

Report Title: Incident Details
Run Date and Time: 2024-12-12 16:37:28 Central Standard Time
Run by: Lucas Van Nest
Table name: incident

Incident

Number:	INC0099658	Channel:	Self-service
Caller:	Michael Blackford	State:	New
Category:	Audit	On hold reason:	
Subcategory:	Audit	Impact:	3 - Low
Service:		Urgency:	3 - Low
Configuration item:	Ellipse	Priority:	5 - Planning
Parent Incident:		Assignment group:	SN-Change_Manager
Correlation ID:		Assigned to:	
		LogicMonitor Alert Acknowledge:	false
		Additional assignee list:	

Short description:

2024 Annual Review of Ellipse Access Levels

Description:

Each year the various Ellipse access levels are reviewed by an appropriate member of the user community (usually Greg Hensala, Assistant Controller) to ensure adequate understanding of the Ellipse application's roles/privilege's/permissions.

Evidence of the annual access review performed over employee access levels in Ellipse. The Ellipse review should include a review over all programs (including those programs with multiple positions) and the corresponding profiles within the application to ensure that the profiles have correct program access in the application. Additionally this should include:

1. Initial access listings utilized
 2. The process owner review including any requested changes
 3. Query/screenshots of parameters used to demonstrate the initial listings were complete/accurate (Please include current Date and Time Stamp on the Screenshots).
 4. Follow up listing showing any requested changes have occurred
- .

Notes

Watch list:	Work notes list:
Additional comments:	
Work notes:	

Related Records

Parent Incident:	Change Request:
Problem:	Caused by Change:

Resolution Information

Knowledge:	false	Resolved by:
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Resolution code:

Resolved:

Resolution notes:

Related List Title: Task SLA List

Table name: task_sla

Query Condition: Task = INC0099658

Sort Order: None

1 Task SLAs

Task	SLA definition	Type	Target	Stage	Business time left	Business elapsed time	Business elapsed percentage	Start time	Stop time
INC0099658	Priority 5 resolution (5 Business days)	SLA	Resolution	Paused	1 Day 21 Hours	0 Seconds	0	2024-12-03 07:34:34	

Related List Title: Incident List

Table name: incident

Query Condition: Caller = Michael Blackford

Sort Order: Opened in descending order

652 Incidents

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0099658	2024-12-03 07:31:19	2024 Annual Review of Ellipse Access Levels	Michael Blackford	5 - Planning	New	Audit	SN-Change_Manager		2024-12-03 07:39:59	mblackford@archrsc.com
INC0099147	2024-11-21 09:21:00	2024 Ellipse segregation of duties (SOD) review	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-12-11 12:00:00	system
INC0099012	2024-11-19 13:02:26	2024 LMS Segregation of Duties (SoD)	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-11-26 15:00:01	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0099011	2024-11-19 12:51:03	2024 Annual Segregation of Duties (SoD) Review - Workday HR/HCM/FIN	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-11-26 09:00:01	system
INC0098905	2024-11-18 07:34:28	Reload prices in DW	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sabegh Viridi	2024-11-19 10:00:02	system
INC0098903	2024-11-18 07:00:18	Missing 11/15/2024 prices. Suspect issue with Enverus	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager		2024-11-19 10:00:01	system
INC0098691	2024-11-14 13:49:18	2024 Annual Segregation of Duties (SoD) Review - Revenue Management System (RMS)	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-11-26 09:00:02	system
INC0098659	2024-11-14 06:36:31	11.13.2024 prices were missing for SGX-HCCLV-Premium-Australian and Freight-Indonesian-FOB-Kalimanta	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager		2024-11-15 09:00:03	system
INC0098621	2024-11-13 13:55:32	2024 MASTER Annual Segregation of Duties (SoD) Review	Michael Blackford	5 - Planning	In Progress	Audit	SN-Change_Manager	Michael Blackford	2024-11-25 08:14:37	mblackford@archrsc.com
INC0098618	2024-11-13 13:32:31	2024 Ellipse User Access Review (UAR)	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Steve Duncan	2024-11-28 12:00:01	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0098617	2024-11-13 13:30:13	2024: SOx Audit - Ellipse Class Method Security	Michael Blackford	5 - Planning	In Progress	Audit	SN-Change_Manager	Michael Blackford	2024-11-27 11:05:57	mblackford@archrsc.com
INC0098594	2024-11-13 08:41:24	T20241115.0003 - Ellipse 2024Q4 Db User Access Review (UAR) (DbUAR)	Michael Blackford	5 - Planning	Closed	Audit	SN-Application_Mining_Systems(AddOns)	Virgil Sarabia	2024-11-16 11:00:01	system
INC0098593	2024-11-13 08:39:37	2024Q4 Ellipse Db User Access Review (DbUAR)	Michael Blackford	5 - Planning	New	Audit	SN-Change_Manager		2024-11-21 09:50:40	mblackford@archrsc.com
INC0098524	2024-11-12 10:52:15	2024Q4 User Access Review (UAR) Kainos Smart Audit	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2024-11-28 12:00:00	system
INC0098518	2024-11-12 10:11:59	Security Patch: Install Washington DC Patch 7a on SNC Instance - archrsc	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Steve Duncan	2024-11-22 11:00:00	system
INC0098143	2024-11-04 07:05:40	2024Q4 Ellipse User Access Review - BO report prep	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sanjay Karanwal	2024-11-06 14:00:00	system
INC0098142	2024-11-04 07:03:06	2024Q4 UAR Ellipse User Access Review (UAR)	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-11-28 12:00:00	system
INC0098011	2024-11-01 07:35:37	I need my password reset to the MARKET_D ATA application - Enverus PROD application - RMSPRD5	Michael Blackford	2 - High	Closed	Applications and Software	SN-Dalechek		2024-11-02 08:00:00	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0097978	2024-10-31 07:27:50	10.31.2024 Excalibur index price check report error	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager		2024-11-05 07:00:01	system
INC0097713	2024-10-24 15:38:46	Miscellaneous Tool - User Access reviews (UARs)	Michael Blackford	5 - Planning	New	Audit	SN-Change_Manager		2024-10-24 15:40:05	mblackford@archrsc.com
INC0097669	2024-10-23 14:17:07	2024Q4 DbUAR Revenue Management System (RMS) DB User Access Review	Michael Blackford	5 - Planning	New	Audit	SN-Change_Manager		2024-10-29 08:16:24	mblackford@archrsc.com
INC0097247	2024-10-18 15:10:28	2024Q4 DbUAR Land Management System (LMS) DB User Access Review	Michael Blackford	5 - Planning	In Progress	Audit	SN-Change_Manager	Michael Blackford	2024-10-28 09:32:29	mblackford@archrsc.com
INC0096993	2024-10-15 10:35:45	2024Q4 MARS User Access Review (UAR)	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Steve Duncan	2024-11-02 10:00:01	system
INC0096992	2024-10-15 10:29:30	UAR 2024 Q4 Review - Sage FAS	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Steve Duncan	2024-11-12 14:00:02	system
INC0096983	2024-10-15 09:00:29	2024Q4 Fall User Access Review (DB UAR) : OCI accounts - Bond, HR/Payroll, LMS, RCMS, RMS	Michael Blackford	5 - Planning	Closed	Database	SN-Centroid_DBA	Centroid DBA	2024-10-17 09:00:03	system
INC0096981	2024-10-15 08:22:11	MASTER 2024 Q4 DB UAR	Michael Blackford	5 - Planning	New	Audit	SN-Change_Manager		2024-11-13 13:28:37	mblackford@archrsc.com

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0096782	2024-10-10 07:14:02	RE: 2024Q4 RMS Semi-Annual Account Review - iLowder - eLindgren	Michael Blackford	1 - Critical	Closed	Applications and Software	SN-Centroid_L1	Centroid L1	2024-10-11 09:00:00	system
INC0096738	2024-10-09 09:31:19	2024Q4 UAR LMS User Access Review (UAR)	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-11-28 12:00:01	system
INC0096715	2024-10-09 06:25:09	2024 spring MASTER User Access Review (UAR) - (replaced deleted ticket)	Michael Blackford	5 - Planning	New	Audit	SN-Change_Manager		2024-10-09 06:26:17	mblackford@archrsc.com
INC0096702	2024-10-08 14:33:17	unable to log in to RMS PROD	Michael Blackford	3 - Moderate	Closed	Applications and Software	SN-Centroid_DBA	Centroid DBA	2024-10-09 16:00:00	system
INC0096701	2024-10-08 14:26:47	2024Q4 UAR RMS User Access Review (UAR)	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-11-28 12:00:00	system
INC0096508	2024-10-03 08:55:28	2024 System and Organization Controls (SOC) review	Michael Blackford	5 - Planning	New	Audit	SN-Change_Manager		2024-10-08 13:12:45	mblackford@archrsc.com
INC0096453	2024-10-02 13:26:10	2024 Workday UAR User Access Review - key users	Michael Blackford	5 - Planning	New	Audit	SN-Change_Manager		2024-10-10 13:56:28	mblackford@archrsc.com
INC0096123	2024-09-26 13:44:54	2024 BO/BI Warehouse - PRDWHSE0@AZUPMS QL05 Db User Access Review (DbUAR)	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-11-28 12:00:01	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0096121	2024-09-26 13:19:14	Sage Fixed Asset System (FAS) 2024 DB User Access Review (UAR) (DbUAR)	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-10-22 13:55:49	sduncan@archrsc.com
INC0095932	2024-09-24 06:56:45	2024Q4 UAR Adaptive Planning (AP) User Access Review	Michael Blackford	5 - Planning	New	Audit	SN-Change_Manager		2024-10-02 10:47:51	mblackford@archrsc.com
INC0095663	2024-09-20 14:27:21	iON Implementation Analysis (IA) for QMaster and Aspect	Michael Blackford	5 - Planning	New	Audit	SN-Change_Manager		2024-09-20 14:46:13	mblackford@archrsc.com
INC0095662	2024-09-20 13:49:05	2024 ServiceNow health check (HealthScan)	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager	Steve Duncan	2024-10-04 10:00:01	system
INC0095654	2024-09-20 11:17:29	2024 XFA UAR User Access Review	Michael Blackford	5 - Planning	New	Audit	SN-Change_Manager		2024-09-24 06:53:38	mblackford@archrsc.com
INC0095610	2024-09-19 13:28:44	MASTER 2024 Fall UAR	Michael Blackford	5 - Planning	New	Audit	SN-Change_Manager		2024-11-13 13:49:48	mblackford@archrsc.com
INC0095176	2024-09-13 10:18:08	2024 User Access Review (UAR) of GitHub - authentication	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-10-04 11:00:01	system
INC0095172	2024-09-13 09:25:54	2024 Data Warehouse authentication controls	Michael Blackford	5 - Planning	New	Audit	SN-Change_Manager		2024-09-13 09:28:36	mblackford@archrsc.com
INC0095059	2024-09-11 07:30:30	09.11.2024 Excalibur index price check report error	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager		2024-09-12 10:00:01	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0095028	2024-09-10 16:25:47	2024 Workday User Access Review (UAR)	Michael Blackford	5 - Planning	New	Audit	SN-Change_Manager		2024-10-03 09:58:10	sduncan@archrsc.com
INC0095005	2024-09-10 12:01:28	09.10.2024 Excalibur index price check report error	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager		2024-09-12 08:00:00	system
INC0094971	2024-09-10 06:57:23	09.07.2024 Excalibur index price check report error	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager		2024-09-14 15:00:01	system
INC0094745	2024-09-06 11:01:01	2024 User Access Review (UAR) of Data Warehouse	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-09-13 09:27:15	mblackford@archrsc.com
INC0094741	2024-09-06 09:51:22	2024 User Access Review (UAR) of Azure DevOps	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-10-23 11:00:02	system
INC0094740	2024-09-06 09:46:36	2024 User Access Review (UAR) of ServiceNow	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Steve Duncan	2024-10-23 11:00:00	system
INC0094735	2024-09-06 07:46:05	2024 User Access Review (UAR) of TRIPWIRE	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Steve Duncan	2024-10-02 09:00:00	system
INC0094734	2024-09-06 07:31:17	2024 User Access Review (UAR) of ODBC use in Detail_Transaction.xlsx Excel spreadsheet (used by Tim Schroeder in Accounting)	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-10-09 15:00:02	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0094733	2024-09-06 07:25:45	2024 User Access Review (UAR) of TiDAL	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2024-09-07 09:00:02	system
INC0094729	2024-09-06 06:28:43	08.29.2024 Excalibur index price check report error	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager		2024-09-07 07:00:00	system
INC0094728	2024-09-06 06:22:32	09.03.2024 Excalibur index price check report error	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager		2024-09-07 07:00:00	system
INC0094703	2024-09-05 10:55:37	2024 User Access Review (UAR) of Active Directory (AD)	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-09-10 13:00:00	system
INC0094699	2024-09-05 09:12:16	Unix servers not configured to enforce password complexity per policy	Michael Blackford	5 - Planning	On Hold	Applications and Software	SN-Centroid_SA	Centroid System Admin	2024-10-18 10:17:23	Arch.SA.Support@centroid.com
INC0094695	2024-09-05 06:49:16	2024 User Access Review (UAR) of GitHub	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Steve Duncan	2024-10-03 09:58:11	sduncan@archrsc.com
INC0094641	2024-09-04 07:49:13	2024 User Access Review (UAR) of VisualCron << N/A	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-09-06 08:00:01	system
INC0094596	2024-09-03 07:57:57	2024 User Access Review (UAR) of HP PPM	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Steve Duncan	2024-09-05 15:00:01	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0094591	2024-09-03 07:20:18	Allegro CME-AUD prices getting duplicated in BI/BO reports	Michael Blackford	5 - Planning	Closed	Database	SN-Application_BI	Sanjay Karanwal	2024-09-13 16:00:02	system
INC0094590	2024-09-03 06:53:16	2024 User Access Reviews (UARs) of Misc TOOLS	Michael Blackford	5 - Planning	In Progress	Audit	SN-Change_Manager	Steve Duncan	2024-10-22 13:52:02	sduncan@archrsc.com
INC0094359	2024-08-27 14:02:01	SOX IT Audit Status Meeting - August 27, 2024	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2024-08-28 15:00:01	system
INC0093809	2024-08-19 06:18:03	Kainos Smart Audit - updates	Michael Blackford	5 - Planning	New	Audit	SN-Change_Manager		2024-08-19 06:21:08	mblackford@archrsc.com
INC0093378	2024-08-14 06:00:24	iPAD no longer has cellular data plan ?	Michael Blackford	5 - Planning	Closed	Hardware	SN-Mobility	Donna Hicks	2024-08-15 10:20:03	mblackford@archrsc.com
INC0093342	2024-08-13 15:15:48	SOX IT Audit Status Meeting - August 13, 2024	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-08-13 15:27:46	mblackford@archrsc.com
INC0093325	2024-08-13 12:05:18	BCM/BCP (Business Continuity Plan) walkthrough for OCI (Oracle Cloud) - RMS & LMS	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Steve Duncan	2024-08-14 10:11:43	mblackford@archrsc.com
INC0093318	2024-08-13 10:56:50	full Adobe license needed	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Dalechek	Ben Darling	2024-08-13 15:14:16	mblackford@archrsc.com
INC0092767	2024-08-02 09:20:09	2024 RMS Forms Security Review	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-08-13 15:29:06	mblackford@archrsc.com
INC0092533	2024-07-30 14:47:54	IT SOX - Oracle DB Admin Validations	Michael Blackford	5 - Planning	Closed	Audit	SN-Centroid_DB A	Centroid DBA	2024-11-08 15:00:01	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0092531	2024-07-30 14:00:34	SOX IT Audit Status Meeting - July 30, 2024	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-07-30 14:07:04	mblackford@archrsc.com
INC0092455	2024-07-29 09:53:22	ID and Password Standard - 2024 annual policy review	Michael Blackford	5 - Planning	Closed	Audit	SN-Application_Web_and_Mobile	Valdis Reid	2024-07-30 11:00:02	system
INC0091886	2024-07-24 14:11:17	2024Q2 RMS Db User Access Review (UAR)	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-07-31 15:00:00	system
INC0091825	2024-07-23 14:35:14	TEAMS video in Large Exec Conf room	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-End_User	John Rosenauer	2024-07-24 16:00:00	system
INC0091490	2024-07-18 08:07:58	Information Security Policy - 2024 annual policy review	Michael Blackford	5 - Planning	Closed	Audit	SN-Application_Web_and_Mobile	Valdis Reid	2024-07-19 09:00:01	system
INC0091451	2024-07-17 14:48:09	SOX IT Audit Status Meeting - July 16, 2024	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-07-17 14:50:25	mblackford@archrsc.com
INC0091051	2024-07-15 07:18:52	testing how these automatically get sent to ServiceNow	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Dalechek		2024-07-15 11:41:19	mblackford@archrsc.com
INC0091006	2024-07-14 07:37:30	Unable to Remote Desktop access Allegro server STLPALTS00 at home using work laptop STL009950	Michael Blackford	5 - Planning	Closed	Network	SN-End_User	John Rosenauer	2024-07-17 14:43:17	mblackford@archrsc.com

