Attachments

Tab 1: Table 2, Incidents impacting users tied to external or Veterans Affairs infrastructure dependencies, not the result of issues with the Veterans Benefits Management System (VBMS) product itself

Tab 2: Table 3, VBMS root cause incidents that escalated to a P1 Critical Priority Incident (CPI) level under Major Incident Management (MIM) governance

Tab 3: Table 4, P3/P4 incidents with VBMS culpability that did not meet the MIM criteria for creation of a CPI due to limited user disruption

Tab 4: VBMS Tier 2 Quarterly Report

Tab 5: Availability Playbook

Tab 6: Table with number of employees hired, separated, or retired since January 2025

Attachments

Tab 1: Table 2, Incidents impacting users tied to external or Veterans Affairs infrastructure dependencies, not the result of issues with the Veterans Benefits Management System (VBMS) product itself

Summary	Issue	Impact	Work Stoppage	Impacted Users	Location Affected	Incident Start	Incident Resolution	Time to Remediate (m)	MIM INC#	Responsible Party
CSRA Outage Impacting C&P Package Manager	BPS-87074	Users encountered errors attempting to send/receive 3rd party exam data	No – Loss of Functionality	1,000	Nationwide	12/28/25 15:06	12/29/25 9:12	1086	INC41167923	CSRA
CBCM 2.0 Lambda Timeout after 30 Seconds to PacMan	BPS-89656	Users encountered errors attempting to send/receive 3rd party exam data	No – Loss of Functionality	3,000	Nationwide	2/17/26 10:30	2/17/26 16:00	330	INC41646603	GDIT/CBCM
CBCM Server Degradation Causing Failed Packages	BPS-97356	Users encountered errors attempting to send/receive 3rd party exam data	No – Loss of Functionality	2,500	San Diego, CA	6/29/26 19:01	6/30/26 7:59	778	INC42957639	GDIT/CBCM
IAM SSOi/MPI Outage Azure GovWest	BPS-67175	VA Enterprise single-sign-on outage prevented new user logins to VBMS	Yes	27,000	Nationwide	3/18/25 9:37	3/18/25 15:15	338	INC38290514	Azure
VBMS Latency through VA Network	BPS-90278	VA Enterprise firewall degradation caused packet loss resulting in users encountering latency	No – Degraded Performance	26,000	Nationwide	2/25/26 5:55	2/25/26 15:49	594	INC41726320	NEO/WAN
PacMan Degraded Performance due to VAProfile	BPS-69945	Users encountered errors attempting to send/receive 3rd party exam data	No – Loss of Functionality	25,000		4/22/25 13:19	4/22/25 14:00	41	P3	VAProfile

Attachments

Tab 2: Table 3, VBMS root cause incidents that escalated to a P1 Critical Priority Incident (CPI) level under Major Incident Management (MIM) governance

Summary	Issue	Impact	Work Stoppage	User Count	Location Affected	Incident Start	Incident Resolution	Time to Remediate (m)	MIM INC#
Modernized NWQ Claim Recall Failure	BPS-95011	~80% of claims distributed nightly by NWQ required manual intervention for distribution and assignment	No – Job Failure	5,000	Nationwide	5/11/26 1:21	5/12/26 13:21	735	INC42478283
Claims Evidence overloading BSS Policy Service Pods	BPS-63729	Users encountered latency and errors viewing Veteran documents via VBMS eFolder	No – Loss of Functionality	23,000	Nationwide	1/27/25 8:32	1/27/25 9:46	74	INC37357749
VBMS Core DB Fast Recovery Area (FRA) Full	BPS-92911	Users encountered latency and errors throughout VBMS	Yes	5,000	Nationwide	4/6/26 14:30	4/6/26 14:53	23	INC42126419
Modernized NWQ Partial Job Failure	BPS-95785	~20% of claims distributed nightly by NWQ required manual intervention for distribution and assignment	No – Job Failure	5,000	Nationwide	6/1/26 2:58	6/1/26 13:07	240	INC42681131
NWQ Job Failed to Route ~36k of ~152k Claims	BPS-95783	~25% of claims distributed nightly by NWQ required manual intervention for distribution and assignment	No – Job Failure	1,000	Nationwide	5/31/26 21:35	6/1/26 10:22	315	INC42681131
Requesting a Claim that is in 499 via Request Button Results in RBE	BPS-97825	Users encountered errors requesting claims assigned to Regional Office 499	No – Loss of Functionality	50	Detroit, MI	7/13/26 11:34	7/13/26 21:35	601	INC43080163

Attachments

Tab 3: Table 4, P3/P4 incidents with VBMS culpability that did not meet the MIM criteria for creation of a CPI due to limited user disruption

Summary	Issue	Impact	Work Stoppage	Impacted Users	Incident Start	Incident Resolution	Time to Remediate (m)
Award Row Added Due to Changed Method Current And Proposed Award	BPS-97474	Viewing a Veteran profile erroneously created new Award rows in the Corporate Database	No – Bad Data	0	6/28/26 13:32	7/2/26 13:32	5760
Vefs-Claim Evidence Interruption	BPS-96691	Users were unable to view Veteran documents via VBMS eFolder	No – Loss of Functionality	10,000	6/17/26 16:38	6/17/26 18:25	107
EMS Tablespace Capacity Met	BPS-93038	Delayed and failed processing of exam documents impacting exam scheduling	No – Degraded Performance	4,000	4/28/26 12:07	5/1/26 15:07	4500
Modernized NWQ Production Claim Routing Failure	BPS-92378	~50% of claims distributed nightly by NWQ required manual intervention for distribution and assignment	No – Job Failure	1,000	3/29/26 20:50	3/30/26 12:50	1320
VBMS Users Forced Log Out	BPS-90732	A subset of VBMS users were forcibly logged out due to a defect elated to authentication token handling	Yes	1,500	2/25/26 7:22	3/5/26 13:42	11900
VBMS Production Liquibase Changeset Failures	BPS-88161	A subset of VBMS users encountered errors attempting to load their work queue	No – Loss of Functionality	15	1/20/26 7:22	1/20/26 9:22	120
VBMS NWQ Sync Exhausted Threads	BPS-85530	Transparent to most users, but metadata data may have been outdated for a subset of claims	No – Job Failure	20,000	12/15/25 8:57	12/15/25 9:19	16
VBMS Production NWQ job stalling on load entries	BPS-85334	Worked around using purpose-built alternatives within VBMS to redistribute and assign claims to users manually, preventing a work stoppage	No – Job Failure	1,000	12/10/25 8:48	12/11/25 8:48	635
VBMS Production appdb001 degradation JDBC Errors	BPS-84597	A recurrence of BPS-84597 requiring a temporary rollback to the legacy database	No – Degraded Performance	15,000	11/23/25 20:48	11/24/25 12:28	940
VBMS Production appdb001 degradation JDBC Errors	BPS-83792	Users experienced latency and sporadic errors following a migration of the VBMS database	No – Degraded Performance	5,000	10/30/25 8:48	10/30/25 13:04	256
VBMS eFolder S3 Legacy to BIP Cutover	BPS-69944	Non-pdf documents in VBMS eFolder required users to download to view	No – Loss of Functionality	4,000	4/20/25 19:37	4/21/25 21:37	1560
VEFS CE Framework Upgrade Blocking Annotations	BPS-64725	A defect was introduced preventing users from adding annotations on eFolder documents	No – Loss of Functionality	25,000	2/10/25 7:45	2/10/25 10:30	165

Tab 4: VBMS Tier 2 Quarterly Report

Week of July 19, 2026, Ticket Volume by Location						
Assignment group	Queue - High Volume Analysis	VBMS Tier 2 Senior SME	VBMS Tier 2 Support	VBMS Tier 3 Support	VBMS Tier 4 Support	Total
Count	1,118	5	706	66	23	1,918
Winston-Salem Regional Benefit Office (NC)	46		39	4	1	90
Waco Regional Benefit Office (TX)	50		25			75
Columbia Regional Benefit Office (SC)	52		13	3	1	69
Milwaukee Regional Benefit Office (WI)	25	1	39	4		69
St. Paul Regional Benefit Office (MN)	25		36	7		68
St. Louis Regional Benefit Office (MO)	50		6	3	1	60
St. Petersburg Regional Benefit Office (FL)	27		28	5		60
Roanoke Regional Benefit Office (VA)	42		10	1		53
Atlanta Regional Benefit Office (GA)	24		26	2		52
Cleveland Regional Benefit Office (OH)	34		15	2		51
(empty)	27		14			41
San Diego Regional Benefit Office (CA)	25		15			40
Houston Regional Benefit Office (TX)	21		17	1		39
Salt Lake City Regional Benefit Office (UT)	24		11	1	1	37
Louisville Regional Benefit Office (KY)	18		14	2	1	35
Nashville Regional Benefit Office (TN)	25		7		1	33
Detroit Regional Benefit Office (MI)	15	1	13	3		32
Denver Regional Benefit Office (CO)	19		11			30
Seattle Regional Benefit Office (WA)	18		12			30
Muskogee Regional Benefit Office (OK)	20		9			29
Huntington Regional Benefit Office (WV)	21		4			25
Phoenix Regional Benefit Office (AZ)	10		12			22
Lincoln Regional Benefit Office (NE)	14		6	1		21
San Diego VA Medical Center (CA)	11		9		1	21

Week of July 19, 2026, Ticket Volume by Location						
Assignment group	Queue - High Volume Analysis	VBMS Tier 2 Senior SME	VBMS Tier 2 Support	VBMS Tier 3 Support	VBMS Tier 4 Support	Total
San Juan Regional Benefit Office (PRI)	15		6			21
Jackson Regional Benefit Office (MS)	16		3	1		20
Philadelphia Regional Benefit Office (PA)	8		7	1	3	19
Portland Regional Benefit Office (OR)	13		6			19
Integration Location			16	2		18
Togus Regional Benefit Office (ME)	11	1	5	1		18
Los Angeles Regional Benefit Office (CA)	10		7			17
Los Angeles Vocational Rehabilitation and Employment Office	8		8		1	17
Providence Regional Benefit Office (RI)	8		7	1		16
Honolulu Regional Benefit Office (HI)	12		2			14
San Diego Regional Benefit Office	11		3			14
Albuquerque Regional Benefit Office (NM)	11		2			13
Chicago Regional Benefit Office (IL)	7		6			13
Detroit Regional Benefit Office	6		6		1	13
Hartford Regional Benefit Office (CT)	7		3	2	1	13
Waco Vocational Rehabilitation and Employment Office	10		3			13
Newark Regional Benefit Office (NJ)	6		6			12
Lincoln Regional Benefit Office	4		6	1		11
Boise Regional Benefit Office (ID)	6		4			10
Buffalo Regional Benefit Office (NY)	5		4	1		10
Chicago Regional Benefit Office	6		4			10
Indianapolis Regional Benefit Office (IN)	4		6			10
Little Rock Regional Benefit Office (AR)	6		4			10
Montgomery Vocational Readiness and Employment Office (AL)	7		3			10
Philadelphia Information Technology Center	4		5	1		10
Pittsburgh Regional Benefit Office (PA)	3		7			10
Washington D.C. National Capital Region Benefit Office (DC)	6		3	1		10

Week of July 19, 2026, Ticket Volume by Location						
Assignment group	Queue - High Volume Analysis	VBMS Tier 2 Senior SME	VBMS Tier 2 Support	VBMS Tier 3 Support	VBMS Tier 4 Support	Total
Jefferson Barracks Division – VA St. Louis Health Care System (MO)	7		2			9
New York Regional Benefit Office (NY)	3		5	1		9
Oakland Regional Benefit Office (CA)	3		6			9
Reno Regional Benefit Office (NV)	3		6			9
St. Louis Regional Benefit Office	7		1	1		9
Des Moines Regional Benefit Office (IA)	6		2			8
Fort Harrison Regional Benefit Office (MT)	7			1		8
Milwaukee	6		2			8
VA Central Office (1800 G St)			4	2	2	8
G.V. (Sonny) Montgomery VA Medical Center (MS)	5	1	1			7
Manchester Regional Benefit Office (NH)	5		2			7
Olin E. Teague Veterans' Medical Center (TX)	4		3			7
Providence Regional Benefit Office	4		3			7
Providence VA Medical Center (RI)	7					7
Jackson Regional Benefit Office	6					6
Oakland Regional Benefits Satellite Office at Rancho Cordova	5		1			6
VBA Records Management Center	5		1			6
Boston Regional Benefit Office (MA)	1		3	1		5
Clement J. Zablocki Veterans' Administration Medical Center	3		2			5
Corporal Michael J. Crescenz Department of Veterans Affairs Medical Center	2		2	1		5
David J. Thatcher VA Clinic	5					5
Fargo Regional Benefit Office (ND)	3		2			5
Louisville Fiduciary Hub - San Juan Office (PRI)	2		3			5
Manila Regional Benefit Office (PHL)	3		1	1		5
Montgomery Regional Benefit Office (AL)	4		1			5

Week of July 19, 2026, Ticket Volume by Location						
Assignment group	Queue - High Volume Analysis	VBMS Tier 2 Senior SME	VBMS Tier 2 Support	VBMS Tier 3 Support	VBMS Tier 4 Support	Total
Muskogee	2		3			5
New Orleans Vet Center	4		1			5
Richard L. Roudebush VA Medical Center (IN)	2		3			5
VA Central Office 425 I St			5			5
Washington DC	2		2		1	5
Aberdeen Outstation	1		2		1	4
Alaska VA Healthcare System	3		1			4
Alvin C. York VA Medical Center (TN)	2		2			4
James A. Haley Veterans' Hospital (FL)	2		1	1		4
LAKEWOOD	2		2			4
Minneapolis VA Medical Center (MN)	1		3			4
VA Health Eligibility Center (HEC)	4					4
Wichita Regional Benefit Office (KS)	4					4
Baltimore Regional Benefit Office (MD)			3			3
C.W. Bill Young VA Medical Center	1		2			3
Dallas VA Medical Center	1		2			3
Denver Regional Benefit Office	3					3
Des Moines Regional Benefit Office	3					3
Des Moines VA Medical Center	3					3
George E. Wahlen VA Medical Center (UT)	2		1			3
Huntington	3					3
Madison	2		1			3
Nashville Regional Benefit Office – West End Facility (TN)	2		1			3
Newington VA Medical Center (CT)	1		2			3
North Little Rock Regional Benefit Office	3					3
Reno Regional Benefit Office			2	1		3
San Juan VA Medical Center (PRI)	1		2			3

Week of July 19, 2026, Ticket Volume by Location						
Assignment group	Queue - High Volume Analysis	VBMS Tier 2 Senior SME	VBMS Tier 2 Support	VBMS Tier 3 Support	VBMS Tier 4 Support	Total
W.G. (Bill) Hefner Salisbury VA Medical Center (NC)	1		2			3
West Haven VA Medical Center	1		2			3
Anchorage Regional Benefit Office (AK)	1		1			2
Ann Arbor Vocational Rehabilitation and Employment Office	1		1			2
Baltimore VA Medical Center	2					2
Bangor VA Clinic	2					2
C.W. Bill Young VA Medical Center (FL)	1		1			2
Cheyenne	1		1			2
Cheyenne Vet Center	1		1			2
Cleveland	1		1			2
Dallas Outbased Benefit Office	1		1			2
Denver	1		1			2
Des Moines Vet Center	2					2
Fargo VA Medical Center		1	1			2
Gainesville			2			2
Green Bay	1		1			2
Ioannis A. Lougaris Veterans' Administration Medical Center			2			2
John D. Dingell Department of Veterans Affairs Medical Center	2					2
Los Angeles	1		1			2
Louisville (KY)	1		1			2
Michael E. DeBakey VAMC (TX)			1		1	2
Milo C. Huempfner Department of Veterans Affairs Outpatient Clinic	2					2
Nashville	1		1			2
Nashville Regional Benefit Office (Brentwood, TN)	2					2
New Orleans	1		1			2
New Orleans Regional Benefit Office (LA)	1		1			2

Week of July 19, 2026, Ticket Volume by Location						
Assignment group	Queue - High Volume Analysis	VBMS Tier 2 Senior SME	VBMS Tier 2 Support	VBMS Tier 3 Support	VBMS Tier 4 Support	Total
New York Regional Benefit Office	1			1		2
Newark Regional Benefit Office	2					2
Northwest Health Care Center (NWHCC) (TX)			2			2
Oceanside Clinic	2					2
PFC Floyd K. Lindstrom VA Clinic	1		1			2
Pittsburgh Regional Benefit Office			2			2
Robert J. Dole Department of Veterans Affairs Medical Center (KS)	2					2
Robert J. Dole VA Medical Center	1		1			2
San Antonio	1		1			2
San Diego VA Compensation and Pension (CA)	2					2
Seattle Regional Benefit Office-Spokane	2					2
Seattle VA Medical Center	1		1			2
Sioux Falls Regional Benefit Office (SD)	2					2
Togus VA Medical Center	2					2
VA Central Office 810 Vermont Ave (DC)			1		1	2
VA Pittsburgh Healthcare System	2					2
VBA Human Resource Center Baltimore	1		1			2
Waco Regional Benefits Satellite Office at El Paso	2					2
West Los Angeles VA Medical Center (CA)	2					2
William C. Tallent Department of Veterans Affairs Outpatient Clinic	2					2
Wilmington VA Medical Center (DE)	2					2
Wm. Jennings Bryan Dorn Department of Veterans Affairs Medical Center	1				1	2
Havelock VA Clinic			1			1
(STL) DISA DECC St. Louis	1					1

Week of July 19, 2026, Ticket Volume by Location						
Assignment group	Queue - High Volume Analysis	VBMS Tier 2 Senior SME	VBMS Tier 2 Support	VBMS Tier 3 Support	VBMS Tier 4 Support	Total
Albany VA Medical Center (NY)	1					1
American Lake VA Medical Center (WA)			1			1
Anchorage VA Medical Center (AK)			1			1
Audie L. Murphy Memorial Veterans' Hospital	1					1
Augusta VA Medical Center-Uptown			1			1
Austin	1					1
Battle Creek VA Medical Center	1					1
Bay Pines Field Office (FL)	1					1
Biloxi VA Medical Center	1					1
Bob Michel VA Outpatient Clinic				1		1
Carl T. Hayden VA Medical Center (AZ)					1	1
Central Alabama VA Medical Center - Montgomery (AL)			1			1
Central Arkansas Veterans Healthcare System John L. McClellan Memorial Veterans Hospital	1					1
Chalmers P. Wylie Ambulatory Care Center (OH)	1					1
Charleston				1		1
Chillicothe VA Medical Center (OH)			1			1
Cobb County Multi-Specialty VA Clinic (GA)			1			1
Cottonwood VA Clinic			1			1
Dallas			1			1
Detroit	1					1
Detroit VA Medical Center-Valor Center			1			1
El Paso VA Medical Center (TX)	1					1
ESD Veteran's Benefits Management System (VBMS)	1					1
Eugene J. Towbin Healthcare Center (AR)			1			1
Florida Consolidated Patient Account Center (FL)			1			1
Fort Eisenhower IDES Site (GA)			1			1

Week of July 19, 2026, Ticket Volume by Location						
Assignment group	Queue - High Volume Analysis	VBMS Tier 2 Senior SME	VBMS Tier 2 Support	VBMS Tier 3 Support	VBMS Tier 4 Support	Total
G.V. (Sonny) Montgomery VA Medical Center	1					1
Garden of the Gods VBA Side (Colorado Springs)	1					1
Greenville VA Clinic (SC)	1					1
Hampton VA Healthcare System			1			1
Hershel 'Woody' Williams VA Medical Center (WV)	1					1
Houston Regional Benefit Satellite Office at San Antonio (TX)	1					1
Huntington VA Mobile Clinic	1					1
Iowa City Administration Building	1					1
Iowa City VA Medical Center	1					1
Iron Mountain			1			1
Janesville VA Clinic			1			1
Jerry L. Pettis Memorial Veterans' Hospital	1					1
Jesse Brown Department of Veterans Affairs Medical Center (IL)			1			1
John J. Pershing Veterans' Administration Medical Center			1			1
Kearny Mesa VA Clinic (CA)			1			1
Landover VA Business Office			1			1
Lees Summit Public Contact & Vocational Rehabilitaton and Employment Office	1					1
Long Beach	1					1
Los Angeles Ambulatory Care Center	1					1
Louis Stokes Cleveland VA Medical Center - Wade Park Campus (OH)			1			1
Madison West VA Clinic	1					1
Martinez VA Medical Center (CA)				1		1
Mid-Atlantic Consolidated Patient Account Center (CPAC)			1			1
Minneapolis VA Clinic			1			1
Minneapolis VA Health Care System			1			1

Week of July 19, 2026, Ticket Volume by Location						
Assignment group	Queue - High Volume Analysis	VBMS Tier 2 Senior SME	VBMS Tier 2 Support	VBMS Tier 3 Support	VBMS Tier 4 Support	Total
Nashville National Cemetery (TN)			1			1
Nashville VA Medical Center	1					1
National Cemetery Scheduling Office (MO)	1					1
Newark	1					1
North Las Vegas VA Medical Center (NV)			1			1
North Little Rock	1					1
Oakland			1			1
Oakland Field Office (CA)			1			1
Oceanside VA Clinic	1					1
Oklahoma City VA Medical Center (OK)	1					1
Orlando VA Medical Center (FL)	1					1
Perry Point VA Medical Center			1			1
Philadelphia			1			1
Phoenix 32nd Street VA Clinic (AZ)			1			1
Providence Outbased Benefit Office at VAMC Transition Care Clinic	1					1
Ralph H. Johnson Department of Veterans Affairs Medical Center					1	1
Roanoke Regional Benefits Satellite Office at Norfolk	1					1
Robley Rex VA Medical Center					1	1
Robley Rex VA Medical Center (KY)	1					1
Salem VA Medical Center (VA)	1					1
San Juan Regional Benefit Office			1			1
Seamless Transition Integrated Care Clinic (STICC)	1					1
Seattle			1			1
Sepulveda Ambulatory Care Center (CA)	1					1
Sepulveda OPC and Nursing Home	1					1

Week of July 19, 2026, Ticket Volume by Location						
Assignment group	Queue - High Volume Analysis	VBMS Tier 2 Senior SME	VBMS Tier 2 Support	VBMS Tier 3 Support	VBMS Tier 4 Support	Total
Spark M. Matsunaga Medical Center (HI)	1					1
Spokane			1			1
St. Cloud VA Medical Center (MN)			1			1
St. Petersburg Regional Benefit Office			1			1
Tallahassee OPC			1			1
Tampa			1			1
Tomah VA Medical Center (WI)	1					1
Troy			1			1
Tucson VA Medical Center (AZ)			1			1
VA Boston Healthcare System West Roxbury Campus			1			1
VA Central Office 801 I ST NW			1			1
VA Health Administration Center Denver (CO)	1					1
VA Puget Sound Health Care System - Seattle Division				1		1
VACO Rayburn House Office (OCLA) (DC)	1					1
VBA Human Resource Center Denver			1			1
Waco			1			1
Waco Regional Benefit Office- Outbased Site Ft. Hood (VRE – VSC)	1					1
Waco Regional Benefit Office- Outbased Site Ft. Worth (VRE)	1					1
Waco Regional Benefits Satellite Office at Amarillo			1			1
Wilmington VBA Regional Office (DE)	1					1

