

Problem Task

Incident Task - 10.2.g

Title: * 112 Gesprekken komen niet binnen.

Description: * 112 gesprekken lijken landelijk niet binnen te komen. MK Zeeland, Drachten, Tilburg en LE hebben zich al gemeld. Lijkt dat zowel mobiel als vast niet binnen te komen, wat wel binnenkomt heeft problemen met doorverbinden naar de regio's.

Landelijke storing? KPN en T-Mobile hebben problemen, vodafone en Tele2 is nu nog niet bekend.

Task ID: 10.2.g Parent Incident: 10.2.g

Status: * Closed Affected CI: 112

Phase: Closed Callback Date: 10.2.g

Category: Algemene Taak Reference ID:

Subcategory:

Task Type: Uitbestede Call Impact: * 1 - Meerdere Regio's

Assignment Group: KPNSQC Urgency: * 1 - Kritiek

Assignee: Priority: 1 - Kritiek

Supplier CI ID:

C2000 Environment

Correction Approval

General

Open Time: 24/06/19 16:01:27 Folder: * C2000 BEHEER

Resolve Time: 10/07/19 13:20:25 Initial Contact Name: MDC-BEHEER-

Contact Phone:

Multiple CI's

Completion Code: Other

Task Outcome: Gaat verder bij KPN SQC. Ligt buiten scope MDC. Heb ook SQC hierover gesproken en gemeld dat we de call gaan sluiten.

History

New Update Type

New Update

Journal Updates:

Date/Time	Type	Operator	Description
10/07/19 13:22:11	Phase		"Resolved" to "Closed"
10/07/19 13:22:11	Status		"Verificatie" to "Closed"
10/07/19 13:22:11	Closure Code		Other
10/07/19 13:22:11	Close Time		10/07/19 13:22:11
10/07/19 13:22:11	Orig Close Time	L	10/07/19 13:22:11
10/07/19 13:22:11	Closed By		
10/07/19 13:21:52	Phase	L	"Work In Progress" to "Resolved"
10/07/19 13:21:52	Status		"In Behandeling" to "Verificatie"
10/07/19 13:21:52	Task Outcome		Gaat verder bij KPN SQC. Ligt buiten scope MDC.
10/07/19 13:21:52	Resolve Time		10/07/19 13:20:25
24/06/19 17:12:49	Status		"Geregistreerd" to "In Behandeling"
24/06/19 16:01:27	Open		112 Gesprekken komen niet binnen.
24/06/19 16:01:27	Open Time		Open time set to 24/06/19 16:01:27
24/06/19 16:01:27	Assignment Group		KPNSQC
24/06/19 16:01:27	Phase		Work In Progress
24/06/19 16:01:27	Category		Algemene Taak
24/06/19 16:01:27	Status		Geregistreerd
24/06/19 16:01:27	Affected CI		112
24/06/19 16:01:27	Impact		1 - Meerdere Regio's
24/06/19 16:01:27	Urgency		1 - Kritiek
24/06/19 16:01:27	Priority		1 - Kritiek

Date/Time	Type	Operator	Description
24/06/19 16:01:27	Description		112 gesprekken lijken landelijk niet binnen te komen.
24/06/19 16:01:27	Task Type		Uitbestede Call
24/06/19 16:01:27	Notification send to 10.2.g		Email sent to 10.2.g for ticket registration

Problem Task

Incident Task - IM47100-002

Title: *

Description: *

Task ID: Parent Incident:

Status: * Affected CI:

Phase: Callback Date:

Category: Reference ID:

Subcategory:

Task Type: Impact: *

Assignment Group: Urgency: *

Assignee: Priority:

Supplier CI ID:

C2000 Environment:

Correction Approval

General

Open Time: Folder: *

Resolve Time: Initial Contact Name:

Contact Phone:

Multiple CI's

Completion Code:

Task Outcome:

History

New Update Type

New Update

Journal Updates:

