



Ticket Data

PAC: ALL , Year:2024, Quarter: ALL , Month: ALL

PAC Name: Multipurpose SCS Ltd PACCode: P356036452007022002

Ticket Code	SLA Parameter	Subject	BDBH Severity	SLA Severity	Status	Events				Assigned To	Reported By
						Incident Date Time	Raised Date Time	Acknowledged Date Time	Resolved Date Time		
ANI24000003	Readiness of online/off-line solution	tset	Critical	High	Closed	9/5/2024 10:02:00 AM	9/17/2024 10:02:00 AM			vishal	praveensi
MN24000004	Network related issues	system related issue	Critical	High	Re-Open	9/5/2024 10:54:00 AM	9/5/2024 10:54:00 AM			vishal	krishna
MN24000005	Testing	system not working	High	High	Resolved	9/5/2024 10:57:00 AM	9/5/2024 10:57:00 AM	9/5/2024 11:12:50 AM	9/5/2024 11:13:38 AM	vishal	krishna
MN24000006	Testing	system not working	High	High	New	9/5/2024 10:57:00 AM	9/18/2024 10:50:00 AM		9/5/2024 11:13:38 AM	vishal	krishna
ANI24000007	Go-Live	check data once	High	High	New	9/6/2024 10:03:00 AM	9/18/2024 10:50:00 AM			ALR	jagadish
ANI24000008	Customisation related requirement	check sub	Critical	High	New	9/6/2024 11:01:00 AM	9/18/2024 10:50:00 AM			narayana	jagadish
ANI24000009	Customisation related requirement	1	Critical	High	New	9/6/2024 12:50:00 PM	9/19/2024 12:00:00 AM	9/6/2024 3:12:52 PM	9/12/2024 12:13:51 PM	narayana	praveenpac
ANI24000012	Customisation related requirement	Test p	Critical	High	Acknowledge	9/6/2024 3:30:00 PM	9/17/2024 7:30:00 PM	9/17/2024 7:31:57 PM		siuser	praveenpac
ANI24000013	Customisation related requirement	test	Critical	High	Re-Open	9/6/2024 7:33:00 PM	9/6/2024 7:33:00 PM	9/6/2024 7:34:53 PM	9/6/2024 7:35:23 PM		praveensi
ANI24000016	Software related incident Response Time	Test M	Medium	High	Acknowledge	9/9/2024 7:14:00 PM	9/9/2024 7:14:00 PM	9/13/2024 3:04:20 PM		bhanu	bhanu
ANI24000017	Customisation related requirement	test@gmail.com	Critical	High	Acknowledge	9/9/2024 7:16:00 PM	9/9/2024 7:16:00 PM	9/11/2024 6:49:42 PM		vishal	bhanu
ANI24000018	Hardware related queries	Test sairam	High	High	Resolved	9/10/2024 12:52:00 PM	9/17/2024 7:30:00 PM	9/10/2024 12:54:39 PM	9/11/2024 3:47:55 PM		praveenpac
ANI24000019	Go-Live	1	High	High	Acknowledge	9/10/2024 1:04:00 PM	9/17/2024 7:30:00 PM	9/11/2024 6:37:37 PM			praveenpac
ANI24000020	Trainings	Test Training sub	Low	High	Acknowledge	9/11/2024 11:57:00 AM	9/17/2024 7:30:00 PM	9/11/2024 6:36:58 PM			praveenpac
ANI24000021	Helpdesk related	Test Training Sub	Medium	High	Acknowledge	9/11/2024 12:00:00 PM	9/11/2024 12:00:00 PM	9/11/2024 6:07:09 PM			praveenpac
ANI24000022	Customisation related requirement	1	Critical	High	Closed	9/11/2024 12:02:00 PM	9/12/2024 12:02:00 PM	9/12/2024 11:58:57 AM	9/12/2024 11:59:22 AM	vishal	praveenpac
24000023	Software related incident Response Time	test	Medium	High	Acknowledge	9/12/2024 12:02:00 PM	9/13/2024 6:58:00 PM	9/17/2024 7:28:31 PM		siuser	bhanu
MN24000024	Helpdesk related	space issue	Medium	High	Acknowledge	9/12/2024 2:46:00 PM	9/12/2024 2:46:00 PM	9/17/2024 7:27:12 PM		sairam1	lakshmi
ANI240000162	Customisation related requirement	Testing 12 Sep,Critical High Closed	Critical	High	New	9/11/2024 5:50:00 PM	9/18/2024 10:50:00 AM	9/11/2024 5:55:00 PM	9/12/2024 9:30:00 PM		praveensi
ANI240000164	Testing	Testing 12 Sep,Critical High Closed	High	High	New	9/11/2024 5:52:00 PM	9/18/2024 10:50:00 AM	9/11/2024 5:55:00 PM			praveensi