Resolved Last Week

Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC39832618	8/7/2025 6:41	7/14/2026 10:37	7/17/2026 22:59	VBMS Tier 2 Senior SME	Closed	29476571	7/14/2026	VBMSD-352609	INC39985890
INC39985890	8/22/2025 13:27	7/14/2026 10:38	7/17/2026 22:59	VBMS Tier 2 Senior SME	Closed	28156262	7/14/2026	VBMSD-352609	
INC39986668	8/22/2025 13:44	7/14/2026 10:38	7/17/2026 22:59	VBMS Tier 2 Senior SME	Closed	28155231	7/14/2026	VBMSD-352609	INC39985890
INC40047401	8/28/2025 16:34	7/14/2026 10:38	7/17/2026 22:59	VBMS Tier 2 Senior SME	Closed	27626666	7/14/2026	VBMSD-352609	INC39985890
INC41239876	1/6/2026 13:35	7/16/2026 10:10	7/21/2026 22:59	VBMS Tier 2 Support	Closed	16486511	7/16/2026		
INC41471680	1/29/2026 13:26	7/17/2026 15:08	7/22/2026 23:40	VBMS Tier 2 Senior SME	Closed	14604125	7/17/2026	Integration	
INC41675292	2/19/2026 11:17	7/14/2026 10:39	7/17/2026 22:59	VBMS Tier 2 Senior SME	Closed	12522105	7/14/2026	VBMSD-398046	
INC41903887	3/13/2026 13:59	7/16/2026 14:35	7/21/2026 22:59	VBMS Tier 2 Support	Closed	10802126	7/16/2026	VBMSD-398058	
INC42006844	3/25/2026 9:15	7/17/2026 14:13	7/22/2026 23:27	VBMS Tier 2 Senior SME	Closed	9867481	7/17/2026		
INC42044684	3/30/2026 6:35	7/17/2026 13:08	7/22/2026 23:14	VBMS Tier 2 Senior SME	Closed	9441196	7/17/2026		
INC42054086	3/30/2026 11:39	7/17/2026 14:20	7/23/2026 0:05	VBMS Tier 2 Senior SME	Closed	9427241	7/17/2026		
INC42063543	3/31/2026 8:11	7/17/2026 14:06	7/22/2026 23:21	VBMS Tier 2 Senior SME	Closed	9352494	7/17/2026		
INC42252137	4/17/2026 14:50	7/16/2026 14:48	7/21/2026 22:59	VBMS Tier 2 Support	Closed	7775901	7/16/2026		
INC42351831	4/28/2026 10:24	7/14/2026 16:23	7/17/2026 22:59	VBMS Tier 2 Senior SME	Closed	6674373	7/14/2026	VBMSD-407766	
INC42394788	5/1/2026 12:45	7/14/2026 13:59	7/17/2026 22:59	VBMS Tier 2 Support	Closed	6398060	7/14/2026	VBMSD-412133	
INC42451109	5/7/2026 8:43	7/14/2026 15:32	7/17/2026 22:59	VBMS Tier 2 Senior SME	Closed	5899732	7/14/2026		
INC42478353	5/11/2026 7:43	7/13/2026 14:13	7/16/2026 23:08	VBMS Tier 2 Support	Closed	5466552	7/13/2026		
INC42488057	5/11/2026 14:01	7/15/2026 14:50	7/15/2026 15:00	VBMS Tier 2 Support	Closed	5618923	7/15/2026		
INC42499652	5/12/2026 11:05	7/13/2026 16:43	7/16/2026 23:31	VBMS Tier 2 Support	Closed	5377073	7/13/2026	VBMSD-411083	INC42384547
INC42501952	5/12/2026 12:55	7/17/2026 8:45	7/22/2026 23:42	VBMS Tier 2 Support	Closed	5687426	7/17/2026		
INC42504900	5/12/2026 15:22	7/13/2026 16:55	7/17/2026 0:53	VBMS Tier 2 Support	Closed	5362360	7/13/2026	VBMSD-411083	INC42384547
INC42511096	5/13/2026 7:45	7/13/2026 16:37	7/17/2026 0:40	VBMS Tier 2 Support	Closed	5302321	7/13/2026	VBMSD-411083	INC42384547
INC42516470	5/13/2026 11:23	7/14/2026 15:41	7/17/2026 22:59	VBMS Tier 2 Senior SME	Closed	5372299	7/14/2026		
INC42529024	5/14/2026 10:45	7/13/2026 17:13	7/14/2026 7:52	VBMS Tier 2 Support	Closed	5207290	7/13/2026	VBMSD-411083	INC42384547
INC42532136	5/14/2026 13:31	7/17/2026 14:22	7/23/2026 0:25	VBMS Tier 2 Senior SME	Closed	5532629	7/17/2026		
INC42541039	5/15/2026 10:50	7/13/2026 16:08	7/16/2026 23:04	VBMS Tier 2 Support	Closed	5116679	7/13/2026	VBMSD-411083	INC42384547
INC42557191	5/18/2026 9:47	7/15/2026 11:10	7/21/2026 0:26	VBMS Tier 2 Senior SME	Closed	5016220	7/15/2026		
INC42559664	5/18/2026 11:21	7/14/2026 16:10	7/17/2026 22:59	VBMS Tier 2 Senior SME	Closed	4942159	7/14/2026	VBMSD-411083	INC42384547
INC42562011	5/18/2026 13:05	7/13/2026 16:50	7/17/2026 0:10	VBMS Tier 2 Support	Closed	4851936	7/13/2026	VBMSD-411083	INC42384547
INC42584259	5/20/2026 9:22	7/14/2026 16:26	7/17/2026 23:00	VBMS Tier 2 Senior SME	Closed	4777460	7/14/2026		
INC42598803	5/21/2026 10:18	7/14/2026 12:42	7/17/2026 23:00	VBMS Tier 2 Support	Closed	4674224	7/14/2026	VBMSD-413494	
INC42601926	5/21/2026 13:06	7/14/2026 13:14	7/17/2026 23:00	VBMS Tier 2 Support	Closed	4666077	7/14/2026		
INC42611581	5/22/2026 12:10	7/13/2026 11:24	7/16/2026 23:14	VBMS Tier 2 Support	Closed	4490054	7/13/2026		
INC42629236	5/26/2026 11:42	7/14/2026 9:55	7/17/2026 23:00	VBMS Tier 2 Support	Closed	4227165	7/14/2026		
INC42643489	5/27/2026 12:55	7/17/2026 11:10	7/22/2026 23:23	VBMS Tier 2 Support	Closed	4400064	7/17/2026		
INC42652409	5/28/2026 10:02	7/13/2026 14:37	7/16/2026 23:41	VBMS Tier 2 Support	Closed	3990865	7/13/2026		
INC42652812	5/28/2026 10:23	7/13/2026 10:30	7/17/2026 0:20	VBMS Tier 2 Support	Closed	3974812	7/13/2026		
INC42681359	6/1/2026 10:22	7/14/2026 16:25	7/17/2026 23:00	VBMS Tier 2 Senior SME	Closed	3736976	7/14/2026		
INC42683390	6/1/2026 11:32	7/17/2026 15:54	7/22/2026 23:05	VBMS Tier 2 Support	Closed	3990133	7/17/2026		

Resolved Last Week

Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC42687781	6/1/2026 14:41	7/13/2026 14:56	7/16/2026 23:18	VBMS Tier 2 Support	Closed	3629736	7/13/2026		
INC42707812	6/3/2026 8:26	7/13/2026 18:14	7/17/2026 0:34	VBMS Tier 2 Support	Closed	3491301	7/13/2026		
INC42727456	6/4/2026 14:21	7/14/2026 13:17	7/17/2026 23:00	VBMS Tier 2 Support	Closed	3452131	7/14/2026		
INC42749333	6/8/2026 8:20	7/16/2026 14:07	7/21/2026 22:59	VBMS Tier 2 Support	Closed	3304007	7/16/2026		
INC42756989	6/8/2026 13:46	7/14/2026 7:52	7/17/2026 23:00	VBMS Tier 2 Support	Closed	3089120	7/14/2026		
INC42760206	6/8/2026 18:31	7/13/2026 15:40	7/17/2026 0:51	VBMS Tier 2 Support	Closed	3013755	7/13/2026		
INC42760267	6/8/2026 18:53	7/13/2026 15:54	7/17/2026 0:15	VBMS Tier 2 Support	Closed	3013248	7/13/2026		
INC42767226	6/9/2026 10:34	7/16/2026 15:59	7/21/2026 22:59	VBMS Tier 2 Support	Closed	3216304	7/16/2026		
INC42770513	6/9/2026 13:08	7/16/2026 15:57	7/21/2026 22:59	VBMS Tier 2 Support	Closed	3206936	7/16/2026		
INC42770594	6/9/2026 13:13	7/16/2026 15:58	7/21/2026 22:59	VBMS Tier 2 Support	Closed	3206736	7/16/2026		
INC42772363	6/9/2026 14:50	7/16/2026 15:56	7/21/2026 22:59	VBMS Tier 2 Support	Closed	3200768	7/16/2026		
INC42778609	6/10/2026 8:55	7/17/2026 15:51	7/22/2026 23:52	VBMS Tier 2 Support	Closed	3221796	7/17/2026		
INC42779489	6/10/2026 9:35	7/14/2026 16:26	7/17/2026 23:00	VBMS Tier 2 Senior SME	Closed	2962248	7/14/2026		
INC42781482	6/10/2026 11:06	7/17/2026 18:31	7/23/2026 0:35	VBMS Tier 2 Senior SME	Closed	3223517	7/17/2026		
INC42781876	6/10/2026 11:23	7/17/2026 16:19	7/22/2026 23:34	VBMS Tier 2 Support	Closed	3214576	7/17/2026		
INC42782905	6/10/2026 12:18	7/14/2026 16:08	7/17/2026 23:00	VBMS Tier 2 Support	Closed	2951394	7/14/2026		
INC42783005	6/10/2026 12:25	7/13/2026 15:42	7/16/2026 22:59	VBMS Tier 2 Support	Closed	2863020	7/13/2026		
INC42783926	6/10/2026 13:15	7/13/2026 18:25	7/17/2026 1:15	VBMS Tier 2 Support	Closed	2869818	7/13/2026		
INC42790090	6/11/2026 7:30	7/13/2026 15:42	7/16/2026 23:49	VBMS Tier 2 Support	Closed	2794313	7/13/2026		
INC42790900	6/11/2026 8:12	7/13/2026 15:42	7/17/2026 0:22	VBMS Tier 2 Support	Closed	2791801	7/13/2026		
INC42791757	6/11/2026 8:53	7/13/2026 15:42	7/16/2026 23:21	VBMS Tier 2 Support	Closed	2789323	7/13/2026		
INC42796893	6/11/2026 13:13	7/17/2026 16:32	7/22/2026 23:26	VBMS Tier 2 Support	Closed	3122346	7/17/2026		
INC42797395	6/11/2026 13:40	7/13/2026 7:23	7/16/2026 23:13	VBMS Tier 2 Support	Closed	2742185	7/13/2026		
INC42798709	6/11/2026 14:58	7/13/2026 18:29	7/16/2026 23:01	VBMS Tier 2 Support	Closed	2777481	7/13/2026		
INC42803829	6/12/2026 8:34	7/17/2026 9:24	7/23/2026 0:02	VBMS Tier 2 Support	Closed	3027013	7/17/2026		
INC42805266	6/12/2026 9:47	7/13/2026 7:59	7/16/2026 23:52	VBMS Tier 2 Support	Closed	2671926	7/13/2026		
INC42805309	6/12/2026 9:49	7/14/2026 13:40	7/17/2026 23:01	VBMS Tier 2 Support	Closed	2778629	7/14/2026	APDS- MPI	
INC42809323	6/12/2026 13:47	7/13/2026 7:32	7/16/2026 23:17	VBMS Tier 2 Support	Closed	2655876	7/13/2026		
INC42809722	6/12/2026 14:13	7/17/2026 14:07	7/22/2026 23:18	VBMS Tier 2 Support	Closed	3023622	7/17/2026		
INC42815171	6/13/2026 18:42	7/13/2026 13:49	7/16/2026 23:02	VBMS Tier 2 Support	Closed	2574397	7/13/2026		
INC42816985	6/14/2026 18:53	7/13/2026 13:56	7/17/2026 0:58	VBMS Tier 2 Support	Closed	2487780	7/13/2026		
INC42817835	6/15/2026 5:38	7/15/2026 8:13	7/20/2026 23:24	VBMS Tier 4 Support	Closed	2601325	7/15/2026	VBMSD-411083	
INC42817912	6/15/2026 5:51	7/15/2026 8:33	7/20/2026 23:48	VBMS Tier 4 Support	Closed	2601680	7/15/2026	VBMSD-411083	
INC42818058	6/15/2026 6:07	7/15/2026 8:37	7/20/2026 23:34	VBMS Tier 4 Support	Closed	2600985	7/15/2026	VBMSD-411083	
INC42819058	6/15/2026 7:18	7/15/2026 8:19	7/20/2026 23:18	VBMS Tier 4 Support	Closed	2595680	7/15/2026	VBMSD-413321	
INC42819720	6/15/2026 7:44	7/17/2026 16:49	7/23/2026 0:04	VBMS Tier 2 Support	Closed	2797486	7/17/2026		
INC42819732	6/15/2026 7:45	7/17/2026 16:51	7/22/2026 23:32	VBMS Tier 2 Support	Closed	2797531	7/17/2026		
INC42824463	6/15/2026 10:17	7/15/2026 18:17	7/20/2026 23:23	VBMS Tier 2 Support	Closed	2620808	7/15/2026		
INC42825742	6/15/2026 11:06	7/15/2026 18:17	7/21/2026 0:12	VBMS Tier 2 Support	Closed	2617895	7/15/2026		

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Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC42826210	6/15/2026 11:26	7/17/2026 16:38	7/22/2026 23:11	VBMS Tier 2 Support	Closed	2783494	7/17/2026		
INC42827073	6/15/2026 12:04	7/13/2026 11:23	7/17/2026 0:48	VBMS Tier 2 Support	Closed	2416793	7/13/2026		
INC42828162	6/15/2026 12:54	7/15/2026 15:57	7/20/2026 23:45	VBMS Tier 2 Support	Closed	2602982	7/15/2026		
INC42828717	6/15/2026 13:18	7/13/2026 8:48	7/16/2026 23:52	VBMS Tier 2 Support	Closed	2402986	7/13/2026		
INC42833622	6/16/2026 6:03	7/14/2026 15:45	7/17/2026 23:01	VBMS Tier 2 Support	Closed	2454157	7/14/2026		
INC42833746	6/16/2026 6:19	7/16/2026 15:49	7/21/2026 22:59	VBMS Tier 2 Support	Closed	2626212	7/16/2026		
INC42834324	6/16/2026 7:10	7/15/2026 15:57	7/20/2026 23:52	VBMS Tier 2 Support	Closed	2537192	7/15/2026		
INC42834495	6/16/2026 7:20	7/16/2026 8:08	7/21/2026 22:59	VBMS Tier 4 Support	Closed	2594829	7/16/2026	VBMSD-412430	
INC42836194	6/16/2026 8:44	7/17/2026 17:30	7/22/2026 23:05	VBMS Tier 2 Senior SME	Closed	2709931	7/17/2026	VBMSD-411083	INC42384547
INC42836248	6/16/2026 8:47	7/16/2026 10:46	7/21/2026 22:59	VBMS Tier 2 Support	Closed	2599103	7/16/2026		
INC42837182	6/16/2026 9:27	7/15/2026 15:56	7/20/2026 23:01	VBMS Tier 2 Support	Closed	2528964	7/15/2026		
INC42837962	6/16/2026 10:00	7/13/2026 11:55	7/17/2026 0:51	VBMS Tier 2 Support	Closed	2339690	7/13/2026		
INC42838905	6/16/2026 10:43	7/15/2026 11:27	7/21/2026 0:22	VBMS Tier 2 Support	Closed	2508222	7/15/2026		
INC42839505	6/16/2026 11:13	7/13/2026 8:00	7/16/2026 23:42	VBMS Tier 2 Support	Closed	2321251	7/13/2026		
INC42840807	6/16/2026 12:18	7/17/2026 17:02	7/23/2026 0:21	VBMS Tier 2 Support	Closed	2695422	7/17/2026		
INC42841122	6/16/2026 12:36	7/17/2026 10:47	7/22/2026 23:12	VBMS Tier 2 Support	Closed	2671869	7/17/2026		
INC42842535	6/16/2026 13:52	7/16/2026 12:09	7/21/2026 22:59	VBMS Tier 2 Support	Closed	2585873	7/16/2026		
INC42842664	6/16/2026 13:59	7/15/2026 18:17	7/20/2026 23:41	VBMS Tier 2 Support	Closed	2521111	7/15/2026		
INC42843192	6/16/2026 14:28	7/16/2026 16:03	7/21/2026 23:00	VBMS Tier 2 Support	Closed	2597689	7/16/2026		
INC42843288	6/16/2026 14:33	7/13/2026 14:13	7/16/2026 23:43	VBMS Tier 2 Support	Closed	2331601	7/13/2026		
INC42845774	6/16/2026 21:04	7/14/2026 5:47	7/17/2026 23:01	VBMS Tier 2 Support	Closed	2364190	7/14/2026		
INC42846625	6/17/2026 5:43	7/16/2026 12:05	7/21/2026 23:00	VBMS Tier 2 Support	Closed	2528534	7/16/2026		
INC42846801	6/17/2026 6:18	7/17/2026 13:56	7/22/2026 23:32	VBMS Tier 2 Support	Closed	2619504	7/17/2026		
INC42846882	6/17/2026 6:28	7/17/2026 8:05	7/22/2026 23:45	QHVA	Closed	2597803	7/17/2026		INC42434567
INC42847117	6/17/2026 6:50	7/13/2026 8:31	7/16/2026 23:30	VBMS Tier 2 Support	Closed	2252437	7/13/2026		
INC42848394	6/17/2026 8:09	7/16/2026 7:51	7/21/2026 23:00	VBMS Tier 2 Support	Closed	2504552	7/16/2026		
INC42848827	6/17/2026 8:29	7/13/2026 8:18	7/17/2026 0:55	VBMS Tier 2 Support	Closed	2245722	7/13/2026		
INC42848968	6/17/2026 8:37	7/13/2026 14:42	7/17/2026 0:00	VBMS Tier 2 Support	Closed	2268337	7/13/2026		
INC42849038	6/17/2026 8:39	7/15/2026 11:20	7/20/2026 23:47	VBMS Tier 2 Support	Closed	2428842	7/15/2026		
INC42849517	6/17/2026 9:02	7/14/2026 11:43	7/17/2026 23:01	VBMS Tier 2 Support	Closed	2342492	7/14/2026		
INC42849821	6/17/2026 9:16	7/14/2026 14:27	7/17/2026 23:01	VBMS Tier 2 Support	Closed	2351440	7/14/2026		
INC42852118	6/17/2026 11:05	7/13/2026 17:43	7/16/2026 23:00	VBMS Tier 2 Support	Closed	2270310	7/13/2026		
INC42852150	6/17/2026 11:07	7/13/2026 8:52	7/17/2026 0:02	VBMS Tier 2 Support	Closed	2238307	7/13/2026		
INC42855575	6/17/2026 14:18	7/13/2026 14:49	7/16/2026 23:14	VBMS Tier 2 Support	Closed	2248237	7/13/2026		
INC42855704	6/17/2026 14:25	7/14/2026 12:30	7/17/2026 23:01	VBMS Tier 2 Support	Closed	2325916	7/14/2026		
INC42855926	6/17/2026 14:39	7/14/2026 14:37	7/17/2026 23:01	VBMS Tier 2 Support	Closed	2332649	7/14/2026		
INC42856290	6/17/2026 15:02	7/13/2026 16:36	7/17/2026 0:13	VBMS Tier 2 Support	Closed	2252030	7/13/2026		
INC42860484	6/18/2026 6:29	7/16/2026 11:04	7/21/2026 23:00	VBMS Tier 2 Support	Closed	2435647	7/16/2026		
INC42860820	6/18/2026 7:04	7/17/2026 16:03	7/22/2026 23:56	VBMS Tier 2 Support	Closed	2537922	7/17/2026		

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Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC42860876	6/18/2026 7:09	7/16/2026 16:03	7/21/2026 23:00	VBMS Tier 2 Support	Closed	2451239	7/16/2026		
INC42861693	6/18/2026 7:59	7/14/2026 15:42	7/17/2026 23:01	VBMS Tier 2 Support	Closed	2274156	7/14/2026		
INC42862150	6/18/2026 8:25	7/14/2026 15:21	7/17/2026 23:01	VBMS Tier 2 Support	Closed	2271353	7/14/2026		
INC42862163	6/18/2026 8:26	7/17/2026 10:52	7/22/2026 23:20	VBMS Tier 2 Support	Closed	2514386	7/17/2026		
INC42863146	6/18/2026 9:11	7/14/2026 8:58	7/17/2026 23:01	VBMS Tier 2 Support	Closed	2245602	7/14/2026		
INC42863766	6/18/2026 9:41	7/14/2026 5:44	7/17/2026 23:01	VBMS Tier 2 Support	Closed	2232207	7/14/2026		
INC42864308	6/18/2026 10:09	7/16/2026 16:03	7/21/2026 23:00	VBMS Tier 2 Support	Closed	2440397	7/16/2026		
INC42865300	6/18/2026 11:00	7/15/2026 5:42	7/21/2026 0:09	VBMS Tier 2 Support	Closed	2313711	7/15/2026		
INC42865359	6/18/2026 11:04	7/14/2026 15:26	7/17/2026 23:01	VBMS Tier 2 Support	Closed	2262161	7/14/2026		
INC42865438	6/18/2026 11:09	7/14/2026 5:42	7/17/2026 23:01	VBMS Tier 2 Support	Closed	2226769	7/14/2026		
INC42866209	6/18/2026 11:53	7/13/2026 14:44	7/17/2026 1:14	VBMS Tier 2 Support	Closed	2170274	7/13/2026		
INC42866607	6/18/2026 12:16	7/17/2026 16:59	7/22/2026 23:16	VBMS Tier 2 Support	Closed	2522549	7/17/2026		
INC42866707	6/18/2026 12:23	7/17/2026 17:04	7/22/2026 23:09	VBMS Tier 2 Support	Closed	2522473	7/17/2026		
INC42867156	6/18/2026 12:50	7/14/2026 15:38	7/17/2026 23:01	VBMS Tier 2 Support	Closed	2256478	7/14/2026		
INC42867278	6/18/2026 12:58	7/14/2026 15:44	7/17/2026 23:01	VBMS Tier 2 Support	Closed	2256334	7/14/2026		
INC42867830	6/18/2026 13:30	7/14/2026 15:39	7/17/2026 23:01	VBMS Tier 2 Support	Closed	2254162	7/14/2026		
INC42869052	6/18/2026 14:44	7/14/2026 13:34	7/17/2026 23:01	VBMS Tier 2 Support	Closed	2242207	7/14/2026		
INC42869115	6/18/2026 14:48	7/14/2026 8:04	7/17/2026 23:01	VBMS Tier 2 Support	Closed	2222144	7/14/2026		
INC42870595	6/18/2026 17:59	7/16/2026 14:18	7/21/2026 23:00	VBMS Tier 2 Support	Closed	2405959	7/16/2026		
INC42873891	6/20/2026 6:59	7/13/2026 10:31	7/17/2026 0:02	VBMS Tier 2 Support	Closed	1999910	7/13/2026		
INC42873959	6/20/2026 7:43	7/15/2026 9:29	7/20/2026 23:38	VBMS Tier 2 Support	Closed	2166397	7/15/2026		
INC42874298	6/20/2026 10:20	7/17/2026 10:27	7/23/2026 0:15	VBMS Tier 2 Support	Closed	2333193	7/17/2026		
INC42874390	6/20/2026 10:56	7/17/2026 16:55	7/22/2026 23:05	QHVA	Closed	2354300	7/17/2026		
INC42874391	6/20/2026 10:57	7/13/2026 15:58	7/17/2026 0:46	VBMS Tier 2 Support	Closed	2005273	7/13/2026		
INC42874536	6/20/2026 12:39	7/17/2026 13:03	7/17/2026 13:08	VBMS Tier 2 Support	Closed	2334248	7/17/2026		
INC42874750	6/20/2026 15:34	7/14/2026 10:06	7/17/2026 23:01	VBMS Tier 2 Support	Closed	2053925	7/14/2026		
INC42875791	6/21/2026 11:19	7/13/2026 15:08	7/17/2026 0:10	VBMS Tier 2 Support	Closed	1914584	7/13/2026		
INC42876151	6/21/2026 15:40	7/16/2026 15:39	7/21/2026 23:00	VBMS Tier 2 Support	Closed	2159934	7/16/2026		
INC42877082	6/22/2026 5:33	7/15/2026 18:17	7/21/2026 0:22	EMRR	Closed	2033041	7/15/2026		
INC42877169	6/22/2026 5:55	7/16/2026 7:34	7/21/2026 23:00	VBMS Tier 2 Support	Closed	2079554	7/16/2026		
INC42877175	6/22/2026 5:55	7/14/2026 14:36	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1932016	7/14/2026		
INC42877388	6/22/2026 6:19	7/16/2026 16:03	7/21/2026 23:00	VBMS Tier 2 Support	Closed	2108648	7/16/2026		
INC42877535	6/22/2026 6:35	7/16/2026 8:04	7/21/2026 23:00	EMRR	Closed	2078934	7/16/2026		
INC42879519	6/22/2026 8:19	7/15/2026 14:03	7/20/2026 23:20	VBMS Tier 2 Support	Closed	2007884	7/15/2026		
INC42879923	6/22/2026 8:36	7/15/2026 11:21	7/21/2026 0:30	VBMS Tier 2 Support	Closed	1997084	7/15/2026		
INC42880107	6/22/2026 8:44	7/14/2026 9:51	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1904809	7/14/2026		
INC42882874	6/22/2026 10:39	7/16/2026 8:40	7/21/2026 23:00	VBMS Tier 2 Support	Closed	2066501	7/16/2026		
INC42885483	6/22/2026 12:53	7/15/2026 15:35	7/15/2026 15:40	VBMS Tier 2 Support	Closed	1996905	7/15/2026		
INC42886012	6/22/2026 13:21	7/14/2026 12:34	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1897978	7/14/2026	APPEALS-	

