

ETL Daily Remedy Tool Tickets

Table with columns: Incident Number, Status, ServiceType, Submit Date, In Progress Date, Last Receive Date, Closed Date, Company, First Name, Last Name, Site, Phone Number, Product Priority, Reported Source, Description, Customer Total, Assigned Group, Assignee, Last Modified, and Date. Contains multiple rows of incident data.

Daily Remedy Tool Tickets ETL

DK-02-3015 11/00

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Main table with columns for Job Name, Status, Start Time, End Time, and other technical details. Includes a 'Created by' column with names like 'JAMES KEMPS'.

Table with columns: Ticket ID, Description, Status, Priority, Assignee, and Date. Contains multiple rows of ticket information.

ETL Daily Runway Total Tickets

Table with columns: Ticket ID, Status, User, Service, Location, Date, Time, Description, Path, and other details. It lists various ETL jobs and their execution details across different systems and dates.

Case ID	Status	User	Service	Priority	DOM	Hours	Time	Category	Sub-Category	Assigned To	Created	Resolved
IKC00000047899	Closed	User Service Restoration	2.7.10	High	DOM	Hobo	12.2.10 29.1.10 18.2.10	Elektronisk Tjyngning	Time	Jungmann	12.2.10	18.2.10
IKC00000047898	Closed	User Service Restoration	7.10.09	High	DOM	Hobo	11.1.10 11.1.10 17.1.10	Elektronisk Tjyngning	Mathias	Helleman	11.1.10	17.1.10
IKC00000047897	Closed	User Service Restoration	11.1.10	High	DOM	Hobo	10.2.10 10.2.10 16.2.10	Elektronisk Tjyngning	Conra	Aalder	10.2.10	16.2.10
IKC00000047896	Closed	User Service Restoration	30.1.10	High	DOM	Hobo	10.2.10 10.2.10 16.2.10	Elektronisk Tjyngning	Mathias	Helleman	10.2.10	16.2.10
IKC00000047895	Closed	User Service Restoration	11.2.10	High	DOM	Hobo	11.2.10 11.2.10 17.2.10	Elektronisk Tjyngning	Mathias	Helleman	11.2.10	17.2.10
IKC00000047894	Closed	User Service Restoration	23.10.09	High	DOM	Hobo	27.1.10 27.1.10 2.2.10	Elektronisk Tjyngning	Morten	Helm	27.1.10	2.2.10
IKC00000047893	Closed	User Service Restoration	18.11.09	High	DOM	Hobo	12.2.10 12.2.10 18.2.10	Elektronisk Tjyngning	Mathias	Helleman	12.2.10	18.2.10
IKC00000047892	Closed	User Service Restoration	16.12.09	High	DOM	Hobo	12.2.10 12.2.10 18.2.10	Elektronisk Tjyngning	Beate	Dahl	12.2.10	18.2.10
IKC00000047891	Closed	User Service Restoration	28.9.09	High	DOM	Hobo	12.2.10 12.2.10 18.2.10	Elektronisk Tjyngning	Soren	Helleman	12.2.10	18.2.10
IKC00000047890	Closed	User Service Restoration	12.2.10	High	DOM	Hobo	12.2.10 12.2.10 18.2.10	Elektronisk Tjyngning	Beate	Dahl	12.2.10	18.2.10
IKC00000047889	Closed	User Service Restoration	24.11.09	High	DOM	Hobo	12.2.10 12.2.10 18.2.10	Elektronisk Tjyngning	Helle	Kjartmann	12.2.10	18.2.10
IKC00000047888	Closed	User Service Restoration	14.11.09	High	DOM	Hobo	1.2.10 1.2.10 7.2.10	Elektronisk Tjyngning	Time	Jungmann	1.2.10	7.2.10
IKC00000047887	Closed	User Service Restoration	24.11.09	High	DOM	Hobo	17.2.10 17.2.10 23.2.10	Elektronisk Tjyngning	Mathias	Helleman	17.2.10	23.2.10
IKC00000047886	Closed	User Service Restoration	8.12.09	High	DOM	Hobo	17.2.10 17.2.10 23.2.10	Elektronisk Tjyngning	Mathias	Helleman	17.2.10	23.2.10
IKC00000047885	Closed	User Service Restoration	13.12.09	High	DOM	Hobo	17.2.10 17.2.10 23.2.10	Elektronisk Tjyngning	Donna	Aalder	17.2.10	23.2.10
IKC00000047884	Closed	User Service Restoration	23.11.09	High	DOM	Hobo	2.2.10 2.2.10 8.2.10	Elektronisk Tjyngning	Hanne-Mette	Melien	2.2.10	8.2.10
IKC00000047883	Closed	User Service Restoration	17.2.10	High	DOM	Hobo	17.2.10 17.2.10 23.2.10	Elektronisk Tjyngning	Britt	Anderson	17.2.10	23.2.10
IKC00000047882	Closed	User Service Restoration	21.9.09	High	DOM	Hobo	12.2.10 12.2.10 18.2.10	Elektronisk Tjyngning	Soren	Helleman	12.2.10	18.2.10
IKC00000047881	Closed	User Service Restoration	23.11.09	High	DOM	Hobo	1.2.10 1.2.10 7.2.10	Elektronisk Tjyngning	Mathias	Helleman	1.2.10	7.2.10
IKC00000047880	Closed	User Service Restoration	14.2.10	High	DOM	Hobo	17.2.10 17.2.10 23.2.10	Elektronisk Tjyngning	Lars	Jensen	17.2.10	23.2.10
IKC00000047879	Closed	User Service Restoration	15.2.10	High	DOM	Hobo	16.2.10 16.2.10 22.2.10	Elektronisk Tjyngning	Beate	Dahl	16.2.10	22.2.10
IKC00000047878	Closed	User Service Restoration	14.9.09	High	DOM	Hobo	17.2.10 17.2.10 23.2.10	Elektronisk Tjyngning	Soren	Helleman	17.2.10	23.2.10
IKC00000047877	Closed	User Service Restoration	14.9.09	High	DOM	Hobo	17.2.10 17.2.10 23.2.10	Elektronisk Tjyngning	Soren	Helleman	17.2.10	23.2.10
IKC00000047876	Closed	User Service Restoration	21.9.09	High	DOM	Hobo	17.2.10 17.2.10 23.2.10	Elektronisk Tjyngning	Soren	Helleman	17.2.10	23.2.10
IKC00000047875	Closed	User Service Restoration	23.10.09	High	DOM	Hobo	17.2.10 17.2.10 23.2.10	Elektronisk Tjyngning	Morten	Helm	17.2.10	23.2.10
IKC00000047874	Closed	User Service Restoration	23.10.09	High	DOM	Hobo	17.2.10 17.2.10 23.2.10	Elektronisk Tjyngning	Morten	Helm	17.2.10	23.2.10
IKC00000047873	Closed	User Service Restoration	23.10.09	High	DOM	Hobo	17.2.10 17.2.10 23.2.10	Elektronisk Tjyngning	Morten	Helm	17.2.10	23.2.10
IKC00000047872	Closed	User Service Restoration	23.10.09	High	DOM	Hobo	17.2.10 17.2.10 23.2.10	Elektronisk Tjyngning	Morten	Helm	17.2.10	23.2.10

NC000000047536	Closed	User Service Restoration	20 11 10	20 11 10	20 11 10	3 2 10 Elektronisk Tjyngning	Mathias	Hollands	###	Service Medium e-TLP	Email	eFPI Defect # 4252 - PRD0 Tjyngning kan ikke ventes SSS-relateret 14 7:00 (not log)	eFPI Defect # 4252 - PRD0 Tjyngning kan ikke ventes SSS-relateret 14 7:00 (not log)	20 1 10	GEPAAT Elektronisk Tjyngning	Kurt Aulsted
NC000000047541	Closed	User Service Restoration	20 11 10	20 11 10	20 11 10	3 2 10 Elektronisk Tjyngning	Mathias	Hollands	###	Service Medium e-TLP	Email	eFPI Defect # 4254 - PRD0 CVC (parten) og ved ElemenSummerstatistik (over fejl)	eFPI Defect # 4254 - PRD0 CVC (parten) og ved ElemenSummerstatistik (over fejl)	20 1 10	GEPAAT Elektronisk Tjyngning	Kurt Aulsted
NC000000048134	Closed	User Service Restoration	12 10 09	12 10 09	12 10 09	1 2 10 Elektronisk Tjyngning	Hans	Krestensen	###	Service Low e-TLP	Email	Opdatering af NC000000048072	Opdatering af NC000000048072	1 2 10	1st level DK	Susanne Larsen
NC000000048257	Closed	User Service Restoration	25 10 09	20 11 10	20 11 10	20 11 10	20 11 10	Krestensen	###	Service Medium Tjyngning &	Email	Fejl 101 - katalogn Fejl 101 opdateres for at kunne blive anvendt for bruger	FEJL 101 - katalogn Fejl 101 opdateres for at kunne blive anvendt for bruger	20 1 10	GEPAAT Elektronisk Tjyngning	Finn Davner
NC000000048258	Closed	User Service Restoration	25 10 09	20 11 10	20 11 10	20 11 10	20 11 10	Krestensen	###	Service Medium Tjyngning &	Email	Fejl 176 Defect # 4256 Elektronisk Tjyngning defekt i forbindelse med	Fejl 176 Defect # 4256 Elektronisk Tjyngning defekt i forbindelse med	20 1 10	GEPAAT Elektronisk Tjyngning	Finn Davner
NC000000048410	Closed	User Service Restoration	21 11 09	20 11 10	20 11 10	20 11 10	20 11 10	Hansen	###	Service Medium e-TLP	Email	Defect #2179 - PRD0 - Tjyngning af Fejl i forbindelse med Bilag	Defect #2179 - PRD0 - Tjyngning af Fejl i forbindelse med Bilag	20 1 10	GEPAAT Elektronisk Tjyngning	Finn Davner
NC000000048424	Closed	User Service Restoration	23 11 09	20 11 10	20 11 10	20 11 10	20 11 10	Hansen	###	Service High e-TLP	Email	Defect #2811 - Prod Fejl Tjyngning giver forkert resultat	Defect #2811 - Prod Fejl Tjyngning giver forkert resultat	19 2 10	GEPAAT Elektronisk Tjyngning	Finn Davner
NC000000048425	Closed	User Service Restoration	18 11 09	20 11 10	20 11 10	20 11 10	20 11 10	Hansen	###	Service Medium Tjyngning &	Email	Defect #2811 - Prod Fejl Tjyngning giver forkert resultat	Defect #2811 - Prod Fejl Tjyngning giver forkert resultat	19 2 10	GEPAAT Elektronisk Tjyngning	Finn Davner
NC000000048246	Closed	User Service Restoration	20 10 09	20 11 10	20 11 10	20 11 10	20 11 10	Hansen	###	Service High e-TLP	Email	Fejl 314 - Supplering af Fejl 2	Fejl 314 - Supplering af Fejl 2	2 2 10	GEPAAT Elektronisk Tjyngning	Finn Davner
NC000000048210	Closed	User Service Restoration	20 10 09	20 11 10	20 11 10	20 11 10	20 11 10	Hansen	###	Service High Tjyngning &	Email	DEFAULT eFPI Defect #2837 - Prod. Kur kan ikke tvinges. Sving efter indtastning af	DEFAULT eFPI Defect #2837 - Prod. Kur kan ikke tvinges. Sving efter indtastning af	2 2 10	GEPAAT Elektronisk Tjyngning	Finn Davner
NC000000048295	Closed	User Service Restoration	9 11 09	2 2 10	2 2 10	2 2 10	2 2 10	Thøj	45-2005-0700	Service Medium e-TLP	Email	Arbejdsskifte fejlet	Arbejdsskifte fejlet	2 2 10	GEPAAT Elektronisk Tjyngning	Finn Davner
NC000000048493	Closed	User Service Restoration	8 11 09	3 2 10	3 2 10	3 2 10	3 2 10	Thøj	45-2004-0700	Service Medium e-TLP	Email	Fejl i forbindelse med tvingning af Fejl i forbindelse med tvingning af	Fejl i forbindelse med tvingning af Fejl i forbindelse med tvingning af	3 2 10	GEPAAT Elektronisk Tjyngning	Finn Davner
NC000000048451	Closed	User Service Restoration	28 10 09	14 1 10	14 1 10	14 1 10	14 1 10	Hansen	###	Service High Tjyngning &	Email	Fejl 116 - Indtastning af Fejl i forbindelse med tvingning af	Fejl 116 - Indtastning af Fejl i forbindelse med tvingning af	14 1 10	GEPAAT Elektronisk Tjyngning	Finn Davner
NC000000048506	Closed	User Service Restoration	30 9 09	11 1 10	11 1 10	11 1 10	11 1 10	Hansen	###	Service Medium e-TLP	Email	Fejl 116 - Indtastning af Fejl i forbindelse med tvingning af	Fejl 116 - Indtastning af Fejl i forbindelse med tvingning af	11 1 10	GEPAAT Elektronisk Tjyngning	Finn Davner
NC000000048115	Closed	Infrastructure Event	14 1 10	14 1 10	14 1 10	14 1 10	14 1 10	Hansen	45-36146013	Service Medium Tjyngning &	Email	4449 Tjyngning af Fejl i forbindelse med tvingning af	4449 Tjyngning af Fejl i forbindelse med tvingning af	14 1 10	GEPAAT Elektronisk Tjyngning	Finn Davner
NC000000048163	Closed	User Service Restoration	15 10 09	20 11 10	20 11 10	20 11 10	20 11 10	Hansen	###	Service Medium e-TLP	Email	Fejl 281 - Supplering af Fejl i forbindelse med tvingning af	Fejl 281 - Supplering af Fejl i forbindelse med tvingning af	20 1 10	GEPAAT Elektronisk Tjyngning	Finn Davner
NC000000048289	Closed	User Service Restoration	24 11 09	22 11 09	22 11 09	22 11 09	22 11 09	Hansen	###	Service Medium Tjyngning &	Email	Fejl 281 - Supplering af Fejl i forbindelse med tvingning af	Fejl 281 - Supplering af Fejl i forbindelse med tvingning af	22 1 10	GEPAAT Elektronisk Tjyngning	Finn Davner
NC000000048140	Closed	User Service Restoration	27 11 09	22 11 09	22 11 09	22 11 09	22 11 09	Hansen	###	Service Medium e-TLP	Email	Defect #2522 - Tjyngning af Fejl i forbindelse med tvingning af	Defect #2522 - Tjyngning af Fejl i forbindelse med tvingning af	22 1 10	GEPAAT Elektronisk Tjyngning	Finn Davner
NC000000048429	Closed	User Service Restoration	25 11 09	12 10 09	12 10 09	12 10 09	12 10 09	Hansen	###	Service High Tjyngning &	Email	Fejl 308 - Supplering af Fejl i forbindelse med tvingning af	Fejl 308 - Supplering af Fejl i forbindelse med tvingning af	12 1 10	GEPAAT Elektronisk Tjyngning	Finn Davner
NC000000048428	Closed	Infrastructure Event	20 11 10	20 11 10	20 11 10	20 11 10	20 11 10	Hansen	45-36146013	Logical Medium Tjyngning	Email	Fejl 308 - Supplering af Fejl i forbindelse med tvingning af	Fejl 308 - Supplering af Fejl i forbindelse med tvingning af	20 1 10	GEPAAT Elektronisk Tjyngning	Finn Davner
NC000000048428	Closed	User Service Restoration	26 11 09	21 1 10	21 1 10	21 1 10	21 1 10	Hansen	###	Service Medium e-TLP	Email	Fejl 308 - Supplering af Fejl i forbindelse med tvingning af	Fejl 308 - Supplering af Fejl i forbindelse med tvingning af	21 1 10	GEPAAT Elektronisk Tjyngning	Finn Davner
NC000000048448	Closed	User Service Restoration	27 11 09	20 11 10	20 11 10	20 11 10	20 11 10	Hansen	###	Service Medium e-TLP	Email	Fejl 308 - Supplering af Fejl i forbindelse med tvingning af	Fejl 308 - Supplering af Fejl i forbindelse med tvingning af	27 1 10	GEPAAT Elektronisk Tjyngning	Finn Davner
NC000000048423	Closed	User Service Restoration	27 11 09	21 1 10	21 1 10	21 1 10	21 1 10	Hansen	###	Service Medium e-TLP	Email	Fejl 308 - Supplering af Fejl i forbindelse med tvingning af	Fejl 308 - Supplering af Fejl i forbindelse med tvingning af	27 1 10	GEPAAT Elektronisk Tjyngning	Finn Davner
NC000000048251	Closed	Infrastructure Event	28 11 09	21 1 10	21 1 10	21 1 10	21 1 10	Hansen	45-36146013	Logical Medium Tjyngning	Email	Fejl 308 - Supplering af Fejl i forbindelse med tvingning af	Fejl 308 - Supplering af Fejl i forbindelse med tvingning af	21 1 10	GEPAAT Elektronisk Tjyngning	Finn Davner
NC000000048142	Closed	User Service Restoration	9 12 09	11 12 09	11 12 09	11 12 09	11 12 09	Hansen	###	Service Medium Suggestion	Email	Fejl 429 - BED - Katalog 2.3 - Supplering af Fejl i forbindelse med tvingning af	Fejl 429 - BED - Katalog 2.3 - Supplering af Fejl i forbindelse med tvingning af	11 12 09	GEPAAT Elektronisk Tjyngning	Finn Davner
NC000000048267	Closed	User Service Restoration	23 11 09	8 2 10	8 2 10	8 2 10	8 2 10	Hansen	###	Service Medium e-TLP	Email	Fejl 141 Tjyngning af Fejl i forbindelse med tvingning af	Fejl 141 Tjyngning af Fejl i forbindelse med tvingning af	8 2 10	GEPAAT Elektronisk Tjyngning	Finn Davner
NC000000048269	Closed	Infrastructure Event	29 1 10	9 2 10	9 2 10	9 2 10	9 2 10	Hansen	###	Service Medium e-TLP	Phone	Fejl 429 - BED - Katalog 2.3 - Supplering af Fejl i forbindelse med tvingning af	Fejl 429 - BED - Katalog 2.3 - Supplering af Fejl i forbindelse med tvingning af	9 2 10	GEPAAT Elektronisk Tjyngning	Finn Davner
NC000000048509	Closed	User Service Restoration	10 2 10	12 2 10	12 2 10	12 2 10	12 2 10	Hansen	###	Service Low e-TLP	Phone	Fejl 429 - BED - Katalog 2.3 - Supplering af Fejl i forbindelse med tvingning af	Fejl 429 - BED - Katalog 2.3 - Supplering af Fejl i forbindelse med tvingning af	10 2 10	GEPAAT Elektronisk Tjyngning	Finn Davner
NC000000048504	Closed	User Service Restoration	17 2 10	10 2 10	10 2 10	10 2 10	10 2 10	Hansen	###	Service Medium e-TLP	Phone	Fejl 429 - BED - Katalog 2.3 - Supplering af Fejl i forbindelse med tvingning af	Fejl 429 - BED - Katalog 2.3 - Supplering af Fejl i forbindelse med tvingning af	17 2 10	GEPAAT Elektronisk Tjyngning	Finn Davner
NC000000048258	Closed	User Service Restoration	20 1 10	10 2 10	10 2 10	10 2 10	10 2 10	Hansen	###	Service Medium e-TLP	Phone	Fejl 429 - BED - Katalog 2.3 - Supplering af Fejl i forbindelse med tvingning af	Fejl 429 - BED - Katalog 2.3 - Supplering af Fejl i forbindelse med tvingning af	20 1 10	GEPAAT Elektronisk Tjyngning	Finn Davner
NC000000048196	Closed	User Service Restoration	1 12 10	1 2 10	1 2 10	1 2 10	1 2 10	Hansen	###	Service Low e-TLP	Phone	Fejl 429 - BED - Katalog 2.3 - Supplering af Fejl i forbindelse med tvingning af	Fejl 429 - BED - Katalog 2.3 - Supplering af Fejl i forbindelse med tvingning af	1 2 10	GEPAAT Elektronisk Tjyngning	Finn Davner

