

# Remove Access

#61021

**Incident Type:** Incident  
**Customer:**  
**Owned By:** Camors Hillary R  
**Owned By Team:** Security Operations  
**Status:** Resolved  
**Priority:** 3

your\_name:  
cherwell\_SAMAccountName:  
employee\_name: Sam Bullard  
employee\_ULID:  
cherwell\_subcategory: retire  
retire\_date: 2019-03-31  
retire\_time: 17:00:00  
department: Enterprise Application Services  
supervisor\_name: Gene Fields  
supervisor\_email: gene.fields@louisiana.edu  
supervisor\_phone\_number: 2-4357  
customer\_email: [submission:values:cherwell\_samaccount]@louisiana.edu  
cherwell\_category: Employee Support  
cherwell\_service: Security  
cherwell\_shortdescription: Webform Employee Support  
cherwell\_owned\_by\_team: Security Operations  
cherwell\_source: Portal  
cherwell\_owned\_by: Camors Hillary R

**Last Edited:** 4/17/2019 10:05 AM by Camors Hillary R  
**Service:** Security  
**Category:** Employee Support  
**Sub Category:** Retire

**Journals:4/17/2019 10:06 AM by Cherwell System:**  
Subject: Incident 61021 Webform Employee Support has been resolved  
From: ithelp@louisiana.edu  
To: @louisiana.edu  
Date: 4/17/2019 10:05:59 AM

Incident 61021

We are pleased to inform you that your Incident 61021 has been resolved. If you believe this is in error, please contact the service desk to Reopen my Incident: [mailto:ithelp@louisiana.edu?Subject=Reopen Incident%2061021&body=IMPORTANT:%20Please%20do%20not%20edit%20the%20subject%20line,%20add%20any%20notes%20about%20your%20issue%20below](mailto:ithelp@louisiana.edu?Subject=Reopen%20Incident%2061021&body=IMPORTANT:%20Please%20do%20not%20edit%20the%20subject%20line,%20add%20any%20notes%20about%20your%20issue%20below). Otherwise, your incident will be closed automatically in 3 business days.

**Resolution:**  
No further action required.

Thanks

Description of the issue you reported:

your\_name:

cherwell\_SAMAccountName:

employee\_name: Sam Bullard

employee\_ULID:

cherwell\_subcategory: retire

retire\_date: 2019-03-31

retire\_time: 17:00:00

department: Enterprise Application Services

supervisor\_name: Gene Fields

supervisor\_email: gene.fields@louisiana.edu

supervisor\_phone\_number: 2-4357

customer\_email: [submission:values:cherwell\_samaccount]@louisiana.edu

cherwell\_category: Employee Support

cherwell\_service: Security

cherwell\_shortdescription: Webform Employee Support

cherwell\_owned\_by\_team: Security Operations

cherwell\_source: Portal

cherwell\_owned\_by: Camors Hillary R

Please do not hesitate to contact the Service Desk if you have any questions.

{CMI: MCID344806}

**4/17/2019 10:05 AM by Camors Hillary R:**

The value in the field Status was set from the value In Progress to the value Resolved on 4/17/2019 by WINIC00252799.

**4/2/2019 8:40 AM by Savoie David L:**

The value in the field Status was set from the value New to the value In Progress on 4/2/2019 by win\C00001101.

**3/10/2019 4:19 PM by Cherwell System:**

Subject: URGENT!

From: ithelp@louisiana.edu

To: hrc1458@louisiana.edu

Date: 3/10/2019 4:19:08 PM

61021

Please follow up ASAP, 61021 has not been touched in 3 days.

Open Incident 61021: CherwellClient://commands/goto?rectype=Incident&PublicID=61021 in Rich Client.

Open Incident 61021:

<https://ullafayette.cherwellondemand.com/CherwellClient/Access/Command/Queries.GoToRecord?BusO&PublicID=61021> in Browser Client.

ithelp@louisiana.edu

{CMI: MCID324247}

**3/7/2019 4:19 PM by Cherwell System:**

Subject: Incident 61021 has a new Comment

From: ithelp@louisiana.edu

To: hrc1458@louisiana.edu

Date: 3/7/2019 4:19:15 PM

Incident 61021

A new Journal-Note was added to Incident 61021 on 3/7/2019 4:19 PM by Drupal Forms.