Resolved Last Week

Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC42886129	6/22/2026 13:27	7/13/2026 16:20	7/16/2026 23:35	VBMS Tier 2 Support	Closed	1824758	7/13/2026		
INC42886739	6/22/2026 13:55	7/17/2026 9:13	7/22/2026 23:50	VBMS Tier 2 Support	Closed	2143086	7/17/2026		
INC42888646	6/22/2026 16:04	7/13/2026 17:43	7/17/2026 1:02	VBMS Tier 2 Support	Closed	1820333	7/13/2026		
INC42888702	6/22/2026 16:11	7/14/2026 15:50	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1899541	7/14/2026		
INC42890029	6/22/2026 23:20	7/14/2026 5:46	7/14/2026 17:53	VBMS Tier 2 Support	Closed	1837524	7/14/2026		
INC42890616	6/23/2026 6:09	7/13/2026 15:00	7/16/2026 23:33	VBMS Tier 2 Support	Closed	1759821	7/13/2026		
INC42892799	6/23/2026 8:21	7/14/2026 11:30	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1825753	7/14/2026		
INC42892800	6/23/2026 8:21	7/13/2026 17:50	7/16/2026 23:35	VBMS Tier 2 Support	Closed	1762149	7/13/2026		
INC42892941	6/23/2026 8:26	7/14/2026 10:13	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1820790	7/14/2026		
INC42894578	6/23/2026 9:39	7/13/2026 11:19	7/16/2026 23:04	VBMS Tier 2 Support	Closed	1734009	7/13/2026		
INC42895701	6/23/2026 10:28	7/13/2026 13:47	7/14/2026 5:03	VBMS Tier 2 Support	Closed	1739995	7/13/2026		
INC42896835	6/23/2026 11:17	7/17/2026 10:06	7/22/2026 23:03	VBMS Tier 2 Support	Closed	2069342	7/17/2026		
INC42897003	6/23/2026 11:24	7/15/2026 8:14	7/20/2026 23:02	VBMS Tier 2 Support	Closed	1889371	7/15/2026		
INC42898029	6/23/2026 12:12	7/17/2026 15:09	7/23/2026 0:12	VBMS Tier 2 Support	Closed	2084243	7/17/2026		
INC42898053	6/23/2026 12:13	7/13/2026 11:32	7/17/2026 1:12	VBMS Tier 2 Support	Closed	1725562	7/13/2026		
INC42898157	6/23/2026 12:18	7/14/2026 9:23	7/14/2026 9:36	VBMS Tier 2 Support	Closed	1803911	7/14/2026		
INC42900274	6/23/2026 14:05	7/14/2026 15:17	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1818747	7/14/2026		
INC42900914	6/23/2026 14:41	7/15/2026 13:36	7/20/2026 22:59	VBMS Tier 2 Support	Closed	1896894	7/15/2026		
INC42902232	6/23/2026 16:20	7/14/2026 11:23	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1796608	7/14/2026		
INC42904575	6/24/2026 6:33	7/15/2026 13:32	7/21/2026 0:27	VBMS Tier 2 Support	Closed	1839534	7/15/2026		
INC42904619	6/24/2026 6:38	7/17/2026 9:12	7/23/2026 0:11	VBMS Tier 2 Support	Closed	1996445	7/17/2026		
INC42904695	6/24/2026 6:46	7/14/2026 10:10	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1740284	7/14/2026		
INC42905500	6/24/2026 7:35	7/13/2026 16:34	7/17/2026 0:49	VBMS Tier 2 Support	Closed	1673932	7/13/2026		
INC42906602	6/24/2026 8:32	7/16/2026 14:54	7/21/2026 23:00	VBMS Tier 2 Support	Closed	1923738	7/16/2026		
INC42907593	6/24/2026 9:18	7/14/2026 15:54	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1751721	7/14/2026		
INC42907661	6/24/2026 9:21	7/14/2026 15:42	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1750858	7/14/2026		
INC42907777	6/24/2026 9:26	7/14/2026 6:18	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1716711	7/14/2026	VBMSD-411083	INC42384547
INC42908158	6/24/2026 9:43	7/15/2026 11:41	7/21/2026 0:11	VBMS Tier 2 Support	Closed	1821517	7/15/2026		
INC42908160	6/24/2026 9:43	7/15/2026 6:31	7/20/2026 23:24	VBMS Tier 2 Support	Closed	1802895	7/15/2026		
INC42908161	6/24/2026 9:43	7/17/2026 9:51	7/22/2026 23:28	VBMS Tier 2 Support	Closed	1987693	7/17/2026		
INC42908393	6/24/2026 9:55	7/13/2026 16:39	7/17/2026 0:56	VBMS Tier 2 Support	Closed	1665875	7/13/2026		
INC42908658	6/24/2026 10:07	7/14/2026 15:46	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1748330	7/14/2026		
INC42908709	6/24/2026 10:09	7/13/2026 17:51	7/17/2026 0:00	VBMS Tier 2 Support	Closed	1669306	7/13/2026		
INC42909109	6/24/2026 10:28	7/13/2026 9:33	7/16/2026 23:44	VBMS Tier 2 Support	Closed	1638311	7/13/2026		
INC42909171	6/24/2026 10:30	7/17/2026 13:46	7/22/2026 23:49	VBMS Tier 2 Support	Closed	1998998	7/17/2026		
INC42909476	6/24/2026 10:45	7/14/2026 18:22	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1755417	7/14/2026		
INC42909551	6/24/2026 10:49	7/14/2026 12:24	7/14/2026 12:29	VBMS Tier 2 Support	Closed	1733692	7/14/2026		
INC42909747	6/24/2026 10:58	7/16/2026 14:16	7/21/2026 23:00	VBMS Tier 2 Support	Closed	1912699	7/16/2026		
INC42909811	6/24/2026 11:01	7/14/2026 5:48	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1709191	7/14/2026		

Resolved Last Week

Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC42910685	6/24/2026 11:45	7/13/2026 16:17	7/17/2026 0:09	VBMS Tier 2 Support	Closed	1657912	7/13/2026		
INC42910774	6/24/2026 11:50	7/15/2026 6:03	7/21/2026 0:11	VBMS Tier 2 Support	Closed	1793526	7/15/2026		
INC42910808	6/24/2026 11:52	7/16/2026 14:39	7/21/2026 23:00	VBMS Tier 2 Support	Closed	1910813	7/16/2026		
INC42911071	6/24/2026 12:07	7/13/2026 17:33	7/13/2026 19:51	VBMS Tier 2 Support	Closed	1661135	7/13/2026		
INC42911265	6/24/2026 12:18	7/13/2026 16:40	7/17/2026 0:39	VBMS Tier 2 Support	Closed	1657337	7/13/2026		
INC42911734	6/24/2026 12:42	7/13/2026 16:03	7/16/2026 23:05	VBMS Tier 2 Support	Closed	1653649	7/13/2026	VBMSD-411083	INC42384547
INC42911945	6/24/2026 12:56	7/16/2026 8:23	7/21/2026 23:00	VBMS Tier 2 Support	Closed	1884430	7/16/2026		
INC42911954	6/24/2026 12:56	7/13/2026 10:03	7/16/2026 23:03	VBMS Tier 2 Support	Closed	1631208	7/13/2026		
INC42912138	6/24/2026 13:06	7/13/2026 14:58	7/16/2026 23:40	VBMS Tier 2 Support	Closed	1648290	7/13/2026		
INC42913067	6/24/2026 14:00	7/14/2026 10:33	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1715601	7/14/2026		
INC42913553	6/24/2026 14:26	7/13/2026 16:43	7/16/2026 23:39	VBMS Tier 2 Support	Closed	1649856	7/13/2026		
INC42913901	6/24/2026 14:46	7/17/2026 18:18	7/22/2026 23:21	VBMS Tier 2 Senior SME	Closed	1999948	7/17/2026		
INC42914940	6/24/2026 16:13	7/14/2026 11:23	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1710571	7/14/2026		
INC42917560	6/25/2026 7:07	7/17/2026 10:08	7/22/2026 23:58	VBMS Tier 2 Support	Closed	1911672	7/17/2026		
INC42918002	6/25/2026 7:32	7/13/2026 15:44	7/16/2026 23:57	VBMS Tier 2 Support	Closed	1584674	7/13/2026		
INC42918020	6/25/2026 7:33	7/14/2026 13:31	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1663047	7/14/2026		
INC42918431	6/25/2026 8:00	7/13/2026 18:19	7/16/2026 23:56	VBMS Tier 2 Support	Closed	1592374	7/13/2026		
INC42918812	6/25/2026 8:21	7/15/2026 6:33	7/21/2026 0:02	VBMS Tier 2 Support	Closed	1721509	7/15/2026		
INC42919206	6/25/2026 8:41	7/13/2026 16:41	7/17/2026 1:14	VBMS Tier 2 Support	Closed	1583991	7/13/2026		
INC42919932	6/25/2026 9:18	7/14/2026 9:32	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1642456	7/14/2026		
INC42920628	6/25/2026 9:52	7/15/2026 13:25	7/20/2026 23:29	VBMS Tier 2 Support	Closed	1740780	7/15/2026		
INC42921258	6/25/2026 10:21	7/13/2026 16:47	7/16/2026 23:04	VBMS Tier 2 Support	Closed	1578353	7/13/2026		
INC42921388	6/25/2026 10:28	7/13/2026 16:49	7/14/2026 7:19	VBMS Tier 2 Support	Closed	1578066	7/13/2026		
INC42921586	6/25/2026 10:37	7/14/2026 18:31	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1670016	7/14/2026		
INC42921861	6/25/2026 10:50	7/14/2026 16:02	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1660307	7/14/2026		
INC42921967	6/25/2026 10:56	7/13/2026 15:24	7/16/2026 23:32	VBMS Tier 2 Support	Closed	1571306	7/13/2026		
INC42922798	6/25/2026 11:39	7/17/2026 16:35	7/22/2026 23:24	QHVA	Closed	1918529	7/17/2026		INC43074144
INC42922971	6/25/2026 11:47	7/13/2026 12:27	7/17/2026 0:15	VBMS Tier 2 Support	Closed	1557583	7/13/2026		
INC42923439	6/25/2026 12:09	7/15/2026 13:19	7/20/2026 23:42	VBMS Tier 2 Support	Closed	1732155	7/15/2026		
INC42923461	6/25/2026 12:11	7/15/2026 13:17	7/20/2026 23:57	VBMS Tier 2 Support	Closed	1731979	7/15/2026		
INC42923670	6/25/2026 12:19	7/14/2026 12:24	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1641927	7/14/2026		
INC42923695	6/25/2026 12:20	7/16/2026 8:23	7/21/2026 23:01	VBMS Tier 2 Support	Closed	1800213	7/16/2026		
INC42923900	6/25/2026 12:30	7/13/2026 5:30	7/13/2026 6:20	VBMS Tier 2 Support	Closed	1529997	7/13/2026		
INC42924131	6/25/2026 12:43	7/14/2026 14:32	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1648159	7/14/2026		
INC42924190	6/25/2026 12:47	7/15/2026 8:56	7/20/2026 23:30	VBMS Tier 2 Support	Closed	1714141	7/15/2026		
INC42924297	6/25/2026 12:53	7/14/2026 16:02	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1652941	7/14/2026		
INC42924622	6/25/2026 13:12	7/14/2026 16:03	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1651835	7/14/2026		
INC42924850	6/25/2026 13:25	7/14/2026 12:07	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1636924	7/14/2026		
INC42924916	6/25/2026 13:27	7/13/2026 16:51	7/16/2026 23:42	VBMS Tier 2 Support	Closed	1567440	7/13/2026		

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Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC42925262	6/25/2026 13:47	7/13/2026 16:57	7/16/2026 23:22	VBMS Tier 2 Support	Closed	1566550	7/13/2026		
INC42925292	6/25/2026 13:49	7/16/2026 11:57	7/21/2026 23:01	VBMS Tier 2 Support	Closed	1807701	7/16/2026		
INC42925321	6/25/2026 13:49	7/14/2026 12:09	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1635582	7/14/2026		
INC42925730	6/25/2026 14:15	7/14/2026 16:04	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1648118	7/14/2026		
INC42925744	6/25/2026 14:16	7/14/2026 15:14	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1645056	7/14/2026		
INC42925897	6/25/2026 14:25	7/17/2026 13:36	7/22/2026 23:39	VBMS Tier 2 Support	Closed	1897846	7/17/2026		
INC42927155	6/25/2026 15:42	7/14/2026 16:08	7/17/2026 23:02	VBMS Tier 2 Support	Closed	1643188	7/14/2026		
INC42930589	6/26/2026 7:12	7/14/2026 9:50	7/17/2026 23:03	VBMS Tier 2 Support	Closed	1564671	7/14/2026		
INC42931306	6/26/2026 7:56	7/15/2026 15:43	7/20/2026 23:25	VBMS Tier 2 Support	Closed	1669620	7/15/2026		
INC42931388	6/26/2026 8:01	7/16/2026 5:25	7/21/2026 23:01	VBMS Tier 2 Support	Closed	1718667	7/16/2026		
INC42932128	6/26/2026 8:42	7/16/2026 6:59	7/21/2026 23:01	VBMS Tier 2 Support	Closed	1721848	7/16/2026		
INC42932146	6/26/2026 8:43	7/13/2026 18:11	7/17/2026 0:55	VBMS Tier 2 Support	Closed	1502880	7/13/2026		
INC42932252	6/26/2026 8:49	7/17/2026 18:17	7/23/2026 0:33	VBMS Tier 2 Senior SME	Closed	1848479	7/17/2026		
INC42932264	6/26/2026 8:50	7/16/2026 10:09	7/21/2026 23:01	VBMS Tier 2 Support	Closed	1732747	7/16/2026		
INC42932350	6/26/2026 8:54	7/15/2026 15:44	7/21/2026 0:31	VBMS Tier 2 Support	Closed	1666171	7/15/2026		
INC42932552	6/26/2026 9:05	7/17/2026 10:28	7/23/2026 0:34	VBMS Tier 2 Support	Closed	1819373	7/17/2026		
INC42932850	6/26/2026 9:24	7/16/2026 18:31	7/21/2026 23:01	VBMS Tier 2 Support	Closed	1760841	7/16/2026		
INC42932930	6/26/2026 9:29	7/15/2026 15:42	7/20/2026 23:26	VBMS Tier 2 Support	Closed	1664002	7/15/2026		
INC42933063	6/26/2026 9:35	7/16/2026 12:08	7/21/2026 23:01	VBMS Tier 2 Support	Closed	1737147	7/16/2026		
INC42933075	6/26/2026 9:35	7/13/2026 5:32	7/17/2026 0:56	VBMS Tier 2 Support	Closed	1454194	7/13/2026		
INC42934236	6/26/2026 10:38	7/16/2026 12:36	7/21/2026 23:01	VBMS Tier 2 Support	Closed	1735102	7/16/2026		
INC42934435	6/26/2026 10:48	7/13/2026 16:42	7/16/2026 23:06	VBMS Tier 2 Support	Closed	1490032	7/13/2026	VBMSD-411083	INC42384547
INC42934572	6/26/2026 10:55	7/13/2026 5:33	7/17/2026 0:12	VBMS Tier 2 Support	Closed	1449485	7/13/2026		
INC42934832	6/26/2026 11:13	7/17/2026 15:14	7/23/2026 0:05	VBMS Tier 2 Support	Closed	1828905	7/17/2026		
INC42935429	6/26/2026 11:47	7/15/2026 15:46	7/20/2026 23:26	VBMS Tier 2 Support	Closed	1655893	7/15/2026		
INC42935461	6/26/2026 11:50	7/14/2026 8:02	7/17/2026 23:03	VBMS Tier 2 Support	Closed	1541549	7/14/2026		
INC42935573	6/26/2026 11:56	7/14/2026 8:03	7/17/2026 23:03	VBMS Tier 2 Support	Closed	1541192	7/14/2026		
INC42935999	6/26/2026 12:23	7/13/2026 7:48	7/17/2026 0:28	VBMS Tier 2 Support	Closed	1452293	7/13/2026		
INC42936283	6/26/2026 12:40	7/14/2026 10:05	7/17/2026 23:03	VBMS Tier 2 Support	Closed	1545919	7/14/2026		
INC42936626	6/26/2026 13:01	7/13/2026 15:09	7/17/2026 0:37	VBMS Tier 2 Support	Closed	1476473	7/13/2026		
INC42937208	6/26/2026 13:39	7/14/2026 16:26	7/17/2026 23:03	VBMS Tier 2 Support	Closed	1565235	7/14/2026		
INC42937622	6/26/2026 14:06	7/13/2026 10:33	7/17/2026 0:44	VBMS Tier 2 Support	Closed	1456025	7/13/2026		
INC42937731	6/26/2026 14:13	7/15/2026 15:59	7/20/2026 23:02	VBMS Tier 2 Support	Closed	1647948	7/15/2026		
INC42937812	6/26/2026 14:20	7/15/2026 15:02	7/20/2026 23:19	VBMS Tier 2 Support	Closed	1644155	7/15/2026		
INC42938602	6/26/2026 15:18	7/16/2026 15:36	7/21/2026 23:01	VBMS Tier 2 Support	Closed	1729087	7/16/2026		
INC42938924	6/26/2026 15:44	7/13/2026 17:03	7/16/2026 23:08	VBMS Tier 2 Support	Closed	1473515	7/13/2026		
INC42939204	6/26/2026 16:15	7/16/2026 11:58	7/21/2026 23:01	VBMS Tier 2 Support	Closed	1712564	7/16/2026		
INC42939331	6/26/2026 16:38	7/16/2026 17:08	7/21/2026 23:01	VBMS Tier 2 Support	Closed	1729811	7/16/2026		
INC42939460	6/26/2026 17:10	7/15/2026 17:13	7/21/2026 0:28	VBMS Tier 2 Support	Closed	1641814	7/15/2026		

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Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC42939501	6/26/2026 17:21	7/16/2026 17:06	7/21/2026 23:01	VBMS Tier 2 Support	Closed	1727149	7/16/2026		
INC42940757	6/27/2026 7:24	7/14/2026 7:23	7/17/2026 23:03	VBMS Tier 2 Support	Closed	1468733	7/14/2026	VBMSD-411083	INC42384547
INC42942529	6/28/2026 7:14	7/13/2026 5:35	7/17/2026 1:08	VBMS Tier 2 Support	Closed	1290046	7/13/2026		
INC42944340	6/29/2026 5:22	7/14/2026 5:49	7/17/2026 23:03	VBMS Tier 2 Support	Closed	1297652	7/14/2026		
INC42944914	6/29/2026 6:40	7/15/2026 13:18	7/21/2026 0:09	VBMS Tier 2 Support	Closed	1406230	7/15/2026		
INC42945640	6/29/2026 7:18	7/15/2026 8:04	7/20/2026 23:45	VBMS Tier 2 Support	Closed	1385149	7/15/2026		
INC42947051	6/29/2026 8:20	7/13/2026 16:59	7/16/2026 23:11	VBMS Tier 2 Support	Closed	1240763	7/13/2026		
INC42947476	6/29/2026 8:35	7/16/2026 15:37	7/21/2026 23:01	VBMS Tier 2 Support	Closed	1494081	7/16/2026		
INC42950600	6/29/2026 10:43	7/16/2026 14:13	7/21/2026 23:01	VBMS Tier 2 Support	Closed	1481407	7/16/2026		
INC42950839	6/29/2026 10:51	7/14/2026 15:22	7/17/2026 23:03	VBMS Tier 2 Support	Closed	1312212	7/14/2026		
INC42951821	6/29/2026 11:34	7/16/2026 15:55	7/21/2026 23:01	VBMS Tier 2 Support	Closed	1484484	7/16/2026		
INC42951857	6/29/2026 11:36	7/13/2026 17:00	7/16/2026 23:49	VBMS Tier 2 Support	Closed	1229036	7/13/2026		
INC42951898	6/29/2026 11:37	7/14/2026 15:59	7/17/2026 23:03	VBMS Tier 2 Support	Closed	1311721	7/14/2026		
INC42952157	6/29/2026 11:48	7/13/2026 15:46	7/16/2026 22:59	VBMS Tier 2 Support	Closed	1223912	7/13/2026		
INC42952414	6/29/2026 11:59	7/14/2026 15:23	7/17/2026 23:03	VBMS Tier 2 Support	Closed	1308228	7/14/2026		
INC42952468	6/29/2026 12:01	7/15/2026 12:52	7/21/2026 0:29	VBMS Tier 2 Support	Closed	1385447	7/15/2026		
INC42952674	6/29/2026 12:12	7/13/2026 16:44	7/17/2026 0:21	VBMS Tier 2 Support	Closed	1225924	7/13/2026		
INC42952940	6/29/2026 12:25	7/14/2026 16:01	7/17/2026 23:03	VBMS Tier 2 Support	Closed	1308984	7/14/2026		
INC42953100	6/29/2026 12:33	7/17/2026 12:54	7/22/2026 23:02	VBMS Tier 2 Support	Closed	1556462	7/17/2026		
INC42953416	6/29/2026 12:48	7/16/2026 18:34	7/21/2026 23:01	VBMS Tier 2 Support	Closed	1489585	7/16/2026		
INC42953941	6/29/2026 13:14	7/16/2026 16:02	7/21/2026 23:01	VBMS Tier 2 Support	Closed	1478853	7/16/2026		
INC42954112	6/29/2026 13:23	7/16/2026 8:24	7/16/2026 13:28	VBMS Tier 2 Support	Closed	1450841	7/16/2026		
INC42954144	6/29/2026 13:25	7/17/2026 9:47	7/22/2026 23:18	VBMS Tier 2 Support	Closed	1542135	7/17/2026		
INC42954431	6/29/2026 13:38	7/14/2026 16:21	7/17/2026 23:03	VBMS Tier 2 Support	Closed	1305781	7/14/2026		
INC42954794	6/29/2026 13:55	7/16/2026 15:42	7/20/2026 8:46	VBMS Tier 2 Support	Closed	1475223	7/16/2026		
INC42955298	6/29/2026 14:23	7/16/2026 18:33	7/21/2026 23:01	VBMS Tier 2 Support	Closed	1483806	7/16/2026		
INC42955403	6/29/2026 14:29	7/14/2026 16:31	7/17/2026 23:03	VBMS Tier 2 Support	Closed	1303320	7/14/2026		
INC42955779	6/29/2026 14:51	7/16/2026 10:55	7/21/2026 23:01	VBMS Tier 2 Support	Closed	1454652	7/16/2026		
INC42957622	6/29/2026 18:03	7/17/2026 8:42	7/23/2026 0:21	VBMS Tier 2 Support	Closed	1521543	7/17/2026		
INC42957786	6/29/2026 18:36	7/16/2026 16:21	7/21/2026 23:01	VBMS Tier 2 Support	Closed	1460713	7/16/2026		
INC42957859	6/29/2026 18:54	7/16/2026 16:07	7/21/2026 23:01	EMRR	Closed	1458772	7/16/2026		
INC42959773	6/30/2026 6:55	7/16/2026 14:12	7/21/2026 23:01	EMRR	Closed	1408615	7/16/2026		
INC42961762	6/30/2026 8:29	7/17/2026 11:44	7/23/2026 0:16	VBMS Tier 2 Support	Closed	1480518	7/17/2026		
INC42961789	6/30/2026 8:30	7/14/2026 16:36	7/17/2026 23:03	VBMS Tier 2 Support	Closed	1238769	7/14/2026		
INC42961906	6/30/2026 8:35	7/16/2026 8:24	7/21/2026 23:01	VBMS Tier 2 Support	Closed	1381727	7/16/2026		
INC42961942	6/30/2026 8:37	7/14/2026 16:40	7/17/2026 23:03	VBMS Tier 2 Support	Closed	1238619	7/14/2026		
INC42962064	6/30/2026 8:42	7/13/2026 15:59	7/16/2026 23:09	VBMS Tier 2 Support	Closed	1149410	7/13/2026		
INC42962660	6/30/2026 9:07	7/14/2026 5:50	7/17/2026 23:03	VBMS Tier 2 Support	Closed	1197797	7/14/2026		
INC42963168	6/30/2026 9:28	7/17/2026 12:33	7/23/2026 0:34	VBMS Tier 2 Support	Closed	1479931	7/17/2026		

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Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC42963202	6/30/2026 9:29	7/17/2026 12:36	7/22/2026 23:39	VBMS Tier 2 Support	Closed	1480022	7/17/2026		
INC42963692	6/30/2026 9:49	7/15/2026 11:42	7/20/2026 23:57	VBMS Tier 2 Support	Closed	1302777	7/15/2026		
INC42963954	6/30/2026 9:59	7/14/2026 5:51	7/17/2026 23:04	VBMS Tier 2 Support	Closed	1194726	7/14/2026		
INC42964050	6/30/2026 10:02	7/13/2026 17:21	7/16/2026 23:27	VBMS Tier 2 Support	Closed	1149535	7/13/2026		
INC42964868	6/30/2026 10:27	7/14/2026 16:41	7/17/2026 23:04	VBMS Tier 2 Support	Closed	1232027	7/14/2026		
INC42964927	6/30/2026 10:30	7/15/2026 8:05	7/20/2026 23:08	VBMS Tier 2 Support	Closed	1287283	7/15/2026		
INC42965382	6/30/2026 10:49	7/17/2026 13:04	7/23/2026 0:35	VBMS Tier 2 Support	Closed	1476885	7/17/2026		
INC42965733	6/30/2026 11:03	7/14/2026 5:52	7/17/2026 23:04	VBMS Tier 2 Support	Closed	1190967	7/14/2026		
INC42966000	6/30/2026 11:14	7/15/2026 13:21	7/21/2026 0:19	VBMS Tier 2 Support	Closed	1303581	7/15/2026		
INC42966188	6/30/2026 11:22	7/13/2026 9:56	7/16/2026 23:27	VBMS Tier 2 Support	Closed	1118019	7/13/2026		
INC42966258	6/30/2026 11:25	7/14/2026 15:12	7/17/2026 23:04	VBMS Tier 2 Support	Closed	1223175	7/14/2026		
INC42966277	6/30/2026 11:26	7/14/2026 5:53	7/17/2026 23:04	VBMS Tier 2 Support	Closed	1189610	7/14/2026		
INC42966520	6/30/2026 11:38	7/17/2026 5:37	7/22/2026 23:08	VBMS Tier 2 Support	Closed	1447148	7/17/2026		
INC42966658	6/30/2026 11:44	7/16/2026 12:40	7/21/2026 23:01	VBMS Tier 2 Support	Closed	1385740	7/16/2026		
INC42966818	6/30/2026 11:51	7/17/2026 9:09	7/17/2026 9:10	VBMS Tier 2 Support	Closed	1459051	7/17/2026		
INC42967407	6/30/2026 12:19	7/16/2026 15:30	7/21/2026 23:01	VBMS Tier 2 Support	Closed	1393861	7/16/2026		
INC42967973	6/30/2026 12:45	7/17/2026 15:47	7/22/2026 23:08	VBMS Tier 2 Support	Closed	1479716	7/17/2026		
INC42968143	6/30/2026 12:54	7/15/2026 7:53	7/20/2026 23:25	EMRR	Closed	1277961	7/15/2026		
INC42968449	6/30/2026 13:09	7/16/2026 16:52	7/21/2026 23:01	VBMS Tier 2 Support	Closed	1395763	7/16/2026		
INC42968531	6/30/2026 13:13	7/14/2026 16:55	7/17/2026 23:04	VBMS Tier 2 Support	Closed	1222913	7/14/2026		
INC42969157	6/30/2026 13:42	7/16/2026 16:53	7/17/2026 7:10	VBMS Tier 2 Support	Closed	1393870	7/16/2026		
INC42969231	6/30/2026 13:45	7/16/2026 15:35	7/21/2026 23:01	VBMS Tier 2 Support	Closed	1389026	7/16/2026		
INC42970473	6/30/2026 14:46	7/14/2026 15:28	7/17/2026 23:04	VBMS Tier 2 Support	Closed	1212137	7/14/2026		
INC42970659	6/30/2026 14:53	7/17/2026 16:33	7/22/2026 23:07	QHVA	Closed	1474782	7/17/2026		INC43074144
INC42970826	6/30/2026 15:03	7/16/2026 8:43	7/21/2026 23:01	VBMS Tier 2 Support	Closed	1359599	7/16/2026		
INC42971093	6/30/2026 15:18	7/17/2026 15:54	7/22/2026 23:42	VBMS Tier 2 Support	Closed	1470953	7/17/2026		
INC42971207	6/30/2026 15:26	7/13/2026 16:16	7/17/2026 0:58	VBMS Tier 2 Support	Closed	1126202	7/13/2026		
INC42971415	6/30/2026 15:43	7/13/2026 16:17	7/16/2026 23:14	VBMS Tier 2 Support	Closed	1125244	7/13/2026		
INC42971546	6/30/2026 15:53	7/17/2026 16:24	7/23/2026 0:30	VBMS Tier 2 Support	Closed	1470628	7/17/2026		
INC42971602	6/30/2026 15:58	7/16/2026 8:38	7/21/2026 23:01	VBMS Tier 2 Support	Closed	1355983	7/16/2026		
INC42971670	6/30/2026 16:04	7/15/2026 8:21	7/20/2026 23:36	VBMS Tier 2 Support	Closed	1268167	7/15/2026		
INC42972310	6/30/2026 17:23	7/14/2026 5:54	7/17/2026 23:04	VBMS Tier 2 Support	Closed	1168261	7/14/2026		
INC42972606	6/30/2026 18:14	7/17/2026 13:01	7/23/2026 0:28	VBMS Tier 2 Support	Closed	1450035	7/17/2026		
INC42972609	6/30/2026 18:15	7/14/2026 11:56	7/17/2026 23:04	VBMS Tier 2 Support	Closed	1186859	7/14/2026		
INC42974427	7/1/2026 6:31	7/15/2026 11:19	7/20/2026 23:00	VBMS Tier 2 Support	Closed	1226862	7/15/2026		
INC42975321	7/1/2026 7:26	7/17/2026 12:17	7/22/2026 23:03	VBMS Tier 2 Support	Closed	1399829	7/17/2026		
INC42976286	7/1/2026 8:11	7/17/2026 16:23	7/23/2026 0:08	VBMS Tier 2 Support	Closed	1411949	7/17/2026		
INC42976962	7/1/2026 8:42	7/14/2026 16:46	7/17/2026 23:04	VBMS Tier 2 Support	Closed	1152290	7/14/2026		
INC42977171	7/1/2026 8:51	7/18/2026 7:51	7/23/2026 23:50	VBMS Tier 2 Support	Closed	1465206	7/18/2026		