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0091004	2024-07-14 07:25:56	Duplicates possible when using MARKET_DATA GUI to retrieve price data	Michael Blackford	4 - Low	Closed	Applications and Software	SN-Application_Commercial_Systems	Philip Hager	2024-08-17 13:00:01	system
INC0090943	2024-07-12 11:55:56	Schedule Critical Index monitoring report	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sanjay Karanwal	2024-07-16 17:00:01	system
INC0090861	2024-07-11 11:57:59	Missing PLATTS prices - week of July 8	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_All	Sanjay Karanwal	2024-07-16 17:00:00	system
INC0090748	2024-07-09 13:15:46	FW: Kainos Smart Audit - unable to access via saml	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager		2024-07-16 14:00:05	system
INC0090735	2024-07-09 09:55:50	SOX IT Audit Status Meeting - July 9, 2024	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-07-17 14:52:34	mblackford@archrsc.com
INC0090734	2024-07-09 09:54:40	SOX IT Audit Status Meeting - June 25, 2024	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-07-09 09:58:05	mblackford@archrsc.com
INC0090733	2024-07-09 09:53:50	SOX IT Audit Status Meeting - June 18, 2024	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-07-10 10:00:00	system
INC0090732	2024-07-09 09:52:44	SOX IT Audit Status Meeting - June 11, 2024	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-07-17 14:52:24	mblackford@archrsc.com
INC0090731	2024-07-09 09:51:16	SOX IT Audit Status Meeting - June 4, 2024	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-07-10 10:00:01	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0090728	2024-07-09 09:46:13	2024 Internal Audit (IA)/Protivity weekly status updates	Michael Blackford	5 - Planning	New	Audit	SN-Change_Manager		2024-08-27 14:03:53	mblackford@archrsc.com
INC0090574	2024-07-05 08:56:00	GENERATIVE ARTIFICIAL INTELLIGENCE (AI) TOOLS USAGE POLICY - 2024 annual policy review	Michael Blackford	5 - Planning	Closed	Audit	SN-Application_Web_and_Mobile	Valdis Reid	2024-07-09 09:00:01	system
INC0090570	2024-07-05 07:08:58	Business System Administration and User Responsibility Standard - 2024 annual policy review	Michael Blackford	5 - Planning	Closed	Audit	SN-Application_Web_and_Mobile	Valdis Reid	2024-07-09 09:00:02	system
INC0090518	2024-07-03 11:18:56	Can you reset my password for the Enverus PROD application - RMSPRD5	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Centroid_DBA	Centroid DBA	2024-07-04 12:00:02	system
INC0090463	2024-07-02 13:15:13	#5 - Active Directory (AD) User Listing	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-07-10 07:00:01	system
INC0090421	2024-07-01 14:19:00	need script(s) run for PROD (ref INC0089554)	Michael Blackford	4 - Low	Closed	Audit	SN-Centroid_DBA	Centroid DBA	2024-07-04 09:00:00	system
INC0090382	2024-07-01 07:45:33	Mobile Device Standard - 2024 annual policy review	Michael Blackford	5 - Planning	Closed	Audit	SN-Application_Web_and_Mobile	Valdis Reid	2024-07-02 09:00:00	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0090381	2024-07-01 07:37:05	IT Systems and Data Backup Protection Standard - 2024 annual policy review	Michael Blackford	5 - Planning	Closed	Audit	SN-Application_Web_and_Mobile	Valdis Reid	2024-07-02 09:00:00	system
INC0090141	2024-06-26 12:39:23	Change Management Standard - 2024 annual policy review	Michael Blackford	5 - Planning	Closed	Audit	SN-Application_Web_and_Mobile	Valdis Reid	2024-06-27 13:00:02	system
INC0090139	2024-06-26 12:31:47	System Administration Standard - 2024 annual policy review	Michael Blackford	5 - Planning	Closed	Audit	SN-Application_Web_and_Mobile	Valdis Reid	2024-06-27 13:00:02	system
INC0090137	2024-06-26 11:06:26	T20240619.0020 - Ellipse 2024Q2 DB User Access Review (UAR) (DbUAR)	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-07-03 08:00:01	system
INC0090095	2024-06-25 11:45:44	WD2024 R2 Preparation - Kainos Smart Test approach	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-10-09 15:00:01	system
INC0089926	2024-06-21 11:58:07	2024Q2 Kainos Smart Audit UAR	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-08-14 10:07:12	mblackford@archrsc.com
INC0089921	2024-06-21 10:21:10	SFSOBANIA - account access review	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-07-03 09:00:00	system
INC0089915	2024-06-21 07:41:50	T20240619.0020 - Ellipse 2024Q2 DB User Access Review (UAR) (DbUAR)	Michael Blackford	5 - Planning	Closed	Audit	SN-Application_Mining_Systems(AddOns)	Virgil Sarabia	2024-06-26 11:14:29	mblackford@archrsc.com

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0089556	2024-06-20 07:19:47	2024Q2 KEEPER Password manager - User Access Review (UAR)	Michael Blackford	5 - Planning	Closed	Audit	SN-Security		2024-06-21 10:00:01	system
INC0089555	2024-06-20 07:13:20	2024 Audit Oracle Db Scripts [Oracle Db 03 & Oracle Db 04] - INC0089554	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Centroid_DB A	Centroid DBA	2024-06-29 17:00:00	system
INC0089554	2024-06-20 07:05:56	Oracle Db 03 & Oracle Db 04	Michael Blackford	5 - Planning	Closed	Audit	SN-Centroid_DB A	Centroid DBA	2024-07-01 14:21:48	mblackford@archrsc.com
INC0089553	2024-06-20 06:59:01	2024 SOx ITGC IT Interim Testing	Michael Blackford	5 - Planning	New	Audit	SN-Change_Manager		2024-07-30 14:50:00	mblackford@archrsc.com
INC0089523	2024-06-19 14:17:57	2024 SOx Application Infrastructure Matrix	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-07-03 08:00:00	system
INC0089479	2024-06-18 13:18:23	June 12, 2024 (SNow) ServiceNow Governance Meeting	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-07-03 08:00:01	system
INC0089264	2024-06-14 12:33:21	06.14.2024 IA/Protivity/EY discussion on reliance on Kainos Smart Audit tool for annual controls testing	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2024-11-05 06:00:00	system
INC0089147	2024-06-12 13:28:37	2024 Annual IT Policy Review [MASTER]	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2024-07-31 08:30:03	mblackford@archrsc.com
INC0088251	2024-05-30 09:11:38	ProductionFuelOilHedging_2019Apr1	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sanjay Karanwal	2024-06-05 13:00:04	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0088059	2024-05-28 08:02:17	Rob Graffius needs access to RMS	Michael Blackford	3 - Moderate	Closed	Applications and Software	SN-End_User	John Rosenauer	2024-05-30 09:00:03	system
INC0087691	2024-05-22 14:05:50	INC0087689 05.22.2024 SFSOBANIA > Semi-Annual User Audit Report for rmsprd5 on ocipordb01 - tSchroeder	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Centroid_DBA	Centroid DBA	2024-06-21 10:22:19	mblackford@archrsc.com
INC0087689	2024-05-22 13:44:15	05.22.2024 SFSOBANIA > Semi-Annual User Audit Report for rmsprd5 on ocipordb01 - tSchroeder	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Centroid_DBA	Centroid DBA	2024-05-29 06:18:51	mblackford@archrsc.com
INC0087121	2024-05-16 07:02:13	2024Q2 LMS DbUAR Review - Centroid	Michael Blackford	5 - Planning	Closed	Audit	SN-Centroid_DBA	Centroid DBA	2024-05-17 15:00:01	system
INC0087072	2024-05-15 15:55:18	2024Q2 DbUAR Revenue Management System (RMS) DB User Access Review	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-10-22 13:55:21	sduncan@archrsc.com
INC0087067	2024-05-15 14:49:53	2024Q2 DbUAR Land Management System (LMS) DB User Access Review	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-10-22 13:55:37	sduncan@archrsc.com

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0087049	2024-05-15 10:14:31	2024Q2 Spring User Access Review (DB UAR) : OCI accounts - Bond, HR/Payroll, LMS, RCMS, RMS	Michael Blackford	5 - Planning	Closed	Database	SN-Centroid_DB A	Centroid DBA	2024-10-22 13:52:02	sduncan@archrsc.com
INC0087046	2024-05-15 09:55:51	MASTER 2024 Spring User Access Review (Db UARs) - Db & Servers	Michael Blackford	5 - Planning	New	Audit	SN-Change_Manager		2024-10-22 13:56:02	sduncan@archrsc.com
INC0086906	2024-05-13 09:44:16	2024Q2 UAR RMS User Access Review	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-10-22 13:45:56	sduncan@archrsc.com
INC0086767	2024-05-09 15:34:23	2024Q2 UAR LMS User Access Review	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-10-22 13:50:37	sduncan@archrsc.com
INC0086746	2024-05-09 08:55:21	I need my password for RMS reset. Login user id = "blackfordm"	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Centroid_L1	Centroid L1	2024-05-10 10:00:01	system
INC0086577	2024-05-07 09:21:21	reset password for "blackfordm" in MARKET_DATA (Enverus) RMSPRD5 Db	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Centroid_DB A	Centroid DBA	2024-05-08 11:00:00	system
INC0086528	2024-05-06 07:10:06	Adaptive Planning (AP) XFA/Excalibur Architecture and Access	Michael Blackford	5 - Planning	New	Audit	SN-Change_Manager		2024-05-06 07:16:35	mblackford@archrsc.com
INC0086270	2024-05-01 07:03:12	need to restore deleted SharePoint site	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Dalechek		2024-05-01 07:06:56	mblackford@archrsc.com

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0086070	2024-04-26 06:39:56	2024Q2 Adaptive Planning (AP) Change Review	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-09-11 08:00:01	system
INC0085991	2024-04-25 06:16:01	Reset RMS password	Michael Blackford	3 - Moderate	Closed	Applications and Software	SN-Centroid_DBA	Centroid DBA	2024-04-26 09:00:01	system
INC0085890	2024-04-23 15:34:56	Enverus appears to have sent some bad pricing data for May 10	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2024-05-06 13:00:00	system
INC0085842	2024-04-23 07:51:41	MASTER 2024 Spring UAR	Michael Blackford	5 - Planning	New	Audit	SN-Change_Manager		2024-10-23 10:25:54	mblackford@archrsc.com
INC0085437	2024-04-15 07:53:36	HowTo video - Migrating Code packages via HP PPM	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Steve Duncan	2024-04-17 09:00:01	system
INC0084923	2024-04-08 13:12:30	2023/2024 IT SOx Controls and Narratives	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2024-04-11 07:00:05	system
INC0084763	2024-04-05 10:06:14	Getting Microsoft acct error	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-End_User	John Rosenauer	2024-04-17 09:00:04	system
INC0084475	2024-04-02 13:17:25	Scott Snyder requested loading missing GC-DES-ARA prices	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2024-04-10 15:00:01	system
INC0084249	2024-03-29 09:35:45	COSOL knows that 9.0.35 has some issues with cancelling invoices. 9.0.40 has similar issues.	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Mining_Systems(AddOns)	Virgil Sarabia	2024-06-25 17:00:01	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0084012	2024-03-25 06:21:44	mBret Approaching SharePoint Site Storage Limit	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Web_and_Mobile	Valdis Reid	2024-03-26 10:00:08	system
INC0082921	2024-03-06 13:53:11	external users keep getting dropped from SharePoint access	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Application_Web_and_Mobile	Valdis Reid	2024-03-08 09:00:02	system
INC0082386	2024-02-27 07:55:05	CL-Brent and CL not showing recent pricing in the various BI/BO reports	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Paul Kappel	2024-03-23 12:00:00	system
INC0082385	2024-02-27 07:40:37	BO/BI report "PromptPriceData2021April21" missing data for "Yuan-per-USDollar"	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sanjay Karanwal	2024-02-29 14:00:02	system
INC0080508	2024-02-21 07:34:46	RE: "MBLACKFORD" locked out of RMSDEV5	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Dalechek		2024-02-22 08:00:00	system
INC0080503	2024-02-21 06:57:05	"MBLACKFORD" locked out of RMSDEV5	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Centroid_L1	Centroid L1	2024-02-22 08:00:02	system
INC0080466	2024-02-20 10:20:11	RE: unable to access Allegro PROD	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Server		2024-02-21 14:00:01	system
INC0080416	2024-02-19 06:42:20	I need my account unlocked and password reset for DEVACI4 for acct "MBLACKFORD"	Michael Blackford	5 - Planning	Closed	Network	SN-Server	Chiuchi Chen	2024-02-20 07:18:02	mblackford@archrsc.com

