



Year	Month	Day	Time	Location	Event	Category	Priority	Status	Assigned To	Created At	Updated At	Resolution	Comments
2023	Jan	15	10:30	San Francisco	San Francisco Office	IT Support	High	Open	John Doe	2023-01-15 10:30:00	2023-01-15 10:30:00	Initial report received	Issue with network connectivity in the San Francisco office.
2023	Jan	15	11:00	San Francisco	San Francisco Office	IT Support	High	Open	Jane Smith	2023-01-15 11:00:00	2023-01-15 11:00:00	Investigation started	Checked network logs and found a configuration error on the switch.
2023	Jan	15	12:30	San Francisco	San Francisco Office	IT Support	High	Open	John Doe	2023-01-15 12:30:00	2023-01-15 12:30:00	Resolution in progress	Reconfigured the switch and tested connectivity.
2023	Jan	15	14:00	San Francisco	San Francisco Office	IT Support	High	Open	Jane Smith	2023-01-15 14:00:00	2023-01-15 14:00:00	Issue resolved	Network connectivity is restored and stable.
2023	Jan	16	09:00	San Francisco	San Francisco Office	IT Support	Medium	Open	John Doe	2023-01-16 09:00:00	2023-01-16 09:00:00	New report	Software update for the CRM system.
2023	Jan	16	10:00	San Francisco	San Francisco Office	IT Support	Medium	Open	Jane Smith	2023-01-16 10:00:00	2023-01-16 10:00:00	Investigation	Testing the update in a staging environment.
2023	Jan	16	11:30	San Francisco	San Francisco Office	IT Support	Medium	Open	John Doe	2023-01-16 11:30:00	2023-01-16 11:30:00	Resolution	Update deployed successfully.
2023	Jan	16	13:00	San Francisco	San Francisco Office	IT Support	Medium	Open	Jane Smith	2023-01-16 13:00:00	2023-01-16 13:00:00	Monitoring	Monitoring system performance post-update.
2023	Jan	16	15:00	San Francisco	San Francisco Office	IT Support	Medium	Open	John Doe	2023-01-16 15:00:00	2023-01-16 15:00:00	Final check	All systems are operational.
2023	Jan	17	08:00	San Francisco	San Francisco Office	IT Support	Low	Open	Jane Smith	2023-01-17 08:00:00	2023-01-17 08:00:00	Minor issue	Small bug in the reporting tool.
2023	Jan	17	09:30	San Francisco	San Francisco Office	IT Support	Low	Open	John Doe	2023-01-17 09:30:00	2023-01-17 09:30:00	Investigation	Identifying the root cause of the bug.
2023	Jan	17	11:00	San Francisco	San Francisco Office	IT Support	Low	Open	Jane Smith	2023-01-17 11:00:00	2023-01-17 11:00:00	Resolution	Applied a patch to fix the bug.
2023	Jan	17	13:00	San Francisco	San Francisco Office	IT Support	Low	Open	John Doe	2023-01-17 13:00:00	2023-01-17 13:00:00	Verification	Confirmed the bug is fixed.
2023	Jan	18	07:00	San Francisco	San Francisco Office	IT Support	Low	Open	Jane Smith	2023-01-18 07:00:00	2023-01-18 07:00:00	Hardware issue	Server hardware failure in the data center.
2023	Jan	18	08:30	San Francisco	San Francisco Office	IT Support	High	Open	John Doe	2023-01-18 08:30:00	2023-01-18 08:30:00	Emergency	Emergency response initiated for server failure.
2023	Jan	18	10:00	San Francisco	San Francisco Office	IT Support	High	Open	Jane Smith	2023-01-18 10:00:00	2023-01-18 10:00:00	Investigation	Identified the failed server and initiated replacement.
2023	Jan	18	12:00	San Francisco	San Francisco Office	IT Support	High	Open	John Doe	2023-01-18 12:00:00	2023-01-18 12:00:00	Resolution	New server received and installed.
2023	Jan	18	14:00	San Francisco	San Francisco Office	IT Support	High	Open	Jane Smith	2023-01-18 14:00:00	2023-01-18 14:00:00	Verification	Verified data integrity and system stability.
2023	Jan	18	16:00	San Francisco	San Francisco Office	IT Support	High	Open	John Doe	2023-01-18 16:00:00	2023-01-18 16:00:00	Final report	Completed incident report for the server failure.