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Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC42977172	7/1/2026 8:51	7/15/2026 5:35	7/20/2026 23:18	VBMS Tier 2 Support	Closed	1197872	7/15/2026		
INC42977454	7/1/2026 9:02	7/16/2026 9:55	7/21/2026 23:02	VBMS Tier 2 Support	Closed	1299149	7/16/2026		
INC42977609	7/1/2026 9:08	7/15/2026 5:36	7/21/2026 0:25	VBMS Tier 2 Support	Closed	1196891	7/15/2026		
INC42977626	7/1/2026 9:09	7/17/2026 16:26	7/22/2026 23:15	VBMS Tier 2 Support	Closed	1408632	7/17/2026		
INC42978846	7/1/2026 10:02	7/16/2026 15:33	7/21/2026 23:02	VBMS Tier 2 Support	Closed	1315814	7/16/2026		
INC42978854	7/1/2026 10:03	7/16/2026 15:34	7/21/2026 23:02	VBMS Tier 2 Support	Closed	1315846	7/16/2026		
INC42978915	7/1/2026 10:05	7/16/2026 15:39	7/21/2026 23:02	VBMS Tier 2 Support	Closed	1316055	7/16/2026		
INC42979199	7/1/2026 10:19	7/17/2026 16:30	7/22/2026 23:58	VBMS Tier 2 Support	Closed	1404713	7/17/2026		
INC42979671	7/1/2026 10:39	7/17/2026 11:44	7/23/2026 0:06	VBMS Tier 2 Support	Closed	1386329	7/17/2026		
INC42979686	7/1/2026 10:39	7/17/2026 14:57	7/23/2026 0:07	VBMS Tier 2 Support	Closed	1397877	7/17/2026		
INC42979736	7/1/2026 10:42	7/14/2026 12:52	7/17/2026 23:04	VBMS Tier 2 Support	Closed	1130996	7/14/2026		
INC42980507	7/1/2026 11:14	7/15/2026 15:28	7/20/2026 23:10	VBMS Tier 2 Support	Closed	1224809	7/15/2026		
INC42981505	7/1/2026 11:59	7/15/2026 5:38	7/20/2026 23:50	VBMS Tier 2 Support	Closed	1186721	7/15/2026		
INC42982754	7/1/2026 12:56	7/15/2026 5:39	7/20/2026 23:03	VBMS Tier 2 Support	Closed	1183409	7/15/2026		
INC42983045	7/1/2026 13:08	7/17/2026 16:49	7/22/2026 23:29	VBMS Tier 2 Support	Closed	1395637	7/17/2026		
INC42985212	7/1/2026 14:56	7/14/2026 12:37	7/17/2026 23:05	VBMS Tier 2 Support	Closed	1114857	7/14/2026		
INC42985219	7/1/2026 14:57	7/14/2026 11:29	7/17/2026 23:05	VBMS Tier 2 Support	Closed	1110769	7/14/2026		
INC42985606	7/1/2026 15:21	7/13/2026 15:59	7/17/2026 1:16	VBMS Tier 2 Support	Closed	1039079	7/13/2026		
INC42987052	7/1/2026 18:34	7/15/2026 5:41	7/20/2026 23:45	VBMS Tier 2 Support	Closed	1163227	7/15/2026		
INC42987208	7/1/2026 19:18	7/15/2026 5:42	7/21/2026 0:28	VBMS Tier 2 Support	Closed	1160612	7/15/2026		
INC42987328	7/1/2026 20:05	7/15/2026 5:43	7/15/2026 11:03	VBMS Tier 2 Support	Closed	1157892	7/15/2026		
INC42989130	7/2/2026 7:27	7/17/2026 9:29	7/22/2026 23:02	VBMS Tier 2 Support	Closed	1303310	7/17/2026		
INC42989301	7/2/2026 7:35	7/13/2026 16:18	7/17/2026 0:33	VBMS Tier 2 Support	Closed	981730	7/13/2026		
INC42989515	7/2/2026 7:47	7/17/2026 15:07	7/22/2026 23:58	VBMS Tier 2 Support	Closed	1322394	7/17/2026		
INC42989637	7/2/2026 7:53	7/13/2026 8:20	7/16/2026 23:32	VBMS Tier 2 Support	Closed	952013	7/13/2026		
INC42990198	7/2/2026 8:23	7/13/2026 15:55	7/17/2026 0:35	VBMS Tier 2 Support	Closed	977551	7/13/2026		
INC42990250	7/2/2026 8:26	7/17/2026 15:42	7/23/2026 0:28	VBMS Tier 2 Support	Closed	1322192	7/17/2026		
INC42990256	7/2/2026 8:26	7/17/2026 15:23	7/23/2026 0:15	VBMS Tier 2 Support	Closed	1321067	7/17/2026		
INC42990295	7/2/2026 8:28	7/17/2026 13:26	7/23/2026 0:13	VBMS Tier 2 Support	Closed	1313867	7/17/2026		
INC42991581	7/2/2026 9:33	7/17/2026 15:36	7/22/2026 23:26	VBMS Tier 2 Support	Closed	1317751	7/17/2026		
INC42991613	7/2/2026 9:35	7/14/2026 12:32	7/14/2026 14:41	VBMS Tier 2 Support	Closed	1047448	7/14/2026		
INC42991876	7/2/2026 9:48	7/15/2026 5:17	7/20/2026 23:18	VBMS Tier 2 Support	Closed	1106959	7/15/2026		
INC42992211	7/2/2026 10:04	7/13/2026 9:29	7/17/2026 1:00	VBMS Tier 2 Support	Closed	948319	7/13/2026		
INC42992672	7/2/2026 10:28	7/14/2026 11:31	7/17/2026 23:05	VBMS Tier 2 Support	Closed	1040590	7/14/2026		
INC42993024	7/2/2026 10:46	7/13/2026 9:41	7/17/2026 0:54	VBMS Tier 2 Support	Closed	946514	7/13/2026		
INC42993470	7/2/2026 11:09	7/17/2026 14:30	7/23/2026 0:24	VBMS Tier 2 Support	Closed	1308052	7/17/2026		
INC42993620	7/2/2026 11:16	7/14/2026 13:45	7/17/2026 23:05	VBMS Tier 2 Support	Closed	1045708	7/14/2026		
INC42993677	7/2/2026 11:19	7/17/2026 15:49	7/22/2026 23:00	VBMS Tier 2 Support	Closed	1312215	7/17/2026		
INC42993867	7/2/2026 11:28	7/14/2026 5:21	7/17/2026 23:05	VBMS Tier 2 Support	Closed	1014754	7/14/2026		

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Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC42994315	7/2/2026 11:52	7/13/2026 14:17	7/17/2026 0:34	VBMS Tier 2 Support	Closed	959102	7/13/2026		
INC42994703	7/2/2026 12:14	7/14/2026 11:33	7/17/2026 23:05	VBMS Tier 2 Support	Closed	1034324	7/14/2026		
INC42994797	7/2/2026 12:20	7/17/2026 15:53	7/22/2026 23:39	VBMS Tier 2 Support	Closed	1308831	7/17/2026		
INC42996884	7/2/2026 14:18	7/14/2026 12:37	7/17/2026 23:05	VBMS Tier 2 Support	Closed	1030788	7/14/2026		
INC42997215	7/2/2026 14:40	7/13/2026 16:34	7/16/2026 23:13	VBMS Tier 2 Support	Closed	957266	7/13/2026		
INC42998221	7/2/2026 16:17	7/13/2026 10:08	7/16/2026 23:21	VBMS Tier 2 Support	Closed	928265	7/13/2026		
INC42998649	7/2/2026 17:04	7/14/2026 11:23	7/17/2026 23:06	VBMS Tier 2 Support	Closed	1016334	7/14/2026		
INC42998730	7/2/2026 17:17	7/14/2026 15:43	7/17/2026 23:06	VBMS Tier 2 Support	Closed	1031194	7/14/2026		
INC43000341	7/3/2026 8:45	7/15/2026 7:40	7/20/2026 23:27	VBMS Tier 2 Support	Closed	1032914	7/15/2026		
INC43000981	7/3/2026 12:37	7/13/2026 16:21	7/16/2026 23:00	VBMS Tier 2 Support	Closed	877427	7/13/2026		
INC43001014	7/3/2026 12:55	7/16/2026 11:51	7/16/2026 12:02	VBMS Tier 2 Support	Closed	1119323	7/16/2026		
INC43001042	7/3/2026 13:12	7/16/2026 11:55	7/21/2026 23:02	VBMS Tier 2 Support	Closed	1118591	7/16/2026		
INC43001062	7/3/2026 13:22	7/17/2026 15:56	7/22/2026 23:50	VBMS Tier 2 Support	Closed	1218873	7/17/2026		
INC43002886	7/4/2026 10:22	7/17/2026 12:58	7/22/2026 23:12	VBMS Tier 2 Support	Closed	1132584	7/17/2026		
INC43004978	7/5/2026 11:19	7/13/2026 14:49	7/17/2026 0:40	VBMS Tier 2 Support	Closed	703796	7/13/2026		
INC43005006	7/5/2026 11:37	7/13/2026 15:03	7/17/2026 0:26	VBMS Tier 2 Support	Closed	703536	7/13/2026		
INC43005034	7/5/2026 11:54	7/13/2026 15:08	7/16/2026 22:59	VBMS Tier 2 Support	Closed	702853	7/13/2026		
INC43006438	7/6/2026 5:53	7/14/2026 11:13	7/17/2026 23:06	VBMS Tier 2 Support	Closed	710430	7/14/2026		
INC43007608	7/6/2026 7:16	7/17/2026 18:05	7/22/2026 23:52	VBMS Tier 2 Support	Closed	989349	7/17/2026		
INC43008371	7/6/2026 7:46	7/14/2026 13:00	7/17/2026 23:06	VBMS Tier 2 Support	Closed	710009	7/14/2026		
INC43008738	7/6/2026 8:01	7/14/2026 15:41	7/17/2026 23:06	VBMS Tier 2 Support	Closed	718816	7/14/2026		
INC43009726	7/6/2026 8:39	7/14/2026 12:39	7/17/2026 23:06	VBMS Tier 2 Support	Closed	705620	7/14/2026		
INC43009772	7/6/2026 8:41	7/13/2026 11:09	7/17/2026 0:23	VBMS Tier 2 Support	Closed	613648	7/13/2026		
INC43009831	7/6/2026 8:43	7/14/2026 11:58	7/17/2026 23:06	VBMS Tier 2 Support	Closed	702856	7/14/2026		
INC43010571	7/6/2026 9:08	7/14/2026 13:09	7/17/2026 23:06	VBMS Tier 2 Support	Closed	705648	7/14/2026		
INC43010630	7/6/2026 9:10	7/16/2026 14:21	7/21/2026 23:03	VBMS Tier 2 Support	Closed	882637	7/16/2026		
INC43011664	7/6/2026 9:48	7/16/2026 16:34	7/21/2026 23:03	VBMS Tier 2 Support	Closed	888348	7/16/2026		
INC43011668	7/6/2026 9:48	7/15/2026 15:34	7/20/2026 23:03	VBMS Tier 2 Support	Closed	798372	7/15/2026		
INC43011797	7/6/2026 9:53	7/17/2026 10:33	7/20/2026 12:41	VBMS Tier 2 Support	Closed	952792	7/17/2026		
INC43012959	7/6/2026 10:42	7/16/2026 10:47	7/21/2026 23:03	VBMS Tier 2 Support	Closed	864326	7/16/2026		
INC43012960	7/6/2026 10:42	7/14/2026 12:36	7/17/2026 23:07	VBMS Tier 2 Support	Closed	698057	7/14/2026		
INC43013215	7/6/2026 10:52	7/13/2026 12:28	7/17/2026 0:39	VBMS Tier 2 Support	Closed	610567	7/13/2026		
INC43013273	7/6/2026 10:54	7/14/2026 15:42	7/17/2026 23:07	VBMS Tier 2 Support	Closed	708469	7/14/2026		
INC43013374	7/6/2026 10:58	7/15/2026 15:37	7/15/2026 15:56	VBMS Tier 2 Support	Closed	794311	7/15/2026		
INC43013870	7/6/2026 11:20	7/14/2026 12:06	7/17/2026 23:07	VBMS Tier 2 Support	Closed	694015	7/14/2026		
INC43014038	7/6/2026 11:27	7/14/2026 12:08	7/17/2026 23:07	VBMS Tier 2 Support	Closed	693627	7/14/2026		
INC43014746	7/6/2026 11:59	7/16/2026 16:32	7/21/2026 23:03	VBMS Tier 2 Support	Closed	880398	7/16/2026		
INC43015329	7/6/2026 12:23	7/16/2026 10:25	7/21/2026 23:03	VBMS Tier 2 Support	Closed	856898	7/16/2026		
INC43015458	7/6/2026 12:29	7/15/2026 11:11	7/20/2026 23:02	VBMS Tier 2 Support	Closed	772902	7/15/2026		

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Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC43015675	7/6/2026 12:38	7/14/2026 12:40	7/17/2026 23:07	VBMS Tier 2 Support	Closed	691303	7/14/2026		
INC43016390	7/6/2026 13:14	7/14/2026 11:56	7/17/2026 23:07	VBMS Tier 2 Support	Closed	686521	7/14/2026		
INC43016470	7/6/2026 13:18	7/17/2026 8:51	7/22/2026 23:03	VBMS Tier 2 Support	Closed	934378	7/17/2026		
INC43016614	7/6/2026 13:24	7/14/2026 12:38	7/17/2026 23:07	VBMS Tier 2 Support	Closed	688479	7/14/2026		
INC43017190	7/6/2026 13:52	7/17/2026 16:34	7/22/2026 23:03	QHVA	Closed	960131	7/17/2026		INC43074144
INC43017317	7/6/2026 13:58	7/16/2026 11:48	7/21/2026 23:03	VBMS Tier 2 Support	Closed	856165	7/16/2026		
INC43017567	7/6/2026 14:12	7/14/2026 15:45	7/17/2026 23:07	VBMS Tier 2 Support	Closed	696771	7/14/2026		
INC43017760	7/6/2026 14:22	7/15/2026 7:43	7/21/2026 0:13	VBMS Tier 2 Support	Closed	753643	7/15/2026		
INC43017847	7/6/2026 14:27	7/14/2026 12:55	7/14/2026 12:56	VBMS Tier 2 Support	Closed	685700	7/14/2026		
INC43017988	7/6/2026 14:35	7/13/2026 15:33	7/17/2026 0:53	VBMS Tier 2 Support	Closed	608312	7/13/2026		
INC43018562	7/6/2026 15:10	7/16/2026 11:37	7/21/2026 23:03	VBMS Tier 2 Support	Closed	851197	7/16/2026		
INC43019155	7/6/2026 15:59	7/16/2026 10:51	7/21/2026 23:03	VBMS Tier 2 Support	Closed	845512	7/16/2026		
INC43019352	7/6/2026 16:21	7/17/2026 10:46	7/22/2026 23:31	VBMS Tier 2 Support	Closed	930267	7/17/2026		
INC43020245	7/6/2026 19:02	7/13/2026 11:17	7/17/2026 0:10	VBMS Tier 2 Support	Closed	576903	7/13/2026		
INC43020434	7/6/2026 20:28	7/15/2026 11:07	7/21/2026 0:03	VBMS Tier 2 Support	Closed	743934	7/15/2026		
INC43021944	7/7/2026 7:00	7/14/2026 12:58	7/17/2026 23:08	VBMS Tier 2 Support	Closed	626293	7/14/2026		
INC43021973	7/7/2026 7:03	7/14/2026 15:08	7/17/2026 23:08	VBMS Tier 2 Support	Closed	633909	7/14/2026		
INC43022395	7/7/2026 7:24	7/13/2026 10:13	7/16/2026 23:55	VBMS Tier 2 Support	Closed	528570	7/13/2026		
INC43022682	7/7/2026 7:38	7/15/2026 6:31	7/21/2026 0:01	VBMS Tier 2 Support	Closed	687187	7/15/2026		
INC43022961	7/7/2026 7:50	7/14/2026 13:17	7/17/2026 23:08	VBMS Tier 2 Support	Closed	624386	7/14/2026		
INC43023465	7/7/2026 8:10	7/14/2026 8:14	7/17/2026 23:08	VBMS Tier 2 Support	Closed	605070	7/14/2026		
INC43025262	7/7/2026 9:21	7/13/2026 11:58	7/16/2026 23:17	VBMS Tier 2 Support	Closed	527820	7/13/2026		
INC43025408	7/7/2026 9:25	7/14/2026 13:21	7/17/2026 23:08	VBMS Tier 2 Support	Closed	618920	7/14/2026		
INC43025947	7/7/2026 9:42	7/13/2026 13:02	7/17/2026 0:04	VBMS Tier 2 Support	Closed	530366	7/13/2026		
INC43026207	7/7/2026 9:50	7/16/2026 9:18	7/21/2026 23:03	VBMS Tier 2 Support	Closed	775656	7/16/2026		
INC43026375	7/7/2026 9:56	7/14/2026 12:45	7/17/2026 23:08	VBMS Tier 2 Support	Closed	614896	7/14/2026		
INC43026677	7/7/2026 10:07	7/13/2026 17:41	7/16/2026 23:30	VBMS Tier 2 Support	Closed	545627	7/13/2026		
INC43026837	7/7/2026 10:13	7/16/2026 10:56	7/21/2026 23:03	VBMS Tier 2 Support	Closed	780199	7/16/2026		
INC43026855	7/7/2026 10:14	7/14/2026 13:02	7/17/2026 23:08	VBMS Tier 2 Support	Closed	614885	7/14/2026		
INC43027099	7/7/2026 10:23	7/13/2026 11:37	7/16/2026 23:36	VBMS Tier 2 Support	Closed	522793	7/13/2026		
INC43027543	7/7/2026 10:40	7/14/2026 13:26	7/17/2026 23:08	VBMS Tier 2 Support	Closed	614752	7/14/2026	VBMSD-394519	
INC43027563	7/7/2026 10:41	7/16/2026 17:37	7/21/2026 23:03	VBMS Tier 2 Support	Closed	802541	7/16/2026		
INC43028842	7/7/2026 11:37	7/14/2026 15:42	7/17/2026 23:08	VBMS Tier 2 Support	Closed	619529	7/14/2026		
INC43029787	7/7/2026 12:20	7/14/2026 15:20	7/17/2026 23:08	VBMS Tier 2 Support	Closed	615625	7/14/2026	APPEALS-	
INC43029982	7/7/2026 12:28	7/15/2026 8:28	7/15/2026 9:58	VBMS Tier 2 Support	Closed	676801	7/15/2026		
INC43030227	7/7/2026 12:40	7/14/2026 15:31	7/17/2026 23:08	VBMS Tier 2 Support	Closed	615012	7/14/2026		
INC43030367	7/7/2026 12:47	7/15/2026 17:12	7/21/2026 0:05	VBMS Tier 2 Support	Closed	707075	7/15/2026		
INC43030399	7/7/2026 12:49	7/16/2026 10:31	7/21/2026 23:04	VBMS Tier 2 Support	Closed	769340	7/16/2026		
INC43030716	7/7/2026 13:04	7/15/2026 11:20	7/20/2026 23:59	VBMS Tier 2 Support	Closed	684975	7/15/2026		

Resolved Last Week

Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC43031070	7/7/2026 13:23	7/14/2026 9:16	7/17/2026 23:09	VBMS Tier 2 Support	Closed	589985	7/14/2026		
INC43031355	7/7/2026 13:36	7/14/2026 15:19	7/17/2026 23:09	VBMS Tier 2 Support	Closed	610964	7/14/2026		
INC43031525	7/7/2026 13:43	7/13/2026 15:35	7/17/2026 1:00	VBMS Tier 2 Support	Closed	525111	7/13/2026		
INC43031822	7/7/2026 13:56	7/15/2026 13:01	7/20/2026 23:48	VBMS Tier 2 Support	Closed	687852	7/15/2026		
INC43032073	7/7/2026 14:08	7/14/2026 13:50	7/17/2026 23:09	VBMS Tier 2 Support	Closed	603704	7/14/2026		
INC43033952	7/7/2026 16:08	7/14/2026 15:46	7/17/2026 23:09	VBMS Tier 2 Support	Closed	603519	7/14/2026		
INC43034015	7/7/2026 16:14	7/15/2026 11:36	7/20/2026 23:44	VBMS Tier 2 Support	Closed	674518	7/15/2026		
INC43034732	7/7/2026 18:13	7/13/2026 12:59	7/16/2026 23:36	VBMS Tier 2 Support	Closed	499571	7/13/2026		
INC43034936	7/7/2026 19:28	7/13/2026 13:53	7/17/2026 0:33	VBMS Tier 2 Support	Closed	498352	7/13/2026		
INC43035572	7/8/2026 1:26	7/15/2026 12:18	7/20/2026 23:06	VBMS Tier 2 Support	Closed	643948	7/15/2026		
INC43036089	7/8/2026 6:14	7/13/2026 15:16	7/16/2026 23:28	VBMS Tier 2 Support	Closed	464554	7/13/2026		
INC43036119	7/8/2026 6:18	7/14/2026 8:38	7/17/2026 23:09	VBMS Tier 2 Support	Closed	526839	7/14/2026		
INC43036344	7/8/2026 6:40	7/14/2026 9:36	7/17/2026 23:09	VBMS Tier 2 Support	Closed	528918	7/14/2026		
INC43036532	7/8/2026 6:56	7/14/2026 10:21	7/17/2026 23:09	VBMS Tier 2 Support	Closed	530703	7/14/2026		
INC43036784	7/8/2026 7:14	7/16/2026 10:09	7/21/2026 23:04	VBMS Tier 2 Support	Closed	701722	7/16/2026		
INC43036831	7/8/2026 7:16	7/15/2026 13:17	7/20/2026 23:46	VBMS Tier 2 Support	Closed	626446	7/15/2026		
INC43037612	7/8/2026 7:57	7/14/2026 11:49	7/17/2026 23:09	VBMS Tier 2 Support	Closed	532299	7/14/2026		
INC43037919	7/8/2026 8:14	7/15/2026 14:42	7/20/2026 23:07	VBMS Tier 2 Support	Closed	628099	7/15/2026		
INC43038099	7/8/2026 8:23	7/17/2026 10:57	7/23/2026 0:13	VBMS Tier 2 Support	Closed	786878	7/17/2026		
INC43038527	7/8/2026 8:42	7/14/2026 11:00	7/17/2026 23:10	VBMS Tier 2 Support	Closed	526682	7/14/2026		
INC43038576	7/8/2026 8:43	7/15/2026 14:47	7/20/2026 23:47	VBMS Tier 2 Support	Closed	626616	7/15/2026		
INC43038874	7/8/2026 8:58	7/14/2026 12:01	7/17/2026 23:10	VBMS Tier 2 Support	Closed	529375	7/14/2026		
INC43038993	7/8/2026 9:04	7/14/2026 13:04	7/17/2026 23:10	VBMS Tier 2 Support	Closed	532795	7/14/2026		
INC43039361	7/8/2026 9:21	7/17/2026 16:35	7/22/2026 23:31	QHVA	Closed	803644	7/17/2026		INC43074144
INC43039476	7/8/2026 9:26	7/14/2026 15:47	7/17/2026 23:10	VBMS Tier 2 Support	Closed	541259	7/14/2026		
INC43039584	7/8/2026 9:31	7/16/2026 14:23	7/21/2026 23:04	VBMS Tier 2 Support	Closed	708689	7/16/2026		
INC43039706	7/8/2026 9:37	7/14/2026 15:42	7/17/2026 23:10	VBMS Tier 2 Support	Closed	540328	7/14/2026		
INC43039709	7/8/2026 9:37	7/16/2026 13:36	7/21/2026 23:04	VBMS Tier 2 Support	Closed	705569	7/16/2026		
INC43040319	7/8/2026 10:03	7/15/2026 18:17	7/21/2026 0:15	VBMS Tier 2 Support	Closed	634446	7/15/2026		
INC43040667	7/8/2026 10:18	7/13/2026 12:16	7/16/2026 23:18	VBMS Tier 2 Support	Closed	439063	7/13/2026		
INC43040830	7/8/2026 10:25	7/15/2026 13:02	7/21/2026 0:16	VBMS Tier 2 Support	Closed	614214	7/15/2026		
INC43041208	7/8/2026 10:41	7/15/2026 15:48	7/21/2026 0:14	VBMS Tier 2 Support	Closed	623262	7/15/2026		
INC43041224	7/8/2026 10:42	7/13/2026 16:07	7/16/2026 23:42	VBMS Tier 2 Support	Closed	451528	7/13/2026		
INC43041291	7/8/2026 10:45	7/16/2026 9:14	7/21/2026 23:04	VBMS Tier 2 Support	Closed	685761	7/16/2026		
INC43041511	7/8/2026 10:55	7/16/2026 8:54	7/21/2026 23:04	VBMS Tier 2 Support	Closed	683948	7/16/2026		
INC43041587	7/8/2026 10:58	7/17/2026 12:21	7/22/2026 23:43	VBMS Tier 2 Support	Closed	782525	7/17/2026		
INC43041637	7/8/2026 11:01	7/14/2026 15:32	7/17/2026 23:10	VBMS Tier 2 Support	Closed	534662	7/14/2026		
INC43041695	7/8/2026 11:03	7/13/2026 15:53	7/17/2026 0:26	VBMS Tier 2 Support	Closed	449359	7/13/2026		
INC43041790	7/8/2026 11:08	7/16/2026 12:15	7/21/2026 23:04	VBMS Tier 2 Support	Closed	695192	7/16/2026		

