

Service Request Number	Client Call Reference	Status	Classified on KPI	SLA Description	Classified on Description	Summary Description	WO Long Description	Room Number	Location ID	Location Description	Service Location	Report Date	Requested Start Date	Target First Fix	Actual First Fix	SLA First Fix	Original Target Completion Date	Target Second Fix	Actual Finish	SLA Second Fix	KPI Classification	Last Log Action	Last Log Description	Reported	Reported Phone	Work Type	WO Is Chargeable ? (Y/N)	WO Billing Type	KPI/SLA Code	Workorder Location Status
642841	22835	CLOSED	9.2.2c and 9.3.1b	QAH - Catch All	PEST - Pest Infestation	PEST - Pest Infestation	We have silverfish in room 3.14 Top Floor Vio House! Had a book off my desk first thing this morning and several large ones ran out from underneath.		VCHD	Victoria House	Not Specific	06/11/2018 14:50	06/11/2018 00:00		06/11/2018 08:00		11/11/2018	11/11/2018 00:00	06/11/2018 08:15	SLA - Achieved	9.2.2c and 9.3.1b	silverfish	The area has been reported by myself to silverfish infest. I have left mice trap and advised to check the 1 desk by pss	6603	RW	N	SA	9.2.2c and 9.3.1b	AVAILABLE	
644344	23020	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Yvonne House and Courtyard House all free. Problem with files. Contact Mick Brown for 361.		CF3.01	Cornaght House Lt 1 Flat 3 - Bedroom 1 (4)	Not Specific	06/11/2018 12:52		06/11/2018 13:52	06/11/2018 13:50	SLA - Achieved	07/11/2018	07/11/2018 12:52	06/11/2018 14:45	SLA - Achieved	9.2.2c and 9.3.1b	SR successfully sent to SAP_ID created: 000052700326		6644	RW	N	SA	9.2.2c and 9.3.1b	AVAILABLE	
648817	23307	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Little red bugs in the common room SS private		91332	G - GS Ward / 91332 - Duty Utility Room (2)	Not Specific	07/11/2018 16:09		07/11/2018 17:09	07/11/2018 16:15	SLA - Achieved	08/11/2018	08/11/2018 16:09	07/11/2018 16:45	SLA - Achieved	9.2.2c and 9.3.1b	SR successfully sent to SAP_ID created: 000052703620		5130	RW	N	SA	9.2.2c and 9.3.1b	AVAILABLE	
650356	24480	RESOLVE D	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	4024 BB Maternity at Reuse not by Maternity - Kate requested and agreed to attend	328.087	B1169	B - BB Ward / B1169 - Theatre 2 (1)	Not Specific	14/11/2018 08:03		14/11/2018 08:03	14/11/2018 08:40	SLA - Achieved	15/11/2018	15/11/2018 08:03	14/11/2018 08:50	SLA - Achieved	9.2.2c and 9.3.1b	SR	called by domestics at 08:50 and time 08:50 noted by Mike at 15:40 and time 16:05	6524	RW	N	SA	9.2.2c and 9.3.1b	AVAILABLE	
656565	24505	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Suspected Silver Fish issue Please investigate		CA14	Cambridge House / CA14 - Staff Plan Office (4)	Not Specific	14/11/2018 09:20		14/11/2018 10:20	14/11/2018 09:30	SLA - Achieved	15/11/2018	15/11/2018 09:20	14/11/2018 09:50	SLA - Achieved	9.2.2c and 9.3.1b	Completed		6577	RW	N	SA	9.2.2c and 9.3.1b	AVAILABLE	
659225	25463	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Mining We have an outbreak of silverfish in the beverage tap in the MSK Office 3 room F332, please can someone look into this. Many thanks	54F.014	F332	F - Executive Office / F332 - Beverage Bar (6)	Not Specific	20/11/2018 08:18		20/11/2018 08:18	20/11/2018 08:30	SLA - Achieved	21/11/2018	21/11/2018 08:18	20/11/2018 08:45	SLA - Achieved	9.2.2c and 9.3.1b	SR successfully sent to SAP_ID created: 000052706325		5292 28664	RW	N	SA	9.2.2c and 9.3.1b	AVAILABLE	
661526	25691	RESOLVE D	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Hamm/Onc Centre B1657 sub Waiting Area 5 - Mouse droppings have been found.		B1657	B - Hamm/Onc Centre / B1657 - Sub Waiting Area (2)	Not Specific	21/11/2018 08:40		21/11/2018 08:40	21/11/2018 08:45	SLA - Achieved	22/11/2018	22/11/2018 08:40	21/11/2018 09:10	SLA - Achieved	9.2.2c and 9.3.1b	SR successfully sent to SAP_ID created: 000052728948		5000	RW	N	SA	9.2.2c and 9.3.1b	AVAILABLE	
670419	25982	RESOLVE D	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	Marmalan Centre B1460 - A flea has been found, caller is unsure if it is just one or if there are more.	328.301	B1460	B - Marmalan Centre / B1460 - Marmalan Information Area (3)	Not Specific	22/11/2018 13:44		22/11/2018 14:44	22/11/2018 13:50	SLA - Achieved	23/11/2018	23/11/2018 13:44	22/11/2018 14:15	SLA - Achieved	9.2.2c and 9.3.1b	comment	area attached - nothing found	3324	RW	N	SA	9.2.2c and 9.3.1b	AVAILABLE	
675563	26794	CLOSED	9.2.2c and 9.3.1b	PEST - Pest Infestation - ALL	PEST - Pest Infestation	PEST - Pest Infestation	This morning there was a Silver Fish bug on one of the desks in HR, Cambridge House. We tried to remove it but were unsuccessful. I'm not sure if this needs to be added to you? I have been informed that we have had several incidents with Silver Fish being around our desks, I believe one incident was previously reported to PM.	CA01	Cambridge House / CA01 - Office (4)	Not Specific	27/11/2018 10:54		27/11/2018 11:54	27/11/2018 11:20	SLA - Achieved	28/11/2018	28/11/2018 10:54	27/11/2018 11:35	SLA - Achieved	9.2.2c and 9.3.1b	Completed	The area was investigated - no actual silverfish were found. Traps were set down	5089	RW	N	SA	9.2.2c and 9.3.1b	AVAILABLE		