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Ticket Code	SLA Parameter	Subject	BDBH Severity	SLA Severity	Status	Events				Assigned To	Reported By
						Incident Date Time	Raised Date Time	Acknowledged Date Time	Resolved Date Time		
ANI240000166	Trainings	Testing 12 Sep,Low,High,Re-open	Low	High	Re-Open	9/11/2024 5:50:00 PM	9/11/2024 7:59:00 PM	9/11/2024 5:55:00 PM			praveensi
ANI240000168	Trainings	Testing 12 Sep,Low,High,Resolved	Low	High	Resolved	9/11/2024 5:40:00 PM	9/11/2024 7:45:00 PM	9/11/2024 5:55:00 PM	9/12/2024 11:30:00 PM		praveensi
ANI24000030	Software related incident Response Time	Test M	Medium	High	Closed	9/13/2024 10:27:00 AM	9/13/2024 10:27:00 AM	9/13/2024 10:32:07 AM	9/13/2024 11:26:06 AM	sairaml	praveenmpac
ANI24000031	Data digitisation and Data Migration	Test M 2	High	High	Acknowledge	9/13/2024 11:24:00 AM	9/13/2024 11:24:00 AM	9/13/2024 11:33:15 AM		sairaml	praveenmpac
ANI24000032	Hardware related queries	Test M 3	High	High	Acknowledge	9/13/2024 11:25:00 AM	9/13/2024 11:25:00 AM	9/17/2024 7:29:47 PM		siuser	praveenmpac
ANI24000033	Testing	Test M 4	High	High	Resolved	9/13/2024 11:30:00 AM	9/13/2024 11:30:00 AM	9/13/2024 11:33:32 AM	9/13/2024 11:34:19 AM	sairaml	praveenmpac
ANI24000034	Readiness of online/off-line solution	Test M 5	Critical	High	Re-Open	9/13/2024 11:30:00 AM	9/13/2024 11:30:00 AM	9/13/2024 11:34:36 AM	9/13/2024 11:34:57 AM	sairaml	praveenmpac
ANI24000035	Trainings	Test M 6	Low	High	New	9/13/2024 11:31:00 AM	9/18/2024 10:50:00 AM				praveenmpac
ANI24000043	Data digitisation and Data Migration	hgfhg	High	High	Acknowledge	9/17/2024 12:39:00 PM	9/18/2024 10:50:00 AM	9/18/2024 11:47:27 AM		bhanu	jagadish
ANI24000044	Customisation related requirement	data issue	Critical	High	New	9/18/2024 11:50:00 AM	9/18/2024 11:50:00 AM			aInsi	aInsi
ANI24000045	Customisation related requirement	facing a issue	Critical	High	New	9/18/2024 11:52:00 AM	9/18/2024 11:52:00 AM			aInsi	lakshmi
ANI24000048	Helpdesk related	check subject data	Medium	High	New	9/18/2024 12:36:00 PM	9/18/2024 12:36:00 PM			siuser	testsi
ANI24000049	Trainings	not working	Low	High	New	9/18/2024 1:00:00 PM	9/18/2024 1:00:00 PM			TestSi	testsi
ANI24000050	On system entries related requirements	sdf adsf	High	High	Closed	9/18/2024 3:46:00 PM	9/18/2024 3:46:00 PM	9/24/2024 4:22:38 PM	9/24/2024 4:25:15 PM	siuser	jagadish
ANI24000051	Data digitisation and Data Migration	gfgf	High	High	Re-Open	9/18/2024 4:14:00 PM	9/18/2024 4:14:00 PM	9/20/2024 8:36:02 AM	9/20/2024 8:38:01 AM	praveensi	TestSi
ANI24000052	Handholding to PACS	asdf	High	High	Acknowledge	9/18/2024 4:55:00 PM	9/18/2024 4:55:00 PM	9/18/2024 5:55:03 PM		bhanu	praveenpac
ANI24000053	Network related issues	fchgfhgf	Critical	High	Acknowledge	9/18/2024 7:04:00 PM	9/18/2024 7:04:00 PM	9/20/2024 8:30:00 AM		siuser	jagadish
ANI24000054	On system entries related requirements	111111111111	High	High	New	9/19/2024 6:23:00 PM	9/19/2024 6:23:00 PM				praveenpac
ANI24000060	Testing	text issue	High	High	Re-Open	9/20/2024 8:32:00 AM	9/20/2024 8:32:00 AM	9/20/2024 8:35:22 AM	9/20/2024 8:38:47 AM	TestSi	jagadish
ANI24000061	Data digitisation and Data Migration	gfhghf	High	High	Acknowledge	9/20/2024 11:06:00 AM	9/20/2024 11:06:00 AM	9/20/2024 11:07:21 AM		TestSi	jagadish