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0080336	2024-02-16 14:35:28	ORA-2800000 error trying to log into ALlegro	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Server	Chiuchi Chen	2024-02-20 07:17:51	mblackford@archrsc.com
INC0079480	2024-02-06 06:32:53	Enverus MARKET_D ATA error message - "FRM-40831: Truncation occurred: value too long for field XREF_SYM BOL_CODE "	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Commercial_Systems	Philip Hager	2024-02-08 11:00:00	system
INC0078830	2024-01-26 07:49:23	For Jan-25-2204 it appears that the forward curve for GC-Newcastle-PHYS all use the same delivery date instead of incrementing the months as in previous days	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Commercial_Systems	Philip Hager	2024-02-14 08:24:17	mblackford@archrsc.com
INC0078675	2024-01-24 11:04:57	Unable to properly add or update price indexes in the GUI. Philip Hager and I think this may be a permission issue.	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Commercial_Systems	Philip Hager	2024-01-26 14:00:01	system
INC0078200	2024-01-19 10:46:51	INC0077980 : new Enverus MARKET_D ATA GUI	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Centroid_DBA	Centroid DBA	2024-01-20 15:00:00	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0077556	2024-01-12 13:22:37	the attached updated "ID and Password Standard.docx" policy has been updated and needs to be published.	Michael Blackford	5 - Planning	Closed	Audit	SN-Application_All	Valdis Reid	2024-01-13 14:00:02	system
INC0077445	2024-01-10 12:45:28	2023Q4 Semi-annual review of User Access (UAR) to OCI - we need the underlying SQL or script used to generate the Db user access report (see attached for RMS)	Michael Blackford	5 - Planning	Closed	Audit	SN-Centroid_DBA	Centroid DBA	2024-01-11 14:00:00	system
INC0077314	2024-01-08 17:16:38	2023 Audit - Allegro options (derivatives) and TAX	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-01-09 08:45:19	mblackford@archrsc.com
INC0077295	2024-01-08 12:47:42	Adaptive Planning (AP) Production Tenants Intermittently Unavailable	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager		2024-01-12 09:00:00	system
INC0077194	2024-01-04 14:45:40	2023 System and Organization Controls (SOC) review - Workforce (time & attendance)	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-01-24 16:00:02	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0077193	2024-01-04 14:40:03	2023 System and Organization Controls (SOC) review - Oracle OCI (for LMS/RMS)	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2024-01-24 14:00:01	system
INC0076541	2023-12-22 06:15:16	2023: SOx Audit - Ellipse 3 : Ellipse Class Method Security	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2024-01-10 09:00:02	system
INC0076516	2023-12-21 08:12:28	Circular Reference in the Risk Report EXcel logic [Allegro]	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2023-12-27 16:00:01	system
INC0076466	2023-12-20 07:50:24	2023 System and Organization Controls (SOC) review - OpenText Trading Grid (for Ellipse EDI)	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-02-13 07:00:04	system
INC0076465	2023-12-20 07:47:02	2023 System and Organization Controls (SOC) review - Microsoft Azure (for Ellipse)	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-01-24 14:00:01	system
INC0076463	2023-12-20 07:26:31	2023 System and Organization Controls (SOC) review - Toppan Merrill (for SEC upload)	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2023-12-29 07:00:01	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0076264	2023-12-15 11:46:09	Add the following to the Index Graph Slicer Power BI	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sanjay Karanwal	2023-12-20 14:00:00	system
INC0076087	2023-12-13 15:30:32	2023 Dec Db User Access list for RMS RMSPRD5 on ocipordb01 :: (RMSDbUAR RMS Db UAR)	Michael Blackford	5 - Planning	Closed	Audit	SN-Centroid_DB A	Centroid DBA	2023-12-14 18:00:00	system
INC0076019	2023-12-12 14:24:46	2023 System and Organization Controls (SOC) review - CENTROID (for Ellipse maint.)	Michael Blackford	5 - Planning	Closed	Audit	SN-Application_All	Paul Kappel	2023-12-29 07:00:00	system
INC0075778	2023-12-07 15:32:35	2023 IT In-Scope Application MATRIX	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2023-12-23 12:00:00	system
INC0075671	2023-12-06 06:39:50	Ellipse 2023Q4 DB User Access Review (UAR)	Michael Blackford	5 - Planning	Closed	Audit	SN-Application_Mining_Systems(AddOns)	Virgil Sarabia	2023-12-09 11:00:00	system
INC0075623	2023-12-05 14:56:52	2023 Computer Security Incident Response ("CSIRP" or "IRP") plan review and update to v1.5	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2023-12-15 11:00:03	system
INC0075349	2023-12-01 13:35:35	Can't access Adaptive! [Invalid SAML SSO Link]	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Business_Payroll		2023-12-06 13:00:00	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0075316	2023-12-01 06:29:59	The monthly ALlegroSecurity job seems be running with connection issues	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Server	William Tidwell	2023-12-06 13:00:01	system
INC0074929	2023-11-22 07:30:12	on hold	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Dalechek	Shermeckia Scott	2023-11-23 09:00:01	system
INC0074928	2023-11-22 07:24:44	Unlock acct for mBlackford	Michael Blackford	5 - Planning	Closed	Audit	SN-Dalechek	Shermeckia Scott	2023-11-29 10:01:35	mblackford@archrsc.com
INC0074921	2023-11-21 18:07:28	Authenticator app	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Mobility	vedran djukic	2023-11-28 12:00:00	system
INC0074665	2023-11-16 08:19:33	11.15.2023 Arch IT CyberSecurity update - Company-wide training	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2023-11-30 11:00:01	system
INC0074656	2023-11-16 06:49:22	2023 Workday FIN user access review (UAR) - discussion with Audit	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2023-11-30 11:00:01	system
INC0074614	2023-11-15 16:38:36	Authenticator on new iPhone	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Security	Anthony Testa	2023-11-21 11:00:02	system
INC0074611	2023-11-15 13:47:41	locked out of Allegro	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Centroid_DBA		2023-11-21 16:00:00	system
INC0074371	2023-11-09 08:23:57	Precision in Adaptive formulas	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2023-11-17 08:00:01	system
INC0074369	2023-11-09 07:40:35	2023 Fall User Access Review (UAR) - Kainos Smart Audit	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2023-12-29 07:00:00	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0074368	2023-11-09 07:25:48	2023 System and Organization Controls (SOC) review - Kainos Smart Audit	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2024-01-09 08:41:19	mblackford@archrsc.com
INC0074223	2023-11-07 07:01:07	Adaptive Formula changes for Mineorg Stats model	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_All	Paul Kappel	2023-11-17 08:00:03	system
INC0074222	2023-11-07 06:36:48	Inconsistent formula calculation	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager		2023-11-17 07:00:02	system
INC0073954	2023-11-02 10:22:33	2023 System and Organization Controls (SOC) review - Kainos	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-01-09 08:44:35	mblackford@archrsc.com
INC0073947	2023-11-02 08:50:10	access to RMS (RMSTST5)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Centroid_L1	Centroid L1	2023-11-03 10:00:00	system
INC0073934	2023-11-02 06:34:39	2023 Fall User Access Review (UAR) - Adaptive Planning	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2023-12-29 07:00:00	system
INC0073885	2023-11-01 07:29:33	2023 Ellipse segregation of duties (SOD) review	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2023-12-29 07:00:01	system
INC0073884	2023-11-01 07:15:23	2023 LMS Segregation of Duties (SoD)	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2024-01-09 08:27:15	mblackford@archrsc.com
INC0073861	2023-10-31 11:16:29	Corporate AI User Policy	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Web_and_Mobile	Valdis Reid	2023-11-01 13:00:01	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0073795	2023-10-30 11:43:52	2023 Annual Segregation of Duties (SoD) Review - Revenue Management System (RMS)	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2023-12-29 07:00:01	system
INC0073762	2023-10-30 06:24:26	Locked out of account	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Dalechek	Joseph Lepon	2023-10-31 07:00:01	system
INC0073722	2023-10-28 19:12:27	SGA Model change for incorrect FICA logic	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager		2023-11-17 07:00:00	system
INC0073493	2023-10-24 06:49:49	Windows snipping tool does not have screen recorder	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Dalechek	Mitchel Duncan	2023-10-25 09:00:02	system
INC0073430	2023-10-23 06:52:00	2023 Annual Segregation of Duties (SoD) Review - Workday HR/HCM/FIN	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-01-25 11:00:01	system
INC0072953	2023-10-16 06:55:55	FW: Allegro DW ETL load - DB issue	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sabegh Viridi	2023-11-08 10:00:00	system
INC0072832	2023-10-12 10:05:16	2023 Fall User Access Review (UAR) Keeper - control considerations	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2023-11-17 07:00:00	system
INC0072780	2023-10-11 08:30:49	2023 Fall User Access Review (UAR) Keeper	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2023-10-12 10:06:22	mblackford@archrsc.com
INC0072662	2023-10-09 15:35:18	Adaptive Forecast Data - problems	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager		2023-11-30 11:00:01	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0072656	2023-10-09 12:58:05	2024 MicroFocus HP PPM renewal invoice - \$41,881.45	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Steve Duncan	2024-03-15 12:00:01	system
INC0072655	2023-10-09 12:38:05	MASTER 2023 Fall User Access Review (UARs) - Db & Servers	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-01-09 08:33:00	mblackford@archrsc.com
INC0072654	2023-10-09 12:35:35	MASTER 2023 Fall User Access Review (UARs) - APPLICATIONS	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-01-09 08:32:50	mblackford@archrsc.com
INC0072653	2023-10-09 12:33:23	MASTER 2023 Fall User Access Review (UARs)	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2024-01-09 08:32:40	mblackford@archrsc.com
INC0072649	2023-10-09 11:30:04	2023 Annual Segregation of Duties (SoD) Review	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2024-11-13 14:02:28	mblackford@archrsc.com
INC0072645	2023-10-09 10:51:07	2023 System and Organization Controls (SOC) review	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2024-10-08 13:12:45	mblackford@archrsc.com
INC0072525	2023-10-05 21:18:44	Fwd: remote desktop issues - STL009950	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Dalechek	Jacob Woolard	2023-10-07 14:15:16	mblackford@archrsc.com
INC0072523	2023-10-05 20:07:58	Integrations incorrectly mapped after User Synch	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager		2023-10-08 15:00:01	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0072250	2023-10-02 07:04:18	Adaptive Planning - reports showing historic actuals and future forecast (Adaptive Case 2195757)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2023-10-24 07:00:02	system
INC0072167	2023-09-29 08:49:14	unlock RMS account - blackfordm	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Centroid_L1	Centroid L1	2023-09-30 10:00:01	system
INC0071990	2023-09-26 07:14:53	Microsoft Project on STL009950	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Dalechek	John Shelton	2023-09-26 10:00:49	mblackford@archrsc.com
INC0071728	2023-09-21 10:17:29	2023 Workday FIN user access review (UAR)	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2023-11-16 06:52:04	mblackford@archrsc.com
INC0071690	2023-09-20 21:31:53	FW: 2024 Corporate Admin Budget - training video and documentation	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Web_and_Mobile	Valdis Reid	2023-09-22 15:00:00	system
INC0070917	2023-09-14 12:01:16	Tripwire Expert Ops expense	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager		2023-09-15 13:00:02	system
INC0070869	2023-09-13 14:42:19	Adaptive Planning performance issues (Adaptive Case 2195606)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager		2023-11-30 11:00:01	system
INC0070868	2023-09-13 14:33:16	issue with Adaptive scenario not reflecting actuals	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager		2023-10-07 07:00:02	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0070804	2023-09-12 20:06:45	RMS Report that auto-emails user access to supervisors needs to be corrected to be inclusive of all RMS users	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Commercial_Systems	Philip Hager	2023-09-20 07:00:01	system
INC0070512	2023-09-07 07:14:12	RMS 02 Users not on the Review List	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Application_Commercial_Systems	Philip Hager	2023-09-08 08:00:01	system
INC0070399	2023-09-06 09:14:36	Adaptive Planning (AP) User Request form	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Web_and_Mobile	Valdis Reid	2023-09-12 12:00:02	system
INC0070378	2023-09-05 14:31:45	Workday FIN/HR/Payroll Sandbox does not require multi-factor authentication	Michael Blackford	5 - Planning	Closed	Network	SN-Request_Server_Admins	Douglas Dietz	2023-11-30 11:00:00	system
INC0070367	2023-09-05 12:16:35	URLs not working within Adaptive Planning application	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2023-09-16 11:00:05	system
INC0070258	2023-09-01 06:34:49	New pc does not have ViSiO	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-End_User	Donna Hicks	2023-09-02 10:00:01	system
INC0069876	2023-08-24 13:28:53	provide temporary Adaptive Planning access to consultant Alfonso Diaz	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2023-08-25 14:00:01	system
INC0069858	2023-08-24 08:00:44	2023 Policy Review: ID and Password Standard	Michael Blackford	5 - Planning	Closed	Audit	SN-Application_Web_and_Mobile	Valdis Reid	2023-08-26 11:00:01	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0069686	2023-08-21 13:07:05	Adaptive Planning sFTP connection issues (stlesftp00)	Michael Blackford	5 - Planning	Closed	Network	SN-Security		2023-08-23 15:00:04	system
INC0069424	2023-08-18 10:46:39	11: RMS 02 - Forms Security	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2023-09-05 08:00:01	system
INC0069387	2023-08-17 14:31:53	2023 Policy Review: IT Systems and Data Backup Protection Standard	Michael Blackford	5 - Planning	Closed	Audit	SN-Application_Web_and_Mobile	Valdis Reid	2023-08-18 15:00:00	system
INC0069386	2023-08-17 14:27:53	2023 Policy Review: System Administration Standard	Michael Blackford	5 - Planning	Closed	Audit	SN-Application_Web_and_Mobile	Valdis Reid	2023-08-18 15:00:01	system
INC0069278	2023-08-16 13:18:52	2023 Policy Review: Business Systems Administrators and Users Responsibility Standard	Michael Blackford	5 - Planning	Closed	Audit	SN-Application_Web_and_Mobile	Valdis Reid	2023-08-18 10:00:08	system
INC0069277	2023-08-16 13:10:53	2023 Policy Review: Change Management Standard	Michael Blackford	5 - Planning	Closed	Audit	SN-Application_Web_and_Mobile	Valdis Reid	2023-08-18 10:00:09	system
INC0069114	2023-08-11 14:56:26	Need SQL Query used to obtain user list on RMSPRD5 and LMSPRD5	Michael Blackford	5 - Planning	Closed	Audit	SN-Centroid_DBA	Centroid DBA	2023-08-16 07:39:48	mblackford@archrsc.com
INC0069093	2023-08-11 08:24:38	Unable to access Service Desk via 314-994-2990	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-End_User	Gary Boggs	2023-08-16 07:39:59	mblackford@archrsc.com
INC0068661	2023-08-08 15:52:27	Account Lockout	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Dalechek	Ben Darling	2023-08-09 16:00:00	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0068361	2023-08-02 10:42:02	Suspicious Network Activity - possible security incident	Michael Blackford	5 - Planning	Closed	Network	SN-Security	Jeffrey Ball	2023-08-07 13:45:00	mblackford@archrsc.com
INC0068058	2023-07-27 06:51:12	Unable to reach service 314-994-2990	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-End_User	Gary Boggs	2023-08-11 08:27:17	mblackford@archrsc.com
INC0067998	2023-07-25 13:52:55	WDay FIN Segregation of Duties (SoD) info	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2024-02-13 07:00:02	system
INC0067996	2023-07-25 13:26:28	2022 System and Organization Controls (SOC) review - Kainos	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2023-09-05 08:00:00	system
INC0067145	2023-07-11 13:55:47	29 : Oracle Db 3 & 4 run attached scripts on in-scope Oracle-based applications (LMS & RMS)	Michael Blackford	5 - Planning	Closed	Audit	SN-Centroid_DBA	Centroid DBA	2023-07-12 16:19:15	mblackford@archrsc.com
INC0067144	2023-07-11 13:53:37	2023 Internal Audit (IA) PBC requests	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2023-10-07 07:00:03	system
INC0067127	2023-07-11 10:21:40	2023 User Access Review (UAR) - Kainos Smart Audit	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2023-08-04 07:05:37	mblackford@archrsc.com
INC0067012	2023-07-10 11:41:14	2023Q2 Ellipse Db User Access Review (UAR)	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager		2023-07-13 17:00:00	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0066925	2023-07-07 15:13:07	2023Q2 Land Management System (LMS) User Access Review (UAR)	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager	Steve Duncan	2023-07-12 16:18:54	mblackford@archrsc.com
INC0066332	2023-06-27 10:26:12	updated Rule Set for the FIN Segregation of Duties (SoD)	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager		2023-07-13 17:00:01	system
INC0066099	2023-06-22 11:37:35	T20230622.0030 - Ellipse 2023Q2 DB User Access Review (UAR)	Michael Blackford	5 - Planning	Closed	Audit	SN-Application_Mining_Systems(AddOns)	Virgil Sarabia	2023-07-10 11:42:11	mblackford@archrsc.com
INC0064674	2023-05-26 11:35:50	IT Policies and Standards <https://archcoal.sharepoint.com/sites/Company/IT Policies> should be READ ONLY	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Application_Web_and_Mobile	Valdis Reid	2023-06-02 08:00:01	system
INC0064672	2023-05-26 10:02:13	2023 Policy Review: Mobile Device Standards	Michael Blackford	5 - Planning	Closed	Audit	SN-Application_Web_and_Mobile	Valdis Reid	2023-05-27 11:00:00	system
INC0064668	2023-05-26 09:53:29	2023 Policy Review: Information Security Policy	Michael Blackford	5 - Planning	Closed	Audit	SN-Application_Web_and_Mobile	Valdis Reid	2023-06-02 08:00:01	system
INC0064667	2023-05-26 09:51:21	2023 Annual IT Policy Review [MASTER]	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2023-12-05 15:15:17	mblackford@archrsc.com