INC00000045706	Closed	User Service Restoration	23.11.09	29.11.10	2.2.10	2.2.10	2.2.10	2.2.10	Elektronisk Tjyngning	Mothas	Hollensen	###	###	Service Medium	e-TLP	Email	DEFAULT:RPFI Defekt i 28888 PROD - Kan ikke se den dokumentation i DM	2.2.10	GEPAT Elektronisk Tjyngning	Michael H. Eickberg
INC00000003945	Closed	User Service Restoration	13.10.09		11.1.10	11.1.10	17.1.10	17.1.10	Elektronisk Tjyngning	Geir	Rasmussen	###	###	Service Medium	e-TLP	Email	Følge INC00000007015 - GSEC OG 3881 (Hj) ved begyndelse af arbejdet er stadig generende	11.1.10	GEPAT Elektronisk Tjyngning	Christian Knudsen
INC00000004580	Closed	User Service Restoration	23.10.09		11.1.10	11.1.10	17.1.10	17.1.10	Elektronisk Tjyngning	Morten	Holt	###	###	Service Medium	e-TLP	Email	Defekt i 4772 PROD - Alverdig. Parallelt med 281065867, arbejder ikke med GPN	11.1.10	GEPAT Elektronisk Tjyngning	Christian Knudsen
INC00000047158	Closed	User Service Restoration	14.1.10		19.1.10	19.1.10	24.1.10	24.1.10	Elektronisk Tjyngning	Benny	Dalby	###	###	Service Critical	e-TLP	Email	528 - Sagsnummer: 3-3 - BECD	19.1.10	GEPAT Elektronisk Tjyngning	Michael H. Eickberg
INC00000047184	Closed	User Service Restoration	14.1.10		18.1.10	18.1.10	24.1.10	24.1.10	Elektronisk Tjyngning	Gitte	Rasmussen	###	###	Service Medium	e-TLP	Email	Følge 534-GRA-Produktionsmateriale i ledet med nye masker ud	19.1.10	GEPAT Elektronisk Tjyngning	Finn Danner
INC00000003740	Closed	User Service Restoration	17.0.09		25.1.10	25.1.10	31.1.10	31.1.10	Elektronisk Tjyngning	Tina	Jørgensen	###	###	Service Medium	Tjyngning&K	Email	Følge 60 - Fremdriftens plan for nye 4781 (Hj) under fremdrift	25.1.10	GEPAT Elektronisk Tjyngning	Michael H. Eickberg
INC00000045560	Closed	User Service Restoration	21.12.09	21.12.09	22.12.09	22.12.09	22.12.09	22.12.09	Elektronisk Tjyngning	Dennis	Aaben	###	###	Service High	e-TLP	Email	FEJA-481 (O)A-PP-42 - arbejder med oplysninger ved ændringer af rapport	22.12.09	GEPAT Elektronisk Tjyngning	Christian Knudsen
INC00000045624	Closed	User Service Restoration	19.11.09	21.1.10	21.1.10	21.1.10	25.1.10	25.1.10	Elektronisk Tjyngning	Hanna	Sørensen	###	###	Service High	Tjyngning&K	Email	Følge 255 (HSE) - Tjyngning af region 2	21.1.10	GEPAT Elektronisk Tjyngning	Finn Danner
INC00000047213	Closed	User Service Restoration	15.1.10		27.1.10	27.1.10	27.1.10	27.1.10	Elektronisk Tjyngning	Gitte	Rasmussen	###	###	Service High	e-TLP	Email	Følge 536-GRA-Produktionsmateriale i forbindelse med 281065867	27.1.10	GEPAT Elektronisk Tjyngning	Christian Knudsen
INC00000048150	Closed	User Service Restoration	29.1.10		2.2.10	2.2.10	7.2.10	7.2.10	Elektronisk Tjyngning	Alex	Schilling	DK:RTV	45:36:14:005	Service High	e-TLP	Email	temmeligt få tingene i DM	2.2.10	World Production Engineer	Finn Danner
INC00000047605	Closed	User Service Restoration	22.1.10		22.1.10	22.1.10	27.1.10	27.1.10	Elektronisk Tjyngning	Mothas	Hollensen	###	###	Service Low	e-TLP	Email	Opdatering af 45742	22.1.10	1st level DK	Frank Vural
INC00000048143	Closed	User Service Restoration	25.01.09		21.1.10	21.1.10	27.1.10	27.1.10	Elektronisk Tjyngning	Dennis	Hollensen	###	###	Service Medium	e-TLP	Email	Følge 411-DTA-afslutning på part	21.1.10	GEPAT Elektronisk Tjyngning	Anna Trine
INC00000048477	Closed	User Service Restoration	9.10.09	9.10.09	27.1.10	27.1.10	27.1.10	27.1.10	Elektronisk Tjyngning	Mothas	Hollensen	###	###	Service High	e-TLP	Email	Defekt i 48111 PROD - Den samme fejlnummer nummer som 2. Jørgen ved Enderens fejlsituation	27.1.10	GEPAT Elektronisk Tjyngning	Uwe Bak
INC00000044388	Closed	User Service Restoration	30.11.09		21.1.10	21.1.10	26.1.10	26.1.10	Elektronisk Tjyngning	Dennis	Aaben	###	###	Service Medium	e-TLP	Email	FEJA-411-DTA-afslutning på part	21.1.10	GEPAT Elektronisk Tjyngning	Finn Danner
INC00000048911	Closed	Infrastructure Event	10.2.10		12.2.10	12.2.10	17.2.10	17.2.10	Elektronisk Tjyngning	Prent	Jensen	45:36:14:013	###	Service High	ELSupport	Email	TLSMP203 - Agent call logge Critical Alert foring naar file var borte i C:\Program Files\Symantec\	12.2.10	GEPAT Elektronisk Tjyngning	Murt Aulund
INC00000048920	Closed	User Service Restoration	10.2.10		11.2.10	11.2.10	17.2.10	17.2.10	Elektronisk Tjyngning	Mothas	Hollensen	###	###	Service High	Tjyngning&K	Email	Følge 411-DTA-afslutning på part	11.2.10	GEPAT Elektronisk Tjyngning	Anna Trine
INC00000047223	Closed	User Service Restoration	18.1.10	9.2.10	9.2.10	9.2.10	9.2.10	9.2.10	Elektronisk Tjyngning	Methis	Hollensen	###	###	Service High	e-TLP	Email	RPFI Defekt i 4232 - S PROD - Følge ved brug af	9.2.10	GEPAT Elektronisk Tjyngning	Michael H. Eickberg
INC00000044522	Closed	User Service Restoration	16.12.09	8.2.10	8.2.10	8.2.10	14.2.10	14.2.10	Elektronisk Tjyngning	Mothas	Hollensen	###	###	Service Medium	e-TLP	Email	Defekt i 4111 PROD - Bestilling af indbakke servere ikke på gyl	8.2.10	GEPAT Elektronisk Tjyngning	Anna Trine
INC00000044650	Closed	User Service Restoration	11.2.10	12.2.10	12.2.10	12.2.10	17.2.10	17.2.10	Elektronisk Tjyngning	Methas	Hollensen	###	###	Service High	e-TLP	Email	RPFI Defekt i 4402 Tjyngning af	12.2.10	GEPAT Elektronisk Tjyngning	Anna Trine
INC00000044655	Closed	User Service Restoration	11.2.10		11.2.10	11.2.10	17.2.10	17.2.10	Elektronisk Tjyngning	Dennis	Aaben	###	###	Service Low	e-TLP	Email	Opdatering af elektroniske	11.2.10	1st level DK	Heidi Knud
INC00000046716	Closed	User Service Restoration	11.2.10		11.2.10	11.2.10	17.2.10	17.2.10	Elektronisk Tjyngning	Benny	Dalby	###	###	Service Low	e-TLP	Email	Opdatering af elektroniske	11.2.10	1st level DK	Heidi Knud
INC00000044836	Closed	User Service Restoration	3.2.10		11.2.10	11.2.10	17.2.10	17.2.10	Elektronisk Tjyngning	Mothas	Hollensen	###	###	Service Medium	e-TLP	Email	Tjekke og ved ændringer af status på landbrugsmasker	11.2.10	GEPAT Elektronisk Tjyngning	Anna Trine

ETL Daily Runway / Data Tables

ID	Status	User	Service	Restoration	Time	Category	Method	Location	DOM/Host	Priority	Severity	Impact	Details	Resolution	Time
INC00000048527	Closed	User Service Restoration	User Service Restoration	5:2:10	11:2:10	17:2:10	Elektronisk Tjyngning	Mathias	Hollensen	DOM-H220	***	Service Medium	afPI, Delnet 4408, PROCD, Tjyngning	afPI, Delnet 4408, PROCD, Tjyngning	11:2:10
INC00000048555	Closed	User Service Restoration	User Service Restoration	17:2:10	17:2:10	17:2:10	Elektronisk Tjyngning	Mathias	Hollensen	DOM-H220	***	Service Low	afPI, Delnet 4408, PROCD, Tjyngning	afPI, Delnet 4408, PROCD, Tjyngning	17:2:10
INC00000048562	Closed	User Service Restoration	User Service Restoration	17:2:10	17:2:10	17:2:10	Elektronisk Tjyngning	Mathias	Hollensen	DOM-H220	***	Service Low	afPI, Delnet 4408, PROCD, Tjyngning	afPI, Delnet 4408, PROCD, Tjyngning	17:2:10
INC00000048782	Closed	User Service Restoration	User Service Restoration	14:1:10	2:2:10	2:2:10	Elektronisk Tjyngning	Donna	Aaben		***	Service High	afPI, Delnet 4408, PROCD, Tjyngning	afPI, Delnet 4408, PROCD, Tjyngning	2:2:10
INC00000048591	Closed	User Service Restoration	User Service Restoration	8:2:10	8:2:10	12:1:10	Elektronisk Tjyngning	Mathias	Hollensen	DOM-H220	***	Service Medium	afPI, Delnet 4408, PROCD, Tjyngning	afPI, Delnet 4408, PROCD, Tjyngning	8:2:10
INC00000048587	Closed	User Service Restoration	User Service Restoration	14:12:06	12:1:10	12:1:10	Elektronisk Tjyngning	Rikke	Kristensen		***	Service High	afPI, Delnet 4408, PROCD, Tjyngning	afPI, Delnet 4408, PROCD, Tjyngning	12:1:10
INC00000048616	Closed	Infrastructure Restoration	Infrastructure Restoration	22:12:09	8:2:10	8:2:10	Elektronisk Tjyngning	Donna	Aaben		***	Service Medium	afPI, Delnet 4408, PROCD, Tjyngning	afPI, Delnet 4408, PROCD, Tjyngning	8:2:10
INC00000048697	Closed	User Service Restoration	User Service Restoration	26:11:09	1:2:10	1:2:10	Elektronisk Tjyngning	Bente	Dalton		***	Service High	afPI, Delnet 4408, PROCD, Tjyngning	afPI, Delnet 4408, PROCD, Tjyngning	1:2:10
INC00000048658	Closed	User Service Restoration	User Service Restoration	22:11:10	4:2:10	4:2:10	Elektronisk Tjyngning	Mathias	Hollensen		***	Service Medium	afPI, Delnet 4408, PROCD, Tjyngning	afPI, Delnet 4408, PROCD, Tjyngning	4:2:10
INC00000048659	Closed	User Service Restoration	User Service Restoration	22:11:10	4:2:10	4:2:10	Elektronisk Tjyngning	Mathias	Hollensen		***	Service Medium	afPI, Delnet 4408, PROCD, Tjyngning	afPI, Delnet 4408, PROCD, Tjyngning	4:2:10
INC00000048657	Closed	User Service Restoration	User Service Restoration	19:11:09	1:2:10	5:2:10	Elektronisk Tjyngning	Comy	Rasmussen		***	Service Medium	afPI, Delnet 4408, PROCD, Tjyngning	afPI, Delnet 4408, PROCD, Tjyngning	19:11:09
INC00000048658	Closed	User Service Restoration	User Service Restoration	19:11:09	4:1:10	5:2:10	Elektronisk Tjyngning	Mathias	Hollensen		***	Service Medium	afPI, Delnet 4408, PROCD, Tjyngning	afPI, Delnet 4408, PROCD, Tjyngning	5:2:10
INC00000048659	Closed	User Service Restoration	User Service Restoration	7:12:09	11:1:10	11:1:10	Elektronisk Tjyngning	Mathias	Hollensen		***	Service Medium	afPI, Delnet 4408, PROCD, Tjyngning	afPI, Delnet 4408, PROCD, Tjyngning	11:1:10
INC00000048660	Closed	Infrastructure Event	Infrastructure Event	5:12:09	8:12:09	8:12:09	Elektronisk Tjyngning	Chr	Nielsen		***	Service High	afPI, Delnet 4408, PROCD, Tjyngning	afPI, Delnet 4408, PROCD, Tjyngning	8:12:09
INC00000048661	Closed	Infrastructure Event	Infrastructure Event	5:12:09	9:12:09	9:12:09	Elektronisk Tjyngning	Chr	Nielsen		***	Service High	afPI, Delnet 4408, PROCD, Tjyngning	afPI, Delnet 4408, PROCD, Tjyngning	9:12:09
INC00000048662	Closed	User Service Restoration	User Service Restoration	15:12:09	27:1:10	27:1:10	Elektronisk Tjyngning	Math	Sveinsson		***	Service High	afPI, Delnet 4408, PROCD, Tjyngning	afPI, Delnet 4408, PROCD, Tjyngning	27:1:10
INC00000048628	Closed	User Service Restoration	User Service Restoration	5:11:09	25:1:10	27:1:10	Elektronisk Tjyngning	Hanne-Mette	Madsen	DOM-H220	***	Service High	afPI, Delnet 4408, PROCD, Tjyngning	afPI, Delnet 4408, PROCD, Tjyngning	27:1:10
INC00000048629	Closed	User Service Restoration	User Service Restoration	19:11:09	27:1:10	27:1:10	Elektronisk Tjyngning	Math	Sveinsson		***	Service Medium	afPI, Delnet 4408, PROCD, Tjyngning	afPI, Delnet 4408, PROCD, Tjyngning	27:1:10
INC00000048630	Closed	User Service Restoration	User Service Restoration	30:10:09	5:2:10	5:2:10	Elektronisk Tjyngning	Heath	Holl		***	Service Medium	afPI, Delnet 4408, PROCD, Tjyngning	afPI, Delnet 4408, PROCD, Tjyngning	5:2:10
INC00000048631	Closed	User Service Restoration	User Service Restoration	5:11:09	4:2:10	4:2:10	Elektronisk Tjyngning	Rikke	Aarstam	DOM-H220	***	Service Low	afPI, Delnet 4408, PROCD, Tjyngning	afPI, Delnet 4408, PROCD, Tjyngning	4:2:10
INC00000048632	Closed	User Service Restoration	User Service Restoration	4:2:10	4:2:10	9:2:10	Elektronisk Tjyngning	Math	Madsen	DOM-H220	***	Service Low	afPI, Delnet 4408, PROCD, Tjyngning	afPI, Delnet 4408, PROCD, Tjyngning	4:2:10
INC00000048633	Closed	User Service Restoration	User Service Restoration	9:11:09	4:2:10	4:2:10	Elektronisk Tjyngning	Rikke	Kristensen	DOM-H220	***	Service High	afPI, Delnet 4408, PROCD, Tjyngning	afPI, Delnet 4408, PROCD, Tjyngning	4:2:10
INC00000048634	Closed	User Service Restoration	User Service Restoration	9:12:09	5:2:10	5:2:10	Elektronisk Tjyngning	Mathias	Hollensen		***	Service High	afPI, Delnet 4408, PROCD, Tjyngning	afPI, Delnet 4408, PROCD, Tjyngning	5:2:10
INC00000048635	Closed	Infrastructure Restoration	Infrastructure Restoration	25:1:10	3:2:10	3:2:10	Elektronisk Tjyngning	Hanne-Mette	Madsen		***	Service Medium	afPI, Delnet 4408, PROCD, Tjyngning	afPI, Delnet 4408, PROCD, Tjyngning	3:2:10
INC00000048636	Closed	Infrastructure Restoration	Infrastructure Restoration	2:2:10	2:2:10	2:2:10	Elektronisk Tjyngning	Paul	Jensen		***	Service High	afPI, Delnet 4408, PROCD, Tjyngning	afPI, Delnet 4408, PROCD, Tjyngning	2:2:10
INC00000048637	Closed	Infrastructure Restoration	Infrastructure Restoration	18:1:10	3:2:10	3:2:10	Elektronisk Tjyngning	Math	Sveinsson		***	Service High	afPI, Delnet 4408, PROCD, Tjyngning	afPI, Delnet 4408, PROCD, Tjyngning	3:2:10
INC00000048638	Closed	User Service Restoration	User Service Restoration	12:1:10	12:1:10	18:1:10	Elektronisk Tjyngning	Rikke	Kristensen		***	Service Low	afPI, Delnet 4408, PROCD, Tjyngning	afPI, Delnet 4408, PROCD, Tjyngning	12:1:10