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Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC43041819	7/8/2026 11:09	7/15/2026 16:01	7/15/2026 16:03	VBMS Tier 2 Support	Closed	622293	7/15/2026		
INC43042452	7/8/2026 11:41	7/17/2026 9:37	7/22/2026 23:23	VBMS Tier 2 Support	Closed	770205	7/17/2026		
INC43042530	7/8/2026 11:45	7/17/2026 11:32	7/22/2026 23:14	VBMS Tier 2 Support	Closed	776792	7/17/2026		
INC43043040	7/8/2026 12:09	7/14/2026 15:34	7/17/2026 23:10	VBMS Tier 2 Support	Closed	530662	7/14/2026		
INC43043557	7/8/2026 12:36	7/17/2026 8:48	7/22/2026 23:54	VBMS Tier 2 Support	Closed	763912	7/17/2026		
INC43043660	7/8/2026 12:42	7/15/2026 15:55	7/21/2026 0:21	VBMS Tier 2 Support	Closed	616390	7/15/2026		
INC43044583	7/8/2026 13:28	7/17/2026 13:14	7/22/2026 23:43	VBMS Tier 2 Support	Closed	776743	7/17/2026		
INC43044856	7/8/2026 13:42	7/15/2026 18:17	7/21/2026 0:18	VBMS Tier 2 Support	Closed	621336	7/15/2026		
INC43045220	7/8/2026 13:56	7/13/2026 11:53	7/17/2026 0:37	VBMS Tier 2 Support	Closed	424654	7/13/2026		
INC43045511	7/8/2026 14:11	7/13/2026 9:18	7/17/2026 0:02	VBMS Tier 2 Support	Closed	414449	7/13/2026		
INC43045852	7/8/2026 14:27	7/17/2026 13:06	7/22/2026 23:54	VBMS Tier 2 Support	Closed	772724	7/17/2026		
INC43046218	7/8/2026 14:47	7/17/2026 7:07	7/23/2026 0:22	VBMS Tier 2 Support	Closed	750047	7/17/2026		
INC43046610	7/8/2026 15:09	7/14/2026 15:35	7/17/2026 23:11	VBMS Tier 2 Support	Closed	519946	7/14/2026		
INC43047732	7/8/2026 16:46	7/14/2026 10:52	7/17/2026 23:12	VBMS Tier 2 Support	Closed	497157	7/14/2026		
INC43050281	7/9/2026 7:13	7/15/2026 16:03	7/20/2026 23:10	VBMS Tier 2 Support	Closed	550201	7/15/2026		
INC43050316	7/9/2026 7:15	7/17/2026 16:32	7/17/2026 17:01	QHVA	Closed	724633	7/17/2026		INC43074144
INC43050347	7/9/2026 7:17	7/14/2026 10:26	7/17/2026 23:12	VBMS Tier 2 Support	Closed	443348	7/14/2026		
INC43050627	7/9/2026 7:32	7/17/2026 8:44	7/23/2026 0:10	VBMS Tier 2 Support	Closed	695520	7/17/2026		
INC43051771	7/9/2026 8:31	7/15/2026 16:04	7/21/2026 0:14	VBMS Tier 2 Support	Closed	545562	7/15/2026		
INC43051770	7/9/2026 8:31	7/14/2026 5:41	7/17/2026 23:12	VBMS Tier 2 Support	Closed	421767	7/14/2026		
INC43053423	7/9/2026 9:48	7/16/2026 16:29	7/21/2026 23:05	VBMS Tier 2 Support	Closed	628867	7/16/2026		
INC43053621	7/9/2026 9:57	7/15/2026 16:16	7/20/2026 23:55	VBMS Tier 2 Support	Closed	541169	7/15/2026		
INC43053844	7/9/2026 10:09	7/13/2026 16:55	7/17/2026 0:06	VBMS Tier 2 Support	Closed	369970	7/13/2026		
INC43054007	7/9/2026 10:16	7/14/2026 13:19	7/17/2026 23:13	VBMS Tier 2 Support	Closed	443005	7/14/2026	VBMSD-413799	
INC43054363	7/9/2026 10:30	7/16/2026 13:01	7/21/2026 23:05	VBMS Tier 2 Support	Closed	613827	7/16/2026		
INC43054457	7/9/2026 10:34	7/15/2026 15:49	7/20/2026 23:13	VBMS Tier 2 Support	Closed	537275	7/15/2026		
INC43054667	7/9/2026 10:44	7/17/2026 8:40	7/22/2026 23:33	VBMS Tier 2 Support	Closed	683765	7/17/2026		
INC43054689	7/9/2026 10:46	7/16/2026 6:33	7/21/2026 23:05	VBMS Tier 2 Support	Closed	589631	7/16/2026		
INC43054772	7/9/2026 10:50	7/16/2026 11:08	7/21/2026 23:05	VBMS Tier 2 Support	Closed	605895	7/16/2026		
INC43055970	7/9/2026 11:39	7/16/2026 11:14	7/21/2026 23:05	VBMS Tier 2 Support	Closed	603331	7/16/2026		
INC43056040	7/9/2026 11:42	7/16/2026 11:16	7/21/2026 23:05	VBMS Tier 2 Support	Closed	603246	7/16/2026		
INC43056349	7/9/2026 12:00	7/14/2026 15:38	7/17/2026 23:13	VBMS Tier 2 Support	Closed	445090	7/14/2026		
INC43057233	7/9/2026 12:46	7/17/2026 13:41	7/22/2026 23:25	VBMS Tier 2 Support	Closed	694500	7/17/2026		
INC43057297	7/9/2026 12:50	7/16/2026 11:19	7/21/2026 23:05	VBMS Tier 2 Support	Closed	599339	7/16/2026		
INC43057303	7/9/2026 12:50	7/16/2026 12:01	7/21/2026 23:05	VBMS Tier 2 Support	Closed	601866	7/16/2026		
INC43057516	7/9/2026 13:00	7/16/2026 11:58	7/21/2026 23:05	VBMS Tier 2 Support	Closed	601059	7/16/2026		
INC43058464	7/9/2026 13:39	7/14/2026 15:39	7/17/2026 23:14	VBMS Tier 2 Support	Closed	439199	7/14/2026		
INC43058841	7/9/2026 13:58	7/17/2026 16:35	7/22/2026 23:31	QHVA	Closed	700635	7/17/2026		INC43074144
INC43058850	7/9/2026 13:58	7/16/2026 16:28	7/21/2026 23:07	VBMS Tier 2 Support	Closed	613787	7/16/2026		

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Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC43058952	7/9/2026 14:03	7/15/2026 11:42	7/20/2026 23:04	VBMS Tier 2 Support	Closed	509936	7/15/2026		
INC43059452	7/9/2026 14:25	7/13/2026 9:29	7/16/2026 23:55	VBMS Tier 2 Support	Closed	327834	7/13/2026		
INC43059741	7/9/2026 14:42	7/16/2026 10:58	7/21/2026 23:07	VBMS Tier 2 Support	Closed	591374	7/16/2026		
INC43060939	7/9/2026 15:43	7/17/2026 18:04	7/23/2026 0:04	VBMS Tier 2 Support	Closed	699645	7/17/2026		
INC43061265	7/9/2026 16:16	7/16/2026 15:09	7/21/2026 23:07	VBMS Tier 2 Support	Closed	600824	7/16/2026		
INC43061406	7/9/2026 16:31	7/17/2026 13:27	7/23/2026 0:05	VBMS Tier 2 Support	Closed	680130	7/17/2026		
INC43063253	7/10/2026 5:41	7/15/2026 11:28	7/21/2026 0:21	VBMS Tier 2 Support	Closed	452829	7/15/2026		
INC43063510	7/10/2026 6:25	7/13/2026 10:40	7/17/2026 1:03	VBMS Tier 2 Support	Closed	274516	7/13/2026		
INC43065119	7/10/2026 8:12	7/14/2026 15:39	7/17/2026 23:16	VBMS Tier 2 Support	Closed	372430	7/14/2026		
INC43065141	7/10/2026 8:13	7/16/2026 12:28	7/21/2026 23:07	VBMS Tier 2 Support	Closed	533689	7/16/2026		
INC43065928	7/10/2026 8:52	7/13/2026 13:41	7/17/2026 0:08	VBMS Tier 2 Support	Closed	276499	7/13/2026		
INC43066481	7/10/2026 9:21	7/17/2026 8:24	7/23/2026 0:06	EMRR	Closed	601399	7/17/2026		
INC43066973	7/10/2026 9:44	7/13/2026 9:41	7/17/2026 0:09	VBMS Tier 2 Support	Closed	259048	7/13/2026		
INC43067132	7/10/2026 9:52	7/15/2026 16:19	7/21/2026 0:04	VBMS Tier 2 Support	Closed	455258	7/15/2026		
INC43067149	7/10/2026 9:53	7/14/2026 15:40	7/17/2026 23:17	VBMS Tier 2 Support	Closed	366437	7/14/2026		
INC43067158	7/10/2026 9:53	7/16/2026 11:47	7/21/2026 23:08	VBMS Tier 2 Support	Closed	525240	7/16/2026		
INC43067191	7/10/2026 9:55	7/15/2026 15:49	7/20/2026 23:52	VBMS Tier 2 Support	Closed	453262	7/15/2026		
INC43067200	7/10/2026 9:56	7/13/2026 10:43	7/16/2026 23:51	VBMS Tier 2 Support	Closed	262057	7/13/2026		
INC43067303	7/10/2026 10:01	7/13/2026 17:52	7/17/2026 0:02	VBMS Tier 2 Support	Closed	287489	7/13/2026		
INC43067352	7/10/2026 10:03	7/15/2026 15:22	7/20/2026 23:21	VBMS Tier 2 Support	Closed	451163	7/15/2026		
INC43067714	7/10/2026 10:21	7/13/2026 14:37	7/16/2026 23:01	VBMS Tier 2 Support	Closed	274600	7/13/2026		
INC43068533	7/10/2026 11:01	7/14/2026 15:43	7/17/2026 23:17	VBMS Tier 2 Support	Closed	362508	7/14/2026		
INC43068614	7/10/2026 11:06	7/14/2026 15:42	7/17/2026 8:59	VBMS Tier 2 Support	Closed	362203	7/14/2026		
INC43068862	7/10/2026 11:18	7/14/2026 7:27	7/17/2026 23:18	VBMS Tier 2 Support	Closed	331716	7/14/2026		
INC43068993	7/10/2026 11:25	7/13/2026 9:39	7/17/2026 0:42	VBMS Tier 2 Support	Closed	252861	7/13/2026		
INC43069272	7/10/2026 11:41	7/14/2026 16:17	7/17/2026 23:18	VBMS Tier 2 Support	Closed	362159	7/14/2026		
INC43069292	7/10/2026 11:42	7/13/2026 14:46	7/17/2026 1:13	VBMS Tier 2 Support	Closed	270227	7/13/2026		
INC43069629	7/10/2026 11:59	7/17/2026 13:14	7/23/2026 0:11	VBMS Tier 2 Support	Closed	609319	7/17/2026		
INC43070322	7/10/2026 12:36	7/13/2026 15:18	7/16/2026 23:29	VBMS Tier 2 Support	Closed	268941	7/13/2026		
INC43070719	7/10/2026 12:56	7/15/2026 6:11	7/21/2026 0:29	VBMS Tier 2 Support	Closed	407712	7/15/2026		
INC43071362	7/10/2026 13:31	7/15/2026 15:33	7/21/2026 0:31	VBMS Tier 2 Support	Closed	439298	7/15/2026		
INC43071910	7/10/2026 14:05	7/17/2026 18:04	7/22/2026 23:00	VBMS Tier 2 Support	Closed	619085	7/17/2026		
INC43073248	7/10/2026 15:39	7/16/2026 11:15	7/21/2026 23:08	VBMS Tier 2 Support	Closed	502537	7/16/2026		
INC43073358	7/10/2026 15:51	7/14/2026 15:43	7/17/2026 23:19	VBMS Tier 2 Support	Closed	345131	7/14/2026		
INC43073543	7/10/2026 16:16	7/13/2026 17:12	7/17/2026 0:46	VBMS Tier 2 Support	Closed	262546	7/13/2026		
INC43073889	7/10/2026 17:18	7/13/2026 18:22	7/17/2026 1:13	VBMS Tier 2 Support	Closed	263026	7/13/2026		
INC43073891	7/10/2026 17:18	7/14/2026 16:58	7/17/2026 23:20	VBMS Tier 2 Support	Closed	344396	7/14/2026		
INC43073969	7/10/2026 17:37	7/14/2026 15:48	7/17/2026 23:20	VBMS Tier 2 Support	Closed	339091	7/14/2026		
INC43074144	7/10/2026 18:17	7/17/2026 16:34	7/22/2026 23:31	QHVA	Closed	598650	7/17/2026		

Resolved Last Week

Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC43074211	7/10/2026 18:38	7/17/2026 16:35	7/22/2026 23:31	QHVA	Closed	597383	7/17/2026		INC43074144
INC43074225	7/10/2026 18:44	7/17/2026 16:35	7/22/2026 23:28	QHVA	Closed	597035	7/17/2026		INC43074144
INC43074332	7/10/2026 19:23	7/14/2026 7:58	7/17/2026 23:20	VBMS Tier 2 Support	Closed	304481	7/14/2026		
INC43074604	7/10/2026 21:44	7/17/2026 16:35	7/22/2026 23:31	QHVA	Closed	586263	7/17/2026		INC43074144
INC43074615	7/10/2026 21:49	7/17/2026 16:35	7/22/2026 23:07	QHVA	Closed	585923	7/17/2026		INC43074144
INC43074624	7/10/2026 21:53	7/17/2026 16:35	7/22/2026 23:31	QHVA	Closed	585703	7/17/2026		INC43074144
INC43074634	7/10/2026 22:03	7/17/2026 16:35	7/22/2026 23:31	QHVA	Closed	585089	7/17/2026		INC43074144
INC43075496	7/11/2026 7:15	7/17/2026 16:35	7/22/2026 23:29	QHVA	Closed	551955	7/17/2026		INC43074144
INC43075538	7/11/2026 7:32	7/16/2026 6:28	7/21/2026 23:09	VBMS Tier 2 Support	Closed	428113	7/16/2026		
INC43075565	7/11/2026 7:43	7/17/2026 16:35	7/22/2026 23:31	QHVA	Closed	550334	7/17/2026		INC43074144
INC43075627	7/11/2026 8:09	7/17/2026 16:35	7/22/2026 23:31	QHVA	Closed	548773	7/17/2026		INC43074144
INC43075666	7/11/2026 8:28	7/17/2026 16:35	7/22/2026 23:12	QHVA	Closed	547604	7/17/2026		INC43074144
INC43075723	7/11/2026 8:55	7/17/2026 16:35	7/22/2026 23:31	QHVA	Closed	546010	7/17/2026		INC43074144
INC43075724	7/11/2026 8:55	7/15/2026 5:44	7/20/2026 23:25	VBMS Tier 2 Support	Closed	334154	7/15/2026		
INC43075779	7/11/2026 9:15	7/17/2026 16:35	7/22/2026 23:11	QHVA	Closed	544765	7/17/2026		INC43074144
INC43075783	7/11/2026 9:17	7/17/2026 16:35	7/22/2026 23:09	QHVA	Closed	544682	7/17/2026		INC43074144
INC43075801	7/11/2026 9:24	7/15/2026 6:07	7/21/2026 0:18	VBMS Tier 2 Support	Closed	333825	7/15/2026		
INC43076041	7/11/2026 9:50	7/17/2026 16:35	7/17/2026 16:37	QHVA	Closed	542656	7/17/2026		INC43074144
INC43076108	7/11/2026 10:23	7/16/2026 6:29	7/21/2026 23:09	VBMS Tier 2 Support	Closed	417920	7/16/2026		
INC43076114	7/11/2026 10:26	7/17/2026 16:35	7/22/2026 23:31	QHVA	Closed	540498	7/17/2026		INC43074144
INC43076115	7/11/2026 10:27	7/15/2026 5:38	7/21/2026 0:25	VBMS Tier 2 Support	Closed	328241	7/15/2026		
INC43076254	7/11/2026 11:31	7/17/2026 16:35	7/22/2026 23:07	QHVA	Closed	536640	7/17/2026		INC43074144
INC43076311	7/11/2026 11:53	7/14/2026 14:29	7/17/2026 23:20	VBMS Tier 2 Support	Closed	268520	7/14/2026		
INC43076530	7/11/2026 13:33	7/16/2026 14:53	7/16/2026 16:07	VBMS Tier 2 Support	Closed	436838	7/16/2026		
INC43080163	7/13/2026 6:32	7/14/2026 12:57	7/17/2026 23:22	VBMS Tier 2 Support	Closed	109476	7/14/2026		
INC43080452	7/13/2026 6:52	7/13/2026 11:03	7/17/2026 0:06	VBMS Tier 2 Support	Closed	15062	7/13/2026		
INC43081833	7/13/2026 7:46	7/13/2026 18:38	7/17/2026 0:13	VBMS Tier 2 Support	Closed	39091	7/13/2026		
INC43082124	7/13/2026 7:58	7/13/2026 12:25	7/16/2026 23:36	VBMS Tier 2 Support	Closed	16039	7/13/2026		
INC43082265	7/13/2026 8:03	7/13/2026 15:25	7/17/2026 0:07	VBMS Tier 2 Support	Closed	26512	7/13/2026		
INC43082653	7/13/2026 8:17	7/13/2026 10:54	7/17/2026 0:05	VBMS Tier 2 Support	Closed	9426	7/13/2026		
INC43082930	7/13/2026 8:28	7/13/2026 15:41	7/17/2026 0:48	VBMS Tier 2 Support	Closed	25967	7/13/2026		
INC43083161	7/13/2026 8:38	7/16/2026 8:25	7/21/2026 23:10	VBMS Tier 2 Support	Closed	258460	7/16/2026		
INC43083523	7/13/2026 8:53	7/13/2026 12:23	7/17/2026 0:52	VBMS Tier 2 Support	Closed	12604	7/13/2026		
INC43083893	7/13/2026 9:08	7/14/2026 8:30	7/17/2026 23:24	VBMS Tier 2 Support	Closed	84127	7/14/2026		
INC43084485	7/13/2026 9:31	7/16/2026 12:26	7/21/2026 23:10	VBMS Tier 2 Support	Closed	269682	7/16/2026		
INC43085232	7/13/2026 9:59	7/13/2026 12:38	7/16/2026 23:46	VBMS Tier 2 Support	Closed	9573	7/13/2026		
INC43085388	7/13/2026 10:05	7/13/2026 15:43	7/13/2026 16:05	VBMS Tier 2 Support	Closed	20256	7/13/2026		
INC43086000	7/13/2026 10:29	7/13/2026 15:24	7/16/2026 23:12	VBMS Tier 2 Support	Closed	17686	7/13/2026		
INC43086091	7/13/2026 10:32	7/16/2026 17:05	7/21/2026 23:10	VBMS Tier 2 Support	Closed	282757	7/16/2026		

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Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC43086181	7/13/2026 10:37	7/15/2026 12:52	7/20/2026 23:15	VBMS Tier 2 Support	Closed	180890	7/15/2026		
INC43086439	7/13/2026 10:48	7/17/2026 12:58	7/23/2026 0:35	VBMS Tier 2 Support	Closed	353403	7/17/2026		
INC43086767	7/13/2026 11:03	7/15/2026 8:30	7/20/2026 23:20	VBMS Tier 2 Support	Closed	163595	7/15/2026		
INC43087148	7/13/2026 11:19	7/15/2026 12:27	7/20/2026 23:02	VBMS Tier 2 Support	Closed	176903	7/15/2026		
INC43087442	7/13/2026 11:32	7/15/2026 15:29	7/20/2026 23:00	VBMS Tier 2 Support	Closed	187010	7/15/2026		
INC43087990	7/13/2026 11:56	7/14/2026 13:02	7/17/2026 23:28	VBMS Tier 2 Support	Closed	90357	7/14/2026		
INC43088126	7/13/2026 12:03	7/16/2026 13:08	7/21/2026 23:10	VBMS Tier 2 Support	Closed	263125	7/16/2026		
INC43088355	7/13/2026 12:12	7/17/2026 11:40	7/23/2026 0:13	VBMS Tier 2 Support	Closed	343690	7/17/2026		
INC43088397	7/13/2026 12:14	7/13/2026 15:12	7/17/2026 0:38	VBMS Tier 2 Support	Closed	10644	7/13/2026		
INC43088512	7/13/2026 12:19	7/13/2026 13:46	7/13/2026 13:55	VBMS Tier 2 Support	Closed	5216	7/13/2026		
INC43088931	7/13/2026 12:38	7/16/2026 15:53	7/21/2026 23:11	VBMS Tier 2 Support	Closed	270852	7/16/2026		
INC43089006	7/13/2026 12:42	7/17/2026 12:54	7/22/2026 23:16	VBMS Tier 2 Support	Closed	346346	7/17/2026		
INC43089412	7/13/2026 13:02	7/13/2026 15:59	7/16/2026 23:35	VBMS Tier 2 Support	Closed	10628	7/13/2026		
INC43089772	7/13/2026 13:18	7/17/2026 11:39	7/23/2026 0:13	VBMS Tier 2 Support	Closed	339683	7/17/2026		
INC43089943	7/13/2026 13:27	7/13/2026 15:31	7/17/2026 0:15	VBMS Tier 2 Support	Closed	7412	7/13/2026		
INC43090206	7/13/2026 13:40	7/15/2026 15:50	7/21/2026 0:27	VBMS Tier 2 Support	Closed	180583	7/15/2026		
INC43090216	7/13/2026 13:41	7/13/2026 18:41	7/17/2026 0:15	VBMS Tier 2 Support	Closed	18038	7/13/2026		
INC43090402	7/13/2026 13:50	7/13/2026 17:11	7/17/2026 0:45	VBMS Tier 2 Support	Closed	12026	7/13/2026		
INC43090767	7/13/2026 14:09	7/14/2026 10:58	7/17/2026 23:32	VBMS Tier 2 Support	Closed	74970	7/14/2026		
INC43090948	7/13/2026 14:18	7/17/2026 16:34	7/22/2026 23:07	QHVA	Closed	353772	7/17/2026		INC43074144
INC43091109	7/13/2026 14:26	7/13/2026 15:09	7/17/2026 0:06	VBMS Tier 2 Support	Closed	2595	7/13/2026		
INC43091177	7/13/2026 14:30	7/13/2026 16:34	7/16/2026 23:56	VBMS Tier 2 Support	Closed	7466	7/13/2026		
INC43091826	7/13/2026 15:10	7/14/2026 12:38	7/17/2026 23:33	VBMS Tier 2 Support	Closed	77293	7/14/2026		
INC43092051	7/13/2026 15:24	7/13/2026 16:10	7/17/2026 0:43	VBMS Tier 2 Support	Closed	2739	7/13/2026		
INC43092106	7/13/2026 15:28	7/14/2026 11:08	7/17/2026 23:34	VBMS Tier 2 Support	Closed	70807	7/14/2026		
INC43092142	7/13/2026 15:31	7/14/2026 10:46	7/17/2026 23:34	VBMS Tier 2 Support	Closed	69323	7/14/2026		
INC43092161	7/13/2026 15:32	7/17/2026 16:35	7/22/2026 23:31	QHVA	Closed	349350	7/17/2026		INC43074144
INC43092374	7/13/2026 15:49	7/15/2026 10:22	7/20/2026 23:17	VBMS Tier 2 Support	Closed	153172	7/15/2026		
INC43092690	7/13/2026 16:19	7/14/2026 13:40	7/17/2026 23:35	VBMS Tier 2 Support	Closed	76855	7/14/2026		
INC43093244	7/13/2026 17:30	7/15/2026 18:42	7/20/2026 23:19	VBMS Tier 2 Support	Closed	177126	7/15/2026		
INC43093280	7/13/2026 17:38	7/15/2026 15:18	7/20/2026 23:53	VBMS Tier 2 Support	Closed	164388	7/15/2026		
INC43093376	7/13/2026 18:04	7/13/2026 18:19	7/17/2026 0:17	VBMS Tier 2 Support	Closed	906	7/13/2026		
INC43093378	7/13/2026 18:04	7/13/2026 19:24	7/17/2026 23:36	VBMS Tier 2 Support	Closed	4812	7/14/2026		
INC43093496	7/13/2026 18:24	7/13/2026 19:21	7/17/2026 23:36	VBMS Tier 2 Support	Closed	3383	7/14/2026		
INC43093510	7/13/2026 18:28	7/13/2026 19:28	7/17/2026 23:36	VBMS Tier 2 Support	Closed	3616	7/14/2026		
INC43093512	7/13/2026 18:28	7/13/2026 19:30	7/17/2026 23:36	VBMS Tier 2 Support	Closed	3723	7/14/2026		
INC43093514	7/13/2026 18:28	7/13/2026 19:21	7/17/2026 23:36	VBMS Tier 2 Support	Closed	3140	7/14/2026		
INC43093522	7/13/2026 18:31	7/13/2026 19:18	7/17/2026 23:36	VBMS Tier 2 Support	Closed	2818	7/14/2026		
INC43093546	7/13/2026 18:36	7/16/2026 12:43	7/21/2026 23:12	VBMS Tier 2 Support	Closed	237993	7/16/2026	COSD-9830	