Note:

Details: Subject: Your team has been assigned ownership of Incident 61021 Webform Employee Support

From: ithelp@louisiana.edu

To: Team: Security Operations

Date: 3/7/2019 4:19:13 PM

New Incident 61021

Customer:

Phone:

Email: @louisiana.edu

Owned by: Camors Hillary R

Team: Security Operations

Priority: 3, ,

Classification: Security, Employee Support, Retire

Description:your\_name:

cherwell\_SAMAccountName:

employee\_name: Sam Bullard

employee\_ULID:

cherwell\_subcategory: retire

retire\_date: 2019-03-31

retire\_time: 17:00:00

department: Enterprise Application Services

supervisor\_name: Gene Fields

supervisor\_email: gene.fields@louisiana.edu

supervisor\_phone\_number: 2-4357

customer\_email: [submission:values:cherwell\_samaccount]@louisiana.edu

cherwell\_category: Employee Support

cherwell\_service: Security

cherwell\_shortdescription: Webform Employee Support

cherwell\_owned\_by\_team: Security Operations

cherwell\_source: Portal

cherwell\_owned\_by: Camors Hillary R

has been assigned to your team. Resolution deadline for the customer is 3/10/2019 4:19 PM. Please respond to before 3/7/2019 6:19 PM.

Open Incident 61021: CherwellClient://commands/goto?rectype=Incident&PublicID=61021 in Rich Client.  
Open Incident 61021:  
<https://ullafayette.cherwellondemand.com/CherwellClient/Access/Command/Queries.GoToRecord?BusOblD=Incident&PublicID=61021> in Browser Client.

ithelp@louisiana.edu

{CMI: MCID323761}

Open Incident 61021: CherwellClient://commands/goto?rectype=Incident&PublicID=61021 in Rich Client.  
Open Incident 61021:  
<https://ullafayette.cherwellondemand.com/CherwellClient/Access/Command/Queries.GoToRecord?BusOblD=Incident&PublicID=61021> in Browser Client.

Cherwell System

**3/7/2019 4:19 PM by Cherwell System:**

Subject: Incident ID 61021 Webform Employee Support has been created

From: ithelp@louisiana.edu

To: @louisiana.edu

Date: 3/7/2019 4:19:15 PM

Incident 61021

Description:

your\_name:

cherwell\_SAMAccountName:

employee\_name: Sam Bullard

employee\_ULID:

cherwell\_subcategory: retire

retire\_date: 2019-03-31

retire\_time: 17:00:00

department: Enterprise Application Services

supervisor\_name: Gene Fields

supervisor\_email: gene.fields@louisiana.edu

supervisor\_phone\_number: 2-4357

customer\_email: [submission:values:cherwell\_samaccount]@louisiana.edu

cherwell\_category: Employee Support

cherwell\_service: Security

cherwell\_shortdescription: Webform Employee Support

cherwell\_owned\_by\_team: Security Operations

cherwell\_source: Portal

cherwell\_owned\_by: Camors Hillary R

Customer Name:

Phone:

Email: @louisiana.edu

Resolution Deadline: 3/10/2019 4:19 PM

We are pleased to inform you that your request has been received. Your record ID is 61021. Please retain this number for reference purposes. One of our representatives will contact you before 3/7/2019 6:19 PM.

Please do not hesitate to contact the Service Desk if you have any questions, reply to this email, or call us at 337-482-4357.

ithelp@louisiana.edu

{CMI: MCID323763}

**3/7/2019 4:19 PM by Cherwell System:**

Subject: You have been assigned ownership of Incident 61021 Webform Employee Support

From: ithelp@louisiana.edu

To: hrc1458@louisiana.edu

Date: 3/7/2019 4:19:14 PM

New Incident 61021

Customer:

Phone:

Email: @louisiana.edu

Priority: 3, ,

Classification: Security, Employee Support, Retire

Description: your\_name:

cherwell\_SAMAccountName:

employee\_name: Sam Bullard

employee\_ULID:

cherwell\_subcategory: retire

retire\_date: 2019-03-31

retire\_time: 17:00:00

department: Enterprise Application Services

supervisor\_name: Gene Fields

supervisor\_email: gene.fields@louisiana.edu

supervisor\_phone\_number: 2-4357

customer\_email: [submission:values:cherwell\_samaccount}@louisiana.edu

cherwell\_category: Employee Support

cherwell\_service: Security

cherwell\_shortdescription: Webform Employee Support

cherwell\_owned\_by\_team: Security Operations

cherwell\_source: Portal

cherwell\_owned\_by: Camors Hillary R

Incident 61021 has been assigned to you. Resolution deadline for the customer is 3/10/2019 4:19 PM.

Please respond to before 3/7/2019 6:19 PM.

Open Incident 61021: CherwellClient://commands/goto?rectype=Incident&PublicID=61021 in Rich Client.