Date/Time	Type	Operator	Description
25/06/19 10:21:37	Phase		"Resolved" to "Closed"
25/06/19 10:21:37	Status		"Verificatie" to "Closed"
25/06/19 10:21:37	Closure Code		Successful
25/06/19 10:21:37	Close Time		25/06/19 10:21:36
25/06/19 10:21:37	Orig Close Time		25/06/19 10:21:36
25/06/19 10:21:37	Closed By		
25/06/19 10:21:29	Phase		"Work In Progress" to "Resolved"
25/06/19 10:21:29	Status		"In Behandeling" to "Verificatie"
25/06/19 10:21:29	Update		oorzaak lag in het KPN netwerk
25/06/19 10:21:29	Task Outcome		oorzaak lag in het KPN netwerk
25/06/19 10:21:29	Resolve Time		25/06/19 10:21:26
24/06/19 17:13:08	Status		"Geregistreerd" to "In Behandeling"
24/06/19 16:02:01	Open		112 Gesprekken komen niet binnen.
24/06/19 16:02:01	Open Time		Open time set to 24/06/19 16:02:01
24/06/19 16:02:01	Assignment Group		T-MOBILE
24/06/19 16:02:01	Phase		Work In Progress
24/06/19 16:02:01	Category		Algemene Taak
24/06/19 16:02:01	Status		Geregistreerd
24/06/19 16:02:01	Affected CI		112
24/06/19 16:02:01	Impact		1 - Meerdere Regio's
24/06/19 16:02:01	Urgency		1 - Kritiek
24/06/19 16:02:01	Priority		1 - Kritiek

Date/Time	Type	Operator	Description
24/06/19 16:02:01	Description		112 gesprekken lijken landelijk niet binnen te komen.
24/06/19 16:02:01	Task Type		Uitbestede Call
24/06/19 16:02:01	Notification send to 10.2.g		Email sent to 10.2.g for ticket registration

Problem Task

Incident Task - 10.2g

Title: * 112 Gesprekken komen niet binnen.

Description: * Locatie informatie komt niet mee met de oproepen die binnenkomen op de meldkamer (112) als er gebeld wordt met Vodafone als provider.

Task ID: 10.2g Parent Incident: 10.2g

Status: * Closed Affected CI: 10.2g

Phase: Closed Callback Date:

Category: Algemene Taak Reference ID:

Subcategory: verbinding Correction Approval

Task Type: Uitbestede Call Impact: * 1 - Meerdere Regio's

Assignment Group: VODAFONE Urgency: * 1 - Kritiek

Assignee: Priority: 1 - Kritiek

Supplier CI ID:

C2000 Environment:

General

Open Time: 24/06/19 20:21:21 Folder: * C2000 BEHEER

Resolve Time: 25/06/19 10:30:47 Initial Contact Name: MDC-BEHEER

Contact Phone:

Multiple CI's

Completion Code: Successful

Task Outcome: gesproken ziet datapakketten binnen komen.

History

New Update Type:

New Update:

Journal Updates: 25/06/19 10:23:04 Europe/Middle (gesproken ziet datapakketten binnen komen task mag gesloet worden)

Date/Time	Type	Operator	Description
25/06/19 10:31:12	Close Time		25/06/19 10:31:11
25/06/19 10:31:12	Orig Close Time		25/06/19 10:31:11
25/06/19 10:31:12	Closed By		
25/06/19 10:31:11	Phase		"Resolved" to "Closed"
25/06/19 10:31:11	Status		"Verificatie" to "Closed"
25/06/19 10:31:11	Closure Code		Successful
25/06/19 10:30:58	Resolve Time		25/06/19 10:30:47
25/06/19 10:30:57	Phase		"Work In Progress" to "Resolved"
25/06/19 10:30:57	Status		"In Behandeling" to "Verificatie"
25/06/19 10:30:57	Task Outcome		gesproken ziet datapakketten binnen komen.
25/06/19 10:23:05	Update		gesproken ziet datapakketten binnen komen
24/06/19 20:53:12	Status		"Geregistreerd" to "In Behandeling"
24/06/19 20:22:22	Description		Locatie informatie komt niet mee met de oproepen die binnenkomen op de meldkamer (112) als er gebeld wordt met Vodafone als provider.
24/06/19 20:21:21	Open		112 Gesprekken komen niet binnen.
24/06/19 20:21:21	Open Time		Open time set to 24/06/19 20:21:21
24/06/19 20:21:21	Assignment Group		VODAFONE
24/06/19 20:21:21	Phase		Work In Progress
24/06/19 20:21:21	Category		Algemene Taak
24/06/19 20:21:21	Status		Geregistreerd
24/06/19 20:21:21	Affected CI		10.2g
24/06/19 20:21:21	Impact		1 - Meerdere Regio's
24/06/19 20:21:21	Urgency		1 - Kritiek

Date/Time	Type	Operator	Description
24/06/19 20:21:21	Priority		1 - Kritiek
24/06/19 20:21:21	Description		Locatie informatie komt niet mee met de oproepen die binnenkomen op de meldkamer (112) als er gebeld wordt met Vodafone als provider.
24/06/19 20:21:21	Task Type		Uitbestede Call
24/06/19 20:21:21	Notification send to 10.2.g		Email sent to 10.2.g for ticket registration