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0064578	2023-05-24 12:38:57	24 (update from 12) Monitors in Multi-Purpose room needed for July 12-13 Adaptive Planning sessions - along with keyboards and mice	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-End_User	Gary Boggs	2023-07-20 11:00:02	system
INC0064188	2023-05-18 15:18:45	Requesting that you modify the arch@work link at https://archcoal.sharepoint.com/sites/Company/ITPolicies	Michael Blackford	5 - Planning	Closed	Network	SN-Application_All	Valdis Reid	2023-05-19 16:00:00	system
INC0064049	2023-05-16 13:15:33	Kainos Smart Shield : • Profile assigned and no data should not be masked unless proxied	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_All	Paul Kappel	2023-10-07 07:00:02	system
INC0064047	2023-05-16 13:13:48	Kainos Smart Shield : Masking Exemption Assigned	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_All	Paul Kappel	2023-10-07 07:00:02	system
INC0064046	2023-05-16 13:10:33	Kainos Smart Shield: No Assigned Profile or a Masking Exemption	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_All	Paul Kappel	2023-10-07 07:00:01	system
INC0064044	2023-05-16 13:01:29	Kainos Smart Shield- Sign-on Issues	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_All	Paul Kappel	2023-08-18 07:00:01	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0062283	2023-04-21 13:00:22	Too Cold-Accounting Conference Room, 3rd Floor west, through the wooden door, first hallway left, 1st conference room on the left	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Office_Services	Kelienne Miriani	2023-04-26 11:00:01	system
INC0061833	2023-04-12 14:08:26	Allegro missing CME-API-2 and CME-API-4 for April 2023. Unsure if this is a LIM_INTERFACE issue	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2023-05-24 14:09:30	mblackford@archrsc.com
INC0061805	2023-04-12 09:48:58	2023 Spring UAR - Workday FIN	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Steve Duncan	2023-09-21 10:18:47	mblackford@archrsc.com
INC0061804	2023-04-12 09:43:43	MASTER 2023 Spring UAR	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Steve Duncan	2023-08-04 07:06:21	mblackford@archrsc.com
INC0061706	2023-04-10 13:19:40	Rhonda Goede needs sFTP access on Arch Wi-Fi (laptop is STL009726)	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Request_Security_Team	Anthony Testa	2023-04-12 12:00:01	system
INC0060741	2023-03-23 09:29:12	Workday's Cost Center Link Not Clickable UIC-57240	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Request_WD_GL_Finance_Admins	Anthony DiFatta	2023-04-04 10:00:00	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0060617	2023-03-21 14:39:47	Request that our Adaptive IMPL instance be a "prod-to-prod" instance rather than the fixed instance we currently have	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager		2023-05-24 14:09:41	mblackford@archrsc.com
INC0059652	2023-03-07 10:21:30	Too Cold/Accounting Conference Room	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Office_Services	Kelienne Miriani	2023-03-08 14:00:00	system
INC0059004	2023-02-23 15:49:33	add new price index into Allegro - Platts CSAK100	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2023-03-22 15:00:01	system
INC0058057	2023-02-10 13:51:55	add the updated (attached)"Computer Security Incident Response Plan" policy to Arch@Work - https://archcoal.sharepoint.com/sites/Company/IT/Policies	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Web_and_Mobile	Valdis Reid	2023-02-11 14:00:03	system
INC0057879	2023-02-09 05:47:55	Workday GO-LIVE January 2023 Close - issues	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2023-02-13 10:29:23	mblackford@archrsc.com
INC0056813	2023-01-24 10:45:43	ETL Tool - SAP Data Services Designer	Michael Blackford	5 - Planning	Closed	Audit	SN-Application_BI	Sabegh Viridi	2023-01-28 08:00:01	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0056364	2023-01-16 14:30:49	Annual license renewal \$38,959.50 Q-412598 MicroFocus HP-PPM (Z09216)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager		2023-02-22 09:00:03	system
INC0056239	2023-01-13 09:27:58	2022Q4 Allegro Db user access review (UAR)	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager	Michael Blackford	2023-01-19 13:00:01	system
INC0056109	2023-01-11 11:15:54	BO Options Report	Michael Blackford	2 - High	Closed	Applications and Software	SN-Application_BI	Sanjay Karanwal	2023-01-12 18:00:00	system
INC0055994	2023-01-09 14:01:37	Annual license renewal \$36,073.75 Q-174316 MicroFocus HP-PPM (Z08821 ?)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager		2023-02-10 19:00:01	system
INC0055756	2023-01-03 15:21:34	Payroll Settlement Error	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2023-01-19 13:00:01	system
INC0055733	2023-01-03 12:06:10	GLC Accounting Source - detailed accounting failed	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Request_WD_GL_Finance_Admins	Anthony DiFatta	2023-01-05 10:00:02	system
INC0055583	2022-12-29 06:50:35	Add external partners to TEAMs Chat	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Server	Shaun McGuiness	2022-12-30 12:00:02	system
INC0055563	2022-12-28 13:25:28	Lock Workday user ID for Derik Steele - 301835-3	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager	Michael Blackford	2022-12-29 06:40:04	mblackford@archrsc.com
INC0055511	2022-12-28 07:43:10	2022 Q4 Ellipse user access review (UAR)	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2023-01-04 12:00:01	system
INC0055034	2022-12-22 14:07:36	RE: TEST - WDay Integrations : OFA	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Server	Chiuchi Chen	2022-12-23 15:00:01	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0055033	2022-12-22 13:55:38	TEST - WDay Integrations : OFA	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Dalechek	Shermeckia Scott	2022-12-23 15:00:01	system
INC0055032	2022-12-22 13:53:22	TEST - WDay Integrations : CONCUR	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Dalechek	Shermeckia Scott	2022-12-23 15:00:01	system
INC0055031	2022-12-22 13:53:21	TEST - WDay Integrations : Ellipse	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Dalechek	Shermeckia Scott	2022-12-23 15:00:00	system
INC0055030	2022-12-22 13:53:19	TEST - WDay Integrations : RMS	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Dalechek	Shermeckia Scott	2022-12-23 15:00:01	system
INC0055017	2022-12-22 10:43:18	Email distribution groups for Workday Integrations	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Server	Chiuchi Chen	2022-12-23 14:00:00	system
INC0054978	2022-12-21 10:58:26	C11524 Alisha is a contractor at West Elk that was hired permanently . Remove the email address from the contractor	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager	Michael Blackford	2022-12-22 12:00:00	system
INC0054977	2022-12-21 10:39:19	Remove email for clawson	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-12-22 11:00:01	system
INC0054904	2022-12-20 10:05:33	2022: SOx Audit - Ellipse 3 : Ellipse Class Method Security	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2023-01-19 13:00:01	system
INC0054892	2022-12-20 08:29:14	2022 Ellipse Segregation of Duties (SoD) review	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2022-12-30 07:00:00	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0054886	2022-12-20 08:10:48	change-advisory board (CAB) mtg HoTo	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2022-12-29 06:39:51	mblackford@archrsc.com
INC0054851	2022-12-19 12:50:42	Remove the email address - Emily Clawson C1153	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-12-21 10:40:07	mblackford@archrsc.com
INC0054615	2022-12-14 11:03:28	2022 OpenText System and Organization Controls (SOC) review	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2023-02-09 15:00:00	system
INC0054614	2022-12-14 10:48:43	2022 Oracle OCI System and Organization Controls (SOC) review	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2023-02-09 15:00:01	system
INC0054612	2022-12-14 10:23:25	2022 Microsoft Azure System and Organization Controls (SOC) review	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2023-02-09 15:00:00	system
INC0054561	2022-12-13 13:58:58	Change Advisory Board (CAB) meeting - HowTo	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager		2022-12-21 15:00:02	system
INC0054548	2022-12-13 11:42:50	Workday migration from ArchCoal4 (E2E) to ArchCoal5 (pre-prod) - some problems	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2023-01-04 14:00:01	system
INC0054273	2022-12-08 10:52:01	Unable to access Keeper	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Security		2022-12-09 12:00:02	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0054210	2022-12-07 10:04:41	2022 System and Organization Controls (SOC) review	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2023-02-10 16:00:01	system
INC0054005	2022-12-02 14:50:01	Need to provide Diane Brinkman and Pat Will ability to "Lock" deals in Allegro	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager	Michael Blackford	2022-12-05 08:42:06	mblackford@archrsc.com
INC0053895	2022-12-01 08:27:13	Allegro failed to load all prices from 11/30/2022	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-12-05 08:41:51	mblackford@archrsc.com
INC0053824	2022-11-30 06:37:56	unable to log into Keeper	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-End_User	John Rosenauer	2022-12-01 09:00:01	system
INC0053791	2022-11-29 09:51:12	Allegro failed to load all prices from 11/28/2022	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-12-01 09:00:02	system
INC0053708	2022-11-28 08:35:49	2022 Q4 IA/PWC ITGC and SOx Testing	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2023-02-14 13:00:03	system
INC0053645	2022-11-23 09:47:58	Gerald Paider [C11531]: remove the email address from the assignment in WorkForce	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager	Michael Blackford	2022-11-23 10:44:34	mblackford@archrsc.com
INC0053464	2022-11-21 15:50:42	"bounce" Allegro DEV app & Db servers	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Centroid_DBA	Centroid DBA	2022-12-02 14:51:40	mblackford@archrsc.com

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0052035	2022-10-27 13:38:48	Grant all Arch users access to the WD Mapping.xlsx file stored in the Accounting sharepoint site	Michael Blackford	4 - Low	Closed	Inquiry / Help	SN-Application_Web_and_Mobile	Valdis Reid	2022-10-28 14:00:00	system
INC0051944	2022-10-26 10:30:17	2022 Policy Review: Computer Security Incident Response Plan (CSiRP)	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Application_Web_and_Mobile	Valdis Reid	2022-10-27 12:00:00	system
INC0051856	2022-10-25 07:23:41	2022 Oracle GL Segregation of Duties (SoD) review	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2022-11-08 11:00:01	system
INC0051689	2022-10-21 10:49:56	2022 Q4 Annual Land Management System (LMS) UAR	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2022-10-22 11:00:01	system
INC0051612	2022-10-20 09:32:30	Unable to log into the Oracle GL app	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager		2022-10-22 15:00:00	system
INC0051600	2022-10-20 07:38:56	2022 LMS Segregation of Duties (SoD)	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2022-10-28 11:00:02	system
INC0051552	2022-10-19 07:38:47	2022 RMS Segregation of Duties (SoD) review	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2022-10-25 15:00:00	system
INC0051517	2022-10-18 13:48:01	2022 Allegro Segregation of Duties (SoD) review	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2022-10-21 08:00:01	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0051516	2022-10-18 13:46:48	2022 Annual Segregation of Duties (SoD) Review	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2023-01-10 11:00:00	system
INC0051480	2022-10-18 06:38:25	RMS and LMS audit script output	Michael Blackford	5 - Planning	Closed	Audit	SN-Centroid_DB A	Centroid DBA	2022-11-05 14:00:02	system
INC0051479	2022-10-18 06:29:49	Default Accounts with Default Passwords in LMS & RMS	Michael Blackford	5 - Planning	Closed	Audit	SN-Centroid_DB A	Centroid DBA	2022-11-05 14:00:02	system
INC0051478	2022-10-18 06:22:44	Password testing - Allegro/MAR S - acidb6, Oracle GL - acidb4, LMS - LMSPRD, RMS - LMSPRD	Michael Blackford	5 - Planning	Closed	Audit	SN-Centroid_DB A	Centroid DBA	2022-11-05 14:00:01	system
INC0051420	2022-10-17 07:07:52	Issues with remote connections	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Network	William Callander	2022-10-19 07:00:58	mblackford@archrsc.com
INC0051280	2022-10-13 14:15:04	STL009306 wifi access to WinSCP and Allegro	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Security	Anthony Testa	2022-10-19 07:00:39	mblackford@archrsc.com
INC0051277	2022-10-13 14:02:14	Laptop STL009306 on/off	Michael Blackford	5 - Planning	Closed	Hardware	SN-End_User	vedran djukic	2022-10-29 14:00:02	system
INC0050835	2022-10-05 07:37:31	2022 Annual Allegro UAR	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2022-10-12 11:00:03	system
INC0050265	2022-09-23 12:04:52	2022 Policy Review: Information Security Policy	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Application_Web_and_Mobile	Valdis Reid	2022-09-24 14:00:01	system
INC0050217	2022-09-22 12:43:46	bad Outlook mtg	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Dalechek	Scott Freeman	2022-09-23 07:22:39	mblackford@archrsc.com
INC0050179	2022-09-22 10:45:00	Add wireless SHCP reservation	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Server	Richard Lotspeich	2022-09-23 14:00:01	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0049819	2022-09-16 07:58:53	4.3 Workday Audit Pre-Imp Requests - Security Assignments	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2022-11-17 07:00:01	system
INC0049818	2022-09-16 07:56:36	4.2 Workday Audit Pre-Imp Requests - SRM & SoD	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2023-07-25 13:54:29	mblackford@archrsc.com
INC0049816	2022-09-16 07:54:08	4.1 Workday Audit Pre-Imp Requests - WDay Access Framework	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2022-11-17 07:00:00	system
INC0049814	2022-09-16 07:49:10	2.6 Workday Audit Pre-Imp Requests - Testing	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2022-11-16 06:09:46	mblackford@archrsc.com
INC0049813	2022-09-16 07:44:36	2.3 Workday Audit Pre-Imp Requests - Workday FM Risk & Risk Control Matrix (RCM)	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2022-11-17 07:00:01	system
INC0049808	2022-09-16 07:04:31	1.1 Workday Audit Pre-Imp Requests - Audit access to WDay Tenants	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2022-11-17 07:00:01	system
INC0049807	2022-09-16 06:58:31	v2 2022 MASTER Arch Workday Pre-Implementation Audit (PwC) Request List	Michael Blackford	5 - Planning	Closed	Audit	SN-Change_Manager	Michael Blackford	2022-11-16 06:13:11	mblackford@archrsc.com

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0049660	2022-09-14 06:58:38	2022 RMS Forms Security Review	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Commercial_Systems	Philip Hager	2022-09-15 08:00:03	system
INC0049658	2022-09-14 06:45:24	2022 Policy Review: ID and Password Standard	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Web_and_Mobile	Valdis Reid	2022-09-16 09:00:02	system
INC0049586	2022-09-12 13:40:42	2022 Policy Review: Business System Administration and User Responsibility Standard	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Application_Web_and_Mobile	Valdis Reid	2022-09-14 11:00:01	system
INC0049585	2022-09-12 13:36:18	2022 Policy Review: System Administration Standard	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Application_Web_and_Mobile	Valdis Reid	2022-09-13 15:00:01	system
INC0049494	2022-09-09 15:58:34	2022 Policy Review: Mobile Device Standard	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Application_Web_and_Mobile	Valdis Reid	2022-09-13 08:00:01	system
INC0049493	2022-09-09 15:45:01	2022 Policy Review: IT Systems and Data Backup Protection Standard	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Application_Web_and_Mobile	Valdis Reid	2022-09-13 08:00:00	system
INC0049446	2022-09-08 15:47:16	need additional SharePoint space	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Web_and_Mobile	Valdis Reid	2022-09-10 14:00:00	system
INC0049133	2022-09-02 06:27:43	Workday PRISM Reporting on Historic Data	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-09-08 13:00:01	system
INC0048701	2022-08-26 07:36:33	2022 Policy Review: Change Management Standard	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Application_Web_and_Mobile	Valdis Reid	2022-08-27 08:00:03	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0048699	2022-08-26 07:29:47	2022 Annual IT Policy Review [MASTER]	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-11-17 07:00:01	system
INC0047820	2022-08-17 16:06:35	Annual Sarbanes-Oxlet (SOx) Db access reviw	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Centroid_DBA	Centroid DBA	2022-08-26 23:00:01	system
INC0047817	2022-08-17 16:02:06	Sharing files	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Server	Chiuchi Chen	2022-08-19 17:00:00	system
INC0047305	2022-08-12 09:00:11	Trade Tickets Email Distribution - gHensala	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Server	Shaun McGuiness	2022-08-13 11:00:01	system
INC0046829	2022-08-04 13:23:12	It seems there are times when multiple people can download a TEAM meeting session and times when only one person can download and others can just watch. Do you	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Server	Shaun McGuiness	2022-08-10 09:00:00	system
INC0046823	2022-08-04 10:52:43	Allegro / Allegro 04 - #3 [2022ITGC2022]	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-09-15 08:00:03	system
INC0046323	2022-07-28 09:22:48	4.3 Workday Audit Pre-Imp Requests - Security Assignment Approach	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-09-13 08:34:12	mblackford@archrsc.com
INC0046321	2022-07-28 09:16:50	4.2 Workday Audit Pre-Imp Requests - Security & SoD	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-09-13 08:31:42	mblackford@archrsc.com