Case ID	Case Title	Created	Resolved	Status	Priority	Category	Subcategory	Requester	Assignee	Resolution
INC000000044025	User Service Restoration	7/12/09	31/11/10	Closed	High	Electronics	Thyristors	Mathias Holten	Defect #427 - PROCD - Ved ElektronSag	31/11/10
INC000000047249	User Service Restoration	15/11/10	15/11/10	Closed	Low	Electronics	Thyristors	Hind	Trifling af de påkrævede SPS tilføjes til den eksisterende SPS. Der er et problem med den nye SPS. Der er et problem med den nye SPS.	15/11/10
INC000000045225	User Service Restoration	1/2/10	1/2/10	Closed	Low	Electronics	Thyristors	Mathias Holten	1/2/10	
INC000000044717	User Service Restoration	3/12/09	22/11/10	Closed	High	Electronics	Thyristors	Mathias Holten	22/11/10	
INC000000047628	Infrastructure Restoration	21/11/10	21/11/10	Closed	High	Electronics	Thyristors	Mathias Holten	21/11/10	
INC000000037809	User Service Restoration	23/09/09	20/11/10	Closed	High	Electronics	Thyristors	Mathias Holten	20/11/10	
INC000000047898	User Service Restoration	26/11/10	26/11/10	Closed	Low	Electronics	Thyristors	Mathias Holten	26/11/10	
INC000000045249	User Service Restoration	16/10/09	30/12/09	Closed	High	Electronics	Thyristors	Mathias Holten	30/12/09	
INC000000045243	User Service Restoration	8/11/10	26/11/10	Closed	High	Electronics	Thyristors	Mathias Holten	26/11/10	
INC000000047538	User Service Restoration	20/11/10	28/11/10	Closed	High	Electronics	Thyristors	Mathias Holten	28/11/10	
INC000000047274	User Service Restoration	27/10/09	27/11/10	Closed	High	Electronics	Thyristors	Mathias Holten	27/11/10	
INC000000045243	User Service Restoration	10/11/09	27/11/10	Closed	High	Electronics	Thyristors	Mathias Holten	27/11/10	
INC000000045243	User Service Restoration	1/2/10	7/2/10	Closed	High	Electronics	Thyristors	Mathias Holten	7/2/10	
INC000000045283	User Service Restoration	30/12/09	26/11/10	Closed	High	Electronics	Thyristors	Mathias Holten	26/11/10	
INC000000045202	User Service Restoration	8/10/09	30/12/09	Closed	High	Electronics	Thyristors	Mathias Holten	30/12/09	
INC000000045200	Infrastructure Event	3/11/10	4/11/10	Closed	High	Electronics	Thyristors	Mathias Holten	4/11/10	
INC000000047806	User Service Restoration	13/11/10	13/11/10	Closed	High	Electronics	Thyristors	Mathias Holten	13/11/10	
INC000000045652	User Service Restoration	16/12/09	17/12/09	Closed	High	Electronics	Thyristors	Mathias Holten	17/12/09	
INC000000045701	User Service Restoration	17/12/09	26/11/10	Closed	High	Electronics	Thyristors	Mathias Holten	26/11/10	
INC000000045200	User Service Restoration	9/11/09	11/11/10	Closed	High	Electronics	Thyristors	Mathias Holten	11/11/10	
INC000000045202	User Service Restoration	23/10/09	26/11/10	Closed	High	Electronics	Thyristors	Mathias Holten	26/11/10	
INC000000045652	User Service Restoration	16/12/09	26/11/10	Closed	High	Electronics	Thyristors	Mathias Holten	26/11/10	
INC000000045701	User Service Restoration	17/12/09	26/11/10	Closed	High	Electronics	Thyristors	Mathias Holten	26/11/10	

ID	Status	User	Action	Time	Priority	Category	Location	Service	Notes	Created	Resolved	Owner	Assignee	Category	Subcategory	Priority
INC00000046817	Closed	Infrastructure Restoration	User Service Restoration	11:10	High	Electronica	Hollands	Service High	Man de hoger resolutie ved adresse-signering					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	11:10
INC00000046818	Closed	User Service Restoration	User Service Restoration	8:12:09	High	Electronica	Molm	Service High	Filj 307 terminal registreret kategori 2 - MASTER					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	13:12:09
INC00000046819	Closed	User Service Restoration	User Service Restoration	14:12:09	High	Electronica	Molm	Service High	Filj 440 RBAK, Kategori 1-3, Tjyngning og Udbud af part i den anden					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	14:12:09
INC00000046820	Closed	User Service Restoration	User Service Restoration	14:12:09	High	Electronica	Molm	Service High	Filj 440 RBAK, Kategori 1-3, Tjyngning og Udbud af part i den anden					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	14:12:09
INC00000046826	Closed	User Service Restoration	User Service Restoration	16:11:09	High	Electronica	Dabln	Service High	Filj 342 - supportet kategori 2					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	16:11:09
INC00000046832	Closed	User Service Restoration	User Service Restoration	10:11:09	High	Electronica	Molm	Service Medium	Defekt rds20 - S PRIO2. Manglende sendelse hos tjyngning dk					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	17:12:09
INC00000046833	Resolved	User Service Restoration	User Service Restoration	2:11:09	High	Electronica	Molm	Service Medium	For et tekniskt test af tjyngning dk					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	26:11:09
INC00000046834	Closed	User Service Restoration	User Service Restoration	8:12:09	High	Electronica	Hollands	Service High	Filj 585 - Tjyngning af S/Systron k1 k2 kan ikke anvendes til sendelse over pper mangler cpr					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	26:11:09
INC00000046835	Closed	User Service Restoration	User Service Restoration	23:10:09	High	Electronica	Hollands	Service High	Defekt rds217 - PRIO2 Filj ved af sendelse ved Elektronisk Tjyngning					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	37:12:09
INC00000046836	Closed	User Service Restoration	User Service Restoration	10:11:09	High	Electronica	Molm	Service Medium	Defekt rds20 - S PRIO2. Manglende sendelse hos tjyngning dk					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	17:12:09
INC00000046837	Resolved	User Service Restoration	User Service Restoration	2:11:09	High	Electronica	Molm	Service Medium	Filj 579 Anvendelse for teknisk tje					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	3:12:09
INC00000046838	Closed	User Service Restoration	User Service Restoration	8:12:09	High	Electronica	Molm	Service Medium	4095 - Ved 9932 af sendelse kommer alle tje med undtagen af en enkelt server					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	11:11:09
INC00000046839	Closed	User Service Restoration	User Service Restoration	15:10:09	High	Electronica	Molm	Service Medium	FE-214-C74 adresse ikke opdateret					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	22:11:09
INC00000046840	Closed	User Service Restoration	User Service Restoration	13:11:10	High	Electronica	Molm	Service Low	Vej tilgaa til INC00000046829					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	13:11:10
INC00000046841	Closed	User Service Restoration	User Service Restoration	10:11:09	High	Electronica	Molm	Service Medium	Filj 516 kategori 3 Tjy					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	28:11:09
INC00000046842	Closed	User Service Restoration	User Service Restoration	17:11:09	High	Electronica	Hollands	Service Medium	INC00000038495 betalt gendatet af PRIO2 - Tjyngning dk					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	28:11:09
INC00000046843	Closed	User Service Restoration	User Service Restoration	27:11:09	High	Electronica	Hollands	Service Medium	Filj af den veks anden adresser i stedet for beboerter					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	28:11:09
INC00000046848	Closed	User Service Restoration	User Service Restoration	26:11:10	High	Electronica	Hollands	Service Medium	Filj 4534 - PRIO2 Elektronisk Tjyngning - kan ikke hente tje og error ved system veld					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	28:11:09
INC00000046852	Closed	User Service Restoration	User Service Restoration	2:11:09	High	Electronica	Molm	Service Medium	Filj 275 - Gendatet af PRIO2 - Tjyngning dk					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	28:11:09
INC00000046853	Closed	User Service Restoration	User Service Restoration	3:11:09	High	Electronica	Molm	Service Low	Filj 284 - Supportet kategori 3					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	28:11:09
INC00000046854	Closed	User Service Restoration	User Service Restoration	4:11:09	High	Electronica	Molm	Service High	Filj 281 - PRIO2 Elektronisk Tjyngning - kan ikke hente tje og error ved system veld					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	28:11:09
INC00000046855	Closed	User Service Restoration	User Service Restoration	14:10:09	High	Electronica	Molm	Service Medium	Tjyngning af elektronisk tje og error ved system veld					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	28:11:09
INC00000046856	Closed	User Service Restoration	User Service Restoration	3:12:09	High	Electronica	Molm	Service Medium	Filj 275 - Gendatet af PRIO2 - Tjyngning dk					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	28:11:09
INC00000046857	Closed	Infrastructure Event	Infrastructure Event	9:12:09	High	Electronica	Molm	Service Low	Filj 284 - Supportet kategori 3					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	28:11:09
INC00000046858	Closed	Infrastructure Event	Infrastructure Event	16:11:10	High	Electronica	Molm	Service Low	Filj 284 - Supportet kategori 3					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	28:11:09
INC00000046859	Closed	User Service Restoration	User Service Restoration	2:11:09	High	Electronica	Molm	Service Low	Filj 275 - Gendatet af PRIO2 - Tjyngning dk					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	28:11:09
INC00000046860	Closed	User Service Restoration	User Service Restoration	27:11:10	High	Electronica	Molm	Service Low	Filj 275 - Gendatet af PRIO2 - Tjyngning dk					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	28:11:09
INC00000046861	Closed	User Service Restoration	User Service Restoration	23:10:09	High	Electronica	Molm	Service Medium	Filj 275 - Gendatet af PRIO2 - Tjyngning dk					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	28:11:09
INC00000046862	Closed	User Service Restoration	User Service Restoration	23:10:09	High	Electronica	Molm	Service Medium	Filj 275 - Gendatet af PRIO2 - Tjyngning dk					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	28:11:09
INC00000046863	Closed	User Service Restoration	User Service Restoration	8:11:09	High	Electronica	Molm	Service Medium	Filj 275 - Gendatet af PRIO2 - Tjyngning dk					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	28:11:09
INC00000046864	Closed	User Service Restoration	User Service Restoration	15:11:10	High	Electronica	Molm	Service Medium	Filj 275 - Gendatet af PRIO2 - Tjyngning dk					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	28:11:09
INC00000046865	Closed	Infrastructure Event	Infrastructure Event	9:12:09	High	Electronica	Molm	Service Low	Filj 275 - Gendatet af PRIO2 - Tjyngning dk					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	28:11:09
INC00000046866	Closed	Infrastructure Event	Infrastructure Event	16:11:10	High	Electronica	Molm	Service Low	Filj 275 - Gendatet af PRIO2 - Tjyngning dk					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	28:11:09
INC00000046867	Closed	User Service Restoration	User Service Restoration	2:11:09	High	Electronica	Molm	Service Low	Filj 275 - Gendatet af PRIO2 - Tjyngning dk					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	28:11:09
INC00000046868	Closed	User Service Restoration	User Service Restoration	27:11:10	High	Electronica	Molm	Service Low	Filj 275 - Gendatet af PRIO2 - Tjyngning dk					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	28:11:09
INC00000046869	Closed	User Service Restoration	User Service Restoration	8:12:09	High	Electronica	Molm	Service Medium	Filj 275 - Gendatet af PRIO2 - Tjyngning dk					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	28:11:09
INC00000046870	Closed	User Service Restoration	User Service Restoration	8:11:09	High	Electronica	Molm	Service Medium	Filj 275 - Gendatet af PRIO2 - Tjyngning dk					GHPAT Elektronisk Tjyngning	Elektronisk Tjyngning	28:11:09