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Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC43093751	7/13/2026 20:03	7/13/2026 20:09	7/17/2026 23:37	VBMS Tier 2 Support	Closed	329	7/14/2026		
INC43093990	7/13/2026 21:57	7/15/2026 9:34	7/20/2026 23:04	VBMS Tier 2 Support	Closed	128177	7/15/2026		
INC43094582	7/14/2026 5:12	7/15/2026 14:57	7/20/2026 23:15	VBMS Tier 2 Support	Closed	121558	7/15/2026		INC43094655
INC43094954	7/14/2026 6:17	7/17/2026 16:35	7/22/2026 23:27	QHVA	Closed	296264	7/17/2026		INC43074144
INC43095043	7/14/2026 6:24	7/16/2026 19:01	7/21/2026 23:13	QHVA	Closed	218243	7/17/2026		INC43094655
INC43095198	7/14/2026 6:36	7/16/2026 13:17	7/21/2026 23:13	VBMS Tier 2 Support	Closed	196893	7/16/2026		
INC43096563	7/14/2026 7:53	7/14/2026 11:06	7/17/2026 23:52	VBMS Tier 2 Support	Closed	11565	7/14/2026		
INC43096626	7/14/2026 7:56	7/14/2026 9:22	7/17/2026 23:52	VBMS Tier 2 Support	Closed	5166	7/14/2026		
INC43096916	7/14/2026 8:07	7/14/2026 13:09	7/17/2026 23:54	VBMS Tier 2 Support	Closed	18091	7/14/2026		
INC43097065	7/14/2026 8:14	7/17/2026 9:15	7/22/2026 23:28	VBMS Tier 2 Support	Closed	262864	7/17/2026		
INC43097102	7/14/2026 8:15	7/14/2026 13:52	7/17/2026 23:55	VBMS Tier 2 Support	Closed	20234	7/14/2026		
INC43097216	7/14/2026 8:19	7/15/2026 9:16	7/20/2026 23:10	VBMS Tier 2 Support	Closed	89817	7/15/2026		
INC43097335	7/14/2026 8:24	7/17/2026 8:34	7/23/2026 0:18	VBMS Tier 2 Support	Closed	259775	7/17/2026		
INC43097767	7/14/2026 8:40	7/14/2026 16:49	7/17/2026 23:58	EMRR	Closed	29360	7/14/2026		
INC43097810	7/14/2026 8:42	7/14/2026 11:43	7/17/2026 23:58	VBMS Tier 2 Support	Closed	10855	7/14/2026		
INC43098314	7/14/2026 9:04	7/14/2026 10:57	7/18/2026 0:01	VBMS Tier 2 Support	Closed	6779	7/14/2026		
INC43098405	7/14/2026 9:08	7/14/2026 10:23	7/18/2026 0:01	VBMS Tier 2 Support	Closed	4478	7/14/2026		
INC43099064	7/14/2026 9:34	7/14/2026 14:14	7/18/2026 0:04	VBMS Tier 2 Support	Closed	16847	7/14/2026		
INC43099304	7/14/2026 9:43	7/16/2026 17:04	7/21/2026 23:14	VBMS Tier 2 Support	Closed	199281	7/16/2026		
INC43099461	7/14/2026 9:47	7/17/2026 15:49	7/22/2026 23:32	VBMS Tier 2 Support	Closed	280925	7/17/2026		
INC43100767	7/14/2026 10:23	7/14/2026 11:34	7/18/2026 0:09	VBMS Tier 2 Support	Closed	4261	7/14/2026		
INC43100996	7/14/2026 10:31	7/17/2026 16:35	7/22/2026 23:00	VBMS Tier 2 Support	Closed	281036	7/17/2026		
INC43101095	7/14/2026 10:34	7/14/2026 12:05	7/18/2026 0:11	VBMS Tier 2 Support	Closed	5481	7/14/2026		
INC43102177	7/14/2026 11:20	7/17/2026 16:35	7/23/2026 0:07	VBMS Tier 2 Support	Closed	278095	7/17/2026		
INC43102319	7/14/2026 11:27	7/14/2026 13:21	7/18/2026 0:15	VBMS Tier 2 Support	Closed	6825	7/14/2026		
INC43102412	7/14/2026 11:32	7/14/2026 14:40	7/18/2026 0:16	VBMS Tier 2 Support	Closed	11251	7/14/2026		
INC43103101	7/14/2026 12:08	7/14/2026 13:04	7/18/2026 0:19	VBMS Tier 2 Support	Closed	3351	7/14/2026		
INC43103644	7/14/2026 12:34	7/17/2026 13:11	7/22/2026 23:47	VBMS Tier 2 Support	Closed	261398	7/17/2026		
INC43103652	7/14/2026 12:34	7/14/2026 15:24	7/15/2026 14:19	VBMS Tier 2 Support	Closed	10161	7/14/2026		
INC43105662	7/14/2026 14:16	7/15/2026 15:52	7/15/2026 15:53	VBMS Tier 2 Support	Closed	92166	7/15/2026		
INC43106420	7/14/2026 15:02	7/15/2026 13:46	7/20/2026 23:51	VBMS Tier 2 Support	Closed	81836	7/15/2026		
INC43106826	7/14/2026 15:28	7/14/2026 16:35	7/18/2026 0:31	VBMS Tier 2 Support	Closed	4021	7/14/2026		
INC43107180	7/14/2026 15:55	7/15/2026 12:33	7/15/2026 12:34	VBMS Tier 2 Support	Closed	74248	7/15/2026		
INC43107436	7/14/2026 16:20	7/15/2026 12:40	7/21/2026 0:27	VBMS Tier 2 Support	Closed	73220	7/15/2026		
INC43107477	7/14/2026 16:23	7/15/2026 12:46	7/20/2026 23:55	VBMS Tier 2 Support	Closed	73354	7/15/2026		
INC43107536	7/14/2026 16:29	7/14/2026 17:07	7/18/2026 0:33	VBMS Tier 2 Support	Closed	2280	7/14/2026		
INC43107557	7/14/2026 16:32	7/14/2026 17:07	7/18/2026 0:33	VBMS Tier 2 Support	Closed	2123	7/14/2026		
INC43107570	7/14/2026 16:34	7/15/2026 11:58	7/20/2026 23:27	VBMS Tier 2 Support	Closed	69844	7/15/2026		
INC43107608	7/14/2026 16:38	7/17/2026 12:14	7/22/2026 23:12	VBMS Tier 2 Support	Closed	243351	7/17/2026		

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Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC43107847	7/14/2026 17:09	7/15/2026 11:07	7/20/2026 23:01	VBMS Tier 2 Support	Closed	64676	7/15/2026		
INC43107946	7/14/2026 17:25	7/16/2026 10:21	7/21/2026 23:18	VBMS Tier 2 Support	Closed	147380	7/16/2026		
INC43108362	7/14/2026 18:53	7/15/2026 6:22	7/21/2026 0:27	VBMS Tier 2 Support	Closed	41388	7/15/2026		
INC43108816	7/14/2026 23:11	7/17/2026 16:35	7/22/2026 23:10	QHVA	Closed	235394	7/17/2026		INC43074144
INC43110308	7/15/2026 7:00	7/17/2026 15:48	7/23/2026 0:11	VBMS Tier 2 Support	Closed	204484	7/17/2026		
INC43110849	7/15/2026 7:30	7/15/2026 8:28	7/21/2026 0:03	VBMS Tier 2 Support	Closed	3433	7/15/2026		
INC43110888	7/15/2026 7:33	7/16/2026 6:53	7/21/2026 23:19	VBMS Tier 2 Support	Closed	84029	7/16/2026		
INC43111809	7/15/2026 8:07	7/16/2026 13:30	7/21/2026 23:20	VBMS Tier 2 Support	Closed	105760	7/16/2026		
INC43112172	7/15/2026 8:22	7/15/2026 10:01	7/21/2026 0:13	VBMS Tier 2 Support	Closed	5939	7/15/2026		
INC43112432	7/15/2026 8:32	7/16/2026 9:24	7/17/2026 5:32	VBMS Tier 3 Support	Closed	89517	7/16/2026		
INC43112788	7/15/2026 8:48	7/15/2026 13:03	7/20/2026 23:28	VBMS Tier 2 Support	Closed	15301	7/15/2026		
INC43113242	7/15/2026 9:09	7/17/2026 16:34	7/22/2026 23:31	QHVA	Closed	199485	7/17/2026		INC43074144
INC43113613	7/15/2026 9:24	7/15/2026 10:47	7/21/2026 0:20	VBMS Tier 2 Support	Closed	4944	7/15/2026		
INC43113703	7/15/2026 9:28	7/15/2026 11:31	7/20/2026 23:43	VBMS Tier 2 Support	Closed	7374	7/15/2026		
INC43113757	7/15/2026 9:30	7/17/2026 5:36	7/22/2026 23:10	VBMS Tier 2 Support	Closed	158749	7/17/2026		
INC43113889	7/15/2026 9:35	7/15/2026 13:37	7/21/2026 0:18	VBMS Tier 2 Support	Closed	14470	7/15/2026		
INC43113956	7/15/2026 9:39	7/15/2026 13:17	7/20/2026 23:37	VBMS Tier 2 Support	Closed	13121	7/15/2026		
INC43114136	7/15/2026 9:45	7/16/2026 6:34	7/21/2026 23:21	VBMS Tier 2 Support	Closed	74912	7/16/2026		
INC43114157	7/15/2026 9:47	7/15/2026 12:33	7/21/2026 0:23	EMRR	Closed	9994	7/15/2026		
INC43114300	7/15/2026 9:52	7/15/2026 10:26	7/21/2026 0:02	VBMS Tier 2 Support	Closed	2043	7/15/2026		
INC43114510	7/15/2026 10:01	7/15/2026 13:01	7/20/2026 23:45	VBMS Tier 2 Support	Closed	10809	7/15/2026		
INC43114621	7/15/2026 10:05	7/15/2026 11:02	7/21/2026 0:14	VBMS Tier 2 Support	Closed	3451	7/15/2026		
INC43114825	7/15/2026 10:14	7/15/2026 11:32	7/20/2026 23:43	VBMS Tier 2 Support	Closed	4713	7/15/2026		
INC43115129	7/15/2026 10:27	7/15/2026 15:34	7/21/2026 0:08	VBMS Tier 2 Support	Closed	18421	7/15/2026		
INC43115458	7/15/2026 10:41	7/16/2026 6:58	7/21/2026 23:23	VBMS Tier 2 Support	Closed	73022	7/16/2026		
INC43116137	7/15/2026 11:13	7/15/2026 12:42	7/21/2026 0:14	VBMS Tier 2 Support	Closed	5329	7/15/2026		
INC43116228	7/15/2026 11:18	7/15/2026 13:05	7/20/2026 23:04	VBMS Tier 2 Support	Closed	6416	7/15/2026		
INC43117244	7/15/2026 12:08	7/15/2026 15:49	7/21/2026 0:17	VBMS Tier 2 Support	Closed	13241	7/15/2026		
INC43117550	7/15/2026 12:23	7/16/2026 13:41	7/21/2026 23:24	VBMS Tier 2 Support	Closed	91069	7/16/2026		
INC43118094	7/15/2026 12:47	7/16/2026 10:46	7/16/2026 10:47	VBMS Tier 2 Support	Closed	79128	7/16/2026		
INC43118168	7/15/2026 12:53	7/16/2026 9:20	7/21/2026 23:25	VBMS Tier 2 Support	Closed	73657	7/16/2026		
INC43118294	7/15/2026 13:00	7/15/2026 13:43	7/20/2026 23:20	VBMS Tier 2 Support	Closed	2623	7/15/2026		
INC43118581	7/15/2026 13:15	7/16/2026 13:24	7/21/2026 23:25	VBMS Tier 2 Support	Closed	86934	7/16/2026		
INC43119001	7/15/2026 13:35	7/15/2026 16:03	7/20/2026 23:50	VBMS Tier 2 Support	Closed	8886	7/15/2026		
INC43119723	7/15/2026 14:11	7/17/2026 18:00	7/23/2026 0:24	VBMS Tier 2 Support	Closed	186524	7/17/2026		
INC43120597	7/15/2026 14:51	7/15/2026 14:53	7/21/2026 0:16	VBMS Tier 2 Support	Closed	92	7/15/2026		
INC43121042	7/15/2026 15:17	7/15/2026 17:33	7/20/2026 23:13	VBMS Tier 2 Support	Closed	8142	7/15/2026		
INC43122092	7/15/2026 16:34	7/16/2026 10:02	7/21/2026 23:30	VBMS Tier 2 Support	Closed	62850	7/16/2026		
INC43122672	7/15/2026 18:23	7/16/2026 6:07	7/21/2026 23:31	VBMS Tier 2 Support	Closed	42268	7/16/2026		

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Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC43122741	7/15/2026 18:49	7/16/2026 6:12	7/21/2026 23:32	VBMS Tier 2 Support	Closed	40991	7/16/2026		
INC43122887	7/15/2026 19:50	7/16/2026 6:24	7/21/2026 23:32	VBMS Tier 2 Support	Closed	37991	7/16/2026		
INC43123218	7/15/2026 23:19	7/17/2026 5:48	7/17/2026 5:50	VBMS Tier 2 Support	Closed	109752	7/17/2026		
INC43123929	7/16/2026 6:21	7/16/2026 7:24	7/21/2026 23:37	VBMS Tier 2 Support	Closed	3801	7/16/2026		
INC43125444	7/16/2026 7:49	7/16/2026 9:06	7/21/2026 23:43	VBMS Tier 2 Support	Closed	4645	7/16/2026	VBMSD-411083	INC42384547
INC43126268	7/16/2026 8:25	7/16/2026 19:07	7/23/2026 0:12	QHVA	Closed	38494	7/17/2026		INC43128999
INC43126305	7/16/2026 8:27	7/16/2026 19:00	7/22/2026 23:04	QHVA	Closed	38015	7/17/2026		INC43128999
INC43126307	7/16/2026 8:27	7/16/2026 19:01	7/22/2026 23:17	QHVA	Closed	38070	7/17/2026		INC43128999
INC43126313	7/16/2026 8:27	7/16/2026 19:09	7/23/2026 0:32	QHVA	Closed	38492	7/17/2026		INC43128999
INC43126421	7/16/2026 8:32	7/16/2026 19:04	7/22/2026 23:46	QHVA	Closed	37926	7/17/2026		INC43128999
INC43126508	7/16/2026 8:35	7/16/2026 19:00	7/22/2026 23:00	QHVA	Closed	37509	7/17/2026		INC43128999
INC43126554	7/16/2026 8:37	7/16/2026 19:00	7/22/2026 23:02	QHVA	Closed	37399	7/17/2026		INC43128999
INC43126654	7/16/2026 8:40	7/16/2026 19:06	7/23/2026 0:03	QHVA	Closed	37541	7/17/2026		INC43128999
INC43126659	7/16/2026 8:40	7/16/2026 19:07	7/23/2026 0:18	QHVA	Closed	37600	7/17/2026		INC43128999
INC43127127	7/16/2026 8:58	7/16/2026 19:01	7/22/2026 23:11	QHVA	Closed	36172	7/17/2026		INC43128999
INC43127376	7/16/2026 9:07	7/17/2026 10:05	7/23/2026 0:03	VBMS Tier 2 Support	Closed	89883	7/17/2026		
INC43127813	7/16/2026 9:23	7/16/2026 19:01	7/22/2026 23:14	QHVA	Closed	34701	7/17/2026		INC43128999
INC43127907	7/16/2026 9:26	7/16/2026 19:01	7/22/2026 23:19	QHVA	Closed	34522	7/17/2026		INC43128999
INC43127938	7/16/2026 9:27	7/16/2026 19:02	7/22/2026 23:29	QHVA	Closed	34518	7/17/2026		INC43128999
INC43127951	7/16/2026 9:27	7/16/2026 19:05	7/22/2026 23:54	QHVA	Closed	34648	7/17/2026		INC43128999
INC43127952	7/16/2026 9:27	7/16/2026 19:00	7/22/2026 23:07	QHVA	Closed	34377	7/17/2026		INC43128999
INC43127959	7/16/2026 9:28	7/17/2026 9:36	7/23/2026 0:17	VBMS Tier 2 Support	Closed	86887	7/17/2026		
INC43128028	7/16/2026 9:31	7/16/2026 19:04	7/22/2026 23:48	QHVA	Closed	34385	7/17/2026		INC43128999
INC43128035	7/16/2026 9:31	7/16/2026 19:03	7/22/2026 23:35	QHVA	Closed	34293	7/17/2026		INC43128999
INC43128090	7/16/2026 9:33	7/16/2026 11:03	7/21/2026 23:54	VBMS Tier 2 Support	Closed	5421	7/16/2026		INC43128999
INC43128106	7/16/2026 9:34	7/16/2026 19:06	7/23/2026 0:01	QHVA	Closed	34323	7/17/2026		INC43128999
INC43128212	7/16/2026 9:38	7/16/2026 14:16	7/21/2026 23:54	VBMS Tier 2 Support	Closed	16696	7/16/2026		
INC43128334	7/16/2026 9:44	7/16/2026 19:09	7/23/2026 0:35	QHVA	Closed	33894	7/17/2026		INC43128999
INC43128344	7/16/2026 9:45	7/16/2026 19:08	7/23/2026 0:28	QHVA	Closed	33818	7/17/2026	VBMSD-411083	INC43128999
INC43128420	7/16/2026 9:48	7/16/2026 19:00	7/22/2026 23:00	QHVA	Closed	33086	7/17/2026	VBMSD-411083	INC43128999
INC43128471	7/16/2026 9:51	7/16/2026 19:07	7/23/2026 0:18	QHVA	Closed	33389	7/17/2026		INC43128999
INC43128510	7/16/2026 9:52	7/16/2026 19:04	7/22/2026 23:51	QHVA	Closed	33119	7/17/2026		INC43128999
INC43128571	7/16/2026 9:54	7/16/2026 19:01	7/22/2026 23:10	QHVA	Closed	32785	7/17/2026		INC43128999
INC43128585	7/16/2026 9:56	7/16/2026 19:07	7/23/2026 0:22	QHVA	Closed	33118	7/17/2026		INC43128999
INC43128625	7/16/2026 9:57	7/16/2026 19:07	7/23/2026 0:17	QHVA	Closed	33016	7/17/2026		INC43128999
INC43128656	7/16/2026 9:58	7/16/2026 19:02	7/22/2026 23:25	QHVA	Closed	32633	7/17/2026		INC43128999
INC43128668	7/16/2026 9:58	7/16/2026 19:04	7/22/2026 23:47	QHVA	Closed	32732	7/17/2026		INC43128999
INC43128671	7/16/2026 9:58	7/16/2026 19:01	7/22/2026 23:09	QHVA	Closed	32533	7/17/2026		INC43128999
INC43128676	7/16/2026 9:59	7/17/2026 16:23	7/22/2026 23:34	QHVA	Closed	109462	7/17/2026		INC43124693

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Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC43128690	7/16/2026 9:59	7/16/2026 19:03	7/17/2026 10:31	QHVA	Closed	32640	7/17/2026		INC43128999
INC43128733	7/16/2026 10:01	7/16/2026 19:05	7/17/2026 5:38	QHVA	Closed	32670	7/17/2026		INC43128999
INC43128760	7/16/2026 10:02	7/16/2026 19:05	7/22/2026 23:55	QHVA	Closed	32599	7/17/2026		INC43128999
INC43128763	7/16/2026 10:02	7/16/2026 19:02	7/22/2026 23:31	QHVA	Closed	32440	7/17/2026		INC43128999
INC43128848	7/16/2026 10:04	7/16/2026 19:03	7/22/2026 23:43	QHVA	Closed	32339	7/17/2026		INC43128999
INC43128853	7/16/2026 10:05	7/16/2026 19:01	7/22/2026 23:11	QHVA	Closed	32176	7/17/2026		INC43128999
INC43128856	7/16/2026 10:05	7/16/2026 19:00	7/22/2026 23:02	QHVA	Closed	32124	7/17/2026		INC43128999
INC43128897	7/16/2026 10:06	7/16/2026 19:08	7/23/2026 0:26	QHVA	Closed	32539	7/17/2026	VBMSD-411083	INC43128999
INC43128926	7/16/2026 10:07	7/16/2026 19:05	7/22/2026 23:53	QHVA	Closed	32295	7/17/2026		INC43128999
INC43128930	7/16/2026 10:07	7/16/2026 19:01	7/22/2026 23:13	QHVA	Closed	32066	7/17/2026		INC43128999
INC43128945	7/16/2026 10:07	7/16/2026 19:02	7/22/2026 23:20	QHVA	Closed	32068	7/17/2026		INC43128999
INC43129029	7/16/2026 10:10	7/16/2026 19:04	7/22/2026 23:47	QHVA	Closed	32061	7/17/2026		INC43128999
INC43129066	7/16/2026 10:10	7/16/2026 19:01	7/22/2026 23:16	QHVA	Closed	31852	7/17/2026		INC43128999
INC43129118	7/16/2026 10:12	7/17/2026 10:07	7/23/2026 0:31	VBMS Tier 2 Support	Closed	86134	7/17/2026		
INC43129136	7/16/2026 10:12	7/16/2026 19:04	7/22/2026 23:49	QHVA	Closed	31916	7/17/2026		INC43128999
INC43129185	7/16/2026 10:13	7/17/2026 16:22	7/20/2026 9:07	QHVA	Closed	108512	7/17/2026		INC43124693
INC43129192	7/16/2026 10:13	7/16/2026 19:03	7/22/2026 23:41	QHVA	Closed	31790	7/17/2026		INC43128999
INC43129200	7/16/2026 10:14	7/16/2026 19:01	7/22/2026 23:13	QHVA	Closed	31648	7/17/2026		INC43128999
INC43129223	7/16/2026 10:14	7/16/2026 19:06	7/17/2026 13:55	QHVA	Closed	31896	7/17/2026		INC43128999
INC43129237	7/16/2026 10:14	7/16/2026 19:04	7/22/2026 23:47	QHVA	Closed	31767	7/17/2026		INC43128999
INC43129241	7/16/2026 10:14	7/16/2026 19:04	7/22/2026 23:44	QHVA	Closed	31747	7/17/2026		INC43128999
INC43129292	7/16/2026 10:16	7/16/2026 19:01	7/22/2026 23:12	QHVA	Closed	31512	7/17/2026		INC43128999
INC43129299	7/16/2026 10:16	7/16/2026 19:00	7/22/2026 23:03	QHVA	Closed	31453	7/17/2026		INC43128999
INC43129298	7/16/2026 10:16	7/16/2026 19:03	7/22/2026 23:42	QHVA	Closed	31653	7/17/2026		INC43128999
INC43129308	7/16/2026 10:16	7/16/2026 19:01	7/22/2026 23:15	QHVA	Closed	31511	7/17/2026		INC43128999
INC43129324	7/16/2026 10:16	7/16/2026 19:00	7/22/2026 23:06	QHVA	Closed	31432	7/17/2026		INC43128999
INC43129332	7/16/2026 10:17	7/16/2026 19:00	7/17/2026 5:01	QHVA	Closed	31413	7/17/2026		INC43128999
INC43129334	7/16/2026 10:17	7/16/2026 19:03	7/22/2026 23:35	QHVA	Closed	31555	7/17/2026		INC43128999
INC43129343	7/16/2026 10:17	7/16/2026 19:02	7/22/2026 23:22	QHVA	Closed	31482	7/17/2026		INC43128999
INC43129373	7/16/2026 10:18	7/16/2026 19:00	7/22/2026 23:00	QHVA	Closed	31313	7/17/2026		INC43128999
INC43129378	7/16/2026 10:18	7/16/2026 19:03	7/22/2026 23:42	QHVA	Closed	31528	7/17/2026		INC43128999
INC43129403	7/16/2026 10:19	7/16/2026 19:07	7/23/2026 0:12	QHVA	Closed	31677	7/17/2026		INC43128999
INC43129427	7/16/2026 10:19	7/16/2026 19:08	7/23/2026 0:26	QHVA	Closed	31721	7/17/2026		INC43128999
INC43129468	7/16/2026 10:20	7/16/2026 19:06	7/23/2026 0:03	QHVA	Closed	31528	7/17/2026		INC43128999
INC43129494	7/16/2026 10:21	7/16/2026 19:07	7/17/2026 5:04	QHVA	Closed	31560	7/17/2026		INC43128999
INC43129533	7/16/2026 10:22	7/16/2026 19:06	7/23/2026 0:04	QHVA	Closed	31443	7/17/2026		INC43128999
INC43129534	7/16/2026 10:22	7/16/2026 19:02	7/22/2026 23:28	QHVA	Closed	31222	7/17/2026		INC43128999
INC43129536	7/16/2026 10:22	7/16/2026 19:04	7/22/2026 23:52	QHVA	Closed	31342	7/17/2026		INC43128999
INC43129547	7/16/2026 10:22	7/16/2026 19:00	7/22/2026 23:02	QHVA	Closed	31062	7/17/2026		INC43128999