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0046320	2022-07-28 09:10:13	4.1 Workday Audit Pre-Imp Requests - SoD	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-09-13 08:34:48	mblackford@archrsc.com
INC0046234	2022-07-27 16:09:39	3.2 Workday Audit Pre-Imp Requests - ITGC & Risk Control Matrix (RCM)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-09-13 08:32:57	mblackford@archrsc.com
INC0046232	2022-07-27 15:56:26	2.4 Workday Audit Pre-Imp Requests - Tenant Config.	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-09-13 08:33:13	mblackford@archrsc.com
INC0046231	2022-07-27 15:46:36	2.3 Workday Audit Pre-Imp Requests - Risk Control Matrix (RCM)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-09-13 08:34:23	mblackford@archrsc.com
INC0046230	2022-07-27 15:39:28	2.2 Workday Audit Pre-Imp Requests - Risk Control Matrix (RCM)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-09-13 08:32:02	mblackford@archrsc.com
INC0046203	2022-07-27 08:48:47	2.7 Workday Audit Pre-Imp Requests - REPORTs	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-09-13 08:33:50	mblackford@archrsc.com
INC0046198	2022-07-27 08:16:30	2.6 Workday Audit Pre-Imp Requests - Testing	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-09-13 08:31:15	mblackford@archrsc.com
INC0046085	2022-07-26 10:35:58	2.1 Workday Audit Pre-Imp Requests - Bus. Process Groups	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-09-13 08:32:39	mblackford@archrsc.com

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0046064	2022-07-26 07:34:25	1.1 Workday Audit Pre-Imp Requests - Security Groups	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-09-13 08:31:33	mblackford@archrsc.com
INC0045848	2022-07-25 14:48:51	3.1 Workday Audit Pre-Imp Requests - Legacy Oracle ITGCs	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-09-13 08:32:14	mblackford@archrsc.com
INC0045843	2022-07-25 14:30:18	2.5 Workday Audit Pre-Imp Requests - Key Process & Control Owners	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-09-13 08:33:40	mblackford@archrsc.com
INC0045841	2022-07-25 14:28:05	1.5 Workday Audit Pre-Imp Requests - Project Plan	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-09-13 08:30:03	mblackford@archrsc.com
INC0045839	2022-07-25 14:26:26	1.4 Workday Pre-Imp Requests - Access to Workday project team site	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-09-13 08:30:49	mblackford@archrsc.com
INC0045838	2022-07-25 14:25:05	1.3 Workday Pre-Imp Requests - RAIDQ log	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-09-13 08:32:30	mblackford@archrsc.com
INC0045837	2022-07-25 14:22:35	1.2 Workday Pre-Imp Requests - Organization and Project Team Contact List	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-09-13 08:30:22	mblackford@archrsc.com
INC0045833	2022-07-25 13:54:44	SharePoint access	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Web_and_Mobile	Valdis Reid	2022-08-01 11:21:03	mblackford@archrsc.com

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0045615	2022-07-22 08:57:33	2022 Workday Implementation on Audit Scope	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-11-16 06:12:27	mblackford@archrsc.com
INC0045613	2022-07-22 08:48:16	v1 2022 MASTER Arch Workday Pre-Implementation on Audit (PwC) Request List	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-11-17 07:00:00	system
INC0044657	2022-07-15 15:12:40	FW: Centroid SQL ticket management process update	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Centroid_DBA	Centroid DBA	2022-07-23 13:45:12	mblackford@archrsc.com
INC0044437	2022-07-14 08:32:06	FW: 07.13.2022: Allegro DW load - Error	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Centroid_DBA	Centroid DBA	2022-07-15 13:00:01	system
INC0044253	2022-07-12 15:33:30	Change laptop settings when lid closed	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-End_User	John Rosenauer	2022-07-14 09:00:00	system
INC0044249	2022-07-12 14:46:46	secure : NEW DLP POLICY: If you receive a message stating your email was blocked	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-End_User	Donna Hicks	2022-07-13 15:00:03	system
INC0043435	2022-07-05 12:16:27	M. Bret shared the folder "06-Transition Management" with you.	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Web_and_Mobile	Valdis Reid	2022-07-07 14:06:37	mblackford@archrsc.com
INC0039640	2022-05-20 08:58:39	video conf system in 6th floor conf #1	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Dalechek	Angelique Palo	2022-06-03 14:40:21	ConnectWise_SA
INC0039532	2022-05-18 15:49:09	Reset RMS DEV password	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Centroid_L1	Centroid L1	2022-05-19 17:00:01	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0039044	2022-05-11 09:33:30	Pulse Secure install instructions	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-End_User	vedran djukic	2022-05-20 06:55:56	mblackford@archrsc.com
INC0038959	2022-05-10 13:57:50	Workforce migration from v18.3 to v20.2 - TESTING	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager		2022-05-11 15:00:01	system
INC0038494	2022-05-02 09:28:21	Accounting conference room AV	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-End_User	John Rosenauer	2022-05-05 15:00:01	system
INC0037335	2022-04-19 15:24:15	Refresh the Allegro DEV Db environment from current Allegro PROD Db environment	Michael Blackford	5 - Planning	Closed	Database	SN-Centroid_DB A	Centroid DBA	2022-04-28 08:39:49	mblackford@archrsc.com
INC0037331	2022-04-19 14:36:13	I need to recover a file from SharePoint	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Application_Web_and_Mobile	Valdis Reid	2022-04-21 09:00:02	system
INC0037316	2022-04-19 10:17:07	Workforce migration from v18.3 - > v20.2 scheduled for April 25 pushed to May 3, 2022	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-05-25 09:00:03	system
INC0036380	2022-04-06 11:05:55	MASTER: 2022 Tripwire metrics	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Steve Duncan	2022-11-24 11:00:03	system
INC0036286	2022-04-06 07:34:07	2Q2022 DbUAR Land Management System (LMS) Db Access Review	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-04-08 07:49:56	sduncan@archrsc.com
INC0036225	2022-04-05 07:04:41	remote access	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-End_User	Gary Boggs	2022-04-27 08:00:02	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0036192	2022-04-04 13:53:36	Steve Duncan laptop - STL009376	Michael Blackford	5 - Planning	Closed	Hardware	SN-End_User	vedran djukic	2022-04-05 18:00:00	system
INC0036191	2022-04-04 13:51:04	Tammy Worley	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager		2022-04-07 08:00:06	system
INC0036187	2022-04-04 13:05:58	2022Q2 Fall User Access Review (DbUAR) : OCI accounts - Bond, HR/Payroll, LMS, RCMS, RMS	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Centroid_DBA	Centroid DBA	2022-09-14 07:51:19	sduncan@archrsc.com
INC0036185	2022-04-04 12:59:36	Q2 Spring 2022 UAR [MASTER]	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-08-19 07:37:14	sduncan@archrsc.com
INC0035897	2022-03-29 14:16:28	Known issues with Ellipse 9.0.32	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-04-28 08:46:28	mblackford@archrsc.com
INC0035461	2022-03-24 09:36:15	AddBlocker	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Server	Chiuchi Chen	2022-03-26 11:00:07	system
INC0035316	2022-03-21 10:20:18	Add Jeff Von Holten to email list for Allegro DW Reload Notification	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sabegh Viridi	2022-03-22 12:00:05	system
INC0035309	2022-03-21 09:52:04	FW: : Bus Obj REFRESH locations	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Server	Shaun McGuiness	2022-03-22 11:00:07	system
INC0035033	2022-03-16 09:37:31	Arch -sFTP Access	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-End_User	Donna Hicks	2022-03-25 09:00:16	system
INC0034986	2022-03-15 05:49:44	PromptPrice Graphs - Power BI graphs - recalibrate the axis : [CHG0032019] [CHG0032123]	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sanjay Karanwal	2022-03-17 16:00:02	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0034754	2022-03-10 09:08:16	FW: FOR REVIEW - ALLEGRO: Counterparty Credit	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Server	Shaun McGuiness	2022-03-11 11:00:10	ConnectWise_SA
INC0034194	2022-03-01 14:24:20	2021 Disaster Recovery (DR) & Business Continuity (BC) Internal Audit	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager	Michael Blackford	2022-03-02 15:00:03	system
INC0034095	2022-02-28 07:25:36	2021 System and Organization Controls (SOC) review - Workday	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-02-28 07:30:32	mblackford@archrsc.com
INC0034094	2022-02-28 07:10:49	2021 System and Organization Controls (SOC) review - Workforce	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager		2022-02-28 07:20:45	mblackford@archrsc.com
INC0033649	2022-02-23 08:43:04	RE: Lock WF user - D. Vickers	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager	Michael Blackford	2022-02-24 09:00:09	ConnectWise_SA
INC0033578	2022-02-22 14:43:13	2021 System and Organization Controls (SOC) review - COSOL (for Ellipse)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-02-23 08:52:02	mblackford@archrsc.com
INC0033576	2022-02-22 14:00:20	WorkForce - J. Sharp	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager		2022-02-24 07:11:18	ConnectWise_SA
INC0033557	2022-02-22 10:32:48	Yesterday's Position: add Bryan Poettker to the distribution list for the Position Summary Report	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sanjay Karanwal	2022-02-24 15:00:24	ConnectWise_SA

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0032804	2022-02-15 07:39:44	2021 final System and Organization Controls (SOC) files from Audit	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager	Michael Blackford	2022-02-17 10:00:07	system
INC0031806	2022-02-07 09:03:09	Need replacement 24" monitor	Michael Blackford	5 - Planning	Closed	Hardware	SN-End_User	John Rosenauer	2022-02-16 09:27:15	ConnectWise_SA
INC0031409	2022-02-04 08:15:00	Visio software request	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-End_User	Donna Hicks	2022-02-08 16:01:04	ConnectWise_SA
INC0031261	2022-02-02 08:52:06	Unable to access Allegro from home	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Commercial_Systems	Makoto Kelly	2022-02-03 07:11:02	ConnectWise_SA
INC0031186	2022-02-01 13:25:33	AdobeSign annual license transaction limit	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Steve Duncan	2022-02-08 11:00:06	system
INC0030634	2022-01-28 12:10:08	Workforce logon problem	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Application_Business_Payroll		2022-01-29 15:53:00	ConnectWise_SA
INC0030601	2022-01-28 06:39:14	Power BI report "PromptPriceGraphs" is not correctly scaling all the graphs	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sanjay Karanwal	2022-02-09 16:00:21	ConnectWise_SA
INC0030464	2022-01-26 13:25:57	Allegro login: rSmith [roSmith@ArchRsc.com]	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Database	Chiuchi Chen	2022-01-27 15:00:11	ConnectWise_SA
INC0030409	2022-01-25 15:23:29	2021Q4 SAGE/FAS User Access Review (UAR)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-01-29 13:00:10	system
INC0029603	2022-01-21 08:56:54	2021 System and Organization Controls (SOC) review - Oracle OCI	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-01-25 10:09:07	mblackford@archrsc.com

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0029555	2022-01-20 09:46:57	Removal of Venkat and Surya's VPN for Arch	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Security		2022-01-20 11:03:18	ConnectWise_SA
INC0028279	2022-01-12 13:18:12	PC Admin Access or assistance loading 7-zip	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-End_User	Donna Hicks	2022-01-15 11:00:24	ConnectWise_SA
INC0028138	2022-01-11 09:58:02	2022 HP-PPM license renewal	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2023-01-16 14:33:38	mblackford@archrsc.com
INC0028137	2022-01-11 09:53:12	2022 Tripwire renewal	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-01-13 13:26:40	mblackford@archrsc.com
INC0028118	2022-01-11 07:10:29	PC Admin - Bret Blackford	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Security	Jeffrey Ball	2022-01-19 10:00:15	ConnectWise_SA
INC0027803	2022-01-07 15:03:32	2021 ELLIPSE Disaster Recovery (DR) Test	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-01-12 09:00:10	system
INC0027776	2022-01-07 08:56:49	WinZip or 7-Zip needed	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-End_User	Donna Hicks	2022-01-11 13:16:48	ConnectWise_SA
INC0027775	2022-01-07 08:18:53	2021: RMS authentication	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Centroid_DBA	Centroid DBA	2022-01-27 11:25:24	ConnectWise_SA
INC0027772	2022-01-07 07:22:02	Power BI license issue	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-End_User	Donna Hicks	2022-01-11 13:16:55	ConnectWise_SA
INC0027753	2022-01-06 13:34:34	2021 Allegro Segregation of Duties (SoD)	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager	Michael Blackford	2022-01-11 13:17:37	mblackford@archrsc.com
INC0027751	2022-01-06 13:32:37	2021 Oracle GL Segregation of Duties (SoD)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-01-11 13:17:25	mblackford@archrsc.com
INC0027702	2022-01-05 15:49:06	"Bridge/GAP Letters needed for in-scope SOC providers	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager	Michael Blackford	2022-01-25 09:52:34	mblackford@archrsc.com

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0027700	2022-01-05 15:07:21	Tripwire needs to scan Oracle OCI Cloud for key controls	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Steve Duncan	2022-02-16 13:00:11	system
INC0027699	2022-01-05 13:48:46	ServiceNow Governance Mtg - January 10, 2022	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager	Michael Blackford	2022-01-11 13:17:07	mblackford@archrsc.com
INC0027150	2021-12-23 07:16:37	2021 SOx ITGC - proof apps are using Active Directory (AD) authentication	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Admin	Diane Brueggeman	2021-12-24 09:00:01	system
INC0027113	2021-12-21 14:43:43	2021 System and Organization Controls (SOC) review - Microsoft Azure	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-01-25 09:57:04	mblackford@archrsc.com
INC0027029	2021-12-17 12:39:16	2021 System and Organization Controls (SOC) review - OpenText	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-01-25 10:01:02	mblackford@archrsc.com
INC0026990	2021-12-16 13:37:55	: W drive - ISSUE RESOLVED	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Server		2021-12-17 16:00:07	ConnectWise_SA
INC0026695	2021-12-08 09:10:39	Power out in office	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Office_Services	Kelienne Miriani	2021-12-09 11:00:16	ConnectWise_SA
INC0026647	2021-12-07 09:09:46	power out in office	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Dalechek	Shermeckia Scott	2021-12-09 13:46:09	ConnectWise_SA
INC0026644	2021-12-07 08:33:06	Ellipse login credentials	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Dalechek	Carlos Rives	2021-12-09 13:47:08	ConnectWise_SA
INC0026626	2021-12-06 15:03:57	2021 segregation of duties (SoD) review for LMS	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Property_Systems	Paul McAdams	2021-12-07 16:00:04	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0026544	2021-12-02 15:31:42	PulseSecure not working	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Dalechek	Justin Johnson	2021-12-09 13:46:40	ConnectWise_SA
INC0026500	2021-12-02 05:23:50	monitor not working	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-End_User	Gary Boggs	2021-12-02 09:23:35	ConnectWise_SA
INC0026442	2021-12-01 07:37:45	2021 Revenue Management System (RMS) Segregation of Duties (SoD)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2021-12-02 08:00:03	system
INC0026441	2021-12-01 07:11:19	12.01.2021 Computer Security Incident Response Plan	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Web_and_Mobile	Valdis Reid	2021-12-02 10:00:15	ConnectWise_SA
INC0026408	2021-11-30 09:06:34	2020 Service Organization Controls (SOC) Reviews	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager	Michael Blackford	2021-12-01 10:00:05	system
INC0026388	2021-11-29 12:43:34	Audit: Identify form security groups	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Application_Commercial_Systems	Philip Hager	2021-11-30 13:00:01	system
INC0026379	2021-11-29 09:55:10	Power out in office. My wall outlet that is used for my computer and monitors is not working. No p	Michael Blackford	1 - Critical	Closed	Inquiry / Help	SN-Office_Services	Kelienne Miriani	2021-11-29 12:03:30	ConnectWise_SA
INC0026338	2021-11-23 14:19:49	2021 Allegro Segregation of duties (SoD)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-01-06 13:35:39	mblackford@archrsc.com
INC0026337	2021-11-23 14:09:20	2021 Oracle GL segregation of duties (SoD) review	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2022-01-06 13:34:07	mblackford@archrsc.com