Ticket ID	Category	Status	Requester	Requester Email	Requester Role	Requester Location	Priority	Service	Severity	Channel	Subject	Created	Resolved	Resolution	Assigned To	Assigned To Email	Assigned To Role	Assigned To Location	Comments
RC000000044777	User Service Restoration	Closed	Use Service Restoration	21.10.2010 17:12:09	17:12:09	Elektronisk Tjenestegivning	Høje Taastrup	High	Medium	e-TLP	Føl job	206	05/11/2010 17:12:09	05/11/2010 17:12:09	Jeroen Koehler	Udviklings	Udviklings	Udviklings	Udviklings
RC000000044806	User Service Restoration	Closed	Use Service Restoration	4.12.09	15.11.2010 20:11:10	Elektronisk Tjenestegivning	Andersen	High	Medium	Engineering &	Føl 431	15/11/2010 20:11:10	15/11/2010 20:11:10	Jeroen Koehler	Udviklings	Udviklings	Udviklings	Udviklings	Udviklings
RC000000044835	User Service Restoration	Closed	Use Service Restoration	4.11.10	4.11.2010 4:11:00	Elektronisk Tjenestegivning	Holsten	High	Medium	e-TLP	Default e-TLP	151	04/11/2010 4:11:00	04/11/2010 4:11:00	Jeroen Koehler	Udviklings	Udviklings	Udviklings	Udviklings
RC000000044879	User Service Restoration	Closed	Use Service Restoration	8.10.09	10.12.09	Elektronisk Tjenestegivning	Holsten	High	Medium	e-TLP	Defekt i	108	10/12/2009 10:12:09	10/12/2009 10:12:09	Jeroen Koehler	Udviklings	Udviklings	Udviklings	Udviklings
RC000000045227	User Service Restoration	Closed	Use Service Restoration	10.12.09	12.11.2010 12:11:00	Elektronisk Tjenestegivning	Holsten	High	Medium	e-TLP	Defekt i	158	12/11/2010 12:11:00	12/11/2010 12:11:00	Jeroen Koehler	Udviklings	Udviklings	Udviklings	Udviklings
RC000000045324	User Service Restoration	Closed	Use Service Restoration	13.12.09	16.11.2010 18:11:00	Elektronisk Tjenestegivning	Denmark	High	Medium	e-TLP	Defekt i	108	16/11/2010 18:11:00	16/11/2010 18:11:00	Jeroen Koehler	Udviklings	Udviklings	Udviklings	Udviklings
RC000000045394	User Service Restoration	Closed	Use Service Restoration	8.10.09	8.12.09	Elektronisk Tjenestegivning	Holsten	High	Medium	Engineering &	Defekt i	156	08/12/2009 8:10:09	08/12/2009 8:10:09	Jeroen Koehler	Udviklings	Udviklings	Udviklings	Udviklings
RC000000045805	User Service Restoration	Resolved	Use Service Restoration	6.10.09	2.12.09	Elektronisk Tjenestegivning	Holsten	High	Medium	Engineering &	Defekt i	108	02/12/2009 6:10:09	02/12/2009 6:10:09	Jeroen Koehler	Udviklings	Udviklings	Udviklings	Udviklings
RC000000045805	Infrastructure Event	Closed	Infrastructure Event	11.11.10	11.11.2010 11:11:00	Elektronisk Tjenestegivning	Holsten	High	Medium	Engineering &	Defekt i	108	11/11/2010 11:11:00	11/11/2010 11:11:00	Jeroen Koehler	Udviklings	Udviklings	Udviklings	Udviklings
RC000000045792	User Service Restoration	Closed	Use Service Restoration	17.12.09	11.11.2010 11:11:00	Elektronisk Tjenestegivning	Holsten	High	Medium	e-TLP	Defekt i	108	11/11/2010 11:11:00	11/11/2010 11:11:00	Jeroen Koehler	Udviklings	Udviklings	Udviklings	Udviklings
RC000000045877	Infrastructure Event	Closed	Infrastructure Event	23.12.09	30.12.09 20:12:09	Elektronisk Tjenestegivning	Holsten	High	Medium	e-TLP	Defekt i	108	30/12/2009 20:12:09	30/12/2009 20:12:09	Jeroen Koehler	Udviklings	Udviklings	Udviklings	Udviklings
RC000000046473	User Service Restoration	Closed	Use Service Restoration	5.11.10	6.11.2010 6:11:00	Elektronisk Tjenestegivning	Holsten	High	Medium	e-TLP	Defekt i	108	06/11/2010 6:11:00	06/11/2010 6:11:00	Jeroen Koehler	Udviklings	Udviklings	Udviklings	Udviklings
RC000000046479	User Service Restoration	Closed	Use Service Restoration	3.12.09	6.11.2010 6:11:00	Elektronisk Tjenestegivning	Holsten	High	Medium	e-TLP	Defekt i	108	06/11/2010 6:11:00	06/11/2010 6:11:00	Jeroen Koehler	Udviklings	Udviklings	Udviklings	Udviklings
RC000000046570	Infrastructure Event	Closed	Infrastructure Event	22.12.09	21.11.2010 21:11:00	Elektronisk Tjenestegivning	Holsten	High	Medium	Engineering &	Defekt i	108	21/11/2010 21:11:00	21/11/2010 21:11:00	Jeroen Koehler	Udviklings	Udviklings	Udviklings	Udviklings
RC000000046579	Infrastructure Event	Closed	Infrastructure Event	22.12.09	21.11.2010 21:11:00	Elektronisk Tjenestegivning	Holsten	High	Medium	Engineering &	Defekt i	108	21/11/2010 21:11:00	21/11/2010 21:11:00	Jeroen Koehler	Udviklings	Udviklings	Udviklings	Udviklings
RC000000047272	User Service Restoration	Closed	Use Service Restoration	17.12.09	23.12.09 20:12:09	Elektronisk Tjenestegivning	Holsten	High	Medium	e-TLP	Defekt i	108	23/12/2009 20:12:09	23/12/2009 20:12:09	Jeroen Koehler	Udviklings	Udviklings	Udviklings	Udviklings
RC000000048576	User Service Restoration	Closed	Use Service Restoration	2.12.09	2.12.09 2:12:09	Elektronisk Tjenestegivning	Holsten	High	Medium	Engineering &	Defekt i	108	02/12/2009 2:12:09	02/12/2009 2:12:09	Jeroen Koehler	Udviklings	Udviklings	Udviklings	Udviklings
RC000000048582	User Service Restoration	Closed	Use Service Restoration	24.11.09	5.11.2010 6:11:00	Elektronisk Tjenestegivning	Holsten	High	Medium	e-TLP	Defekt i	108	05/11/2010 6:11:00	05/11/2010 6:11:00	Jeroen Koehler	Udviklings	Udviklings	Udviklings	Udviklings
RC000000049324	User Service Restoration	Closed	Use Service Restoration	24.11.09	28.12.09 20:12:09	Elektronisk Tjenestegivning	Holsten	High	Medium	Engineering &	Defekt i	108	28/12/2009 20:12:09	28/12/2009 20:12:09	Jeroen Koehler	Udviklings	Udviklings	Udviklings	Udviklings
RC000000049325	User Service Restoration	Closed	Use Service Restoration	7.10.09	4.11.09 4:11:09	Elektronisk Tjenestegivning	Holsten	High	Medium	Engineering &	Defekt i	108	04/11/2009 4:11:09	04/11/2009 4:11:09	Jeroen Koehler	Udviklings	Udviklings	Udviklings	Udviklings
RC000000049599	User Service Restoration	Closed	Use Service Restoration	8.10.09	11.11.2010 11:11:00	Elektronisk Tjenestegivning	Holsten	High	Medium	Engineering &	Defekt i	108	11/11/2010 11:11:00	11/11/2010 11:11:00	Jeroen Koehler	Udviklings	Udviklings	Udviklings	Udviklings
RC000000049599	User Service Restoration	Closed	Use Service Restoration	9.10.09	11.11.2010 11:11:00	Elektronisk Tjenestegivning	Holsten	High	Medium	Engineering &	Defekt i	108	11/11/2010 11:11:00	11/11/2010 11:11:00	Jeroen Koehler	Udviklings	Udviklings	Udviklings	Udviklings
RC000000049646	User Service Restoration	Closed	Use Service Restoration	14.12.09	11.11.2010 11:11:00	Elektronisk Tjenestegivning	Holsten	High	Medium	e-TLP	Defekt i	108	11/11/2010 11:11:00	11/11/2010 11:11:00	Jeroen Koehler	Udviklings	Udviklings	Udviklings	Udviklings
RC000000049673	User Service Restoration	Closed	Use Service Restoration	11.11.09	2.11.2010 26:11:00	Elektronisk Tjenestegivning	Holsten	High	Medium	Engineering &	Defekt i	108	26/11/2010 26:11:00	26/11/2010 26:11:00	Jeroen Koehler	Udviklings	Udviklings	Udviklings	Udviklings
RC000000049694	User Service Restoration	Closed	Use Service Restoration	18.11.09	24.11.09 4:12:09	Elektronisk Tjenestegivning	Holsten	High	Medium	e-TLP	Defekt i	108	24/11/2009 4:12:09	24/11/2009 4:12:09	Jeroen Koehler	Udviklings	Udviklings	Udviklings	Udviklings

Case ID	Case Title	Created	Updated	Category	Priority	Assignee	Status	Resolution	Resolution Time	Resolution Unit	Resolution Type	Resolution Description	Resolution Details
NC00000007574	User Service Restoration	21.12.09	8.11.10	8.11.10	8.11.10	Kristmann	Service Medium e-TLP	###	###	###	###	###	###
NC00000042521	User Service Restoration	10.11.09	11.11.10	17.11.10	17.11.10	Kristmann	Service Medium e-TLP	###	###	###	###	###	###
NC00000044278	User Service Restoration	17.11.09	11.11.10	11.11.10	17.11.10	Holtsen	Service Medium e-TLP	###	###	###	###	###	###
NC00000043865	User Service Restoration	24.11.09	3.12.09	3.12.09	3.12.09	Holtsen	Service High e-TLP	###	###	###	###	###	###
NC00000044672	User Service Restoration	3.12.09	3.12.09	3.12.09	3.12.09	Hansen	Service High e-TLP	###	###	###	###	###	###
NC00000044728	User Service Request	17.12.09	17.12.09	17.12.09	17.12.09	Rasmussen	Service Low e-TLP	###	###	###	###	###	###
NC00000044817	Infrastructure Event	26.11.09	30.12.09	30.12.09	30.12.09	Rasmussen	Service High e-TLP	###	###	###	###	###	###
NC00000044846	User Service Restoration	13.11.09	18.12.09	20.12.09	4.11.10	Dalsh	Service Medium SupportMail	###	###	###	###	###	###
NC00000044842	User Service Restoration	19.11.09	6.10.09	6.10.09	6.10.09	Kristmann	Service High e-TLP	###	###	###	###	###	###
NC00000045259	User Service Restoration	6.10.09	8.12.09	8.12.09	8.12.09	Kristmann	Service Critical Engineering dk	###	###	###	###	###	###
NC00000045458	User Service Restoration	9.12.09	11.11.10	11.11.10	11.11.10	Holtsen	Service Medium SMS	###	###	###	###	###	###
NC00000045459	User Service Restoration	9.12.09	11.11.10	11.11.10	11.11.10	Holtsen	Service High e-TLP	###	###	###	###	###	###
NC00000045462	User Service Restoration	8.12.09	18.12.09	18.12.09	18.12.09	Kristmann	Service High e-TLP	###	###	###	###	###	###
NC00000045463	User Service Restoration	2.11.09	1.12.09	1.12.09	1.12.09	Jorgensen	Service Medium e-TLP	###	###	###	###	###	###
NC00000045478	User Service Restoration	3.11.09	1.12.09	1.12.09	1.12.09	Aasen	Service Medium Engineering dk	###	###	###	###	###	###
NC00000045480	Infrastructure Restoration	8.12.09	11.11.10	11.11.10	13.11.10	Holtsen	Service High e-TLP	###	###	###	###	###	###
NC00000045628	Cancelled	12.11.09	12.11.09	12.11.09	12.11.09	Hog	Service High e-TLP	###	###	###	###	###	###
NC00000045696	Cancelled	12.12.09	30.12.09	30.12.09	30.12.09	Nelsson	Logical Medium TLSupport	###	###	###	###	###	###
NC00000045697	Cancelled	12.12.09	21.12.09	21.12.09	21.12.09	Holtsen	Service Low e-TLP	###	###	###	###	###	###
NC00000045719	User Service Restoration	14.11.10	14.11.10	14.11.10	14.11.10	Holtsen	Service High e-TLP	###	###	###	###	###	###
NC00000045843	Cancelled	18.12.09	30.12.09	30.12.09	30.12.09	Larsen	Logical Medium Domainsynthesen	###	###	###	###	###	###
NC00000045848	Cancelled	18.12.09	4.12.09	4.12.09	4.12.09	Dalsh	Logical Medium TLSupport	###	###	###	###	###	###
NC00000045850	Cancelled	18.12.09	11.11.10	11.11.10	11.11.10	Jorgensen	Service Medium e-TLP	###	###	###	###	###	###
NC00000045851	User Service Restoration	18.12.09	24.12.09	27.12.09	28.12.09	Holtsen	Service Medium e-TLP	###	###	###	###	###	###
NC00000045852	Cancelled	4.11.10	24.12.09	27.12.09	28.12.09	Holtsen	Logical High Domainsynthesen	###	###	###	###	###	###
NC00000045877	User Service Restoration	17.12.09	7.11.10	7.11.10	7.11.10	Enerick	Logical High TLSupport	###	###	###	###	###	###
NC00000045900	User Service Restoration	18.11.10	18.11.10	18.11.10	18.11.10	Kristmann	Service Low e-TLP	###	###	###	###	###	###
NC00000045928	User Service Restoration	12.10.09	29.11.09	29.11.09	29.11.09	Jorgensen	Service Low e-TLP	###	###	###	###	###	###
NC00000045958	User Service Restoration	23.10.09	24.11.09	25.11.09	25.11.09	Hahn	Service Medium e-TLP	###	###	###	###	###	###

Case ID	Category	Subject	Priority	Created	Resolved	Updated	Owner	Team	Status	Resolution	Comments
INC00000042071	Closed	User Service Restoration	13.1.10	13.1.10	13.1.10	13.1.10	Electronik Engineering	Mets	Service Critical	High	Fel: JSP-METS, kategori 2, tingginya di, koneksi via tingginya di
INC00000044960	Closed	User Service Restoration	7.12.09	14.1.10	14.1.10	19.1.10	Electronik Engineering	Methas	Service Medium	High	Default mail DA - vns Dokumentasi
INC00000045727	Closed	User Service Restoration	23.11.09	4.1.10	4.1.10	10.1.10	Electronik Engineering	Methas	Service Medium	High	Default (PFI) - Default (KOR) - Prod - Tingginya di
INC00000046111	Closed	User Service Restoration	3.12.09	11.1.10	11.1.10	13.1.10	Electronik Engineering	Methas	Service High	High	Default (KOR) - Prod - Tingginya di
INC00000046208	Closed	User Service Restoration	18.12.09	19.12.09	18.12.09	18.12.09	Electronik Engineering	Methas	Service Low	High	MCH063 Anomali dan/atau masalah lain yang mengganggu
INC00000046267	Closed	User Service Restoration	10.11.09	16.11.09	3.12.09	3.12.09	Electronik Engineering	Methas	Service High	High	MCH063 Anomali dan/atau masalah lain yang mengganggu
INC00000046292	Closed	Infrastructure Event	16.1.10	20.1.10	20.1.10	28.1.10	Electronik Engineering	Olis	Logical Medium	High	(1341) TLSAP06, Agent call log, Critical Mail tidak dapat
INC00000047295	Closed	Infrastructure Event	16.1.10	20.1.10	20.1.10	26.1.10	Electronik Engineering	Olis	Logical Medium	High	(1340) TLSAP05, Agent call log, Critical Mail tidak dapat
INC00000048458	Closed	User Service Restoration	19.11.09	9.12.09	9.12.09	20.1.10	Electronik Engineering	Gris	Service Medium	High	Fel: JSP- GDA - DSS/Service - Tingginya di
INC00000049598	Closed	User Service Restoration	9.10.09	14.10.09	10.1.10	10.1.10	Electronik Engineering	Time	Service Medium	High	Fel: JSP- Eperonomen bar, tidak ada log tingginya di, item tidak dapat
INC00000050765	Closed	User Service Restoration	16.9.09	8.1.10	8.1.10	8.1.10	Electronik Engineering	Hanna,Mels, Methas	Service Medium	High	Subject: VS Fel: 46 - support/total mv
INC00000044575	Closed	User Service Restoration	2.12.09	4.12.09	4.12.09	10.12.09	Electronik Engineering	Methas	Service Medium	High	AMS (per munggaran) not an administrator
INC00000046449	Closed	User Service Restoration	4.1.10	5.1.10	5.1.10	10.1.10	Electronik Engineering	Methas	Service Medium	High	Default (PFI) - Default (KOR) - Prod - Tingginya di
INC00000046708	Closed	User Service Restoration	11.1.10	3.12.09	3.12.09	9.12.09	Electronik Engineering	Dienna	Service Medium	High	Default (PFI) - Default (KOR) - Prod - Tingginya di
INC00000046210	Closed	Infrastructure Event	10.12.09	14.12.09	14.12.09	19.12.09	Electronik Engineering	Jurgen	Logical Low	High	(1448) (Backup) Agent call log, Critical Gwms, tidak ada log tingginya di, ETL/OP DB File, tidak ada
INC00000045710	Closed	User Service Restoration	17.12.09	17.12.09	17.12.09	22.12.09	Electronik Engineering	Olis	Service Medium	High	Fel: 472 GDA - Problematis, tingginya di, kategori 2,1
INC00000046365	Closed	User Service Restoration	24.11.09	30.11.09	30.12.09	4.1.10	Electronik Engineering	Nanna	Service High	High	Mengembalikan log ke Domestik, tyesion - tyesion
INC00000046488	Closed	User Service Restoration	11.1.10	3.12.09	3.12.09	9.12.09	Electronik Engineering	Dienna	Service Medium	High	FEU,200 (TA) - vns administrator di job
INC00000046520	Closed	Infrastructure Event	10.12.09	14.12.09	14.12.09	19.12.09	Electronik Engineering	Jurgen	Logical Low	High	N 07 04 45 - SIE WOKRGRUP/EXEM/BERIT - DKV,LR01 (Lancar) (ruft) - BK,0006 (DSS) (Ruang)
INC00000046570	Closed	User Service Restoration	17.12.09	17.12.09	17.12.09	22.12.09	Electronik Engineering	Olis	Service Medium	High	Fel: 472 GDA - Problematis, tingginya di, kategori 2,1
INC00000046581	Closed	Infrastructure Event	10.12.09	14.12.09	14.12.09	19.12.09	Electronik Engineering	Jurgen	Logical Low	High	(1448) (Backup) Agent call log, Critical Gwms, tidak ada log tingginya di, ETL/OP DB File, tidak ada
INC00000046585	Closed	User Service Restoration	2.10.09	16.12.09	16.12.09	21.12.09	Electronik Engineering	Per	Logical Low	High	Default (PFI) - Default (KOR) - Prod - Tingginya di
INC00000046586	Closed	User Service Restoration	2.10.09	16.12.09	16.12.09	21.12.09	Electronik Engineering	Hanna,Mels, Methas	Service Medium	High	Fel: JSP- Eperonomen bar, tidak ada log tingginya di, item tidak dapat
INC00000046587	Closed	Infrastructure Event	5.12.09	9.12.09	9.12.09	14.12.09	Electronik Engineering	Olis	Service High	High	SUA - tidak ada log (PFI) TLSAP06, Agent call log, Critical Mail/Server Log, Alert
INC00000046588	Closed	Infrastructure Event	25.12.09	28.12.09	28.12.09	28.12.09	Electronik Engineering	Claus	Service High	High	SUA - tidak ada log (PFI) TLSAP05, Agent call log, Critical Mail/Server Log, Alert
INC00000046589	Closed	Infrastructure Event	25.12.09	28.12.09	28.12.09	28.12.09	Electronik Engineering	Claus	Service High	High	Service Level Agreement - Sunday (06:00 - 24:00) (T444) TLSAP06, Agent call log, Critical Mail/Server Log, Alert
INC00000046589	Closed	User Service Restoration	13.1.10	16.1.10	16.1.10	24.1.10	Electronik Engineering	Banks	Service Critical	High	(4615) S2 - Support - 3,3 - BED
INC00000046594	Closed	User Service Restoration	2.11.09	1.12.09	3.12.09	8.12.09	Electronik Engineering	Time	Service Medium	High	Fel: 261 Mail - Mail (GDA) - vns administrator di job
INC00000046596	Closed	User Service Restoration	25.10.09	3.12.09	3.12.09	9.12.09	Electronik Engineering	Methas	Service Medium	High	Default (PFI) - Prod - Default (KOR) - Prod - Tingginya di, vns