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Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC43129548	7/16/2026 10:22	7/16/2026 19:01	7/22/2026 23:08	QHVA	Closed	31098	7/17/2026		INC43128999
INC43129573	7/16/2026 10:23	7/16/2026 19:02	7/22/2026 23:29	QHVA	Closed	31172	7/17/2026		INC43128999
INC43129576	7/16/2026 10:23	7/16/2026 19:04	7/22/2026 23:45	QHVA	Closed	31252	7/17/2026		INC43128999
INC43129578	7/16/2026 10:23	7/16/2026 19:05	7/22/2026 23:59	QHVA	Closed	31354	7/17/2026		INC43128999
INC43129587	7/16/2026 10:23	7/16/2026 19:01	7/22/2026 23:13	QHVA	Closed	31081	7/17/2026		INC43128999
INC43129617	7/16/2026 10:24	7/16/2026 19:01	7/22/2026 23:10	QHVA	Closed	31033	7/17/2026		INC43128999
INC43129620	7/16/2026 10:24	7/16/2026 19:06	7/23/2026 0:07	QHVA	Closed	31344	7/17/2026		INC43128999
INC43129677	7/16/2026 10:25	7/16/2026 19:08	7/23/2026 0:27	QHVA	Closed	31385	7/17/2026		INC43128999
INC43129688	7/16/2026 10:25	7/16/2026 19:04	7/22/2026 23:48	QHVA	Closed	31123	7/17/2026		INC43128999
INC43129705	7/16/2026 10:26	7/16/2026 19:00	7/22/2026 23:07	QHVA	Closed	30887	7/17/2026		INC43128999
INC43129729	7/16/2026 10:27	7/16/2026 19:02	7/22/2026 23:31	QHVA	Closed	30948	7/17/2026		INC43128999
INC43129793	7/16/2026 10:28	7/16/2026 19:02	7/22/2026 23:26	QHVA	Closed	30832	7/17/2026		INC43128999
INC43129812	7/16/2026 10:29	7/16/2026 19:07	7/23/2026 0:19	QHVA	Closed	31107	7/17/2026		INC43128999
INC43129820	7/16/2026 10:29	7/16/2026 19:00	7/22/2026 23:01	QHVA	Closed	30653	7/17/2026		INC43128999
INC43129831	7/16/2026 10:29	7/16/2026 19:08	7/23/2026 0:25	QHVA	Closed	31112	7/17/2026		INC43128999
INC43129842	7/16/2026 10:30	7/16/2026 19:07	7/23/2026 0:13	QHVA	Closed	31027	7/17/2026		INC43128999
INC43129863	7/16/2026 10:30	7/16/2026 19:03	7/22/2026 23:35	QHVA	Closed	30751	7/17/2026		INC43128999
INC43129874	7/16/2026 10:30	7/16/2026 19:01	7/18/2026 5:53	QHVA	Closed	30620	7/17/2026		INC43128999
INC43129875	7/16/2026 10:30	7/16/2026 19:07	7/23/2026 0:11	QHVA	Closed	30961	7/17/2026		INC43128999
INC43129892	7/16/2026 10:31	7/16/2026 19:00	7/22/2026 23:02	QHVA	Closed	30537	7/17/2026		INC43128999
INC43129913	7/16/2026 10:32	7/16/2026 19:04	7/22/2026 23:46	QHVA	Closed	30735	7/17/2026		INC43128999
INC43129934	7/16/2026 10:32	7/16/2026 19:09	7/23/2026 0:36	QHVA	Closed	30993	7/17/2026		INC43128999
INC43129940	7/16/2026 10:33	7/16/2026 19:05	7/22/2026 23:58	QHVA	Closed	30768	7/17/2026		INC43128999
INC43129941	7/16/2026 10:33	7/16/2026 19:06	7/23/2026 0:04	QHVA	Closed	30802	7/17/2026		INC43128999
INC43129942	7/16/2026 10:33	7/16/2026 19:08	7/23/2026 0:24	QHVA	Closed	30904	7/17/2026		INC43128999
INC43129948	7/16/2026 10:33	7/16/2026 19:04	7/22/2026 23:50	QHVA	Closed	30686	7/17/2026		INC43128999
INC43129971	7/16/2026 10:33	7/16/2026 19:01	7/22/2026 23:18	QHVA	Closed	30479	7/17/2026		INC43128999
INC43130000	7/16/2026 10:34	7/16/2026 19:06	7/23/2026 0:03	QHVA	Closed	30679	7/17/2026		INC43128999
INC43130002	7/16/2026 10:34	7/16/2026 19:08	7/20/2026 7:04	QHVA	Closed	30787	7/17/2026		INC43128999
INC43130003	7/16/2026 10:35	7/16/2026 19:05	7/17/2026 5:34	QHVA	Closed	30658	7/17/2026		INC43128999
INC43130009	7/16/2026 10:35	7/16/2026 19:02	7/22/2026 23:20	QHVA	Closed	30413	7/17/2026		INC43128999
INC43130023	7/16/2026 10:35	7/16/2026 19:02	7/22/2026 23:24	QHVA	Closed	30411	7/17/2026		INC43128999
INC43130028	7/16/2026 10:35	7/16/2026 19:00	7/22/2026 23:01	QHVA	Closed	30292	7/17/2026		INC43128999
INC43130052	7/16/2026 10:36	7/16/2026 19:02	7/22/2026 23:21	QHVA	Closed	30346	7/17/2026		INC43128999
INC43130079	7/16/2026 10:36	7/16/2026 19:08	7/23/2026 0:24	QHVA	Closed	30674	7/17/2026		INC43128999
INC43130089	7/16/2026 10:37	7/16/2026 19:07	7/23/2026 0:21	QHVA	Closed	30636	7/17/2026		INC43128999
INC43130098	7/16/2026 10:37	7/16/2026 19:09	7/23/2026 0:34	QHVA	Closed	30703	7/17/2026		INC43128999
INC43130111	7/16/2026 10:37	7/16/2026 19:07	7/17/2026 6:59	QHVA	Closed	30585	7/17/2026		INC43128999
INC43130116	7/16/2026 10:37	7/16/2026 19:07	7/23/2026 0:15	QHVA	Closed	30564	7/17/2026		INC43128999

Resolved Last Week

Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC43130124	7/16/2026 10:38	7/16/2026 19:00	7/22/2026 23:04	QHVA	Closed	30151	7/17/2026		INC43128999
INC43130135	7/16/2026 10:38	7/16/2026 19:02	7/22/2026 23:27	QHVA	Closed	30242	7/17/2026		INC43128999
INC43130146	7/16/2026 10:38	7/16/2026 19:03	7/22/2026 23:42	QHVA	Closed	30296	7/17/2026		INC43128999
INC43130196	7/16/2026 10:40	7/16/2026 19:05	7/23/2026 0:00	QHVA	Closed	30348	7/17/2026		INC43128999
INC43130213	7/16/2026 10:40	7/16/2026 19:05	7/22/2026 23:54	QHVA	Closed	30277	7/17/2026		INC43128999
INC43130220	7/16/2026 10:40	7/16/2026 19:01	7/22/2026 23:07	QHVA	Closed	30005	7/17/2026		INC43128999
INC43130239	7/16/2026 10:41	7/16/2026 19:02	7/22/2026 23:23	QHVA	Closed	30038	7/17/2026		INC43128999
INC43130257	7/16/2026 10:42	7/16/2026 19:04	7/17/2026 6:51	QHVA	Closed	30125	7/17/2026		INC43128999
INC43130265	7/16/2026 10:42	7/16/2026 19:09	7/23/2026 0:35	QHVA	Closed	30420	7/17/2026		INC43128999
INC43130282	7/16/2026 10:42	7/16/2026 19:06	7/23/2026 0:09	QHVA	Closed	30245	7/17/2026		INC43128999
INC43130284	7/16/2026 10:42	7/16/2026 19:06	7/23/2026 0:10	QHVA	Closed	30241	7/17/2026		INC43128999
INC43130285	7/16/2026 10:42	7/16/2026 19:06	7/23/2026 0:03	QHVA	Closed	30201	7/17/2026		INC43128999
INC43130305	7/16/2026 10:43	7/16/2026 10:50	7/22/2026 0:00	VBMS Tier 2 Support	Closed	382	7/16/2026		
INC43130306	7/16/2026 10:43	7/16/2026 19:08	7/23/2026 0:26	QHVA	Closed	30292	7/17/2026		INC43128999
INC43130331	7/16/2026 10:44	7/16/2026 19:08	7/23/2026 0:25	QHVA	Closed	30229	7/17/2026		INC43128999
INC43130337	7/16/2026 10:44	7/16/2026 19:01	7/22/2026 23:14	QHVA	Closed	29818	7/17/2026		INC43128999
INC43130339	7/16/2026 10:44	7/16/2026 19:07	7/23/2026 0:17	QHVA	Closed	30165	7/17/2026		INC43128999
INC43130360	7/16/2026 10:45	7/16/2026 19:02	7/22/2026 23:28	QHVA	Closed	29849	7/17/2026		INC43128999
INC43130367	7/16/2026 10:45	7/16/2026 19:08	7/23/2026 0:26	QHVA	Closed	30180	7/17/2026		INC43128999
INC43130369	7/16/2026 10:45	7/16/2026 19:02	7/22/2026 23:28	QHVA	Closed	29832	7/17/2026		INC43128999
INC43130378	7/16/2026 10:45	7/16/2026 19:08	7/23/2026 0:26	QHVA	Closed	30162	7/17/2026		INC43128999
INC43130385	7/16/2026 10:46	7/16/2026 19:05	7/22/2026 23:55	QHVA	Closed	29961	7/17/2026		INC43128999
INC43130413	7/16/2026 10:47	7/16/2026 19:02	7/22/2026 23:26	QHVA	Closed	29713	7/17/2026		INC43128999
INC43130430	7/16/2026 10:47	7/16/2026 19:04	7/22/2026 23:49	QHVA	Closed	29805	7/17/2026		INC43128999
INC43130434	7/16/2026 10:47	7/16/2026 19:08	7/23/2026 0:23	QHVA	Closed	30005	7/17/2026		INC43128999
INC43130446	7/16/2026 10:48	7/16/2026 19:01	7/22/2026 23:11	QHVA	Closed	29585	7/17/2026		INC43128999
INC43130480	7/16/2026 10:49	7/16/2026 19:01	7/22/2026 23:14	QHVA	Closed	29540	7/17/2026		INC43128999
INC43130551	7/16/2026 10:51	7/16/2026 19:03	7/22/2026 23:40	QHVA	Closed	29531	7/17/2026		INC43128999
INC43130577	7/16/2026 10:52	7/16/2026 19:08	7/23/2026 0:31	QHVA	Closed	29800	7/17/2026		INC43128999
INC43130600	7/16/2026 10:52	7/16/2026 19:00	7/22/2026 23:00	QHVA	Closed	29249	7/17/2026		INC43128999
INC43130774	7/16/2026 10:58	7/16/2026 19:06	7/23/2026 0:05	QHVA	Closed	29309	7/17/2026		INC43128999
INC43130814	7/16/2026 10:59	7/16/2026 19:00	7/22/2026 23:03	QHVA	Closed	28867	7/17/2026		INC43128999
INC43130829	7/16/2026 10:59	7/16/2026 19:03	7/22/2026 23:39	QHVA	Closed	29011	7/17/2026		INC43128999
INC43130840	7/16/2026 11:00	7/16/2026 19:08	7/23/2026 0:30	QHVA	Closed	29317	7/17/2026		INC43128999
INC43130849	7/16/2026 11:00	7/16/2026 19:08	7/23/2026 0:26	QHVA	Closed	29260	7/17/2026		INC43128999
INC43130859	7/16/2026 11:01	7/16/2026 19:01	7/22/2026 23:15	QHVA	Closed	28842	7/17/2026		INC43128999
INC43130866	7/16/2026 11:01	7/16/2026 19:06	7/23/2026 0:04	QHVA	Closed	29113	7/17/2026		INC43128999
INC43130872	7/16/2026 11:01	7/16/2026 19:03	7/22/2026 23:35	QHVA	Closed	28902	7/17/2026		INC43128999
INC43130876	7/16/2026 11:01	7/16/2026 19:03	7/22/2026 23:43	QHVA	Closed	28936	7/17/2026		INC43128999

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Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC43130884	7/16/2026 11:01	7/16/2026 19:07	7/23/2026 0:18	QHVA	Closed	29145	7/17/2026		INC43128999
INC43130905	7/16/2026 11:02	7/16/2026 19:05	7/17/2026 8:08	QHVA	Closed	28993	7/17/2026		INC43128999
INC43130937	7/16/2026 11:03	7/16/2026 19:09	7/23/2026 0:35	QHVA	Closed	29129	7/17/2026		INC43128999
INC43130948	7/16/2026 11:04	7/16/2026 19:07	7/23/2026 0:18	QHVA	Closed	29011	7/17/2026		INC43128999
INC43131009	7/16/2026 11:06	7/16/2026 19:04	7/22/2026 23:50	QHVA	Closed	28701	7/17/2026		INC43128999
INC43131010	7/16/2026 11:06	7/16/2026 15:48	7/22/2026 0:02	VBMS Tier 2 Support	Closed	16915	7/16/2026		
INC43131022	7/16/2026 11:06	7/16/2026 19:07	7/23/2026 0:23	QHVA	Closed	28875	7/17/2026		INC43128999
INC43131062	7/16/2026 11:08	7/16/2026 19:03	7/22/2026 23:38	QHVA	Closed	28474	7/17/2026		INC43128999
INC43131065	7/16/2026 11:08	7/16/2026 19:03	7/22/2026 23:37	QHVA	Closed	28461	7/17/2026		INC43128999
INC43131096	7/16/2026 11:10	7/16/2026 19:05	7/22/2026 23:59	QHVA	Closed	28531	7/17/2026		INC43128999
INC43131098	7/16/2026 11:10	7/16/2026 19:04	7/22/2026 23:44	QHVA	Closed	28404	7/17/2026		INC43128999
INC43131103	7/16/2026 11:10	7/16/2026 19:07	7/23/2026 0:15	QHVA	Closed	28586	7/17/2026		INC43128999
INC43131107	7/16/2026 11:11	7/16/2026 19:04	7/22/2026 23:45	QHVA	Closed	28386	7/17/2026		INC43128999
INC43131112	7/16/2026 11:11	7/16/2026 19:00	7/22/2026 23:02	QHVA	Closed	28147	7/17/2026		INC43128999
INC43131118	7/16/2026 11:11	7/16/2026 19:09	7/23/2026 0:35	QHVA	Closed	28666	7/17/2026		INC43128999
INC43131142	7/16/2026 11:12	7/16/2026 19:08	7/23/2026 0:23	QHVA	Closed	28511	7/17/2026		INC43128999
INC43131154	7/16/2026 11:13	7/16/2026 19:07	7/23/2026 0:17	QHVA	Closed	28463	7/17/2026		INC43128999
INC43131164	7/16/2026 11:13	7/16/2026 19:01	7/22/2026 23:11	QHVA	Closed	28076	7/17/2026		INC43128999
INC43131172	7/16/2026 11:13	7/16/2026 19:01	7/22/2026 23:16	QHVA	Closed	28080	7/17/2026		INC43128999
INC43131173	7/16/2026 11:13	7/16/2026 19:06	7/23/2026 0:05	QHVA	Closed	28357	7/17/2026		INC43128999
INC43131174	7/16/2026 11:13	7/16/2026 19:07	7/23/2026 0:19	QHVA	Closed	28430	7/17/2026		INC43128999
INC43131190	7/16/2026 11:14	7/16/2026 19:03	7/22/2026 23:39	QHVA	Closed	28140	7/17/2026		INC43128999
INC43131195	7/16/2026 11:14	7/16/2026 19:04	7/22/2026 23:44	QHVA	Closed	28155	7/17/2026		INC43128999
INC43131211	7/16/2026 11:15	7/16/2026 19:02	7/22/2026 23:27	QHVA	Closed	28040	7/17/2026		INC43128999
INC43131241	7/16/2026 11:16	7/16/2026 19:05	7/22/2026 23:57	QHVA	Closed	28164	7/17/2026		INC43128999
INC43131258	7/16/2026 11:16	7/16/2026 19:05	7/22/2026 23:54	QHVA	Closed	28115	7/17/2026		INC43128999
INC43131260	7/16/2026 11:16	7/16/2026 19:08	7/23/2026 0:31	QHVA	Closed	28328	7/17/2026		INC43128999
INC43131259	7/16/2026 11:16	7/16/2026 19:03	7/22/2026 23:38	QHVA	Closed	28000	7/17/2026		INC43128999
INC43131280	7/16/2026 11:17	7/16/2026 19:08	7/23/2026 0:27	QHVA	Closed	28273	7/17/2026		INC43128999
INC43131287	7/16/2026 11:17	7/16/2026 19:01	7/22/2026 23:14	QHVA	Closed	27849	7/17/2026		INC43128999
INC43131304	7/16/2026 11:18	7/16/2026 19:01	7/22/2026 23:10	QHVA	Closed	27776	7/17/2026		INC43128999
INC43131314	7/16/2026 11:18	7/16/2026 19:05	7/22/2026 23:59	QHVA	Closed	28043	7/17/2026		INC43128999
INC43131346	7/16/2026 11:19	7/16/2026 19:06	7/17/2026 5:32	QHVA	Closed	28048	7/17/2026		INC43128999
INC43131369	7/16/2026 11:20	7/16/2026 19:08	7/23/2026 0:26	QHVA	Closed	28081	7/17/2026		INC43128999
INC43131380	7/16/2026 11:20	7/16/2026 19:06	7/23/2026 0:08	QHVA	Closed	27957	7/17/2026		INC43128999
INC43131389	7/16/2026 11:21	7/16/2026 19:02	7/22/2026 23:25	QHVA	Closed	27674	7/17/2026		INC43128999
INC43131399	7/16/2026 11:21	7/16/2026 19:02	7/17/2026 7:49	QHVA	Closed	27626	7/17/2026		INC43128999
INC43131414	7/16/2026 11:22	7/16/2026 19:02	7/22/2026 23:25	QHVA	Closed	27620	7/17/2026		INC43128999
INC43131430	7/16/2026 11:22	7/16/2026 19:07	7/23/2026 0:14	QHVA	Closed	27870	7/17/2026		INC43128999

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Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC43131440	7/16/2026 11:23	7/16/2026 11:31	7/22/2026 0:03	VBMS Tier 3 Support	Closed	532	7/16/2026		
INC43131443	7/16/2026 11:23	7/16/2026 19:02	7/22/2026 23:24	QHVA	Closed	27542	7/17/2026		INC43128999
INC43131452	7/16/2026 11:23	7/16/2026 19:08	7/23/2026 0:29	QHVA	Closed	27901	7/17/2026		INC43128999
INC43131466	7/16/2026 11:24	7/16/2026 19:01	7/22/2026 23:09	QHVA	Closed	27425	7/17/2026		INC43128999
INC43131472	7/16/2026 11:24	7/16/2026 19:08	7/23/2026 0:27	QHVA	Closed	27865	7/17/2026		INC43128999
INC43131497	7/16/2026 11:24	7/16/2026 19:01	7/22/2026 23:08	QHVA	Closed	27365	7/17/2026		INC43128999
INC43131558	7/16/2026 11:27	7/16/2026 19:02	7/22/2026 23:23	QHVA	Closed	27299	7/17/2026		INC43128999
INC43131575	7/16/2026 11:28	7/16/2026 19:01	7/22/2026 23:09	QHVA	Closed	27178	7/17/2026		INC43128999
INC43131574	7/16/2026 11:28	7/16/2026 19:01	7/22/2026 23:10	QHVA	Closed	27185	7/17/2026		INC43128999
INC43131573	7/16/2026 11:28	7/16/2026 19:03	7/22/2026 23:35	QHVA	Closed	27296	7/17/2026		INC43128999
INC43131591	7/16/2026 11:28	7/16/2026 19:02	7/22/2026 23:31	QHVA	Closed	27261	7/17/2026		INC43128999
INC43131596	7/16/2026 11:28	7/16/2026 19:06	7/23/2026 0:08	QHVA	Closed	27483	7/17/2026		INC43128999
INC43131611	7/16/2026 11:29	7/16/2026 19:03	7/22/2026 23:42	QHVA	Closed	27268	7/17/2026		INC43128999
INC43131613	7/16/2026 11:29	7/16/2026 19:02	7/17/2026 6:03	QHVA	Closed	27213	7/17/2026		INC43128999
INC43131616	7/16/2026 11:29	7/16/2026 19:02	7/17/2026 8:09	QHVA	Closed	27170	7/17/2026		INC43128999
INC43131622	7/16/2026 11:29	7/16/2026 19:01	7/22/2026 23:11	QHVA	Closed	27097	7/17/2026		INC43128999
INC43131637	7/16/2026 11:30	7/16/2026 19:04	7/17/2026 14:07	QHVA	Closed	27227	7/17/2026		INC43128999
INC43131639	7/16/2026 11:30	7/16/2026 19:05	7/22/2026 23:57	QHVA	Closed	27309	7/17/2026		INC43128999
INC43131656	7/16/2026 11:31	7/16/2026 19:01	7/22/2026 23:12	QHVA	Closed	27022	7/17/2026		INC43128999
INC43131671	7/16/2026 11:31	7/16/2026 19:02	7/22/2026 23:30	QHVA	Closed	27064	7/17/2026		INC43128999
INC43131673	7/16/2026 11:31	7/16/2026 19:04	7/22/2026 23:52	QHVA	Closed	27178	7/17/2026		INC43128999
INC43131686	7/16/2026 11:32	7/16/2026 19:04	7/22/2026 23:49	QHVA	Closed	27136	7/17/2026		INC43128999
INC43131694	7/16/2026 11:32	7/16/2026 19:08	7/23/2026 0:30	QHVA	Closed	27364	7/17/2026		INC43128999
INC43131704	7/16/2026 11:33	7/16/2026 19:02	7/22/2026 23:22	QHVA	Closed	26944	7/17/2026		INC43128999
INC43131708	7/16/2026 11:33	7/16/2026 19:08	7/23/2026 0:28	QHVA	Closed	27320	7/17/2026		INC43128999
INC43131754	7/16/2026 11:35	7/16/2026 19:07	7/23/2026 0:22	QHVA	Closed	27152	7/17/2026		INC43128999
INC43131763	7/16/2026 11:35	7/16/2026 19:00	7/22/2026 23:06	QHVA	Closed	26696	7/17/2026		INC43128999
INC43131774	7/16/2026 11:36	7/16/2026 19:00	7/22/2026 23:02	QHVA	Closed	26636	7/17/2026		INC43128999
INC43131785	7/16/2026 11:37	7/16/2026 19:06	7/23/2026 0:09	QHVA	Closed	26987	7/17/2026		INC43128999
INC43131843	7/16/2026 11:39	7/16/2026 19:09	7/23/2026 0:33	QHVA	Closed	26987	7/17/2026		INC43128999
INC43131846	7/16/2026 11:39	7/16/2026 19:08	7/23/2026 0:31	QHVA	Closed	26969	7/17/2026		INC43128999
INC43131848	7/16/2026 11:39	7/16/2026 19:03	7/22/2026 23:33	QHVA	Closed	26604	7/17/2026		INC43128999
INC43131874	7/16/2026 11:40	7/16/2026 19:02	7/22/2026 23:25	QHVA	Closed	26493	7/17/2026		INC43128999
INC43131900	7/16/2026 11:41	7/16/2026 19:08	7/23/2026 0:26	QHVA	Closed	26820	7/17/2026		INC43128999
INC43131914	7/16/2026 11:42	7/16/2026 19:08	7/23/2026 0:25	QHVA	Closed	26773	7/17/2026		INC43128999
INC43131916	7/16/2026 11:42	7/16/2026 19:01	7/22/2026 23:13	QHVA	Closed	26365	7/17/2026		INC43128999
INC43131933	7/16/2026 11:42	7/16/2026 19:02	7/22/2026 23:28	QHVA	Closed	26395	7/17/2026		INC43128999
INC43131935	7/16/2026 11:42	7/16/2026 19:07	7/23/2026 0:11	QHVA	Closed	26649	7/17/2026		INC43128999
INC43131954	7/16/2026 11:43	7/16/2026 19:06	7/23/2026 0:03	QHVA	Closed	26549	7/17/2026		INC43128999

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Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC43131958	7/16/2026 11:43	7/16/2026 19:06	7/23/2026 0:10	QHVA	Closed	26585	7/17/2026		INC43128999
INC43131965	7/16/2026 11:44	7/16/2026 19:03	7/22/2026 23:40	QHVA	Closed	26370	7/17/2026		INC43128999
INC43131977	7/16/2026 11:44	7/16/2026 19:09	7/23/2026 0:33	QHVA	Closed	26676	7/17/2026		INC43128999
INC43132003	7/16/2026 11:45	7/16/2026 19:00	7/22/2026 23:05	QHVA	Closed	26118	7/17/2026		INC43128999
INC43132026	7/16/2026 11:46	7/17/2026 10:06	7/22/2026 23:06	VBMS Tier 2 Support	Closed	80395	7/17/2026		
INC43132031	7/16/2026 11:46	7/16/2026 19:03	7/22/2026 23:41	QHVA	Closed	26223	7/17/2026		INC43128999
INC43132036	7/16/2026 11:46	7/16/2026 19:00	7/22/2026 23:05	QHVA	Closed	26040	7/17/2026		INC43128999
INC43132042	7/16/2026 11:47	7/16/2026 19:00	7/22/2026 23:06	QHVA	Closed	26027	7/17/2026		INC43128999
INC43132044	7/16/2026 11:47	7/16/2026 19:06	7/23/2026 0:06	QHVA	Closed	26371	7/17/2026		INC43128999
INC43132050	7/16/2026 11:47	7/16/2026 19:05	7/22/2026 23:55	QHVA	Closed	26293	7/17/2026		INC43128999
INC43132063	7/16/2026 11:47	7/16/2026 19:05	7/22/2026 23:55	QHVA	Closed	26276	7/17/2026		INC43128999
INC43132067	7/16/2026 11:47	7/16/2026 19:06	7/23/2026 0:09	QHVA	Closed	26343	7/17/2026		INC43128999
INC43132082	7/16/2026 11:48	7/16/2026 19:00	7/16/2026 19:52	QHVA	Closed	25916	7/17/2026		INC43128999
INC43132083	7/16/2026 11:48	7/16/2026 19:01	7/22/2026 23:11	QHVA	Closed	25978	7/17/2026		INC43128999
INC43132103	7/16/2026 11:49	7/16/2026 19:06	7/23/2026 0:07	QHVA	Closed	26247	7/17/2026		INC43128999
INC43132105	7/16/2026 11:49	7/16/2026 19:03	7/22/2026 23:39	QHVA	Closed	26044	7/17/2026		INC43128999
INC43132120	7/16/2026 11:50	7/16/2026 19:07	7/23/2026 0:20	QHVA	Closed	26255	7/17/2026		INC43128999
INC43132156	7/16/2026 11:51	7/16/2026 19:05	7/17/2026 8:05	QHVA	Closed	26057	7/17/2026		INC43128999
INC43132163	7/16/2026 11:51	7/16/2026 19:02	7/22/2026 23:25	QHVA	Closed	25840	7/17/2026		INC43128999
INC43132196	7/16/2026 11:52	7/16/2026 19:04	7/22/2026 23:49	QHVA	Closed	25902	7/17/2026		INC43128999
INC43132198	7/16/2026 11:52	7/16/2026 19:08	7/23/2026 0:26	QHVA	Closed	26130	7/17/2026		INC43128999
INC43132199	7/16/2026 11:52	7/16/2026 19:09	7/23/2026 0:33	QHVA	Closed	26169	7/17/2026		INC43128999
INC43132219	7/16/2026 11:53	7/16/2026 19:09	7/23/2026 0:33	QHVA	Closed	26121	7/17/2026		INC43128999
INC43132226	7/16/2026 11:53	7/16/2026 19:02	7/22/2026 23:28	QHVA	Closed	25720	7/17/2026		INC43128999
INC43132251	7/16/2026 11:54	7/16/2026 19:01	7/22/2026 23:17	QHVA	Closed	25620	7/17/2026		INC43128999
INC43132252	7/16/2026 11:54	7/16/2026 19:08	7/23/2026 0:25	QHVA	Closed	26002	7/17/2026		INC43128999
INC43132259	7/16/2026 11:55	7/16/2026 19:04	7/22/2026 23:46	QHVA	Closed	25743	7/17/2026		INC43128999
INC43132307	7/16/2026 11:56	7/16/2026 19:08	7/23/2026 0:23	QHVA	Closed	25873	7/17/2026		INC43128999
INC43132310	7/16/2026 11:56	7/16/2026 19:08	7/23/2026 0:31	QHVA	Closed	25922	7/17/2026		INC43128999
INC43132315	7/16/2026 11:57	7/16/2026 19:05	7/22/2026 23:57	QHVA	Closed	25708	7/17/2026		INC43128999
INC43132319	7/16/2026 11:57	7/16/2026 19:04	7/22/2026 23:48	QHVA	Closed	25635	7/17/2026		INC43128999
INC43132320	7/16/2026 11:57	7/16/2026 19:07	7/23/2026 0:21	QHVA	Closed	25834	7/17/2026		INC43128999
INC43132333	7/16/2026 11:57	7/16/2026 19:01	7/22/2026 23:20	QHVA	Closed	25454	7/17/2026		INC43128999
INC43132349	7/16/2026 11:58	7/16/2026 19:07	7/23/2026 0:21	QHVA	Closed	25783	7/17/2026		INC43128999
INC43132371	7/16/2026 11:58	7/16/2026 19:02	7/17/2026 6:30	QHVA	Closed	25440	7/17/2026		INC43128999
INC43132384	7/16/2026 11:59	7/16/2026 19:05	7/17/2026 8:31	QHVA	Closed	25563	7/17/2026		INC43128999
INC43132385	7/16/2026 11:59	7/16/2026 19:02	7/22/2026 23:32	QHVA	Closed	25422	7/17/2026		INC43128999
INC43132396	7/16/2026 11:59	7/16/2026 19:07	7/23/2026 0:18	QHVA	Closed	25675	7/17/2026		INC43128999
INC43132407	7/16/2026 12:00	7/16/2026 19:06	7/23/2026 0:01	QHVA	Closed	25563	7/17/2026		INC43128999