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						Incident Date Time	Raised Date Time	Acknowledged Date Time	Resolved Date Time		
ANI24000062	On system entries related requirements	check ticket	High	High	Acknowledge	9/20/2024 11:29:00 AM	9/20/2024 11:29:00 AM	9/20/2024 11:30:43 AM		testsi	jagadish
ANI24000063	On system entries related requirements	fgdggf	High	High	Acknowledge	9/20/2024 11:31:00 AM	9/20/2024 11:31:00 AM	9/20/2024 11:32:19 AM		testsi	jagadish
ANI24000066	Customisation related requirement	Testing on 20 Sep	Critical	High	Resolved	9/20/2024 12:11:00 PM	9/20/2024 12:11:00 PM	9/20/2024 1:29:51 PM	9/20/2024 1:30:23 PM	krishnakanth	krishnakanth
ANI24000067	Customisation related requirement	Testing on 20 Sep	Critical	High	Acknowledge	9/20/2024 12:13:00 PM	9/20/2024 12:13:00 PM	9/20/2024 3:16:15 PM		krishnakanth	krishnakanth
ANI24000068	Customisation related requirement	Testing on 20th September	Critical	High	New	9/20/2024 12:35:00 PM	9/20/2024 12:35:00 PM			krishnakantha	krishnakantha
ANI24000070	Customisation related requirement	Testing on 2 0Sep	Critical	High	New	9/20/2024 12:52:00 PM	9/20/2024 12:52:00 PM			krishnasiad	krishnasiad
ANI24000071	Customisation related requirement	Testing on 20 Sep	Critical	High	New	9/20/2024 12:55:00 PM	9/20/2024 12:55:00 PM			krishnakanth	krishnasiad
ANI24000072	Customisation related requirement	Testing andaman Dev 20 Sep	Critical	High	New	9/20/2024 1:24:00 PM	9/20/2024 1:24:00 PM			krishnasiad	krishnasiad
ANI24000074	Customisation related requirement	Testing on 20 Sep	Critical	High	Acknowledge	9/20/2024 2:35:00 PM	9/20/2024 2:35:00 PM	9/23/2024 6:15:13 PM		krishnakanth	krishnasiad
ANI24000076	Customisation related requirement	Test on 20 Sep	Critical	High	Acknowledge	9/20/2024 3:35:00 PM	9/20/2024 3:35:00 PM	9/23/2024 6:15:07 PM		krishnakanth	praveensimn
ANI24000078	Customisation related requirement	Test 20 Sep	Critical	High	Acknowledge	9/20/2024 5:05:00 PM	9/20/2024 5:05:00 PM	9/24/2024 3:27:03 PM		krishnakanth	krishnakanth
ANI24000082	Helpdesk related	TEst	Medium	High	New	9/27/2024 7:00:00 PM	9/27/2024 7:00:00 PM			krishnakantha	praveensimn
ANI24000083	Customisation related requirement	HI	Critical	Medium	New	9/27/2024 9:35:00 PM	9/27/2024 9:35:00 PM				jagadishpac
ANI24000085	Customisation related requirement	Test PAC user	Critical	High	Acknowledge	9/30/2024 5:05:00 PM	9/30/2024 5:05:00 PM	9/30/2024 5:08:07 PM		bhanu	krishnakantha@satragro up.in
ANI24000087	Customisation related requirement	Test-Oct1st	Critical	Critical	New	10/1/2024 10:47:00 AM	10/1/2024 10:47:00 AM				bhanu