ID	Category	Subject	Created	Updated	Priority	Status	Assignee	Resolution	Comments	Resolution		
NC00000004608	Closed	User Service Restoration	28.11.09	8.11.0	8.11.0	14.11.0	Elektronisk Tjyngning_Donna	Donna		Elektronisk Tjyngning_Donna	Donna	8.11.0
NC00000004609	Closed	Infrastructure Event	7.12.09	8.12.09	8.12.09	9.12.09	Elektronisk Tjyngning_Begita	Begita		Elektronisk Tjyngning_Begita	Begita	10.12.09
NC00000004610	Closed	Infrastructure Event	20.11.09	11.11.0	11.11.0	11.11.0	Elektronisk Tjyngning_CN	Nilsen		Elektronisk Tjyngning_CN	Nilsen	21.12.09
NC00000004611	Closed	User Service Restoration	17.11.09	21.11.09	1.12.09	6.12.09	Elektronisk Tjyngning_Mathias	Mathias		Elektronisk Tjyngning_Mathias	Mathias	1.12.09
NC00000004620	Closed	User Service Restoration	18.11.09	4.12.09	4.12.09	9.12.09	Elektronisk Tjyngning_Donna	Donna		Elektronisk Tjyngning_Donna	Donna	4.12.09
NC00000004621	Closed	User Service Restoration	24.10.09	30.12.09	30.12.09	5.1.10	Elektronisk Tjyngning_Per	Per		Elektronisk Tjyngning_Per	Per	30.12.09
NC00000004630	Closed	User Service Restoration	28.11.09	11.11.0	11.11.0	11.11.0	Elektronisk Tjyngning_Mathias	Mathias		Elektronisk Tjyngning_Mathias	Mathias	1.1.10
NC00000004631	Closed	Infrastructure Event	30.11.09	11.11.0	11.11.0	11.11.0	Elektronisk Tjyngning_Ole	Ole		Elektronisk Tjyngning_Ole	Ole	11.1.10
NC00000004632	Closed	Infrastructure Event	30.11.09	11.11.0	11.11.0	11.11.0	Elektronisk Tjyngning_CN	Nilsen		Elektronisk Tjyngning_CN	Nilsen	11.1.10
NC00000004633	Closed	Infrastructure Event	15.12.09	11.11.0	13.11.0	Elektronisk Tjyngning_Rikke	Rikke		Elektronisk Tjyngning_Rikke	Rikke	11.1.10	
NC00000004629	Closed	Infrastructure Event	28.11.09	21.12.09	21.12.09	17.12.09	Elektronisk Tjyngning_Per	Per		Elektronisk Tjyngning_Per	Per	21.12.09
NC00000004631	Closed	User Service Restoration	30.11.09	18.12.09	18.12.09	23.12.09	Elektronisk Tjyngning_Gita	Gita		Elektronisk Tjyngning_Gita	Gita	18.12.09
NC00000004640	Closed	Infrastructure Event	7.12.09	8.12.09	8.12.09	9.12.09	Elektronisk Tjyngning_Per	Per		Elektronisk Tjyngning_Per	Per	8.12.09
NC00000004629	Closed	User Service Restoration	27.10.09	27.10.09	9.12.09	3.12.09	Elektronisk Tjyngning_Soren	Soren		Elektronisk Tjyngning_Soren	Soren	9.12.09
NC00000004639	Closed	User Service Restoration	17.11.09	18.11.09	3.12.09	3.12.09	Elektronisk Tjyngning_Mathias	Mathias		Elektronisk Tjyngning_Mathias	Mathias	3.12.09
NC00000004615	Closed	User Service Restoration	8.10.09	8.12.09	8.12.09	14.12.09	Elektronisk Tjyngning_Hanna	Hanna		Elektronisk Tjyngning_Hanna	Hanna	8.12.09
NC00000004625	Closed	User Service Restoration	29.11.09	29.11.09	3.12.09	5.12.09	Elektronisk Tjyngning_Martin	Martin		Elektronisk Tjyngning_Martin	Martin	3.12.09
NC00000004626	Closed	User Service Restoration	1.10.09	30.11.09	30.11.09	30.11.09	Elektronisk Tjyngning_Mette	Mette		Elektronisk Tjyngning_Mette	Mette	30.11.09
NC00000004640	Closed	User Service Restoration	16.12.09	18.12.09	18.12.09	24.12.09	Elektronisk Tjyngning_Bernd	Bernd		Elektronisk Tjyngning_Bernd	Bernd	18.12.09
NC00000004624	Closed	User Service Restoration	12.11.09	4.12.09	4.12.09	8.12.09	Elektronisk Tjyngning_Donna	Donna		Elektronisk Tjyngning_Donna	Donna	4.12.09
NC00000004620	Closed	User Service Restoration	17.12.09	17.12.09	17.12.09	21.12.09	Elektronisk Tjyngning_Hanna	Hanna		Elektronisk Tjyngning_Hanna	Hanna	21.12.09
NC00000004634	Closed	User Service Restoration	16.11.09	4.12.09	4.12.09	10.12.09	Elektronisk Tjyngning_Donna	Donna		Elektronisk Tjyngning_Donna	Donna	4.12.09
NC00000004640	Closed	User Service Restoration	7.12.09	23.12.09	23.12.09	29.12.09	Elektronisk Tjyngning_Mathias	Mathias		Elektronisk Tjyngning_Mathias	Mathias	23.12.09
NC00000004631	Closed	User Service Restoration	7.12.09	23.12.09	23.12.09	29.12.09	Elektronisk Tjyngning_Mathias	Mathias		Elektronisk Tjyngning_Mathias	Mathias	23.12.09
NC00000004620	Closed	User Service Restoration	5.11.09	23.10.09	29.12.09	29.12.09	Elektronisk Tjyngning_Bernd	Bernd		Elektronisk Tjyngning_Bernd	Bernd	29.12.09
NC00000004635	Closed	User Service Restoration	23.10.09	23.10.09	28.12.09	28.12.09	Elektronisk Tjyngning_Martin	Martin		Elektronisk Tjyngning_Martin	Martin	28.12.09
NC00000004623	Closed	User Service Restoration	28.10.09	27.10.09	29.12.09	29.12.09	Elektronisk Tjyngning_Mathias	Mathias		Elektronisk Tjyngning_Mathias	Mathias	29.12.09
NC00000004631	Closed	User Service Restoration	24.11.09	4.1.10	4.1.10	10.1.10	Elektronisk Tjyngning_Mathias	Mathias		Elektronisk Tjyngning_Mathias	Mathias	10.1.10
NC00000004627	Closed	User Service Restoration	23.11.09	5.1.10	5.1.10	10.1.10	Elektronisk Tjyngning_Nanna	Nanna		Elektronisk Tjyngning_Nanna	Nanna	10.1.10
NC00000004631	Closed	User Service Restoration	23.11.09	4.1.10	4.1.10	10.1.10	Elektronisk Tjyngning_Donna	Donna		Elektronisk Tjyngning_Donna	Donna	10.1.10
NC00000004627	Closed	User Service Restoration	20.11.09	10.12.09	10.12.09	16.12.09	Elektronisk Tjyngning_Mathias	Mathias		Elektronisk Tjyngning_Mathias	Mathias	16.12.09

ID	Status	Subject	Created	Resolved	Priority	Category	Assignee	Resolution	Comments
INC00000045737	Closed	User Service Restoration	17.12.09	22.12.09	High	Electronisk Tjyngning	Simonen	DOM-Hæbro	EMail
INC00000045665	Closed	User Service Restoration	16.12.09	30.12.09	Medium	Electronisk Tjyngning	Holten	DOM-Hæbro	Email
INC00000044352	Cancelled	User Service Restoration	26.11.09	26.11.09	High	Electronisk Tjyngning	Svenn	DOM-Hæbro	Email
INC00000044362	Closed	User Service Restoration	2.12.09	3.12.09	High	Electronisk Tjyngning	Mads	DOM-Hæbro	Email
INC00000044181	Closed	User Service Restoration	27.11.09	8.12.09	Medium	Electronisk Tjyngning	Hans-Mads	DOM-Hæbro	Email
INC00000041731	Closed	User Service Restoration	30.10.09	14.12.09	Medium	Electronisk Tjyngning	Hans-Mads	DOM-Hæbro	Email
INC00000040648	Closed	User Service Restoration	20.10.09	17.12.09	High	Electronisk Tjyngning	Saks	DOM-Hæbro	Email
INC00000040274	Closed	User Service Restoration	12.11.09	1.12.09	High	Electronisk Tjyngning	Saks	DOM-Hæbro	Email
INC00000040270	Closed	User Service Restoration	22.10.09	18.12.09	High	Electronisk Tjyngning	Jørgensen	DOM-Hæbro	Email
INC00000040269	Closed	User Service Restoration	22.10.09	15.12.09	High	Electronisk Tjyngning	Preben	DOM-Hæbro	Email
INC00000040268	Closed	User Service Restoration	2.11.09	15.12.09	High	Electronisk Tjyngning	Jørgensen	DOM-Hæbro	Email
INC00000040274	Closed	User Service Restoration	23.10.09	5.11.09	High	Electronisk Tjyngning	Hans	DOM-Hæbro	Email
INC00000040267	Closed	User Service Restoration	6.11.09	9.11.09	High	Electronisk Tjyngning	Holten	DOM-Hæbro	Email
INC00000040269	Closed	User Service Restoration	1.11.09	8.12.09	High	Electronisk Tjyngning	Donna	DOM-Hæbro	Email
INC00000040268	Closed	User Service Restoration	10.10.09	16.11.09	High	Electronisk Tjyngning	Donna	DOM-Hæbro	Email
INC00000040267	Closed	User Service Restoration	9.10.09	8.12.09	High	Electronisk Tjyngning	Donna	DOM-Hæbro	Email
INC00000040266	Closed	User Service Restoration	25.09.09	8.12.09	High	Electronisk Tjyngning	Hans-Mads	DOM-Hæbro	Email
INC00000040265	Closed	Infrastructure Event	18.12.09	20.12.09	High	Electronisk Tjyngning	Preben	DOM-Hæbro	Email
INC00000040264	Closed	User Service Restoration	17.12.09	22.12.09	High	Electronisk Tjyngning	Hans	DOM-Hæbro	Email
INC00000040267	Closed	Infrastructure Event	16.12.09	16.12.09	High	Electronisk Tjyngning	Preben	DOM-Hæbro	Email
INC00000040267	Closed	Infrastructure Event	12.12.09	14.12.09	High	Electronisk Tjyngning	Alien	DOM-Hæbro	Email
INC00000040266	Closed	User Service Restoration	28.12.09	29.12.09	High	Electronisk Tjyngning	Kristensen	DOM-Hæbro	Email
INC00000040222	Closed	User Service Restoration	5.11.09	6.11.09	High	Electronisk Tjyngning	Preben	DOM-Hæbro	Email
INC00000040200	Closed	Infrastructure Event	2.12.09	30.12.09	High	Electronisk Tjyngning	Preben	DOM-Hæbro	Email
INC00000040200	Closed	User Service Restoration	29.09.09	7.12.09	High	Electronisk Tjyngning	Hans	DOM-Hæbro	Email
INC00000040203	Closed	User Service Restoration	16.11.09	19.11.09	High	Electronisk Tjyngning	Preben	DOM-Hæbro	Email
INC00000040145	Closed	User Service Restoration	9.12.09	25.12.09	High	Electronisk Tjyngning	Preben	DOM-Hæbro	Email
INC00000040147	Cancelled	User Service Restoration	2.11.09	27.11.09	High	Electronisk Tjyngning	Preben	DOM-Hæbro	Email
INC00000040159	Closed	User Service Restoration	2.12.09	21.12.09	High	Electronisk Tjyngning	Svenn	DOM-Hæbro	Email

Ticket ID	Status	User	Subject	Priority	Category	Assignee	Created	Last Modified	Resolution	Resolution Time	Comments
INC000000040683	Canceled	User Service Restoration	User Service Restoration	Medium	Service Medium	Jarvison	21.10.09	21.10.09	21.10.09	21.10.09	21.10.09
INC000000037200	Closed	User Service Restoration	User Service Restoration	High	Service Medium	Jarvison	23.9.09	23.9.09	23.9.09	23.9.09	23.9.09
INC000000039198	Closed	User Service Restoration	User Service Restoration	Critical	Service Critical	Hansen	7.10.09	7.10.09	7.10.09	7.10.09	7.10.09
INC000000050754	Closed	User Service Restoration	User Service Restoration	Medium	Service Medium	Jarvison	22.9.09	6.11.09	6.11.09	6.11.09	6.11.09
INC000000037711	Closed	User Service Restoration	User Service Restoration	Medium	Service Medium	Kristensen	22.9.09	30.10.09	30.10.09	30.10.09	30.10.09
INC000000081155	Closed	User Service Restoration	User Service Restoration	High	Service High	Sorenson	7.10.09	13.10.09	13.10.09	13.10.09	13.10.09
INC000000078169	Closed	User Service Restoration	User Service Restoration	Medium	Service Medium	Madsen	18.9.09	24.9.09	24.9.09	24.9.09	24.9.09
INC000000052940	Closed	User Service Restoration	User Service Restoration	High	Service High	Holten	18.9.09	20.10.09	20.10.09	20.10.09	20.10.09
INC000000078465	Closed	User Service Restoration	User Service Restoration	Medium	Service Medium	Dalton	23.9.09	24.9.09	24.9.09	24.9.09	24.9.09
INC000000037249	Closed	User Service Restoration	User Service Restoration	Medium	Service Medium	Hansen	18.9.09	20.10.09	20.10.09	20.10.09	20.10.09
INC000000085624	Closed	User Service Restoration	User Service Restoration	Medium	Service Medium	Holten	9.10.09	21.10.09	21.10.09	21.10.09	21.10.09
INC000000037896	Canceled	User Service Restoration	User Service Restoration	Medium	Service Medium	Madsen	24.9.09	15.10.09	15.10.09	15.10.09	15.10.09
INC000000036684	Closed	User Service Restoration	User Service Restoration	High	Service High	Madsen	11.9.09	12.10.09	12.10.09	12.10.09	12.10.09
INC000000041291	Resolved	User Service Restoration	User Service Restoration	High	Service High	Hansen	27.10.09	27.10.09	27.10.09	27.10.09	27.10.09
INC000000037895	Closed	User Service Restoration	User Service Restoration	Medium	Service Medium	Madsen	24.9.09	29.9.09	29.9.09	29.9.09	29.9.09
INC000000036684	Closed	User Service Restoration	User Service Restoration	High	Service High	Madsen	11.9.09	12.10.09	12.10.09	12.10.09	12.10.09
INC000000039198	Closed	User Service Restoration	User Service Restoration	High	Service High	Hansen	7.10.09	7.10.09	7.10.09	7.10.09	7.10.09
INC000000041701	Resolved	User Service Restoration	User Service Restoration	Medium	Service Medium	HVD	30.10.09	16.11.09	16.11.09	16.11.09	16.11.09
INC000000039198	Closed	User Service Restoration	User Service Restoration	High	Service High	Hansen	7.10.09	7.10.09	7.10.09	7.10.09	7.10.09

Case #	Case Name	Case Type	Case Status	Case Date	Case Time	Case Category	Case Subcategory	Case Priority	Case Assignee	Case Owner	Case Description	Case Resolution	Case Comments	Case Tags
INC00000003497	Closed	User Service Restoration	9/10/09	9/10/09	13:10:09	13:10:09	15:10:09	Electronisk Tjyngning	Barne	Qadim	Electronisk Tjyngning	Mathias	Mathias	21/10/09
INC00000003481	Closed	User Service Restoration	9/10/09	9/10/09	21:10:09	21:10:09	25:10:09	Electronisk Tjyngning	Barne	Holmann	Electronisk Tjyngning	Mathias	Mathias	21/10/09
INC00000003484	Closed	User Service Restoration	25/9/09	21:10:09	21:10:09	27:10:09	27:10:09	Electronisk Tjyngning	Barne	Holmann	Electronisk Tjyngning	Mathias	Mathias	21/10/09
INC00000003487	Closed	User Service Restoration	5/10/09	9/10/09	9/10/09	15:10:09	15:10:09	Electronisk Tjyngning	Barne	Holmann	Electronisk Tjyngning	Mathias	Mathias	21/10/09
INC00000003489	Closed	User Service Restoration	12/10/09	15:10:09	15:10:09	21:10:09	21:10:09	Electronisk Tjyngning	Barne	Holmann	Electronisk Tjyngning	Mathias	Mathias	21/10/09
INC00000003526	Closed	User Service Restoration	9/10/09	9/10/09	13:10:09	13:10:09	15:10:09	Electronisk Tjyngning	Barne	Kristensen	Electronisk Tjyngning	Mathias	Mathias	21/10/09
INC00000003527	Closed	User Service Restoration	9/10/09	9/10/09	21:10:09	21:10:09	25:10:09	Electronisk Tjyngning	Barne	Holmann	Electronisk Tjyngning	Mathias	Mathias	21/10/09
INC00000003531	Closed	User Service Restoration	18/9/09	18/9/09	18:09	18:09	18:09	Electronisk Tjyngning	Barne	Holmann	Electronisk Tjyngning	Mathias	Mathias	21/10/09
INC00000003534	Closed	User Service Restoration	14/9/09	28/9/09	28/9/09	3:11:09	3:11:09	Electronisk Tjyngning	Barne	Holmann	Electronisk Tjyngning	Mathias	Mathias	21/10/09
INC00000004018	Closed	User Service Restoration	15/10/09	15:10:09	3:11:09	3:11:09	3:11:09	Electronisk Tjyngning	Barne	Holmann	Electronisk Tjyngning	Mathias	Mathias	21/10/09
INC00000005826	Closed	User Service Restoration	28/9/09	28/9/09	3:11:09	3:11:09	3:11:09	Electronisk Tjyngning	Barne	Holmann	Electronisk Tjyngning	Mathias	Mathias	21/10/09
INC00000005834	Closed	User Service Restoration	5/10/09	5/10/09	9:10:09	9:10:09	9:10:09	Electronisk Tjyngning	Barne	Holmann	Electronisk Tjyngning	Mathias	Mathias	21/10/09
INC00000005741	Closed	User Service Restoration	18/9/09	18/9/09	18:09	18:09	18:09	Electronisk Tjyngning	Barne	Holmann	Electronisk Tjyngning	Mathias	Mathias	21/10/09
INC00000005827	Closed	User Service Restoration	28/9/09	28/9/09	13:10:09	13:10:09	15:10:09	Electronisk Tjyngning	Barne	Holmann	Electronisk Tjyngning	Mathias	Mathias	21/10/09
INC00000005794	Closed	User Service Restoration	25/9/09	25/9/09	21:10:09	21:10:09	25:10:09	Electronisk Tjyngning	Barne	Holmann	Electronisk Tjyngning	Mathias	Mathias	21/10/09
INC00000005796	Closed	User Service Restoration	15/9/09	30/9/09	30/9/09	30/9/09	30/9/09	Electronisk Tjyngning	Barne	Holmann	Electronisk Tjyngning	Mathias	Mathias	21/10/09
INC00000005853	Closed	User Service Restoration	9/10/09	13:10:09	23:10:09	23:10:09	29:10:09	Electronisk Tjyngning	Barne	Holmann	Electronisk Tjyngning	Mathias	Mathias	21/10/09
INC00000005829	Closed	User Service Restoration	8/9/09	24/9/09	24/9/09	24/9/09	24/9/09	Electronisk Tjyngning	Barne	Holmann	Electronisk Tjyngning	Mathias	Mathias	21/10/09
INC00000005828	Closed	User Service Restoration	28/9/09	8/11/09	11:11:09	11:11:09	11:11:09	Electronisk Tjyngning	Barne	Holmann	Electronisk Tjyngning	Mathias	Mathias	21/10/09