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0026335	2021-11-23 14:00:20	2021 Land Management System (LMS) Segregation of Duties (SoD)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2021-11-24 15:00:01	system
INC0026233	2021-11-19 14:15:36	Schedule the Report "PromptPriceData2021Nov17"	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sanjay Karanwal	2021-11-20 16:00:07	system
INC0025987	2021-11-12 13:19:21	2021Q4 MARS User Access Review (UAR)	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-11-13 14:00:04	system
INC0025969	2021-11-12 09:51:35	2021Q4 RMS User Access Review (UAR)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2021-11-20 10:00:03	system
INC0025957	2021-11-12 07:47:04	Export list of RMS accounts	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Application_Commercial_Systems	Philip Hager	2021-11-17 11:00:00	system
INC0025909	2021-11-11 08:00:17	2021 Ellipse segregation of duties (SOD) review	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2021-12-17 15:00:10	system
INC0025908	2021-11-11 07:57:45	2021 Segregation of Duties (SOD) Reviews	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager	Michael Blackford	2021-12-17 16:00:04	system
INC0025903	2021-11-11 06:14:04	2021 Policy/Standards Review : Arch Computer Security Incident Response Plan (CSIRP)	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager	Michael Blackford	2021-12-09 13:48:05	mblackford@archrsc.com

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0025899	2021-11-10 17:06:12	Add Index 'Platts-MCDBF_Aust-India' to PromptPrice Data2021April21 report	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sanjay Karanwal	2021-11-16 16:00:04	system
INC0025871	2021-11-10 13:16:29	2021 System and Organization Controls (SOC) review	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager	Michael Blackford	2022-02-28 07:26:54	mblackford@archrsc.com
INC0025786	2021-11-09 06:19:47	2021Q4 LMS User Access Review (UAR)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2021-11-10 07:00:00	system
INC0025738	2021-11-05 12:48:03	2021Q4 Business Objects PRDWHSE0 Db User Access Review (DbUAR)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Database	Bob Berberich	2021-11-10 13:00:13	system
INC0025564	2021-11-01 12:38:13	Adobe Acrobat Reader DC	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Dalechek		2021-11-02 17:00:05	ConnectWise_SA
INC0025511	2021-10-29 09:11:04	FW: RMS "-6502 ORA-06502: PL/SQL: numeric or value error"	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Centroid_DBA	Centroid DBA	2021-11-03 10:00:20	ConnectWise_SA
INC0025506	2021-10-29 08:52:15	Unable to sign in ???	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Dalechek	Justin Johnson	2021-11-03 15:00:16	ConnectWise_SA
INC0025505	2021-10-29 06:45:42	RMS "-6502 ORA-06502: PL/SQL: numeric or value error"	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Centroid_DBA	Centroid DBA	2021-11-24 16:00:10	ConnectWise_SA
INC0025437	2021-10-27 08:11:27	2021Q4 LMS Db User Access Review (DbUAR)	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager	Michael Blackford	2021-10-28 09:00:05	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0025433	2021-10-27 06:42:38	Adobe Acrobat Standard not functioning ??	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Dalechek	Justin Johnson	2021-11-06 09:00:23	ConnectWise_SA
INC0025432	2021-10-27 06:17:17	2021Q4 RMS Db User Access Review (DbUAR)	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Centroid_DBA	Centroid DBA	2021-10-28 07:00:01	system
INC0025419	2021-10-26 17:50:50	PulseSecure and RDP not working (Error: User not authorized for remote login)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-End_User	Donna Hicks	2021-10-28 10:01:19	ConnectWise_SA
INC0025412	2021-10-26 15:29:14	2021Q\$ Fall User Access Review (DbUAR) : RMS Db	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager	Michael Blackford	2021-10-29 08:00:02	system
INC0025379	2021-10-26 08:44:21	FW: The Azure Self-Service Password Reset Tool Instructions	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Dalechek		2021-10-27 06:46:18	ConnectWise_SA
INC0025327	2021-10-25 12:52:47	I Need report on accounts with access to the Allegro Db	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Database	Bob Berberich	2021-10-26 14:00:11	system
INC0025326	2021-10-25 12:50:48	2021Q4 Allegro Db User Access Review (DbUAR)	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager	Michael Blackford	2021-10-28 08:00:06	system
INC0025324	2021-10-25 12:16:09	Q4 Fall 2021 User Access Review (DbUAR) of Oracle GL & Payroll DBs	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2021-11-02 13:00:02	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0025307	2021-10-25 07:12:31	Q4 Fall 2021 User Access Review (DbUAR) of OCI DBs	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Centroid_DB A	Centroid DBA	2021-10-27 11:00:02	system
INC0025245	2021-10-21 15:04:21	2021Q4 Oracle GL/Payroll app User Access Review (UAR)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2021-10-22 16:00:03	system
INC0025244	2021-10-21 15:00:10	Ellipse 2021Q4 DB User Access Review (UAR)	Michael Blackford	5 - Planning	Closed	Database	SN-Change_Manager	Michael Blackford	2021-10-22 16:00:06	system
INC0025243	2021-10-21 14:55:20	Ellipse 2021Q4 User Access Review (UAR)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2021-11-19 08:00:02	system
INC0025204	2021-10-21 05:57:49	I need OFA access on my laptop STL009306	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-End_User	Donna Hicks	2021-10-21 12:23:57	ConnectWise_SA
INC0025102	2021-10-19 15:21:58	add Greg Szczepan to the priceGraphs email distribution	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Server	Shaun McGuiness	2021-10-20 17:00:07	ConnectWise_SA
INC0025078	2021-10-19 06:14:03	2021Q4 Oracle App Db access PRODAPP1 (on acidb4).	Michael Blackford	5 - Planning	Closed	Database	SN-Database	Bob Berberich	2021-10-22 15:00:03	system
INC0025077	2021-10-19 06:10:14	Q4 Fall 2021 UAR [MASTER]	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2021-12-10 13:00:02	system
INC0024725	2021-10-12 06:55:44	ServiceNow Governance Mtg - October 8, 2021	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager	Michael Blackford	2021-10-13 07:00:01	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0024503	2021-10-06 15:06:10	2021 Sox Control Deficiencies - Physical Access Data Center	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager	Michael Blackford	2021-10-06 15:14:12	mblackford@archrsc.com
INC0024502	2021-10-06 14:58:38	2021 Sox Control Deficiencies - Ellipse-02	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2021-10-07 16:00:04	system
INC0024500	2021-10-06 14:48:55	2021 Sox Control Deficiencies - Change-02	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager	Michael Blackford	2021-10-06 15:13:37	mblackford@archrsc.com
INC0024269	2021-10-01 07:16:36	2021 Sox Control Deficiencies	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager	Michael Blackford	2021-10-06 15:14:02	mblackford@archrsc.com
INC0023782	2021-09-21 10:47:32	RMS: OCI Test of link	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Centroid_DBA	Ron O'Neal	2021-09-23 16:35:00	rzambo@archrsc.com
INC0023763	2021-09-21 07:06:53	2021 Interim IT SOX Requests - (Physical-01)	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager	Michael Blackford	2021-09-21 07:50:15	mblackford@archrsc.com
INC0023491	2021-09-15 14:59:41	Unable to move file to SharePoint site	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Web_and_Mobile	Valdis Reid	2021-09-17 08:00:20	ConnectWise_SA
INC0023202	2021-09-10 10:56:51	2021 Fall UAR Allegro	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2021-09-15 08:00:07	system
INC0023139	2021-09-09 07:17:03	Office software update/change ?	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-End_User	John Rosenauer	2021-09-11 08:00:05	ConnectWise_SA
INC0022827	2021-09-01 06:47:31	2021 Interim IT SOX Requests - Row 13 (Ellipse-02) ... Action Plan & Control Enhancement	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2021-09-24 09:00:03	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0022562	2021-08-26 13:27:48	08.18.2021 : Allegro Disaster Recovery (DR) test	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2021-09-02 16:00:08	system
INC0022556	2021-08-26 10:50:45	Contract Lifecycle Management (CLM) - SUMMARY Status Doc	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2021-12-10 14:00:00	system
INC0022539	2021-08-26 08:32:52	Need reports showing user account privileges in Oracle OCI environment (DBA)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Centroid_DBA	Centroid DBA	2021-09-23 16:00:03	system
INC0022220	2021-08-19 12:41:58	As requested in REQ0010677 remove DMolder	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Database	Bob Berberich	2021-08-26 08:00:06	system
INC0021898	2021-08-16 08:25:15	2021 Interim IT SOX Requests - Row 53 (BACKUP-02 (ref.40)) **follow-up**	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Server	Richard Lotspeich	2021-08-18 15:00:01	system
INC0021807	2021-08-13 12:48:48	2021 Annual IT Policy/Standards Review : ID and Password Standard - redlined ..	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-08-17 13:19:07	mblackford@archrsc.com
INC0021782	2021-08-13 06:52:30	2021 PBC Ellipe-03 ref.14	Michael Blackford	5 - Planning	Closed	Inquiry / Help	Change Management	Michael Blackford	2021-08-18 13:00:03	system
INC0021607	2021-08-10 15:58:16	2021 Annual IT Policy/Standards Review : Information Security Policy (redlined)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2021-08-12 08:00:07	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0021606	2021-08-10 15:56:01	2021 Annual IT Policy/Standards Review : ID and Password Standard (redlined)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2021-08-12 08:00:06	system
INC0021603	2021-08-10 15:45:52	2021 Annual IT Policy/Standards Review : Information Security Policy	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Web_and_Mobile	Valdis Reid	2021-08-12 08:00:02	system
INC0021601	2021-08-10 15:28:34	2021 Annual IT Policy/Standards Review : ID and Password Standard	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Web_and_Mobile	Valdis Reid	2021-08-12 08:00:03	system
INC0021559	2021-08-10 07:01:05	2021 Interim IT SOX Requests - Row 13 (Ellipse-02) - v2 follow-up	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-08-30 13:36:42	mblackford@archrsc.com
INC0021387	2021-08-05 10:17:33	Need reports showing user account privileges in Oracle OCI environment	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Database	Bob Berberich	2021-08-26 11:16:03	roneal@archrsc.com
INC0021329	2021-08-04 09:29:20	2021 Interim IT SOX Requests - Row 67 (MARS-02 ref.54) - SUMMARY Info	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-08-18 09:14:51	mblackford@archrsc.com
INC0021241	2021-08-02 10:25:02	2021 Interim IT SOX Requests - Row 3 (Allegro-04)	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-08-18 09:14:36	mblackford@archrsc.com

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0021148	2021-07-30 10:30:50	AUDiT: Arch - Sharepoint access for Prashant	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Web_and_Mobile	Valdis Reid	2021-08-07 09:00:15	ConnectWise_SA
INC0021114	2021-07-29 15:53:56	2021 RMS Forms Security Review	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2021-08-05 14:00:05	system
INC0021086	2021-07-29 08:21:41	ServiceNow Governance Mtg - July 28, 2021	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Michael Blackford	2021-08-03 16:00:02	system
INC0021026	2021-07-28 17:20:04	New iPhone and pulse secure	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Security	Anthony Testa	2021-07-31 08:00:07	ConnectWise_SA
INC0021007	2021-07-28 10:55:38	Message states- Please sign into your Office 365 account	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Dalechek	Daniel Gonzales	2021-08-07 17:00:06	ConnectWise_SA
INC0020781	2021-07-23 13:55:32	2021 Interim IT SOX Requests - Row 35 (Windows-01 ref.35) follow-up	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Server	Chiuchi Chen	2021-07-28 18:00:03	system
INC0020768	2021-07-23 10:07:14	Laptop STL009306 has trouble maintaining a wifi internet connection	Michael Blackford	5 - Planning	Closed	Network	SN-Dalechek	Shermeckia Scott	2021-07-28 10:00:08	ConnectWise_SA
INC0020717	2021-07-22 14:03:29	2021 PBC Ellipe-03 ref.14	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Ellipse_Finance	Gregory Hensala	2021-08-13 06:53:34	mblackford@archrsc.com
INC0020646	2021-07-21 10:11:06	I need to grant access to auditors to SharePoint site	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_All	Valdis Reid	2021-07-22 11:00:05	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0020598	2021-07-20 15:10:45	2021 Interim IT SOX Requests - Row 35 (Windows-01 ref.35)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Request_Server_Admins	Chiuchi Chen	2021-07-23 13:57:31	mblackford@archrsc.com
INC0020586	2021-07-20 13:18:48	2021 Annual IT Policy/Standards Review : ID and Password Standard	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-08-17 13:18:47	mblackford@archrsc.com
INC0020533	2021-07-19 15:52:36	2021 Interim IT SOX Requests - Row 56 (LMS-02) - Audit Follow-up	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-08-18 14:00:10	system
INC0020518	2021-07-19 13:41:20	2021 Interim IT SOX Requests - Row 36 (FAS-01 ref.22)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Request_Server_Admins	Chiuchi Chen	2021-07-21 12:00:04	system
INC0020504	2021-07-19 11:31:08	ETL issue loading Allegro data	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-07-20 16:00:07	system
INC0020482	2021-07-19 08:44:07	ConnectWise application unable to interface properly with ServiceNow	Michael Blackford	4 - Low	Closed	Applications and Software	SN-Admin	Diane Brueggeman	2021-08-25 10:00:09	system
INC0020474	2021-07-19 07:18:30	2021 Interim IT SOX Requests - Row 9 (RMS-01, Access Admin-01 & 02)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Commercial_Systems	Philip Hager	2021-09-02 10:00:10	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0020470	2021-07-19 06:56:47	2021 Interim IT SOX Requests - Row 67 (CHG-01, CHG-02, CHG-06, DATA FIX-01 ref.46)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Steve Duncan	2021-10-01 10:48:23	sduncan@archrsc.com
INC0020468	2021-07-19 06:42:41	2021 Interim IT SOX Requests - Row 67 (MARS-02 ref.54)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Ellipse_Main_t_and_Materials	Christopher Kirkendall	2021-08-04 09:32:15	mblackford@archrsc.com
INC0020264	2021-07-16 13:01:54	2021 Interim IT SOX Requests - Row 3 (Allegro-04)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Server	Chiuchi Chen	2021-07-17 14:00:00	system
INC0020256	2021-07-16 11:21:47	2021 Interim IT SOX Requests - Row 47 (UNIX-01 & UNiX-04) ref.34	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Server	William Tidwell	2021-07-17 13:00:00	system
INC0020255	2021-07-16 11:19:00	2021 Interim IT SOX Requests - Row 46 (UNIX-03 Ref.33)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Server	William Tidwell	2021-07-17 13:00:10	system
INC0020253	2021-07-16 11:09:08	2021 Interim IT SOX Requests - Row 45 (UNIX-02)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Server	William Tidwell	2021-07-17 13:00:04	system
INC0020250	2021-07-16 10:18:57	2021 Interim IT SOX Requests - Row 53 (BACKUP-02 (ref.40))	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Request_Server_Admins	Chiuchi Chen	2021-08-16 08:38:19	mblackford@archrsc.com
INC0020244	2021-07-16 09:31:57	2021 Interim IT SOX Requests - Row 36 (FAS-02 ref.23)	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2022-01-25 15:25:55	mblackford@archrsc.com

