Open Ticket Aging Report For All Tickets by Group

Printed On: 12/02/2004

Administration							58

Id	Created By	Create Date	Assign To Group	Class	Category	Status	Description
1915	Janet Ruggiero	06/15/2004	Administration	Production	TF Internal	Active	This ticket is being opened to track response time issues with InfraDesk.
2755	NetCool Event	06/22/2004	Administration	Enterprise	TF Product	Active	
2765	NetCool Event	06/22/2004	Administration	Facilities	Maintenance	Active	
4023	Karen L Higgins	06/28/2004	Administration	Enterprise		Active	We need the following vendors to have access to InfraDesk. Unicco, Triangle, Advanced Office Installers, Corliss Electric. Tammy Fischer made the following requirement. Before we can grant access to InfraDesk, vendor TF network

							access must be set up with which includes very limited network access to just what is necessary. Once we have valid TF network vendor accounts, Jon's team will be able to provide the access to InfraDesk that is necessary. Please see Paul Lanza x1314 for locaton of PC's
4415	John Cassaras	06/29/2004	Administration	Enterprise		Active	We are not seeing Technician name on call close notification. Please advise. ------------------------------ ------------------------------ ------------------------------ -------------------- Dear John Cassaras, Your Service Request has been resolved in

the Technical
Operations Service
Desk.

Request: #3901
Opened: Jun 25 2004
9:07AM(EST)
Closed: Jun 29 2004
2:03PM(EST)
Resolved by:

Description:

I am getting a fast busy
when I try to dial an
international call.

Resolution:

Harold Rios fixed this
issue.

We hope you were
satisfied with the
service you received.
Your feedback is
always welcome and
appreciated. Click on
the link below if you

would like to complete a Customer Satisfaction Survey.

Customer Survey

Please remember that the best way t o reach Technical Operations is through the online Service Desk. You can create new Service Requests and check the status of existing Requests.

Thank you,

Technical Operations

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Please do not reply to this e-mail, it has been auto-generated. Responses will not be received by the Service

							Desk. If you have questions about the resolution of your request, please contact your local Service Desk directly. If you need to generate a new request, please use the Submit Service Request Quick Link on the MyTF home page. **
4616	Karen L Higgins	06/30/2004	Administration	Enterprise		Active	Course Technology need to have access to Infra Desk. See Michelle Sullivan 25T3
5891	John Cassaras	07/06/2004	Administration	Enterprise		Active	We are still seeing blank tickets when closing requests that do not need to be opened. We have verified technicians are uisng the close button when leaving the request. ------------------------------

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John,

I have asked around and it looks as though if a tech goes to create a ticket and then the ticket is not needed they hit the Ãƒ????CloseÃƒ???? button. The ticket shows up blank in the NY_Service_Desk queue under the technicianÃƒ????s name. This happened to me this morning as well. I went to create a ticket and it was not needed, I hit the close button and the ticket was still created with no description or information in it.

Thank you,

Theodore J. Wheeler

							Thomson Financial Manager, Desktop Support 195 Broadway New York, NY 10007 P 646-822-3333 Theodore.Wheeler@thomson.com http://nyuss.tfn.com/
6122	David J Seiler	07/07/2004	Administration	Enterprise		Active	User is getting the message "Session timed out." when attempting to logon to Infradesk through myTF.
6347	Tammy Fischer	07/08/2004	Administration	Enterprise	Software	Active	Karole and I are training RV production today and we found that the prod account on the staging servers has been modified and isn't showing proper groups and all the open tickets in the system have been cleaned out. For training purposes it helps to have the

							queue full of tickets to show the different colors in status and to show filtering real time. We at least need the grouping fixed for this account so we can show the proper workflow for production. We are training the next RV production class at 1pm.
7291	Joanne A Vega	07/13/2004	Administration	Enterprise	Employee	Resolved	Pablo has lost his access to Infradesk quick link submit service request.
7883	Jon Noble	07/15/2004	Administration	Enterprise		New	test ticket
8081	David J Seiler	07/16/2004	Administration	Enterprise	Employee	Resolved	Please enable ID and password to infradest for Dina Cantarella. She either does not have access or she needs her password reset. Her extension is

8387	Admin, TF	08/04/2004	Administration	Enterprise	Conference Room		Resolved	test
8388	Admin, TF	08/05/2004	Administration				New	Test//////test\test/test test test test\testing Test/// testing again
8389	Admin, TF	08/09/2004	Administration	Production	Infrastructure		Active	testing workflow
8390	Admin, TF	08/09/2004	Administration	Production	Infrastructure		Resolved	testing workflow
8391	Admin, TF	08/10/2004	Administration				New	testing task templates
8392	Admin, TF	08/10/2004	Administration				New	testin task templates
8393	Admin, TF	08/10/2004	Administration	Production	Infrastructure		Resolved	Testing Task Templates
8394	Admin, TF	08/10/2004	Administration	Production	Infrastructure		Resolved	test
8395	Admin, TF	08/10/2004	Administration	Production	Infrastructure		Resolved	final test
8400	New Tester	08/16/2004	Administration				New	testing global issue
8401	New Tester	08/16/2004	Administration	Enterprise			Pending	testing
8402	Admin, TF	08/17/2004	Administration	Production			Pending	Testing related tickets
8405	Admin, TF	08/26/2004	Administration	Production	Infrastructure		Resolved	new incident
8407	Admin, TF	09/23/2004	Administration	Enterprise	Consultation		Resolved	test
8408	Admin, TF	09/28/2004	Administration	Facilities	Maintenance		Resolved	test

8409	Admin, TF	09/28/2004	Administration	Enterprise	Consultation	Resolved	vishal: test
8410	Admin, TF	09/28/2004	Administration	Facilities	Maintenance	Resolved	Test
8412	Admin, TF	09/29/2004	Administration	Enterprise	Conference Room	Resolved	vop new ticket
8413	Admin, TF	09/29/2004	Administration	Production	Infrastructure	Resolved	Arindam Testing
8414	Admin, TF	09/29/2004	Administration	Production	LAN/WAN	Resolved	Arindam Testing
8415	Admin, TF	09/29/2004	Administration	Enterprise	Telecommunications	Resolved	Arindam testing
8416	Admin, TF	09/29/2004	Administration	Production	Infrastructure	Resolved	Arindam Testing
8417	Admin, TF	09/29/2004	Administration	Production	Infrastructure	Resolved	Arindam Testing
8418	Admin, TF	09/29/2004	Administration	Enterprise	TF Product	Resolved	Arindam Testing
8419	Admin, TF	09/29/2004	Administration	Enterprise	Consultation	New	Arindam Testing
8421	Admin, TF	09/29/2004	Administration			New	
8422	Admin, TF	09/29/2004	Administration	Enterprise	Telecommunications	Resolved	Arindam Testing
8424	Admin, TF	09/30/2004	Administration	Facilities	Maintenance	Resolved	Arindam Testing
8425	Admin, TF	09/30/2004	Administration	Facilities	Maintenance	New	Arindam Testing
8426	Admin, TF	09/30/2004	Administration	Facilities	Maintenance	New	Arindam Testing
8427	Admin, TF	10/01/2004	Administration	Facilities	Maintenance	New	Arindam Testing
8428	Admin, TF	10/01/2004	Administration	Facilities	Maintenance	Resolved	Arindam Testing
8429	Admin, TF	10/01/2004	Administration	Facilities	Maintenance	Resolved	Arindam Testing
8430	Admin, TF	10/01/2004	Administration	Facilities	Maintenance	Active	Arindam Testing