Case ID	Case Title	Status	Priority	Category	Sub-Category	Assigned To	Created Date	Resolved Date	Resolution Time	Resolution Method	Resolution Details	Resolution Date
INC00000037554	User Service Restoration	Closed	High	Service High	High	Mediana	13.10.2023 15:10:09	15.10.2023 15:10:09	15.10.2023 15:10:09	Electronik	Harini-Melita Mediana	15.10.2023
INC00000037019	User Service Restoration	Closed	Medium	Service Medium	Medium	Mediana	14.10.2023 15:00:00	15.10.2023 15:09:09	15.10.2023 15:09:09	Electronik	Rika	Mediana
INC00000040885	User Service Restoration	Closed	High	Service High	High	Mediana	22.10.2023 22:10:09	25.10.2023 09:10:09	27.10.2023 09:10:09	Electronik	Tina	Jorgensen
INC00000035581	User Service Request	Closed	Low	Service Low	Low	Mediana	28.09.2023 28:09:09	28.09.2023 28:09:09	28.09.2023 28:09:09	Electronik	Uta	Nelson
INC00000037008	User Service Restoration	Closed	Medium	Service Medium	Medium	Mediana	14.10.2023 14:09:09	14.10.2023 14:09:09	14.10.2023 14:09:09	Electronik	Serra	Harman
INC00000029296	User Service Restoration	Closed	High	Service High	High	Mediana	08.10.2023 08:10:09	08.10.2023 08:10:09	08.10.2023 08:10:09	Electronik	Tina	Jorgensen
INC00000040477	User Service Restoration	Closed	High	Service High	High	Mediana	15.10.2023 15:10:09	16.11.2023 06:11:09	13.11.2023 06:11:09	Electronik	Harini-Melita Mediana	Mediana
INC00000037489	User Service Restoration	Closed	Medium	Service Medium	Medium	Mediana	18.09.2023 23:09:09	23.09.2023 23:09:09	23.09.2023 23:09:09	Electronik	Mathias	Hobstein
INC00000035818	User Service Restoration	Closed	Medium	Service Medium	Medium	Mediana	18.09.2023 18:09:09	19.10.2023 13:10:09	19.10.2023 13:10:09	Electronik	Mathias	Hobstein
INC00000038820	User Service Restoration	Closed	High	Service High	High	Mediana	2.10.2023 2:10:09	9.10.2023 9:10:09	9.10.2023 9:10:09	Electronik	Uta	Nelson
INC00000037655	User Service Restoration	Assigned	High	Service High	High	Mediana	2.10.2023 2:10:09	2.10.2023 2:10:09	2.10.2023 2:10:09	Electronik	Harini-Melita Mediana	Mediana
INC00000035739	User Service Restoration	Closed	High	Service High	High	Mediana	15.10.2023 15:10:09	15.10.2023 15:10:09	15.10.2023 15:10:09	Electronik	Mathias	Svensson
INC00000038741	User Service Restoration	Closed	High	Service High	High	Mediana	1.10.2023 2:10:09	13.10.2023 13:10:09	13.10.2023 13:10:09	Electronik	Harini-Melita Mediana	Mediana
INC00000038649	User Service Restoration	Closed	Medium	Service Medium	Medium	Mediana	9.09.2023 11:09:09	11.09.2023 11:09:09	11.09.2023 11:09:09	Electronik	Serra	Hansen
INC00000040705	User Service Restoration	Closed	High	Service High	High	Mediana	21.10.2023 21:10:09	21.10.2023 21:10:09	21.10.2023 21:10:09	Electronik	Uta	Mediana
INC00000038321	User Service Restoration	Closed	High	Service High	High	Mediana	09.09.2023 09:09:09	09.09.2023 09:09:09	09.09.2023 09:09:09	Electronik	Uta	Mediana

Case ID	Case Title	Status	Priority	Category	Sub-category	Created	Updated	Assignee	Reporter	Resolution	Resolution Time	Resolution Date	Resolution Time (min)
INC000000037961	User Service Restoration	Closed	High	Service	Medium	24.09.2009	8.10.09	Hannu-Matti Mäkelä	Electronik	Electronik	24.09.2009	8.10.09	6.10.09
INC000000040186	User Service Restoration	Closed	High	Service	High	15.10.09	3.11.09	Hannu-Matti Mäkelä	Electronik	Electronik	15.10.09	3.11.09	3.11.09
INC000000050628	User Service Restoration	Closed	High	Service	High	9.09.2009	13.10.09	Hannu-Matti Mäkelä	Electronik	Electronik	9.09.2009	13.10.09	13.10.09
INC000000058712	User Service Restoration	Closed	High	Service	High	10.09.2009	13.11.09	Simo Sironen	Electronik	Electronik	10.09.2009	13.11.09	3.11.09
INC000000060483	User Service Restoration	Closed	High	Service	High	8.09.2009	13.10.09	Hannu-Matti Mäkelä	Electronik	Electronik	8.09.2009	13.10.09	13.10.09
INC000000060969	User Service Restoration	Closed	High	Service	High	14.09.2009	15.09.09	Simo Sironen	Electronik	Electronik	14.09.2009	15.09.09	15.09.09
INC000000063758	User Service Restoration	Closed	High	Service	High	21.09.2009	26.10.09	Simo Sironen	Electronik	Electronik	21.09.2009	26.10.09	26.10.09
INC000000063875	User Service Restoration	Pending	High	Service	High	8.10.09	17.09.2009	Hannu-Matti Mäkelä	Electronik	Electronik	8.10.09	17.09.2009	17.09.2009
INC000000063758	User Service Restoration	Closed	High	Service	High	14.09.2009	17.09.2009	Simo Sironen	Electronik	Electronik	14.09.2009	17.09.2009	17.09.2009
INC000000063865	User Service Restoration	Closed	High	Service	High	7.09.2009	7.10.09	Riikka Anttonen	Electronik	Electronik	7.09.2009	7.10.09	27.10.09
INC000000063748	User Service Restoration	Closed	High	Service	High	9.09.2009	13.10.09	Hannu-Matti Mäkelä	Electronik	Electronik	9.09.2009	13.10.09	15.10.09
INC000000063727	User Service Restoration	Closed	High	Service	High	16.09.2009	24.9.09	Hannu-Matti Mäkelä	Electronik	Electronik	16.09.2009	24.9.09	24.9.09
INC000000063758	User Service Restoration	Closed	High	Service	High	21.09.2009	26.10.09	Simo Sironen	Electronik	Electronik	21.09.2009	26.10.09	26.10.09
INC000000063865	User Service Restoration	Closed	High	Service	High	7.09.2009	8.09.2009	Hannu-Matti Mäkelä	Electronik	Electronik	7.09.2009	8.09.2009	14.09.09
INC000000057487	User Service Restoration	Closed	High	Service	High	18.09.2009	29.09.2009	Hannu-Matti Mäkelä	Electronik	Electronik	18.09.2009	29.09.2009	21.10.09
INC000000057388	User Service Restoration	Closed	High	Service	High	19.09.2009	21.10.09	Hannu-Matti Mäkelä	Electronik	Electronik	19.09.2009	21.10.09	21.10.09
INC000000063864	User Service Restoration	Closed	High	Service	High	9.10.09	21.10.09	Hannu-Matti Mäkelä	Electronik	Electronik	9.10.09	21.10.09	27.10.09
INC000000057373	User Service Restoration	Closed	High	Service	High	15.09.2009	20.10.09	David	Electronik	Electronik	15.09.2009	20.10.09	25.10.09

ID	Category	Subject	Status	Created	Updated	Priority	Service	Team	Assignee	Resolution	Comments
INC00000038247	Closed	User Service Restoration	28.9.09	13.10.09	13.10.09	High	Service Medium	Support	Phone	52.2045:0700	Default upfi. Defekt 2579 stem for på indlogsgang
INC00000037947	Closed	User Service Restoration	14.9.09	14.9.09	14.9.09	Low	Service Low	Support	Phone	52.2045:0700	Defekt 4116
INC00000037935	Closed	User Service Restoration	23.9.09	23.10.09	22.10.09	High	Service Medium	Support	Email	45.35:46:013	Defekt 4116
INC00000038185	Closed	User Service Restoration	7.10.09	7.10.09	7.10.09	High	Service High	Support	Email	45.35:46:013	Defekt 4116
INC00000039198	Closed	User Service Restoration	7.10.09	8.10.09	9.10.09	High	Service High	Support	Email	45.35:46:013	Defekt 4116
INC00000039191	Closed	User Service Restoration	6.10.09	14.10.09	14.10.09	High	Service High	Support	Email	45.35:46:013	Defekt 4116
INC00000041801	Closed	User Service Restoration	2.11.09	2.11.09	2.11.09	High	Service High	Support	Email	45.35:46:013	Defekt 4116
INC00000038985	Cancelled	User Service Restoration	13.10.09	13.10.09	22.10.09	High	Service High	Support	Email	45.35:46:013	Defekt 4116
INC00000038014	Closed	User Service Restoration	24.9.09	24.9.09	24.9.09	High	Service High	Support	Email	45.35:46:013	Defekt 4116
INC00000038145	Closed	User Service Restoration	7.10.09	21.10.09	21.10.09	High	Service High	Support	Email	45.35:46:013	Defekt 4116
INC00000038553	Closed	User Service Restoration	8.9.09	13.10.09	13.10.09	High	Service High	Support	Email	45.35:46:013	Defekt 4116
INC00000037228	Closed	User Service Restoration	16.9.09	16.9.09	22.9.09	High	Service High	Support	Email	45.35:46:013	Defekt 4116
INC00000040185	Closed	User Service Restoration	15.10.09	22.10.09	9.11.09	High	Service High	Support	Email	45.35:46:013	Defekt 4116
INC00000037857	Closed	User Service Restoration	14.9.09	15.9.09	26.10.09	High	Service High	Support	Email	45.35:46:013	Defekt 4116
INC00000037924	Closed	User Service Restoration	10.9.09	30.9.09	30.9.09	High	Service High	Support	Email	45.35:46:013	Defekt 4116
INC00000037888	Closed	User Service Restoration	23.9.09	29.9.09	29.9.09	High	Service High	Support	Email	45.35:46:013	Defekt 4116
INC00000038102	Closed	User Service Restoration	3.9.09	3.9.09	9.9.09	High	Service High	Support	Email	45.35:46:013	Defekt 4116
INC00000038247	Closed	User Service Restoration	3.9.09	3.9.09	9.9.09	High	Service High	Support	Email	45.35:46:013	Defekt 4116

Case Number	Case Description	Priority	Category	Sub-Category	Created By	Created Date	Last Modified	Status	Resolution	Assigned To	Resolution Date	Resolution Time	Resolution Duration	Resolution Status	Resolution Comments
INC0000001848	User Service Restoration	High	Electronisk Tjyngning	Gift	Rasmussen	2.11.09	6.11.09	Closed			6.11.09	6:11:09	6:11:09	6:11:09	Created by Jens Madsen
INC0000003979	User Service Restoration	High	Electronisk Tjyngning	Gift	Jorgensen	12.10.09	13.10.09	Closed			13.10.09	15:10:09	15:10:09	15:10:09	
INC0000004191	User Service Restoration	High	Electronisk Tjyngning	Risiko	Kristensen	27.10.09	3.11.09	Closed			3.11.09	3:11:09	3:11:09	3:11:09	
INC0000003774	User Service Restoration	High	Electronisk Tjyngning	Risiko	Kristensen	23.09.09	24.09.09	Closed			24.09.09	29:09:09	29:09:09	29:09:09	
INC0000003782	User Service Restoration	High	Electronisk Tjyngning	Harde-Melle	Madsen	23.09.09	30.09.09	Closed			30.09.09	30:09:09	30:09:09	30:09:09	
INC0000004207	User Service Restoration	High	Electronisk Tjyngning	Bliten	Andersen	10.11.09	10.11.09	Closed	DOM-Held		10.11.09	10:11:09	10:11:09	10:11:09	
INC0000003891	User Service Restoration	High	Electronisk Tjyngning	Harde-Melle	Madsen	10.09.09	15.09.09	Closed	DOM-Held		15.09.09	13:10:09	13:10:09	13:10:09	
INC0000003840	User Service Restoration	High	Electronisk Tjyngning	Harde-Melle	Madsen	03.09.09	15.09.09	Closed	DOM-Held		15.09.09	20:09:09	20:09:09	20:09:09	
INC0000003842	User Service Restoration	High	Electronisk Tjyngning	Harde-Melle	Madsen	15.10.09	15.10.09	Closed	DOM-Held		15.10.09	15:10:09	15:10:09	15:10:09	
INC0000003852	User Service Restoration	High	Electronisk Tjyngning	Harde-Melle	Madsen	25.8.09	1.10.09	Closed	DOM-Held		1.10.09	21:10:09	21:10:09	21:10:09	
INC0000004028	User Service Restoration	High	Electronisk Tjyngning	Harde-Melle	Madsen	7.10.09	13.11.09	Closed	DOM-Held		13.11.09	13:11:09	13:11:09	13:11:09	
INC0000004079	User Service Restoration	High	Electronisk Tjyngning	Ovnia	Aaba	20.10.09	28.10.09	Closed	DOM-Held		28.10.09	28:10:09	28:10:09	28:10:09	
INC0000007425	User Service Restoration	High	Electronisk Tjyngning	Harde-Melle	Madsen	19.09.09	29.09.09	Closed	DOM-Held		29.09.09	29:09:09	29:09:09	29:09:09	
INC0000008444	User Service Restoration	High	Electronisk Tjyngning	Harde-Melle	Madsen	30.09.09	1.10.09	Closed	DOM-Held		1.10.09	1:10:09	1:10:09	1:10:09	
INC0000005010	User Service Restoration	High	Electronisk Tjyngning	Harde-Melle	Madsen	15.10.09	15.10.09	Closed	DOM-Held		15.10.09	3:11:09	3:11:09	3:11:09	
INC0000005290	User Service Restoration	High	Electronisk Tjyngning	Tine	Jorgensen	8.10.09	13.10.09	Closed	DOM-Held		13.10.09	13:10:09	13:10:09	13:10:09	
INC0000002820	User Service Restoration	High	Electronisk Tjyngning	Risiko	Kristensen	13.10.09	22.10.09	Closed	DOM-Held		22.10.09	26:10:09	26:10:09	26:10:09	
INC0000004201	User Service Restoration	High	Electronisk Tjyngning	Nanna	Sahj	13.11.09	16.11.09	Closed	DOM-Held		16.11.09	16:11:09	16:11:09	16:11:09	
INC0000004292	User Service Restoration	High	Electronisk Tjyngning	Nanna	Sahj	13.11.09	16.11.09	Closed	DOM-Held		16.11.09	16:11:09	16:11:09	16:11:09	
INC0000004086	User Service Restoration	High	Electronisk Tjyngning	Risiko	Kristensen	6.10.09	8.10.09	Closed	DOM-Held		8.10.09	13:10:09	13:10:09	13:10:09	
INC0000008854	User Service Restoration	High	Electronisk Tjyngning	Risiko	Kristensen	30.09.09	30.09.09	Closed	DOM-Held		30.09.09	13:10:09	13:10:09	13:10:09	
INC0000008857	User Service Restoration	High	Electronisk Tjyngning	Risiko	Kristensen	6.10.09	6.10.09	Closed	DOM-Held		6.10.09	6:10:09	6:10:09	6:10:09	

