident Operational Categorization Tier 2, Operational Categorization Tier 3, Product Categorization Tier 1, Product
Filters (Submit Date Between {7/1/2014 12:00:00 AM } AND {6/22/2015 12:00:00 AM }
AND Status Not Equal Cancelled
)

Incident ID	Priority	Status	Submit Date	Incident Last Resolved Date Time
INC000000012369	Medium	Closed	07/01/2014 6:34:07 AM	07/01/2014 10:10:04 AM
INC000000012370	Low	Closed	07/01/2014 6:36:10 AM	07/31/2014 10:52:09 AM
INC000000012371	Low	Closed	07/01/2014 6:37:23 AM	07/29/2014 3:42:31 PM

KPMG Audit - Incidents Submitted

Closed Date Time, Summary, Notes, Operational Categorization Tier 1, Product Categorization Tier 2, Product Categorization Tier 3, Product Name

Product Name	Incident Closed Date Time	Summary	Notes	Operational Categorization Tier 1
	07/07/2014 2:17:10 AM	Other (Specify in details) - Incident	<p>Other (Specify in details)</p> <p>Location: 111 N HOPE ST Contact Phone: 213-367-0530</p> <p>Problem ----- I need to update Java in order to see drawings on the network.</p>	Failure
	08/06/2014 2:28:47 AM	Mazourka UHF 7 alarms in TX	<p>Contact Name: David Ray Contact Phone: (760) 873-0299</p> <p>Problem Location ----- BISHOP - TELECOM 370 W SOUTH ST BISHOP</p> <p>Problem Description ----- Mazourka Peak; Midland chan 7 repeater alarms when keyed.</p>	Failure
	08/04/2014 2:23:36 AM	Telecom Problem - Northern	<p>Contact Name: David Ray Contact Phone: (760) 873-0299</p> <p>Problem Location ----- BISHOP - TELECOM 370 W SOUTH ST BISHOP</p> <p>Problem Description ----- Mazourka Peak; Tinemaha Lynx spread spectrum heliax is unsupported. Requires hanger.</p>	Failure

KPMG Audit - Incidents Submitted

Operational Categorization Tier 1	Operational Categorization Tier 2	Operational Categorization Tier 3	P
	Software	Error Message	S
	Comm.	Microwave	
	Comm.	Microwave	

KPMG Audit - Incidents Submitted

Product Categorization Tier 1	Product Categorization Tier 2	Product Categorization Tier 3
Software	Software Application/System	User Productivity Application

KPMG Audit - Incidents Submitted

Product Name
Other User Productivity Application

KPMG Audit - Incidents Submitted

INC000000012372	Low	Closed	07/01/2014 6:39:32 AM	07/01/2014 8:33:56 AM
INC000000012373	Medium	Closed	07/01/2014 7:21:57 AM	07/01/2014 7:21:56 AM
INC000000012374	Medium	Closed	07/01/2014 6:43:40 AM	09/29/2014 10:24:51 AM
INC000000012375	Medium	Closed	07/01/2014 6:45:55 AM	07/01/2014 6:45:55 AM
INC000000012376	Medium	Closed	07/01/2014 6:46:42 AM	07/01/2014 6:46:42 AM

KPMG Audit - Incidents Submitted

	07/01/2014 8:34:07 AM	VNS - Phone Problem	<p>Phone Problem</p> <p>Contact Name: Kevin Casey Contact Phone Number: 213-367-0530</p> <p>Problem Location ----- Region: Metro Site Name: JOHN FERRARO BUILDING (JFB) Address: 111 N HOPE ST City: LOS ANGELES Building/Floor/Room (etc): JFB 1345</p> <p>Problem Type: Other Problem Details ----- My contact information needs to be updated with the number 213-367-0530, and my caller ID should be updated to show Kevin Casey on outgoing calls</p> <p>Please submit a phone request using ITSR, This is not a phone trouble, Thank you</p>	
	07/07/2014 2:17:10 AM	Re-Join PC to Domain	Computer Name:	Failure
	09/29/2014 10:24:51 AM	Printer Problem	<p>Printer Problem</p> <p>Location: 1630 N MAIN ST, BLDG 3 Contact Phone: (213)367-7590</p> <p>Problem ----- Store 2 does not have a main frame printer to print to. Please configure printer in receiving area to be a main frame printer. Model # 8860mfp on PrintServer 7. IP 10.171.76.22</p>	Failure
	07/07/2014 2:17:10 AM	User needs password reset.	User just moved from joint to water and cannot log in	Failure
	07/07/2014 2:17:10 AM	User needs password reset.	Pc got locked and cannot be unlocked	Failure

KPMG Audit - Incidents Submitted

	Hardware	Domain Account	S
	Printer/MFP	Unable to Print	F
	Account	Password Reset	
	Account	Password Reset	

KPMG Audit - Incidents Submitted

Hardware	Telecommunication	Telephone
Software	Software Application/System	Application Platform
Hardware	Peripheral	Printer/Multi-function