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0020238	2021-07-16 09:03:17	2021 Interim IT SOX Requests - Row 27 (ELLiPSE-03 Ref.#14)	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-07-22 14:11:57	mblackford@archrsc.com
INC0020230	2021-07-16 07:25:11	Contract Lifecycle Management (CLM) - GARTNER info	Michael Blackford	5 - Planning	Closed	Inquiry / Help	Change Management	Michael Blackford	2021-07-17 08:00:04	system
INC0020228	2021-07-16 06:58:17	Contract Lifecycle Management (CLM) - REQUIREMENTS	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-07-31 08:00:12	system
INC0020227	2021-07-16 06:43:23	Contract Lifecycle Management (CLM) MASTER	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-08-26 10:53:41	mblackford@archrsc.com
INC0020225	2021-07-16 06:21:32	ServiceNow Governance Mtg - June 3, 2021	Michael Blackford	5 - Planning	Closed	Inquiry / Help	Change Management	Michael Blackford	2021-07-17 07:00:01	system
INC0020224	2021-07-16 06:17:36	ServiceNow Governance (MASTER)	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2022-07-14 13:50:31	sduncan@archrsc.com
INC0020195	2021-07-15 12:51:55	2021 Interim IT SOX Requests - Row 217 (Workforce-04 ref#7)	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-07-16 14:00:03	system
INC0020163	2021-07-15 08:07:30	2021 Interim IT SOX Requests - Row 29 (Oracle App-01 ref.19)	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-07-16 09:00:05	system
INC0020076	2021-07-14 14:02:51	2021 Interim IT SOX Requests - Row 31 (Oracle DB-03 & Oracle-DB-04) - scripts	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Database	Bob Berberich	2021-07-22 09:00:00	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0020048	2021-07-13 14:28:15	2021 Annual IT Policy/Standards Review : System Administration Standard (redlined)	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-07-14 15:00:04	system
INC0020047	2021-07-13 14:26:16	2021 Annual IT Policy/Standards Review : Mobile Device Standard (redlined)	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-07-14 15:00:03	system
INC0020046	2021-07-13 14:21:15	2021 Annual IT Policy/Standards Review : IT Systems and Data Backup Protection Standard (redlined)	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-07-14 15:00:05	system
INC0020045	2021-07-13 14:18:00	2021 Annual IT Policy/Standards Review : Change Management Standard (redlined)	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-07-14 15:00:01	system
INC0020029	2021-07-13 11:33:05	2021 Annual IT Policy/Standards Review : Business System Administration and User Responsibility Standard (redlined)	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-07-14 13:00:07	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0019888	2021-07-09 15:30:00	2021 Annual IT Policy/Standards Review : System Administration Standard	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Application_Web_and_Mobile	Valdis Reid	2021-07-13 14:31:55	mblackford@archcoal.com
INC0019887	2021-07-09 15:23:09	2021 Annual IT Policy/Standards Review : Mobile Device Standard	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Application_Web_and_Mobile	Valdis Reid	2021-07-13 14:28:15	mblackford@archcoal.com
INC0019886	2021-07-09 15:19:38	2021 Annual IT Policy/Standards Review : IT Systems and Data Backup Protection Standard	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Application_Web_and_Mobile	Valdis Reid	2021-07-13 14:25:05	mblackford@archcoal.com
INC0019884	2021-07-09 15:16:47	2021 Annual IT Policy/Standards Review : Change Management Standard	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Application_Web_and_Mobile	Valdis Reid	2021-07-13 14:20:05	mblackford@archcoal.com
INC0019882	2021-07-09 15:11:49	2021 Annual IT Policy/Standards Review : Business System Administration and User Responsibility Standard	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Application_Web_and_Mobile	Valdis Reid	2021-07-13 12:59:23	mblackford@archcoal.com
INC0019870	2021-07-09 12:10:18	Adobe Sign access request - Sarah Tribout	Michael Blackford	5 - Planning	Closed	Inquiry / Help	Change Management	Steve Duncan	2021-08-30 15:07:38	sduncan@archrsc.com
INC0019851	2021-07-09 07:57:54	We need a User Request Form for Adobe Sign	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Application_Web_and_Mobile	Valdis Reid	2021-07-16 16:00:02	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0019850	2021-07-09 07:51:58	Adobe Sign access request	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Steve Duncan	2021-08-30 15:07:17	sduncan@archrsc.com
INC0019849	2021-07-09 07:38:22	MASTER 2021 Annual IT Policy/Standards Review : Master Incident for each sub-policy (MASTER)	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-11-11 06:17:41	mblackford@archrsc.com
INC0019848	2021-07-09 07:31:32	We need a User Request Form for ServiceNow delegations or access changes	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Web_and_Mobile	Valdis Reid	2021-07-16 16:00:01	system
INC0019846	2021-07-09 06:31:48	2021 Interim IT SOX Requests - Row 30 (Azure DB-02)	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-08-19 10:00:03	system
INC0019792	2021-07-08 15:27:06	QuickBooks to LMS Data AR Conversion Supporting Documentation	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-07-10 08:00:01	system
INC0019790	2021-07-08 15:23:10	2021 Interim IT SOX Requests - Row 58 (In-Scope Matrix)	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-07-09 16:00:01	system
INC0019744	2021-07-08 08:23:17	2021Q2 EY PBC DRV2	Michael Blackford	5 - Planning	Closed	Inquiry / Help	Change Management	Michael Blackford	2021-07-09 09:00:02	system
INC0019742	2021-07-08 08:19:00	2021Q2 EY PBC DRV1	Michael Blackford	5 - Planning	Closed	Inquiry / Help	Change Management	Michael Blackford	2021-07-09 09:00:05	system
INC0019739	2021-07-08 08:09:01	2021 Q2 EY PBC	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-07-20 16:00:01	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0019679	2021-07-07 07:43:33	2021 Interim IT SOX Requests - Row 43 (EN-14)	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-07-08 08:00:01	system
INC0019660	2021-07-06 15:28:20	delete Jennifer Kocian from various email distribution lists	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Server	Shaun McGuiness	2021-07-08 13:37:12	ConnectWise_SA
INC0019656	2021-07-06 15:08:21	2021 Interim IT SOX Requests - Row 56 (LMS-02)	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-07-19 15:54:13	mblackford@archcoal.com
INC0019655	2021-07-06 15:03:41	2021 Interim IT SOX Requests - Row 13 (Ellipse-02)	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-09-01 06:50:51	mblackford@archrsc.com
INC0019653	2021-07-06 14:55:22	2021 Interim IT SOX Requests - Row 20 (ORACLE GL-01)	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-07-07 15:00:01	system
INC0019647	2021-07-06 14:12:27	2021 Interim IT SOX Requests - Row 3 (Allegro-04)	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-08-02 10:27:26	mblackford@archrsc.com
INC0019646	2021-07-06 14:07:42	2021 Interim IT SOX Requests - Row 2 (Allegro-02)	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-07-07 15:00:01	system
INC0019644	2021-07-06 14:00:38	2021 Interim IT SOX Requests - Row 1 (Allegro-01)	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-07-07 15:00:01	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0019078	2021-06-28 15:20:49	HR/PAYROLL HUB Db migration from on-prem Oracle to the Oracle OCI cloud as part of CHG0031098.	Michael Blackford	5 - Planning	Closed	Database	Change Management	Michael Blackford	2021-06-29 16:00:03	system
INC0018593	2021-06-18 07:20:15	2021 Spring UAR RMS Db Prodcoms4 on acidb5	Michael Blackford	5 - Planning	Closed	Inquiry / Help	Change Management	Michael Blackford	2021-06-19 08:00:00	system
INC0018584	2021-06-18 06:18:14	2021 Spring UAR Business Objects (BO) Db - PRDWHSE0	Michael Blackford	5 - Planning	Closed	Database	Change Management	Michael Blackford	2021-06-19 07:00:01	system
INC0018534	2021-06-17 08:48:28	Remove user Db access to PRDCOMS4 on ACIDB5 (RMS)	Michael Blackford	5 - Planning	Closed	Database	SN-Database	Bob Berberich	2021-06-24 13:00:02	system
INC0018528	2021-06-17 07:38:38	Adobe Sign implementation	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-07-31 08:00:09	system
INC0018374	2021-06-14 08:25:15	2021 Spring UAR Db (Database User Access)	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Database	Bob Berberich	2021-06-16 13:00:05	system
INC0018350	2021-06-11 15:02:23	2021 Ellipse Code Migration	Michael Blackford	5 - Planning	Closed	Inquiry / Help	Change Management	Michael Blackford	2021-06-12 16:00:06	system
INC0018338	2021-06-11 13:22:46	2021 SOX IT Process Narratives	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-06-12 14:00:04	system
INC0018258	2021-06-10 06:37:52	2021 Spring UAR FAS	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-06-11 07:00:03	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0018156	2021-06-07 13:25:19	Provide Centroid (Venkat Perumal) a Keeper account to allow password sharing with Arch DBA	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Server	Shaun McGuiness	2021-06-08 15:00:02	system
INC0018112	2021-06-04 15:15:04	2021 Spring UAR Ellipse Db	Michael Blackford	5 - Planning	Closed	Inquiry / Help	Change Management	Michael Blackford	2021-06-05 16:00:00	system
INC0018038	2021-06-03 07:22:24	Unable to log into RMS Db - mblackford@prodcms4	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Steve Duncan	2021-06-04 10:00:10	system
INC0018037	2021-06-03 07:19:41	Unable to load RMS	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-End_User	Donna Hicks	2021-06-04 11:00:01	system
INC0018012	2021-06-02 08:04:36	RMS DEV account locked	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Change_Manager	Steve Duncan	2021-06-04 10:00:08	system
INC0017934	2021-05-28 18:01:14	2021 Spring UAR Ellipse	Michael Blackford	5 - Planning	Closed	Applications and Software	Change Management	Michael Blackford	2021-05-29 19:00:01	system
INC0017770	2021-05-24 15:26:29	Add Jeff Von Holten to the AllegroNew Deals email distribution group	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Server	Richard Lotspeich	2021-05-27 07:00:01	system
INC0017765	2021-05-24 14:58:49	2021 Spring UAR RMS	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Change_Manager	Michael Blackford	2021-05-24 15:20:29	mblackford@archcoal.com
INC0017600	2021-05-19 06:36:07	2021 Spring UAR Oracle GL	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Dalechek	Michael Blackford	2021-05-19 06:58:40	ConnectWise_SA
INC0017583	2021-05-18 11:24:45	2021Q2 Oracle GL - semi-annual user account review - Finance - delete RMuck	Michael Blackford	5 - Planning	Closed	Database	SN-Change_Manager		2021-05-19 06:59:19	ConnectWise_SA

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0017563	2021-05-18 07:40:37	05.18.2021: 2021Q2 RMS Semi-Annual Account Review - T Driver	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Database	Bob Berberich	2021-05-20 06:40:01	ConnectWise_SA
INC0017431	2021-05-12 15:33:28	AD & Ellipse access for Mylissa Weeden	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Server	Richard Lotspeich	2021-05-19 13:00:04	system
INC0017354	2021-05-11 07:27:36	T20210511.0004 - Ellipse - ASR170 failed to complete.	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Mining_Systems(AddOns)	Virgil Sarabia	2021-05-12 21:00:00	system
INC0017210	2021-05-05 14:35:26	Retire ETL of DW_FCT_MTM_ACT_DLY	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sabegh Viridi	2021-05-07 11:00:02	system
INC0017056	2021-04-29 13:15:25	Schedule report 'DeltaPositionNonTrading_2018April 24'	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sanjay Karanwal	2021-05-01 14:00:02	system
INC0017032	2021-04-29 07:15:55	\\stlsrv2\mid office\DeltaPositionNonTrading\DeltaPositionNonTrading_2018April 24.xlsx	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sabegh Viridi	2021-04-30 08:00:08	ConnectWise_SA
INC0016977	2021-04-28 06:03:51	Add user to email distribution	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Server	Shaun McGuiness	2021-04-29 09:00:02	system
INC0016944	2021-04-27 09:00:46	Remove BO reports from PowerShell Script	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sabegh Viridi	2021-04-29 08:00:04	system
INC0016926	2021-04-27 06:42:43	Archive Business Objects reports	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Problem_Admin	Michael Blackford	2021-05-07 10:00:03	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0016708	2021-04-20 13:04:05	Unable to share site with vendor (OpenText)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Web_and_Mobile	Valdis Reid	2021-04-21 14:09:26	ConnectWise_SA
INC0016701	2021-04-20 12:02:14	ACI ProofPoint: Attachment Not Allowed	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Security	Mark Whitmire	2021-04-21 13:00:04	system
INC0016693	2021-04-20 09:53:14	Add Rowdy Smith to the PriceGraphs email distribution list	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Server	Shaun McGuiness	2021-04-22 10:39:32	ConnectWise_SA
INC0016688	2021-04-20 09:03:37	Recall: Add Rowdy Smith to the PriceGraphs email distribution list	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Server	Shaun McGuiness	2021-04-21 16:05:23	ConnectWise_SA
INC0016687	2021-04-20 09:03:33	Add Rowdy Smith to the PriceGraphs email distribution list	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Server	Shaun McGuiness	2021-04-21 16:05:41	ConnectWise_SA
INC0016686	2021-04-20 09:03:26	Add Rowdy Smith to the PriceGraphs email distribution list	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Server	Shaun McGuiness	2021-04-21 16:05:19	ConnectWise_SA
INC0016616	2021-04-16 14:56:38	Allegro DEV not available	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Commercial_Systems	Paul McAdams	2021-04-20 12:00:00	system
INC0016537	2021-04-14 14:13:27	Request for a Webcam	Michael Blackford	5 - Planning	Closed	Hardware	SN-End_User	Donna Hicks	2021-04-15 15:00:03	system
INC0016445	2021-04-12 17:58:10	Pulse Secure VPN access	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-End_User	Donna Hicks	2021-04-14 15:00:06	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0016411	2021-04-12 08:07:29	We need to add two additional price indexes to the daily PromptPrice Data2021Feb09 Business Objects report	Michael Blackford	4 - Low	Closed	Applications and Software	SN-Application_BI	Sanjay Karanwal	2021-04-16 10:00:06	system
INC0016031	2021-03-31 05:49:32	Testing - please ignore	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Dalechek		2021-04-01 09:00:01	system
INC0016013	2021-03-30 13:40:01	Add Easy Button schedules on Risk reports	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sanjay Karanwal	2021-03-31 15:00:01	system
INC0015927	2021-03-26 09:51:41	Issue : Arch prod access for ConnectWise integration	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-End_User		2021-07-19 08:51:14	ConnectWise_SA
INC0015900	2021-03-25 14:13:57	T20210325.0031 Ellipse 9.0.27 UAT	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Mining_Systems(AddOns)	Virgil Sarabia	2021-03-31 13:00:02	system
INC0015569	2021-03-17 12:46:46	FW: Arch Service Desk Incident INC0015391 has been placed on hold	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sabegh Viridi	2021-03-19 16:00:04	system
INC0015464	2021-03-15 15:49:45	Can't access SharePoint site main links	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Web_and_Mobile	Valdis Reid	2021-03-18 10:00:01	system
INC0015460	2021-03-15 15:10:12	Unable to schedule TEAMS mtg	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Dalechek	Daniel Gonzales	2021-03-17 09:00:00	system
INC0015391	2021-03-15 06:08:46	FW: Allegro Load Failed (AZUPTIDLO0 Azure)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sabegh Viridi	2021-03-19 16:00:02	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0015033	2021-03-02 12:57:11	Create email distribution list	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Server	Richard Lotspeich	2021-03-04 11:00:01	system
INC0014948	2021-02-26 10:03:47	I need more space on the ITSM SharePoint site (https://archcoal.sharepoint.com/sites/ITSM)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Web_and_Mobile	Valdis Reid	2021-02-27 12:00:01	system
INC0014926	2021-02-25 15:22:36	Error in Allegro PROD	Michael Blackford	3 - Moderate	Closed	Applications and Software	SN-CAB_Manager	Steve Duncan	2021-02-26 08:26:50	rzambo@arc hrsc.com
INC0014578	2021-02-15 18:09:12	Schedule Risk report Report	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sanjay Karanwal	2021-02-17 14:00:01	system
INC0014444	2021-02-11 10:57:36	Add recipients to the Position Summary report	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sanjay Karanwal	2021-02-12 17:00:00	system
INC0014330	2021-02-09 05:56:14	unable to login to TEAMS	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-End_User	John Rosenauer	2021-02-10 16:00:00	system
INC0014281	2021-02-05 13:10:36	refresh Allegro DEV with PROD	Michael Blackford	5 - Planning	Closed	Database	SN-Database	Bob Berberich	2021-02-12 08:00:00	system
INC0014264	2021-02-05 08:07:54	We need the new DCE-HCC and Yuan-per-USDollar prices added to the last columns of the ConsolidatedPrices_BO report	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sanjay Karanwal	2021-02-13 10:00:03	system
INC0014210	2021-02-04 06:32:50	I am struggling to access recorded sessions in TEAMS.	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-End_User	Donna Hicks	2021-02-09 15:00:01	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0014152	2021-02-02 15:35:52	add 2 new prices to the PromptPrice Data2020Oct21 BO report	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sanjay Karanwal	2021-02-05 16:00:01	system
INC0014069	2021-02-01 06:20:24	FW: Allegro Load Failed (AZUPTIDLO 0 Azure)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sabegh Viridi	2021-02-04 08:00:02	system
INC0013979	2021-01-28 10:02:56	I received ORA-04067 when attempting to use the RMS Risk Management screen	Michael Blackford	4 - Low	Closed	Applications and Software	SN-Database	Bob Berberich	2021-02-04 08:00:01	system
INC0013967	2021-01-28 07:56:11	I'm having a bit of an issue starting TEAMS this am	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Dalechek	Daniel Gonzales	2021-01-30 09:00:00	system
INC0013870	2021-01-26 06:28:33	I need a new SharePoint site called "CodeMgmt"	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_All	Valdis Reid	2021-01-27 08:00:00	system
INC0013860	2021-01-25 14:13:25	new sharePoint site "EDI"	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Web_and_Mobile	Valdis Reid	2021-01-26 16:00:01	system
INC0013818	2021-01-22 15:42:35	T20210122.0022 new SharePoint site - "Ellipse-9.0.26"	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Mining_Systems(AddOns)	Virgil Sarabia	2021-01-27 09:00:02	system
INC0013288	2021-01-07 14:38:44	remove Bill Thiedke from TradeTicket email distribution	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Server	Douglas Dietz	2021-01-08 15:00:02	system
INC0013002	2020-12-22 14:04:35	Schedule Trading reports	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sanjay Karanwal	2020-12-23 15:00:00	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0012983	2020-12-21 13:02:04	replace the current Information Security policy on the Arch@Work portal with the document attached.	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Application_Web_and_Mobile	Valdis Reid	2020-12-22 14:00:00	system
INC0012693	2020-12-09 08:05:36	Bus Obj report - PromptPrice Data2019May13 - should have static columns	Michael Blackford	3 - Moderate	Closed	Applications and Software	SN-Application_BI	Sanjay Karanwal	2020-12-10 14:00:01	system
INC0012688	2020-12-09 06:21:59	T20201209.0007 How do I access Ellipse?	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Mining_Systems(AddOns)	Jewell French	2020-12-10 10:00:02	system
INC0012545	2020-12-03 10:28:14	Microsoft TEAMS call-in PIN ??	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-End_User	John Rosenauer	2020-12-04 12:00:02	system
INC0012468	2020-12-02 07:22:20	FW: Weekly Pricing Graphs - 2020.11.30	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Server	Richard Lotspeich	2020-12-03 09:00:02	system
INC0012166	2020-11-16 10:49:33	ADM files not downloading from sFTP site	Michael Blackford	5 - Planning	Closed	Database	SN-Database	William Tidwell	2020-11-24 12:00:01	system
INC0011785	2020-11-02 10:31:41	remove: Direct Db access to Allegro -- D Walsh	Michael Blackford	5 - Planning	Closed	Database	SN-Database	Bob Berberich	2020-11-04 10:00:01	system
INC0011651	2020-10-28 15:27:47	access provided by 2 new RMS GROUPs	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Application_Commercial_Systems	Philip Hager	2020-10-29 16:00:01	system
INC0011635	2020-10-28 10:21:02	RMS account approval email	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_Commercial_Systems	Philip Hager	2020-11-05 08:00:00	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0011629	2020-10-28 10:03:53	Rework Query SQL for Bret	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Application_Commercial_Systems	Makoto Kelly	2020-11-03 07:50:25	rzambo@arc hrsc.com
INC0011576	2020-10-27 12:40:59	How to get users by approver report	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-Application_Commercial_Systems	Philip Hager	2020-10-28 16:00:02	system
INC0011568	2020-10-27 10:53:15	4Q2020 Prodaci3 on acidb5 - RMS database access review (orphaned accounts)	Michael Blackford	5 - Planning	Closed	Database	SN-Database	Bob Berberich	2020-11-04 08:00:02	system
INC0011502	2020-10-26 09:07:19	RMS password reset request	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-End_User	Donna Hicks	2020-10-27 10:00:00	system
INC0011482	2020-10-24 09:57:48	reset RMS password for BlackfordM	Michael Blackford	5 - Planning	Closed	Database	SN-Database	William Tidwell	2020-10-27 11:00:00	system
INC0011429	2020-10-22 12:10:39	2020Q4 Oracle GL - semi-annual user account review - Finance - delete 3 accts	Michael Blackford	5 - Planning	Closed	Database	SN-Change_Manager		2020-10-22 13:19:38	mblackford@archcoal.com
INC0011408	2020-10-22 08:37:28	MBBLACKF ORD - unable to run Oracle GL	Michael Blackford	5 - Planning	Closed	Database	SN-Dalechek	Daniel Gonzales	2020-10-23 12:00:02	system
INC0011396	2020-10-22 06:17:24	unable to log into Allegro DEV or TEST	Michael Blackford	5 - Planning	Closed	Database	SN-Change_Manager		2020-10-28 08:53:43	sduncan@archrsc.com
INC0011344	2020-10-20 17:21:08	FW: memory on VM – STLTFNCD 00	Michael Blackford	5 - Planning	Closed	Hardware	SN-Server	Richard Lotspeich	2020-10-22 12:00:02	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0011343	2020-10-20 17:11:38	FW: Your RMS Direct Database Access Request - INC0010710	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Database	Bob Berberich	2020-10-24 09:00:00	system
INC0011189	2020-10-15 11:49:34	I need my email (mblackford@archrsc.com) added to the ITCompliance@archrsc.com distribution group	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Server	Richard Lotspeich	2020-10-22 12:00:01	system
INC0011137	2020-10-14 09:02:54	password reset to prdcoms4 for mblackford.	Michael Blackford	5 - Planning	Closed	Database	SN-Database	Bob Berberich	2020-10-22 15:37:13	rzambo@archrsc.com
INC0010887	2020-10-07 06:43:29	duplicate contacts in iPhone	Michael Blackford	5 - Planning	Closed	Hardware	SN-Mobility	vedran djukic	2020-10-09 12:00:03	system
INC0010868	2020-10-06 12:41:00	T20201006.0017 Semi-Annual Ellipse User Request Bus Obj Report should auto-email full listing to Bret & Greg	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sanjay Karanwal	2020-10-23 15:00:03	system
INC0010863	2020-10-06 11:22:07	iPhone contacts were doubled but now almost all gone	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Mobility	vedran djukic	2020-10-09 11:00:01	system
INC0010862	2020-10-06 11:12:50	remove Bill Thiedke and Michelle Bohnenstieh I as Allegro trade Approvers.	Michael Blackford	5 - Planning	Closed	Database	SN-Change_Manager	Steve Duncan	2021-10-14 08:45:13	sduncan@archrsc.com
INC0010857	2020-10-06 10:58:54	update ALLEGRO Approvals	Michael Blackford	5 - Planning	Closed	Database	SN-Change_Manager	Steve Duncan	2021-10-14 08:45:26	sduncan@archrsc.com