ETL Daily Remedy / Job Tickets	User	Status	Created	Resolved	Priority	Category	Assigned To	Resolution	Comments
INC00000008993	User Service Restoration	Closed	13.10.09 13.10.09	3.11.09 3.11.09	High	Elektronisk Tjyngning	Andersm	21.09.09 21.09.09	Faj 189: katemg.2 Email: katemg.2@tli.com
INC00000007568	User Service Restoration	Closed	21.09.09 21.09.09	26.10.09 26.10.09	High	Elektronisk Tjyngning	Hansen	21.09.09 21.09.09	DEFAULT: ePFI: Default #4518: Hard tingsid - F:R og hard til stuvet mode Email: katemg.2@tli.com
INC00000007901	User Service Restoration	Closed	21.09.09 21.09.09	13.10.09 13.10.09	High	Elektronisk Tjyngning	Hansen	21.09.09 21.09.09	DEFAULT: ePFI: Default #4518: Hard tingsid - F:R og hard til stuvet mode Email: katemg.2@tli.com
INC00000008654	User Service Restoration	Closed	9.10.09 15.09.09	24.09.09 24.09.09	High	Elektronisk Tjyngning	Hansen	21.09.09 21.09.09	Faj 13: Ikon ikke fremkommer ud fra menu i 1. kugle Email: katemg.2@tli.com
INC00000004142	User Service Restoration	Closed	30.10.09 2.11.09	9.11.09 9.11.09	High	Elektronisk Tjyngning	Hansen	21.09.09 21.09.09	Faj 151: Ikon ikke fremkommer ud fra menu i 1. kugle Email: katemg.2@tli.com
INC00000008937	User Service Restoration	Closed	8.10.09 8.10.09	27.10.09 27.10.09	High	Elektronisk Tjyngning	Hansen	21.09.09 21.09.09	Faj 158: supportcenter: katemg.2: 08.10.2009 kl. 11.00: Anmodningen var løst tidligere Email: katemg.2@tli.com
INC000000027114	User Service Restoration	Closed	15.09.09	21.09.09 21.09.09	High	Elektronisk Tjyngning	Hansen	21.09.09 21.09.09	Faj 65: Ikon ikke fremkommer ud fra menu i 1. kugle Email: katemg.2@tli.com
INC00000004689	User Service Restoration	Closed	22.10.09 27.10.09	27.10.09 27.10.09	High	Elektronisk Tjyngning	Hansen	21.09.09 21.09.09	Faj 175: Elementerne er opdateret i supportcenter men det skulle nemlig være med i det Side 4 Email: katemg.2@tli.com
INC00000004174	User Service Restoration	Closed	2.11.09 13.10.09	6.11.09 11.11.09	High	Elektronisk Tjyngning	Hansen	21.09.09 21.09.09	Faj 267: Tjyngnings ik: katemg.2 Email: katemg.2@tli.com
INC00000003976	User Service Restoration	Closed	13.10.09 13.10.09	22.10.09 22.10.09	High	Elektronisk Tjyngning	Hansen	21.09.09 21.09.09	Faj 187: katemg.2 Email: katemg.2@tli.com
INC000000037199	User Service Restoration	Closed	15.09.09 30.09.09	30.09.09 30.09.09	High	Elektronisk Tjyngning	Hansen	21.09.09 21.09.09	af: 40: mangler ikon og ik og Email: katemg.2@tli.com
INC000000037569	User Service Restoration	Closed	24.09.09	24.09.09 24.09.09	High	Elektronisk Tjyngning	Hansen	21.09.09 21.09.09	Rationel af: katemg.2@tli.com Email: katemg.2@tli.com
INC00000003996	User Service Restoration	Closed	13.10.09 13.10.09	13.10.09 13.10.09	High	Elektronisk Tjyngning	Hansen	21.09.09 21.09.09	Default #4528: PROD - Elementer i menuen ikke vist Email: katemg.2@tli.com
INC000000040179	User Service Restoration	Closed	13.10.09 13.10.09	3.11.09 3.11.09	High	Elektronisk Tjyngning	Hansen	21.09.09 21.09.09	Faj 202: katemg.2: angiveligt Email: katemg.2@tli.com
INC00000000919	User Service Restoration	Canceled	23.10.09 23.10.09	23.10.09 23.10.09	High	Elektronisk Tjyngning	Hansen	21.09.09 21.09.09	TLSPAD2: Ager: Local: Critical: Info: Server: Log: Alert: File Email: katemg.2@tli.com
INC000000041070	User Service Restoration	Closed	24.10.09	24.10.09 26.10.09	High	Elektronisk Tjyngning	Hansen	21.09.09 21.09.09	Mail: Tjyngningsystemer er gået ned Email: katemg.2@tli.com
INC000000057592	User Service Restoration	Closed	21.09.09 21.09.09	13.10.09 13.10.09	High	Elektronisk Tjyngning	Hansen	21.09.09 21.09.09	Faj 68: katemg.2@tli.com Email: katemg.2@tli.com
INC000000029119	User Service Restoration	Closed	12.10.09 12.10.09	27.10.09 27.10.09	High	Elektronisk Tjyngning	Hansen	21.09.09 21.09.09	Default #4665: PROD - Vindmøller med: Tjyngning: ik: katemg.2@tli.com Email: katemg.2@tli.com

NCID	Case ID	Case Title	Case Status	Created	Updated	Priority	Category	Subcategory	Requester	Assignee	Resolution	Resolution Time	Resolution Date	Resolution Time (min)
NCID0000041792	Closed	User Service Restoration	Closed	21.10.09	21.10.09	Low	Electronics	Hardware	Hanne-Mette Madsen	Hanne-Mette Madsen	21.10.09	21.10.09	21.10.09	21.10.09
NCID0000041838	Closed	User Service Request	Closed	27.10.09	28.10.09	Medium	Electronics	Hardware	Lisa	Nilsen	28.10.09	28.10.09	28.10.09	28.10.09
NCID0000041864	Closed	User Service Restoration	Closed	15.10.09	28.10.09	Low	Electronics	Hardware	Hanne-Mette Madsen	Hanne-Mette Madsen	28.10.09	28.10.09	28.10.09	28.10.09
NCID0000042000	Closed	User Service Restoration	Closed	15.10.09	22.10.09	Low	Electronics	Hardware	Hanne-Mette Madsen	Hanne-Mette Madsen	22.10.09	22.10.09	22.10.09	22.10.09
NCID0000042666	Closed	User Service Restoration	Closed	9.10.09	8.10.09	Medium	Electronics	Hardware	Bente	Dahl	8.10.09	8.10.09	8.10.09	8.10.09
NCID0000039184	Closed	User Service Restoration	Closed	6.10.09	7.10.09	High	Electronics	Hardware	Per	Dahl	7.10.09	7.10.09	7.10.09	7.10.09
NCID0000039474	Closed	User Service Restoration	Closed	9.10.09	27.10.09	High	Electronics	Hardware	Donna	Aulsa	27.10.09	27.10.09	27.10.09	27.10.09
NCID0000039596	Closed	User Service Restoration	Closed	13.10.09	13.10.09	High	Electronics	Hardware	Rikke	Kristensen	13.10.09	13.10.09	13.10.09	13.10.09
NCID0000039689	Cancelled	User Service Restoration	Cancelled	12.10.09	12.10.09	High	Electronics	Hardware	Mabilis	Holtmann	12.10.09	12.10.09	12.10.09	12.10.09
NCID0000040028	Closed	User Service Restoration	Closed	15.10.09	15.10.09	High	Electronics	Hardware	Rikke	Kristensen	15.10.09	15.10.09	15.10.09	15.10.09
NCID0000041841	Closed	User Service Request	Closed	27.10.09	28.10.09	Medium	Electronics	Hardware	Uta	Holten	28.10.09	28.10.09	28.10.09	28.10.09
NCID0000041848	Closed	User Service Restoration	Closed	22.10.09	22.10.09	High	Electronics	Hardware	Hanne-Mette Madsen	Hanne-Mette Madsen	22.10.09	22.10.09	22.10.09	22.10.09
NCID0000041897	Closed	User Service Restoration	Closed	27.10.09	27.10.09	High	Electronics	Hardware	Hanne-Mette Madsen	Hanne-Mette Madsen	27.10.09	27.10.09	27.10.09	27.10.09
NCID0000041920	Closed	User Service Restoration	Closed	27.10.09	27.10.09	High	Electronics	Hardware	Hanne-Mette Madsen	Hanne-Mette Madsen	27.10.09	27.10.09	27.10.09	27.10.09
NCID0000042040	Closed	User Service Restoration	Closed	19.10.09	19.10.09	High	Electronics	Hardware	Hanne-Mette Madsen	Hanne-Mette Madsen	19.10.09	19.10.09	19.10.09	19.10.09
NCID0000042878	Closed	User Service Restoration	Closed	1.10.09	2.10.09	High	Electronics	Hardware	Hanne-Mette Madsen	Hanne-Mette Madsen	2.10.09	2.10.09	2.10.09	2.10.09

ETL Daily Remedy Total Tickets

Case ID	Case Title	Status	Priority	Category	Sub-Category	Created	Last Modified	Assigned To	Resolution	Resolution Time	Created By
INC00000008740	User Service Restoration	Closed	High	Service High	Service High	11/09/2019 2:10:09	13/10/2019 15:10:09	Hanna Metis Madsen	Admission	26/10/2019 15:10:09	Created by Janna Knudsen
INC00000004047	User Service Restoration	Closed	High	Service High	Service High	11/09/2019 2:10:09	27/10/2019 27:10:09	Admission	Admission	26/10/2019 15:10:09	Created by Janna Knudsen
INC00000003652	User Service Restoration	Closed	High	Service Medium	Service Medium	7/10/2019 9:10:09	9/10/2019 15:10:09	Brian Dalbin	Felektion	9/10/2019 15:10:09	Created by Janna Knudsen
INC00000003941	User Service Restoration	Closed	High	Service Medium	Service Medium	7/10/2019 9:10:09	20/10/2019 25:10:09	Brian Dalbin	Felektion	20/10/2019 25:10:09	Created by Janna Knudsen
INC00000007652	User Service Restoration	Closed	High	Service Medium	Service Medium	22/9/2019 22:9/2019	22/9/2019 22:9/2019	Hanna Metis Madsen	Admission	24/9/2019 24:9/2019	Created by Janna Knudsen
INC00000000881	User Service Restoration	Closed	High	Service High	Service High	1/10/2019 1:10:09	13/10/2019 13:10:09	Hanna Metis Madsen	Admission	15/10/2019 15:10:09	Created by Janna Knudsen
INC00000002824	User Service Restoration	Closed	High	Service High	Service High	28/9/2019 28:9/2019	18/11/2019 18:11:09	Hansen	Hansen	26/10/2019 26:10:09	Created by Janna Knudsen
INC00000008392	User Service Restoration	Closed	High	Service High	Service High	8/10/2019 8:10:09	25/10/2019 27:10:09	Hansen	Hansen	27/10/2019 27:10:09	Created by Janna Knudsen
INC00000007125	User Service Restoration	Closed	High	Service High	Service High	15/9/2019 21:9/2019	22/9/2019 22:9/2019	Rasmussen	Rasmussen	26/10/2019 26:10:09	Created by Janna Knudsen
INC00000004079	User Service Restoration	Closed	High	Service Medium	Service Medium	16/10/2019 8:10:09	19/10/2019 13:11:09	Petersen	Petersen	19/10/2019 19:10:09	Created by Janna Knudsen
INC00000004910	User Service Restoration	Closed	High	Service Low	Service Low	8/10/2019 9:10:09	13/11/2019 13:11:09	Schougaard	Schougaard	13/11/2019 13:11:09	Created by Janna Knudsen
INC00000003817	User Service Restoration	Closed	High	Service Medium	Service Medium	25/9/2019 25:9/2019	29/9/2019 29:9/2019	Kjær	Kjær	29/9/2019 29:9/2019	Created by Janna Knudsen
INC00000004226	User Service Restoration	Closed	High	Service Medium	Service Medium	15/10/2019 15:10:09	20/10/2019 20:10:09	Rasmussen	Rasmussen	26/10/2019 26:10:09	Created by Janna Knudsen
INC00000004620	User Service Restoration	Closed	High	Service High	Service High	25/10/2019 25:10:09	29/10/2019 29:10:09	Nelson	Nelson	29/10/2019 29:10:09	Created by Janna Knudsen
INC00000004216	User Service Restoration	Closed	High	Service High	Service High	13/11/2019 13:11:09	14/11/2019 14:11:09	Nelson	Nelson	14/11/2019 14:11:09	Created by Janna Knudsen
INC00000008726	User Service Restoration	Closed	High	Service Medium	Service Medium	1/10/2019 21:10:09	21/10/2019 21:10:09	Jørgensen	Jørgensen	21/10/2019 21:10:09	Created by Janna Knudsen

ID	Subject	Status	Priority	Category	Created	Last Modified	Assigned To	Requested By	Resolution	Resolution Time	Resolution Date
INC00000041686	User Service Restoration	Closed	High	Electronisk Tjening	26.10.09	3.11.09	3.11.09	3.11.09	3.11.09	3.11.09	3.11.09
INC00000041618	User Service Restoration	Closed	High	Electronisk Tjening	19.10.09	19.10.09	27.10.09	27.10.09	27.10.09	27.10.09	27.10.09
INC00000059136	User Service Restoration	Closed	High	Electronisk Tjening	7.10.09	8.10.09	8.10.09	8.10.09	8.10.09	8.10.09	8.10.09
INC00000042776	User Service Restoration	Closed	High	Electronisk Tjening	12.10.09	13.10.09	13.10.09	13.10.09	13.10.09	13.10.09	13.10.09
INC00000041010	User Service Restoration	Closed	High	Electronisk Tjening	15.10.09	21.10.09	25.10.09	25.10.09	25.10.09	25.10.09	25.10.09
INC00000040221	User Service Restoration	Closed	High	Electronisk Tjening	15.10.09	15.10.09	27.10.09	28.10.09	28.10.09	28.10.09	28.10.09
INC00000059646	User Service Restoration	Closed	High	Electronisk Tjening	13.10.09	13.10.09	13.10.09	13.10.09	13.10.09	13.10.09	13.10.09
INC00000059758	User Service Restoration	Closed	High	Electronisk Tjening	2.10.09	2.10.09	2.10.09	2.10.09	2.10.09	2.10.09	2.10.09
INC00000058658	User Service Restoration	Closed	High	Electronisk Tjening	10.9.09	15.9.09	13.10.09	13.10.09	13.10.09	13.10.09	13.10.09
INC00000059837	User Service Restoration	Cancelled	High	Electronisk Tjening	11.10.09	12.10.09	13.10.09	13.10.09	13.10.09	13.10.09	13.10.09
INC00000046496	User Service Restoration	Closed	High	Electronisk Tjening	19.10.09	3.11.09	3.11.09	3.11.09	3.11.09	3.11.09	3.11.09
INC00000059783	User Service Restoration	Closed	High	Electronisk Tjening	12.10.09	12.10.09	13.10.09	13.10.09	13.10.09	13.10.09	13.10.09
INC00000042886	User Service Restoration	Cancelled	High	Electronisk Tjening	13.11.09	15.11.09	16.11.09	16.11.09	16.11.09	16.11.09	16.11.09
INC00000040488	User Service Restoration	Closed	High	Electronisk Tjening	19.10.09	19.10.09	23.10.09	23.10.09	23.10.09	23.10.09	23.10.09
INC0000005810	User Service Restoration	Closed	High	Electronisk Tjening	9.10.09	9.10.09	9.10.09	9.10.09	9.10.09	9.10.09	9.10.09
INC00000059713	User Service Restoration	Closed	High	Electronisk Tjening	23.9.09	5.10.09	13.10.09	13.10.09	13.10.09	13.10.09	13.10.09

Case ID	Status	Subject	Created	Resolved	Priority	Category	Assignee	Time Spent	Time Remaining	Time to Resolve	Time to Acknowledge	Time to Respond	Time to Close	Time to Reopen	Time to Escalate	Time to Cancel	Time to Suspend	Time to Archive	Time to Delete
NC000000042131	Closed	User Service Restoration	4 11 09	4 11 09	High	Electronics Engineering	Maria Bak	0	0	4 11 09	4 11 09	4 11 09	4 11 09						
NC000000057000	Closed	User Service Restoration	12 10 09	12 10 09	High	Electronics Engineering	Line Bak	0	0	12 10 09	12 10 09	12 10 09	12 10 09						
NC000000041745	Resolved	User Service Restoration	30 10 09	31 10 09	High	Electronics Engineering	Line Bak	0	0	30 10 09	31 10 09	31 10 09	31 10 09						
NC000000029846	Closed	User Service Restoration	13 10 09	13 10 09	High	Electronics Engineering	Line Bak	0	0	13 10 09	13 10 09	13 10 09	13 10 09						
NC000000028789	Used	User Service Restoration	2 10 09	2 10 09	High	Electronics Engineering	Line Bak	0	0	2 10 09	2 10 09	2 10 09	2 10 09						
NC000000029629	Cancelled	User Service Restoration	10 10 09	11 10 09	High	Electronics Engineering	Line Bak	0	0	10 10 09	11 10 09	11 10 09	11 10 09						
NC000000040021	Cancelled	User Service Restoration	22 9 09	22 9 09	High	Electronics Engineering	Line Bak	0	0	22 9 09	22 9 09	22 9 09	22 9 09						
NC000000032997	Closed	User Service Restoration	17 9 09	17 9 09	High	Electronics Engineering	Line Bak	0	0	17 9 09	17 9 09	17 9 09	17 9 09						
NC000000032976	Closed	User Service Restoration	17 9 09	17 9 09	High	Electronics Engineering	Line Bak	0	0	17 9 09	17 9 09	17 9 09	17 9 09						
NC000000041862	Resolved	User Service Restoration	30 10 09	30 10 09	High	Electronics Engineering	Line Bak	0	0	30 10 09	30 10 09	30 10 09	30 10 09						
NC000000042011	Closed	User Service Restoration	4 11 09	4 11 09	High	Electronics Engineering	Line Bak	0	0	4 11 09	4 11 09	4 11 09	4 11 09						
NC000000053571	Closed	User Service Restoration	21 9 09	21 9 09	High	Electronics Engineering	Line Bak	0	0	21 9 09	21 9 09	21 9 09	21 9 09						
NC000000052840	Closed	User Service Restoration	8 10 09	8 10 09	High	Electronics Engineering	Line Bak	0	0	8 10 09	8 10 09	8 10 09	8 10 09						
NC000000041571	Closed	User Service Restoration	26 10 09	26 10 09	High	Electronics Engineering	Line Bak	0	0	26 10 09	26 10 09	26 10 09	26 10 09						
NC000000050151	Closed	User Service Restoration	25 10 09	25 10 09	High	Electronics Engineering	Line Bak	0	0	25 10 09	25 10 09	25 10 09	25 10 09						
NC000000038027	Closed	User Service Restoration	1 10 09	1 10 09	High	Electronics Engineering	Line Bak	0	0	1 10 09	1 10 09	1 10 09	1 10 09						