Open Incident 61021:

<https://ul Lafayette.cherwellondemand.com/CherwellClient/Access/Command/Queries.GoToRecord?BusOBID=Incident&PublicID=61021> in Browser Client.

ithelp@louisiana.edu

{CMI: MCID323762}

**3/7/2019 4:19 PM by Cherwell System:**

Subject: Your team has been assigned ownership of Incident 61021 Webform Employee Support  
From: ithelp@louisiana.edu  
To: Team: Security Operations  
Date: 3/7/2019 4:19:13 PM

New Incident 61021

Customer:  
Phone:  
Email: @louisiana.edu

Owned by: Camors Hillary R

Team: Security Operations

Priority: 3, ,  
Classification: Security, Employee Support, Retire

Description:your\_name:  
cherwell\_SAMAccountName:  
employee\_name: Sam Bullard  
employee\_ULID:  
cherwell\_subcategory: retire  
retire\_date: 2019-03-31  
retire\_time: 17:00:00  
department: Enterprise Application Services  
supervisor\_name: Gene Fields  
supervisor\_email: gene.fields@louisiana.edu  
supervisor\_phone\_number: 2-4357  
customer\_email: [submission:values:cherwell\_samaccount]@louisiana.edu  
cherwell\_category: Employee Support  
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cherwell\_source: Portal  
cherwell\_owned\_by: Camors Hillary R

has been assigned to your team. Resolution deadline for the customer is 3/10/2019 4:19 PM. Please respond to before 3/7/2019 6:19 PM.

Open Incident 61021: CherwellClient://commands/goto?rectype=Incident&PublicID=61021 In Rich Client.  
Open Incident 61021:  
<https://ullafayette.cherwellondemand.com/CherwellClient/Access/Command/Queries.GoToRecord?BusOBID=Incident&PublicID=61021> in Browser Client.

ithelp@louisiana.edu

{CMI: MCID323761}

Task ID	Title	Owned By	Status	Description
16765	Please initiate Retiree procedure	Schambaugh Jeremy M	Closed	Please initiate Retiree procedure for Sam Bullard C00001095-->Win Workstation:Pending Removal of groups Account stays active -->Win Admin:Pending
16766	Please initiate Retiree procedure	Cheung Kin F	Closed	Please initiate Retiree procedure for Sam Bullard C00001095-->Zimbra:Pending Removal of previous departmental mailboxes and calendars. Account remains active snapshot needed
16767	Please initiate Retiree procedure	Richard Mark I	Closed	Please initiate Retiree procedure for Sam Bullard C00001095-->VPN:Pending
16768	Please initiate Retiree procedure	Lange Travis M	Closed	Please initiate Retiree procedure for Sam Bullard C00001095-->BDM:Pending
16769	Please initiate Retiree procedure	Barras Patrick D	Closed	Please initiate Retiree procedure for Sam Bullard C00001095-->SQL:Pending
16770	Please initiate Retiree procedure	Barras Patrick D	Closed	Please initiate Retiree procedure for Sam Bullard C00001095-->Automic:Pending
16771	Please initiate Retiree procedure	Newgebaver Christina M	Closed	Please initiate Retiree procedure for Sam Bullard C00001095-->Cognos:Pending
16772	Please initiate Retiree procedure	Mire Justin P	Closed	Please initiate Retiree procedure for Sam Bullard C00001095-->Cajun Card:Pending Retiree
16773	Please initiate Retiree procedure	David DesOrmeaux	Closed	Please initiate Retiree procedure for Sam Bullard C00001095-->Recruit:Pending
16774	Please initiate Retiree procedure	Glaeser Stuart R	Closed	Please initiate Retiree procedure for Sam Bullard C00001095-->Parking:Pending Retiree
16775	Please initiate Retiree procedure	Castille Donna L	Closed	Please initiate Retiree procedure for Sam Bullard C00001095-->Payroll:Pending
16776	Please initiate Retiree procedure	Calais Debra L	Closed	Please initiate Retiree procedure for Sam Bullard C00001095-->Finance:Pending
16777	Please initiate Retiree procedure	Gary Shannon M	Closed	Please initiate Retiree procedure for Sam Bullard C00001095-->SPFAC:Pending
16778	Please initiate Retiree procedure	Green Augusta	Closed	Please initiate Retiree procedure for Sam Bullard C00001095-->Degree Works:Pending
16779	Please initiate Retiree procedure	Huval Jennifer L	Closed	Please initiate Retiree procedure for Sam Bullard C00001095-->Banner:Pending Retiree
16780	Please initiate Retiree procedure	Savoie David L	Closed	Please initiate Retiree procedure for Sam Bullard C00001095-->Cherwell:Pending
16781	Please initiate Retiree procedure	Wooster Simon R	Closed	Please initiate Retiree procedure for Sam Bullard C00001095-->Advisor Access:Pending