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0010856	2020-10-06 10:50:10	check PromptPrice Data2019May13 Bus Obj Rpt	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sanjay Karanwal	2020-10-09 18:00:01	system
INC0010840	2020-10-06 07:33:20	iPhone Contacts Duplicated	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Dalechek	Daniel Gonzales	2020-10-07 16:00:02	system
INC0010797	2020-10-05 08:24:24	The following Allegro price indexes are supposed to be the average prices available but are not working -- 1. ARCH-8400-PHYS -- 2. ARCH-8800-PHYS	Michael Blackford	5 - Planning	Canceled	Inquiry / Help	SN-Application_Commercial_Systems	Makoto Kelly	2020-10-05 10:33:46	mkelly@archcoal.com
INC0010793	2020-10-05 07:09:15	Allegro ARCH-average prices not getting generated	Michael Blackford	5 - Planning	Closed	Database	SN-Application_Commercial_Systems	Makoto Kelly	2020-11-25 10:21:01	pmcadams@archcoal.com
INC0010737	2020-10-01 12:07:37	FW: Oct 2020 Allegro Security Review - M. Zambo	Michael Blackford	5 - Planning	Closed	Database	Change Management	Steve Duncan	2021-10-14 08:45:42	sduncan@archrsc.com
INC0010715	2020-10-01 09:07:32	remove gDallas and dWarnecke from Allegro READ ONLY group	Michael Blackford	5 - Planning	Closed	Database	SN-Change_Manager	Steve Duncan	2021-10-14 08:45:54	sduncan@archrsc.com
INC0010711	2020-10-01 08:24:30	Remove RSteele from Allegro READONLY & MTM TEMP group	Michael Blackford	5 - Planning	Closed	Database	SN-Change_Manager	Steve Duncan	2021-10-14 08:46:05	sduncan@archrsc.com
INC0010710	2020-10-01 07:59:09	MBLACKFORD password to PRDALGR4 is locked	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Database	Bob Berberich	2020-10-07 08:00:00	system

Number	▼ Opened	Short description	Caller	Priority	State	Category	Assignment group	Assigned to	Updated	Updated by
INC0010700	2020-09-30 16:01:49	Allegro access bThiedke	Michael Blackford	5 - Planning	Closed	Database	SN-Server	Chiuchi Chen	2020-10-02 16:00:01	system
INC0010664	2020-09-30 09:40:25	Incident INC0010474	Michael Blackford	5 - Planning	Closed	Inquiry / Help	SN-End_User	Donna Hicks	2020-10-01 11:00:03	system
INC0010563	2020-09-25 13:32:07	problems using Outlook on work laptop at home	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Dalechek	Daniel Gonzales	2020-09-26 15:00:03	system
INC0010493	2020-09-24 09:18:18	Need to replace archived report : Position Summary Report (see attached email)	Michael Blackford	5 - Planning	Closed	Applications and Software	SN-Application_BI	Sanjay Karanwal	2020-09-25 18:00:03	system

Related List Title: History List

Table name: sys_history_line

Query Condition: Set = INC0099658 AND Field NOT IN delivery_plan, wf_activity, delivery_task, agile_story

Sort Order: None

39 History

Update number	Update time	User name	Label	New	Old	Email	Relation
0	2024-12-03 07:34:34	Michael Blackford	Active	true			
0	2024-12-03 07:34:34	Michael Blackford	LogicMonitor Alert Acknowledge	false			
0	2024-12-03 07:34:34	Michael Blackford	Approval	Not Yet Requested			
0	2024-12-03 07:34:34	Michael Blackford	Assignment group	SN-Change_Manager			
0	2024-12-03 07:34:34	Michael Blackford	Caller	Michael Blackford			
0	2024-12-03 07:34:34	Michael Blackford	Category	Audit			
0	2024-12-03 07:34:34	Michael Blackford	Child Incidents	0			
0	2024-12-03 07:34:34	Michael Blackford	Configuration item	Ellipse			
0	2024-12-03 07:34:34	Michael Blackford	Company	STL			

Update number	Update time	User name	Label	New	Old	Email	Relation
0	2024-12-03 07:34:34	Michael Blackford	Channel	Self-service			
0	2024-12-03 07:34:34	Michael Blackford	Description	Each year the various Ellipse access levels are reviewed by an appropriate member of the user community (usually Greg Hensala, Assistant Controller) to ensure adequate understanding of the Ellipse application's roles/privilege's/p ermissions.			
0	2024-12-03 07:34:41	Steve Duncan	email		acd67df4471ed29 0a95a4511516d4 3ac	Arch Service Desk Incident INC0099658 has been assigned to group SN-Change_Manager	
0	2024-12-03 07:34:41	Michael Blackford	email		e8d67df4471ed29 0a95a4511516d4 3b0	Arch Service Desk Incident INC0099658 has been opened on your behalf	
0	2024-12-03 07:34:34	Michael Blackford	Escalation	Normal			
0	2024-12-03 07:34:34	Michael Blackford	Impact	3 - Low			
0	2024-12-03 07:34:34	Michael Blackford	Incident state	New			
0	2024-12-03 07:34:34	Michael Blackford	Knowledge	false			
0	2024-12-03 07:34:34	Michael Blackford	Made SLA	true			
0	2024-12-03 07:34:34	Michael Blackford	Notify	Do Not Notify			
0	2024-12-03 07:34:34	Michael Blackford	Number	INC0099658			
0	2024-12-03 07:34:34	Michael Blackford	Opened	2024-12-03 07:31:19			
0	2024-12-03 07:34:34	Michael Blackford	Opened by	Michael Blackford			
0	2024-12-03 07:34:34	Michael Blackford	Priority	5 - Planning			

Update number	Update time	User name	Label	New	Old	Email	Relation
0	2024-12-03 07:34:34	Michael Blackford	Reassignment count	0			
0	2024-12-03 07:34:34	Michael Blackford	Reopen count	0			
0	2024-12-03 07:34:34	Michael Blackford	Severity	3 - Low			
0	2024-12-03 07:34:34	Michael Blackford	Short description	2024 Annual Review of Ellipse Access Levels			
0	2024-12-03 07:34:34	Michael Blackford	State	New			
0	2024-12-03 07:34:34	Michael Blackford	Subcategory	Audit			
0	2024-12-03 07:34:34	Michael Blackford	Task type	Incident			
0	2024-12-03 07:34:34	Michael Blackford	Domain	global			
0	2024-12-03 07:34:34	Michael Blackford	Effective number	INC0099658			
0	2024-12-03 07:34:34	Michael Blackford	Upon approval	Proceed to Next Task			
0	2024-12-03 07:34:34	Michael Blackford	Upon reject	Cancel all future Tasks			
0	2024-12-03 07:34:34	Michael Blackford	Urgency	3 - Low			
0	2024-12-03 07:34:34	Michael Blackford	Initial Assignment Group	SN-Change_Manager			
0	2024-12-03 07:34:34	Michael Blackford	LogicMonitor Alert Active	false			

Update number	Update time	User name	Label	New	Old	Email	Relation
1	2024-12-03 07:37:45	Michael Blackford	Description	<p>Each year the various Ellipse access levels are reviewed by an appropriate member of the user community (usually Greg Hensala, Assistant Controller) to ensure adequate understanding of the Ellipse application's roles/privilege's/p ermissions.</p> <p>Evidence of the annual access review performed over employee access levels in Ellipse. The Ellipse review should include a review over all programs (including those programs with multiple positions) and the corresponding profiles within the application to ensure that the profiles have correct program access in the application. Additionally this should include:</p> <ol style="list-style-type: none">1. Initial access listings utilized2. The process owner review including any requested changes3. <p>Query/screenshot s of parameters used to demonstrate the</p>	<p>Each year the various Ellipse access levels are reviewed by an appropriate member of the user community (usually Greg Hensala, Assistant Controller) to ensure adequate understanding of the Ellipse application's roles/privilege's/p ermissions.</p>		

Update number	Update time	User name	Label	New	Old	Email	Relation
				initial listings were complete/accurate (Please include current Date and Time Stamp on the Screenshots). 4. Follow up listing showing any requested changes have occurred			

Update number	Update time	User name	Label	New	Old	Email	Relation
3	2024-12-03 07:39:59	Michael Blackford	Description	<p>Each year the various Ellipse access levels are reviewed by an appropriate member of the user community (usually Greg Hensala, Assistant Controller) to ensure adequate understanding of the Ellipse application's roles/privilege's/p ermissions.</p> <p>Evidence of the annual access review performed over employee access levels in Ellipse. The Ellipse review should include a review over all programs (including those programs with multiple positions) and the corresponding profiles within the application to ensure that the profiles have correct program access in the application. Additionally this should include:</p> <ol style="list-style-type: none"> 1. Initial access listings utilized 2. The process owner review including any requested changes 3. Query/screenshot s of parameters used to demonstrate the 	<p>Each year the various Ellipse access levels are reviewed by an appropriate member of the user community (usually Greg Hensala, Assistant Controller) to ensure adequate understanding of the Ellipse application's roles/privilege's/p ermissions.</p> <p>Evidence of the annual access review performed over employee access levels in Ellipse. The Ellipse review should include a review over all programs (including those programs with multiple positions) and the corresponding profiles within the application to ensure that the profiles have correct program access in the application. Additionally this should include:</p> <ol style="list-style-type: none"> 1. Initial access listings utilized 2. The process owner review including any requested changes 3. Query/screenshot s of parameters used to demonstrate the 		

Update number	Update time	User name	Label	New	Old	Email	Relation
				initial listings were complete/accurate (Please include current Date and Time Stamp on the Screenshots). 4. Follow up listing showing any requested changes have occurred	initial listings were complete/accurate (Please include current Date and Time Stamp on the Screenshots). 4. Follow up listing showing any requested changes have occurred		
				.			

Related List Title: CIs Affected List

Table name: task_ci

Query Condition: Task = INC0099658

Sort Order: None

1 CIs Affected

Configuration Item

Ellipse