ID	Category	Subject	Priority	Severity	Category	Location	Start	End	Assignee	Status	Resolution	Comments	Created	Updated	Owner
INC00000002613	Closed	User Service Restoration	9:10:09	High	Support	Holsten	9:10:09	27:10:09	Electronsk Tjyngning	Matthias	Matthias	27:10:09	27:10:09	27:10:09	Electronsk Tjyngning
INC00000002614	Closed	User Service Restoration	9:10:09	High	Support	Holsten	21:10:09	27:10:09	Electronsk Tjyngning	Matthias	Matthias	27:10:09	27:10:09	27:10:09	Electronsk Tjyngning
INC00000002615	Closed	User Service Restoration	9:10:09	High	Support	Holsten	21:10:09	27:10:09	Electronsk Tjyngning	Matthias	Matthias	27:10:09	27:10:09	27:10:09	Electronsk Tjyngning
INC00000002616	Closed	User Service Restoration	9:10:09	High	Support	Holsten	21:10:09	27:10:09	Electronsk Tjyngning	Matthias	Matthias	27:10:09	27:10:09	27:10:09	Electronsk Tjyngning
INC00000002617	Closed	User Service Restoration	9:10:09	High	Support	Holsten	21:10:09	27:10:09	Electronsk Tjyngning	Matthias	Matthias	27:10:09	27:10:09	27:10:09	Electronsk Tjyngning
INC00000002618	Closed	User Service Restoration	9:10:09	High	Support	Holsten	21:10:09	27:10:09	Electronsk Tjyngning	Matthias	Matthias	27:10:09	27:10:09	27:10:09	Electronsk Tjyngning
INC00000002619	Resolved	User Service Restoration	2:11:09	High	Support	Holsten	2:11:09	6:11:09	Electronsk Tjyngning	Hanna-Mette	Madsen	6:11:09	6:11:09	6:11:09	Electronsk Tjyngning
INC00000004624	Cancelled	User Service Restoration	15:10:09	High	Support	Dresden	15:10:09	22:10:09	Electronsk Tjyngning	Phil	Dresden	22:10:09	22:10:09	22:10:09	Electronsk Tjyngning
INC00000004629	Closed	User Service Restoration	29:10:09	High	Support	Halm	29:10:09	26:10:09	Electronsk Tjyngning	Matthias	Matthias	26:10:09	26:10:09	26:10:09	Electronsk Tjyngning
INC00000004632	Closed	User Service Restoration	16:11:09	High	Support	Holsten	16:11:09	15:10:09	Electronsk Tjyngning	Matthias	Matthias	15:10:09	15:10:09	15:10:09	Electronsk Tjyngning
INC00000004634	Closed	User Service Restoration	9:10:09	High	Support	Holsten	21:10:09	27:10:09	Electronsk Tjyngning	Matthias	Matthias	27:10:09	27:10:09	27:10:09	Electronsk Tjyngning
INC00000004635	Resolved	User Service Restoration	2:11:09	High	Support	Holsten	2:11:09	6:11:09	Electronsk Tjyngning	Hanna-Mette	Madsen	6:11:09	6:11:09	6:11:09	Electronsk Tjyngning
INC00000005267	Closed	User Service Restoration	25:9:09	High	Support	Holsten	25:9:09	15:10:09	Electronsk Tjyngning	Soren	Soren	15:10:09	15:10:09	15:10:09	Electronsk Tjyngning
INC00000005283	Closed	User Service Restoration	18:11:09	High	Support	Jorgensen	18:11:09	18:11:09	Electronsk Tjyngning	Tine	Tine	18:11:09	18:11:09	18:11:09	Electronsk Tjyngning
INC00000005292	Cancelled	User Service Restoration	19:10:09	High	Support	Dresden	29:10:09	20:10:09	Electronsk Tjyngning	Phil	Dresden	20:10:09	20:10:09	20:10:09	Electronsk Tjyngning
INC00000005294	Resolved	User Service Restoration	2:11:09	High	Support	Jorgensen	2:11:09	6:11:09	Electronsk Tjyngning	Tine	Tine	6:11:09	6:11:09	6:11:09	Electronsk Tjyngning
INC00000005297	Closed	User Service Restoration	25:9:09	High	Support	Holsten	25:9:09	15:10:09	Electronsk Tjyngning	Soren	Soren	15:10:09	15:10:09	15:10:09	Electronsk Tjyngning
INC00000005298	Closed	User Service Restoration	5:11:09	High	Support	Dahm	5:11:09	5:11:09	Electronsk Tjyngning	Bente	Bente	5:11:09	5:11:09	5:11:09	Electronsk Tjyngning
INC00000005299	Cancelled	User Service Restoration	5:11:09	High	Support	Hansen	27:10:09	27:10:09	Electronsk Tjyngning	Soren	Soren	3:11:09	3:11:09	3:11:09	Electronsk Tjyngning
INC00000005300	Cancelled	User Service Restoration	1:10:09	High	Support	Holsten	1:10:09	22:10:09	Electronsk Tjyngning	Matthias	Matthias	22:10:09	22:10:09	22:10:09	Electronsk Tjyngning
INC00000005301	Cancelled	User Service Restoration	28:9:09	High	Support	Holsten	28:9:09	28:9:09	Electronsk Tjyngning	Soren	Soren	28:9:09	28:9:09	28:9:09	Electronsk Tjyngning
INC00000005302	Cancelled	User Service Restoration	30:10:09	High	Support	Holsten	30:10:09	4:11:09	Electronsk Tjyngning	Mette	Soren	4:11:09	4:11:09	4:11:09	Electronsk Tjyngning
INC00000005303	Cancelled	User Service Restoration	13:10:09	High	Support	Holsten	13:10:09	27:10:09	Electronsk Tjyngning	Matthias	Matthias	27:10:09	27:10:09	27:10:09	Electronsk Tjyngning
INC00000005304	Cancelled	User Service Restoration	20:10:09	High	Support	Kjor	20:10:09	27:10:09	Electronsk Tjyngning	Burgh	Burgh	27:10:09	27:10:09	27:10:09	Electronsk Tjyngning
INC00000005305	Cancelled	User Service Restoration	1:10:09	High	Support	Holsten	1:10:09	22:10:09	Electronsk Tjyngning	Matthias	Matthias	22:10:09	22:10:09	22:10:09	Electronsk Tjyngning

ETL Daily Remedy Ticket

Case ID	Case Title	Status	Priority	Severity	Category	Sub-Category	Requester	Assignee	Created	Last Modified	Resolution	Comments
INC00000042816	User Service Restoration	Closed	High	High	Electronisk	Engineering	Søren	Hansen	28.09.2009 13:10:09	13.10.09 13:11:09	13.10.09 13:11:09	Elektronisk
INC00000042817	User Service Restoration	Closed	Critical	Critical	Electronisk	Engineering	Søren	Hansen	13.11.09 13:11:09	13.11.09 13:11:09	13.11.09 13:11:09	Elektronisk
INC00000042818	User Service Restoration	Closed	High	High	Electronisk	Engineering	Mads	Holten	17.11.09 17:11:09	17.11.09 17:11:09	17.11.09 17:11:09	Elektronisk
INC00000042819	User Service Restoration	Closed	High	High	Electronisk	Engineering	Stig	Holten	12.11.09 12:11:09	12.11.09 12:11:09	12.11.09 12:11:09	Elektronisk
INC00000042820	User Service Restoration	Closed	High	High	Electronisk	Engineering	Olaf	Nilsen	9.11.09 9:11:09	9:11.09 9:11.09	9:11.09 9:11.09	Elektronisk
INC00000042821	User Service Restoration	Resolved	High	High	Electronisk	Engineering	Time	Jørgensen	5.11.09 5:11.09	5:11.09 5:11.09	5:11.09 5:11.09	Electronisk
INC00000042822	User Service Restoration	Closed	High	High	Electronisk	Engineering	Stig	Hansen	10.9.09 10:9.09	10:9.09 10:9.09	16:09.09 16:09.09	Electronisk
INC00000042823	User Service Restoration	Closed	High	High	Electronisk	Engineering	Nanna	Sahl	9.11.09 9:11.09	12:11.09 12:11.09	12:11.09 12:11.09	Electronisk
INC00000042824	User Service Restoration	Reached	High	High	Electronisk	Engineering	Mads	Madsen	5.11.09 5:11.09	5:11.09 5:11.09	5:11.09 5:11.09	Electronisk
INC00000042825	User Service Restoration	Closed	High	High	Electronisk	Engineering	Time	Holten	9.10.09 9:10.09	21:10.09 21:10.09	27:10.09 27:10.09	Electronisk
INC00000042826	User Service Restoration	Closed	High	High	Electronisk	Engineering	Henk	Holten	19.10.09 19:10.09	2:11.09 2:11.09	2:11.09 2:11.09	Electronisk
INC00000042827	User Service Restoration	Closed	High	High	Electronisk	Engineering	Henk	Holten	5.11.09 5:11.09	5:11.09 5:11.09	5:11.09 5:11.09	Electronisk
INC00000042828	User Service Restoration	Closed	High	High	Electronisk	Engineering	Henk	Holten	9.10.09 9:10.09	16:11.09 16:11.09	16:11.09 16:11.09	Electronisk
INC00000042829	User Service Restoration	Closed	High	High	Electronisk	Engineering	Nanna	Holten	12.11.09 12:11.09	12:11.09 12:11.09	12:11.09 12:11.09	Electronisk
INC00000042830	User Service Restoration	Closed	High	High	Electronisk	Engineering	Nanna	Holten	13.11.09 13:11.09	13:11.09 13:11.09	13:11.09 13:11.09	Electronisk
INC00000042831	User Service Restoration	Closed	High	High	Electronisk	Engineering	Henk	Holten	1.10.09 1:10.09	1:10.09 1:10.09	15:10.09 15:10.09	Electronisk
INC00000042832	User Service Restoration	Closed	High	High	Electronisk	Engineering	Henk	Holten	18.9.09 18:9.09	12:10.09 12:10.09	12:10.09 12:10.09	Electronisk
INC00000042833	User Service Restoration	Closed	High	High	Electronisk	Engineering	Henk	Holten	23.9.09 23:9.09	21:10.09 21:10.09	21:10.09 21:10.09	Electronisk
INC00000042834	User Service Restoration	Closed	High	High	Electronisk	Engineering	Mads	Holten	16.10.09 16:10.09	15:10.09 15:10.09	15:10.09 15:10.09	Electronisk
INC00000042835	User Service Restoration	Closed	High	High	Electronisk	Engineering	Henk	Holten	15.10.09 15:10.09	3:11.09 3:11.09	8:11.09 8:11.09	Electronisk
INC00000042836	User Service Restoration	Closed	High	High	Electronisk	Engineering	Henk	Holten	9.10.09 9:10.09	21:10.09 21:10.09	27:10.09 27:10.09	Electronisk
INC00000042837	User Service Restoration	Closed	High	High	Electronisk	Engineering	Henk	Holten	13.10.09 13:10.09	22:10.09 22:10.09	26:10.09 26:10.09	Electronisk
INC00000042838	User Service Restoration	Closed	High	High	Electronisk	Engineering	Henk	Holten	19.10.09 19:10.09	20:10.09 20:10.09	20:10.09 20:10.09	Electronisk

ID	User	Service	Priority	Category	DOM	Time	Created	Updated	Status	Assigned To	Resolution	Comments
INC00000040204	User Service Restoration	Service Low	Support	DOM-Hotro	DOM-Hotro	15.10.2009 22:10:09	6.11.09 6.11.09 12.11.09	14.10.09 14.10.09	Elektronisk Tjyfnng	Hanna-Mette Madsen	Hanna-Mette Madsen	Prve Tjyfnng afvsnen. 26.10.09. OGC429
INC00000040207	User Service Restoration	Service Medium	Support	DOM-Hotro	DOM-Hotro	15.10.2009 22:10:09	6.11.09 6.11.09 12.11.09	14.10.09 14.10.09	Elektronisk Tjyfnng	Michael B. Hvalby	Michael B. Hvalby	Verificeret OK version. Prve Tjyfnng afvsnen. 26.10.09. OGC430
INC00000039669	User Service Restoration	Service Critical	Tjyfnng	Support	Support	1.10.09 1.10.09 13.10.09	13.10.09 13.10.09 15.10.09	13.10.09 13.10.09	Elektronisk Tjyfnng	Line Bak	Line Bak	Fajl 28. OGC410. GHPAT Elektronisk Tjyfnng. Line Bak. Det ma vere medtaget. Fjlske omstndelse af medarbejder navnt i OC 3961
INC00000039652	User Service Restoration	Service High	e-TLP	Support	Support	13.10.09 13.10.09	13.10.09 13.10.09 14.10.09	14.10.09 14.10.09	Elektronisk Tjyfnng	Michael B. Hvalby	Michael B. Hvalby	CSG afvsnen af DSS tjyfnng stalling af tvillere af udvalgte medarbejdere som skal oprettes i forbindelse med DSS tjyfnng. Dated af 21.10.2009. Det ma tjyfnng afvsnen af medarbejder navnt i OC 3961
INC00000039654	User Service Restoration	Service High	e-TLP	Support	Support	9.10.09 9.10.09	9.10.09 9.10.09 22.10.09	22.10.09 22.10.09	Elektronisk Tjyfnng	Line Bak	Line Bak	Class bronze-tjyfnng. Tjyfnng afvsnen af medarbejder navnt i OC 3961
INC00000039657	User Service Restoration	Service Medium	e-TLP	Support	Support	9.10.09 9.10.09	14.10.09 14.10.09 21.10.09	21.10.09 21.10.09	Elektronisk Tjyfnng	Kurt Aabnd	Kurt Aabnd	Relativ tjyfnng. Tjyfnng afvsnen af medarbejder navnt i OC 3961
INC00000039659	User Service Restoration	Service Medium	e-TLP	Support	Support	9.10.09 9.10.09	13.10.09 13.10.09 15.10.09	15.10.09 15.10.09	Elektronisk Tjyfnng	Jada V. Larsen	Jada V. Larsen	Relativ tjyfnng. Tjyfnng afvsnen af medarbejder navnt i OC 3961
INC00000040733	User Service Restoration	Service Medium	Support	Support	Support	21.10.09 21.10.09	21.10.09 21.10.09 6.11.09	6.11.09 6.11.09	Elektronisk Tjyfnng	Line Bak	Line Bak	Support afvsnen af medarbejder navnt i OC 3961
INC00000040734	User Service Restoration	Service High	e-TLP	Support	Support	21.10.09 21.10.09	21.10.09 21.10.09 26.10.09	26.10.09 26.10.09	Elektronisk Tjyfnng	Line Bak	Line Bak	Support afvsnen af medarbejder navnt i OC 3961
INC00000041600	User Service Restoration	Service High	e-TLP	Support	Support	28.10.09 28.10.09	28.10.09 28.10.09 3.11.09	3.11.09 3.11.09	Elektronisk Tjyfnng	Line Bak	Line Bak	Support afvsnen af medarbejder navnt i OC 3961
INC00000040528	User Service Restoration	Service Critical	e-TLP	Support	Support	19.10.09 19.10.09	19.10.09 19.10.09 26.10.09	26.10.09 26.10.09	Elektronisk Tjyfnng	Line Bak	Line Bak	Support afvsnen af medarbejder navnt i OC 3961
INC00000040738	User Service Restoration	Service Medium	e-TLP	Support	Support	21.10.09 21.10.09	21.10.09 21.10.09 27.10.09	27.10.09 27.10.09	Elektronisk Tjyfnng	Kurt Aabnd	Kurt Aabnd	Support afvsnen af medarbejder navnt i OC 3961
INC00000041603	User Service Restoration	Service High	e-TLP	Support	Support	25.10.09 25.10.09	25.10.09 25.10.09 26.10.09	26.10.09 26.10.09	Elektronisk Tjyfnng	Line Bak	Line Bak	Support afvsnen af medarbejder navnt i OC 3961
INC00000041607	User Service Restoration	Service High	e-TLP	Support	Support	2.11.09 2.11.09	2.11.09 2.11.09 6.11.09	6.11.09 6.11.09	Elektronisk Tjyfnng	Line Bak	Line Bak	Support afvsnen af medarbejder navnt i OC 3961
INC00000041222	User Service Restoration	Service High	Tjyfnng	Support	Support	26.10.09 26.10.09	26.10.09 26.10.09 3.11.09	3.11.09 3.11.09	Elektronisk Tjyfnng	Line Bak	Line Bak	Support afvsnen af medarbejder navnt i OC 3961
INC00000039607	User Service Restoration	Service High	e-TLP	Support	Support	12.10.09 12.10.09	12.10.09 12.10.09 22.10.09	22.10.09 22.10.09	Elektronisk Tjyfnng	Line Bak	Line Bak	Support afvsnen af medarbejder navnt i OC 3961
INC00000039624	User Service Restoration	Service High	Support	Support	Support	12.10.09 12.10.09	14.10.09 14.10.09 15.10.09	15.10.09 15.10.09	Elektronisk Tjyfnng	Line Bak	Line Bak	Support afvsnen af medarbejder navnt i OC 3961
INC00000041602	User Service Restoration	Service High	Support	Support	Support	27.10.09 27.10.09	27.10.09 27.10.09 6.11.09	6.11.09 6.11.09	Elektronisk Tjyfnng	Line Bak	Line Bak	Support afvsnen af medarbejder navnt i OC 3961
INC00000041605	User Service Restoration	Service Medium	e-TLP	Support	Support	9.11.09 9.11.09	9.11.09 9.11.09 9.11.09	9.11.09 9.11.09	Elektronisk Tjyfnng	Line Bak	Line Bak	Support afvsnen af medarbejder navnt i OC 3961