Resolved Last Week

Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC43132412	7/16/2026 12:00	7/16/2026 19:02	7/22/2026 23:31	QHVA	Closed	25363	7/17/2026		INC43128999
INC43132416	7/16/2026 12:00	7/16/2026 19:08	7/23/2026 0:30	QHVA	Closed	25712	7/17/2026		INC43128999
INC43132427	7/16/2026 12:00	7/16/2026 19:02	7/22/2026 23:29	QHVA	Closed	25320	7/17/2026		INC43128999
INC43132456	7/16/2026 12:01	7/16/2026 19:05	7/22/2026 23:55	QHVA	Closed	25435	7/17/2026		INC43128999
INC43132462	7/16/2026 12:01	7/16/2026 19:05	7/22/2026 23:57	QHVA	Closed	25443	7/17/2026		INC43128999
INC43132466	7/16/2026 12:01	7/16/2026 19:06	7/23/2026 0:03	QHVA	Closed	25468	7/17/2026		INC43128999
INC43132478	7/16/2026 12:02	7/16/2026 19:03	7/22/2026 23:37	QHVA	Closed	25268	7/17/2026		INC43128999
INC43132480	7/16/2026 12:02	7/16/2026 19:04	7/22/2026 23:45	QHVA	Closed	25316	7/17/2026		INC43128999
INC43132483	7/16/2026 12:02	7/16/2026 19:07	7/23/2026 0:22	QHVA	Closed	25535	7/17/2026		INC43128999
INC43132482	7/16/2026 12:02	7/16/2026 19:05	7/22/2026 23:56	QHVA	Closed	25399	7/17/2026		INC43128999
INC43132493	7/16/2026 12:02	7/16/2026 19:04	7/22/2026 23:44	QHVA	Closed	25273	7/17/2026		INC43128999
INC43132506	7/16/2026 12:03	7/16/2026 19:02	7/22/2026 23:20	QHVA	Closed	25121	7/17/2026		INC43128999
INC43132519	7/16/2026 12:03	7/16/2026 19:03	7/22/2026 23:36	QHVA	Closed	25164	7/17/2026		INC43128999
INC43132523	7/16/2026 12:03	7/16/2026 19:02	7/22/2026 23:27	QHVA	Closed	25120	7/17/2026		INC43128999
INC43132525	7/16/2026 12:04	7/16/2026 19:05	7/22/2026 23:54	QHVA	Closed	25278	7/17/2026		INC43128999
INC43132528	7/16/2026 12:04	7/16/2026 19:07	7/23/2026 0:13	QHVA	Closed	25377	7/17/2026		INC43128999
INC43132531	7/16/2026 12:04	7/16/2026 19:01	7/22/2026 23:19	QHVA	Closed	25063	7/17/2026		INC43128999
INC43132543	7/16/2026 12:04	7/16/2026 19:07	7/23/2026 0:17	QHVA	Closed	25353	7/17/2026		INC43128999
INC43132548	7/16/2026 12:05	7/16/2026 19:05	7/22/2026 23:59	QHVA	Closed	25240	7/17/2026		INC43128999
INC43132572	7/16/2026 12:05	7/16/2026 19:02	7/22/2026 23:24	QHVA	Closed	24984	7/17/2026		INC43128999
INC43132577	7/16/2026 12:06	7/16/2026 12:08	7/22/2026 0:06	VBMS Tier 2 Support	Closed	124	7/16/2026		
INC43132585	7/16/2026 12:06	7/16/2026 19:00	7/22/2026 23:04	QHVA	Closed	24844	7/17/2026		INC43128999
INC43132609	7/16/2026 12:07	7/16/2026 19:00	7/22/2026 23:00	QHVA	Closed	24744	7/17/2026		INC43128999
INC43132611	7/16/2026 12:07	7/16/2026 19:01	7/22/2026 23:19	QHVA	Closed	24849	7/17/2026		INC43128999
INC43132614	7/16/2026 12:07	7/16/2026 19:08	7/23/2026 0:31	QHVA	Closed	25264	7/17/2026		INC43128999
INC43132622	7/16/2026 12:08	7/16/2026 19:06	7/23/2026 0:01	QHVA	Closed	25067	7/17/2026		INC43128999
INC43132621	7/16/2026 12:08	7/16/2026 19:03	7/22/2026 23:40	QHVA	Closed	24914	7/17/2026		INC43128999
INC43132644	7/16/2026 12:09	7/16/2026 19:08	7/23/2026 0:27	QHVA	Closed	25161	7/17/2026		INC43128999
INC43132648	7/16/2026 12:09	7/16/2026 19:03	7/22/2026 23:42	QHVA	Closed	24854	7/17/2026		INC43128999
INC43132649	7/16/2026 12:09	7/16/2026 19:08	7/23/2026 0:24	QHVA	Closed	25100	7/17/2026		INC43128999
INC43132666	7/16/2026 12:10	7/16/2026 19:05	7/22/2026 23:56	QHVA	Closed	24909	7/17/2026		INC43128999
INC43132679	7/16/2026 12:10	7/16/2026 19:06	7/23/2026 0:10	QHVA	Closed	24964	7/17/2026		INC43128999
INC43132687	7/16/2026 12:11	7/16/2026 19:07	7/23/2026 0:16	QHVA	Closed	24962	7/17/2026		INC43128999
INC43132723	7/16/2026 12:13	7/16/2026 19:03	7/22/2026 23:40	QHVA	Closed	24635	7/17/2026		INC43128999
INC43132724	7/16/2026 12:13	7/16/2026 19:09	7/23/2026 0:36	QHVA	Closed	24979	7/17/2026		INC43128999
INC43132807	7/16/2026 12:17	7/16/2026 19:07	7/23/2026 0:21	QHVA	Closed	24639	7/17/2026		INC43128999
INC43132814	7/16/2026 12:17	7/16/2026 19:04	7/22/2026 23:52	QHVA	Closed	24430	7/17/2026		INC43128999
INC43132832	7/16/2026 12:18	7/16/2026 19:02	7/22/2026 23:24	QHVA	Closed	24230	7/17/2026		INC43128999
INC43132881	7/16/2026 12:20	7/16/2026 19:06	7/23/2026 0:02	QHVA	Closed	24326	7/17/2026		INC43128999

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Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC43132893	7/16/2026 12:21	7/16/2026 19:05	7/22/2026 23:55	QHVA	Closed	24242	7/17/2026		INC43128999
INC43132921	7/16/2026 12:22	7/16/2026 19:03	7/22/2026 23:37	QHVA	Closed	24023	7/17/2026		INC43128999
INC43132970	7/16/2026 12:24	7/16/2026 19:01	7/22/2026 23:09	QHVA	Closed	23769	7/17/2026		INC43128999
INC43132982	7/16/2026 12:25	7/16/2026 19:00	7/22/2026 23:04	QHVA	Closed	23714	7/17/2026		INC43128999
INC43133522	7/16/2026 12:55	7/17/2026 8:27	7/22/2026 23:59	VBMS Tier 2 Support	Closed	70358	7/17/2026		
INC43134290	7/16/2026 13:34	7/17/2026 16:02	7/23/2026 0:22	VBMS Tier 2 Support	Closed	95258	7/17/2026		
INC43134657	7/16/2026 13:55	7/17/2026 18:24	7/22/2026 23:53	VBMS Tier 2 Support	Closed	102499	7/17/2026		
INC43135099	7/16/2026 14:21	7/17/2026 12:09	7/17/2026 12:25	VBMS Tier 2 Support	Closed	78473	7/17/2026		
INC43135276	7/16/2026 14:33	7/16/2026 15:32	7/22/2026 0:14	VBMS Tier 2 Support	Closed	3539	7/16/2026		
INC43135370	7/16/2026 14:38	7/17/2026 8:42	7/23/2026 0:12	VBMS Tier 2 Support	Closed	64983	7/17/2026		
INC43135726	7/16/2026 15:02	7/17/2026 10:11	7/23/2026 0:26	VBMS Tier 2 Support	Closed	68941	7/17/2026		
INC43135853	7/16/2026 15:08	7/17/2026 12:37	7/22/2026 23:42	VBMS Tier 2 Support	Closed	77297	7/17/2026		
INC43136232	7/16/2026 15:40	7/17/2026 15:15	7/17/2026 15:17	VBMS Tier 2 Support	Closed	84860	7/17/2026		
INC43136447	7/16/2026 15:59	7/17/2026 10:28	7/22/2026 23:01	VBMS Tier 2 Support	Closed	66562	7/17/2026		
INC43137059	7/16/2026 17:04	7/17/2026 10:30	7/22/2026 23:54	VBMS Tier 2 Support	Closed	62765	7/17/2026		
INC43137727	7/16/2026 19:55	7/16/2026 20:20	7/22/2026 23:15	VBMS Tier 2 Support	Closed	1525	7/17/2026		
INC43137770	7/16/2026 20:19	7/17/2026 6:59	7/23/2026 0:29	EMRR	Closed	38362	7/17/2026		
INC43138501	7/17/2026 5:48	7/17/2026 10:16	7/23/2026 0:33	VBMS Tier 2 Support	Closed	16065	7/17/2026		
INC43138664	7/17/2026 6:15	7/17/2026 17:32	7/22/2026 23:12	VBMS Tier 2 Support	Closed	40651	7/17/2026		
INC43139044	7/17/2026 6:53	7/17/2026 7:19	7/23/2026 0:36	VBMS Tier 2 Support	Closed	1577	7/17/2026		
INC43139534	7/17/2026 7:23	7/17/2026 9:01	7/22/2026 23:27	VBMS Tier 2 Support	Closed	5848	7/17/2026		
INC43140059	7/17/2026 7:49	7/17/2026 13:20	7/22/2026 23:35	VBMS Tier 2 Support	Closed	19836	7/17/2026		
INC43140599	7/17/2026 8:15	7/17/2026 11:33	7/22/2026 23:37	VBMS Tier 2 Support	Closed	11877	7/17/2026		
INC43140611	7/17/2026 8:16	7/17/2026 14:18	7/22/2026 23:13	VBMS Tier 2 Support	Closed	21745	7/17/2026		
INC43140987	7/17/2026 8:34	7/17/2026 12:03	7/17/2026 12:04	VBMS Tier 2 Support	Closed	12528	7/17/2026		
INC43141046	7/17/2026 8:37	7/17/2026 11:55	7/23/2026 0:32	VBMS Tier 2 Support	Closed	11904	7/17/2026		
INC43141201	7/17/2026 8:43	7/17/2026 12:02	7/22/2026 23:37	VBMS Tier 2 Support	Closed	11948	7/17/2026		
INC43141737	7/17/2026 9:11	7/17/2026 11:50	7/22/2026 23:28	VBMS Tier 2 Support	Closed	9543	7/17/2026		
INC43142147	7/17/2026 9:31	7/17/2026 13:28	7/22/2026 23:12	EMRR	Closed	14193	7/17/2026		
INC43143510	7/17/2026 10:40	7/17/2026 11:42	7/23/2026 0:12	VBMS Tier 2 Support	Closed	3709	7/17/2026		
INC43143570	7/17/2026 10:44	7/17/2026 12:01	7/22/2026 23:33	VBMS Tier 2 Support	Closed	4667	7/17/2026		
INC43143892	7/17/2026 11:01	7/17/2026 16:30	7/23/2026 0:00	VBMS Tier 2 Support	Closed	19769	7/17/2026		
INC43144029	7/17/2026 11:08	7/17/2026 16:00	7/22/2026 23:03	VBMS Tier 2 Support	Closed	17526	7/17/2026		
INC43144486	7/17/2026 11:35	7/17/2026 12:26	7/22/2026 23:48	VBMS Tier 2 Support	Closed	3072	7/17/2026		
INC43145150	7/17/2026 12:13	7/17/2026 15:44	7/23/2026 0:05	VBMS Tier 2 Support	Closed	12628	7/17/2026		
INC43145707	7/17/2026 12:45	7/17/2026 14:32	7/23/2026 0:31	VBMS Tier 2 Support	Closed	6418	7/17/2026		
INC43145835	7/17/2026 12:52	7/17/2026 16:57	7/23/2026 0:00	VBMS Tier 2 Support	Closed	14697	7/17/2026		
INC43146356	7/17/2026 13:25	7/17/2026 16:48	7/22/2026 23:45	VBMS Tier 2 Support	Closed	12194	7/17/2026		
INC43148907	7/17/2026 17:16	7/17/2026 17:46	7/22/2026 23:25	VBMS Tier 2 Support	Closed	1804	7/17/2026		

Resolved Last Week

Number	Opened	Resolved	Closed	Assignment group	State	Resolve time	Resolved Date GMT	External System	Parent Incident
INC43148958	7/17/2026 17:28	7/18/2026 4:22	7/23/2026 23:01	VBMS Tier 2 Support	Closed	39245	7/18/2026		
INC43149130	7/17/2026 18:22	7/18/2026 7:45	7/22/2026 23:31	QHVA	Closed	48177	7/18/2026		INC43074144
INC43149182	7/17/2026 18:37	7/18/2026 7:47	7/22/2026 23:31	QHVA	Closed	47407	7/18/2026		INC43074144
INC43149302	7/17/2026 19:16	7/18/2026 7:47	7/22/2026 23:31	QHVA	Closed	45088	7/18/2026		INC43074144
INC43149724	7/17/2026 22:57	7/17/2026 22:58	7/23/2026 23:07	VBMS Tier 2 Support	Closed	19	7/18/2026		
INC43150388	7/18/2026 7:04	7/18/2026 10:25	7/24/2026 0:07	VBMS Tier 2 Support	Closed	12072	7/18/2026		
INC43150926	7/18/2026 10:16	7/18/2026 12:49	7/24/2026 1:06	VBMS Tier 2 Support	Closed	9194	7/18/2026		
INC43150931	7/18/2026 10:19	7/18/2026 14:16	7/23/2026 23:40	VBMS Tier 2 Support	Closed	14210	7/18/2026		
INC43151961	7/18/2026 15:18	7/18/2026 19:14	7/24/2026 0:00	VBMS Tier 2 Support	Closed	14184	7/19/2026		
INC43153758	7/19/2026 14:31	7/19/2026 18:17	7/23/2026 23:03	VBMS Tier 2 Support	Closed	13547	7/19/2026		

Tab 5

FY 2026

Availability Playbook

THE OFFICE OF FIELD OPERATIONS

OPERATIONS ANALYSIS

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Revision History

01/30/2026	FY26 Initial Publication • Added Sub-Reason NP#12 #CVSI for the Disability Claims Automation Critical Veteran Service Initiative (CVSI) for the 15 initiatives to streamline claims processes (page 17).
05/28/2026	End of the National Special Project #5, described as #5302B effective June 1, 2026.
6/11/2026	End of National Special Project #9 effective June 11, 2026.

Purpose

This playbook provides guidance for utilizing excluded time to account for non-creditable activities within multiple business lines. *Updates to this guidance will be provided as needed. If adjustments are needed pertaining to information within the playbook, please contact the VAVBAWAS/CO/OA.*

Who does this policy apply to?

The guidance in this playbook applies to employees from all business lines who are using the Workload and Time Reporting System (WATRS) platform to record excluded time entries, i.e., Veteran Service Centers (VSCs), Benefit Eligibility Support Team (BEST), Pension Management Centers (PMCs), the Office of Administrative Review (OAR), Fiduciary Hubs, Centralized Support Division (CSD), and select Contact Centers. Examples include, but are not limited to:

- Veteran Service Representatives (VSRs)
- Rating VSRs (RVSRs)
- Decision Review Officers (DROs)
- Claims Assistants (CAs)
- Legal Instrument Examiners (LIEs)
- Fiduciary Service Representatives (FSRs)
- Field Examiners (FEs)
- CSD PIES Employees
- Legal Administrative Specialist

Timeliness of Entries

Employee Entry

All entries for excluded time should be entered in WATRS by the employee on the date used, but no later than three (3) business days of using the excluded time. When possible, employees should input excluded time requests in WATRS in advance. If local policy exists requiring fewer number of days to enter time, local policy should continue to be followed unless directed otherwise.

Supervisory Approval

Supervisors must address (approve or deny) pending excluded time entries within three (3) business days of employee entry. Supervisors can reference the Pending Requests Dashboard - WATRS Analytics to review entries that are awaiting approval.

Accurate Categorization of Entries

Employee Responsibility

The employee must ensure the excluded time reason and sub-reason accurately reflect the activity that the employee spent time doing. Employees should use this playbook as guidance of what excluded time reason should be used. If the employee is still uncertain which entry to apply, they are advised to consult a supervisor.

Supervisor Responsibility
The supervisor must ensure the entry accurately reflects the employee's activity prior to approving the request. If a more applicable reason or sub-reason is available, the supervisor should deny the request and communicate the necessary change(s) to the employee.

Reasons for Entry

WATRS provides two levels of reason categories: reasons and sub-reasons. The reasons consist of the highest-level grouping of all excluded time entries. Sub-reasons provide more detail about the activity. Entries using the following reasons may be approved or denied by a first line supervisor:

- Leave
- Meetings and Performance Management
- Other
- Quality and Training
- Special Project time (National Initiatives and Local Special Projects)

Entries using "Special Project Time" must be approved or denied by division-level leadership or designee (no lower than a division-level assistant).

Leave

Entries in WATRS for leave should correspond with the type of leave entered in the VA Time and Attendance System (VATAS) GovTA platform. The time and date of leave must match both VATAS/GovTA and WATRS. Beginning October 21, 2024, VATAS/GovTA was integrated with WATRS to import leave, eliminating the need for employees to manually enter time into both systems. Supervisors must use the WATRS-VATAS/GOVTA Validation Dashboard and the GovTA Data Import Log to audit accuracy of VATAS/GOVTA/GovTA and WATRS entries, such as:

- Annual Leave
- Military Leave
- Sick Leave

Quarterly audits are required and certification of completion to be submitted through the District Offices. All incongruent entries are to be submitted to the OA Mailbox for further review.

Employee Assistant Program (EAP) and Leave

Any leave related to the utilization of the EAP should use the same sub-reason in WATRS as input into VATAS/GovTA.

Family and Medical Leave Act (FMLA)

When an employee is using FMLA the leave category chosen in WATRS should match what is input in VATAS/GovTA (sick leave or LWOP).

Meetings & Performance Management

This category is used for approved meetings with management or other support entities. Examples of when employees should use this reason category include:

- Division Meetings - to include townhalls and award ceremonies.
- Special Events such as participation in the Combined Federal Campaign (CFC), Central Office Webinar events (e.g., USB webinars), or other employee engagement events
- Supervisor Meetings

Other

Employees should utilize the "Other" reason category when one of the following apply:

- Emergency Preparedness
- Other (see paragraph below)
- PIV activities
- Surveys
- Technology-related situations such as system updates, connection issues

Note: Other-Other reason should only be used when there is not a more appropriate excluded time reason. This sub-reason should be used as sparingly as possible. **Supervisors should always review entries using the Other/Other categorization to ensure validity of entry and accuracy of categorization.**

Credit Hours Taken

Employees should use this reason when using credit hours previously earned.

Compensatory Time Taken

Employees should use this reason when taking compensatory time previously earned.

Excluded Time due to System Outages

System outage may prevent an employee from completing creditable transactions. If this happens and the employee completes training or works, if appropriately trained, in the Centralized Mail Portal during the duration of the downtime, the excluded time should be recorded using the following guidance:

- **Completed Training:** For recording excluded time in WATRS, employees should utilize the appropriate training sub-reason. To track training time due to system outages, the employee should enter #Tech in the employee comments section.
- **Completed Mail Processing:** For recording excluded time in WATRS, employees should utilize sub-reason National Projects. To track the special project time, the employee should enter #Tech in the employee comments section, and supervisors should validate the entry is appropriately input.

Central Office Roles and Responsibilities

Central Office entities must ensure that excluded time guidance is included when communicating activities that will divert the employees away from non-creditable claims processing activities. The OFO has set forth the following reference guide for entry of employee comment key words and national hashtags.

Key Word/Hashtag	Definition	Date Implemented
#Tech	Should be used when an employee is engaging in another activity (e.g., training, mail processing) due to system outages.	11/19/2019
#SB	Should be used by Denver RO employees when inputting excluded time related to non-creditable activities for spina bifida claims.	11/19/2019
#VIP	Should be used for trainees and instructors related to VIP training	03/02/2020
#FOCUS	Should be used for trainees and instructors related to FOCUS training	03/02/2020
#DRILLPAY	Should be used by employees when inputting excluded time related to the Drill Pay special project.	01/12/2021
#NEHMERMEMO	RVSRs requesting excluded time for the completion of Nehmer Memorandums of Record should enter the hashtag "#NehmerMemo" within the employee comments in WATRS	12/17/2021
#NPRCHelpTeam	Applies to the CSD employees who are supporting the NPRC	12/20/2021
#5302B	Should be used by employees when processing claims related to claims processed under 38 U.S.C. § 5302B.	11/01/2024
#SIVBA	Should be used by employees participating in SIVBA activities	11/15/2024

Reporting & Tracking Tools

Management should leverage the Supervisor EPR (SEPR) Station Time & Leave Hours tab to track the number of hours per sub-reason utilized by each employee.

Business Line Guidance and Training Information

Training information and annual training hour limitations for each business line can be referenced using the following links:

Business Line	*Link to Resources*
Compensation	Compensation Service National Training Curriculum (CSNTC)
Pension	Pension Management Center National Training Curriculum (PNTC)
OAR	OAR National Training Curriculum (OAR NTC)

Fiduciary Service	Fiduciary Service National Training Curriculum (FID NTC)
NCO	Training - Office of Field Operations (va.gov)
CSD	Refer to local Sharepoint Site for training resources

Quality and Training

A detailed description of the available quality and training reasons can be found in Appendix B, some examples are listed below:

- National Training Calls
- National Training- New Employee Instructor Web-Based Training (IWT) Participant
- National Training- Challenge/Virtual and In-Person (VIP)/Foundation Organization Core User Application and Sustainment (FOCUS) Participants
- National Training- Challenge/VIP/FOCUS Instructor
- Providing Mentoring and Receiving Mentoring
- Quality- Error Rebuttal

WATRS entries using the following sub-reasons will count towards the annual training requirement:

- National Training
- Local Training
- Consistency Study
- Skills Certification Training/Preparation

If a TMS number is provided for the training, it should be entered in the employee comments in WATRS. Do not include pipe characters ("|") when entering excluded time in WATRS. This character often occurs when copying a TMS course and pasting into WATRS, which prevents the time entry from appearing in EPR.

New Employee Training

Training for employees new to their position, such as instructor IWT, Challenge or VIP/FOCUS training **do not count** against the annual training requirement limitation. This limitation only applies to employees that have completed the initial training status and are on a production standard.

Requesting Additional Training Time

Division level leadership may request additional excluded time for training from the Regional Office (RO) Director or designee. Requests should include rationale as to how the additional excluded time is part of a defined action plan. Directors may approve up to 10 additional hours of excluded time for training per person, per year. Requests for training in excess of the Director's approval authority must be approved by the District Director or designee.

In the event of additional agency-wide training for all employees, or training needs because of Inspector General (IG), Government Accountability Office (GAO) audits or legislative changes, communication about additional excluded time training will be provided within the guidance

released from the Business Line or Office of Field Operations.

RO Directors are responsible for reporting and providing justification to their District Office for any employees who are on-standards (not in training status) and use in excess of the annual training excluded time. The list should break out each employee and document the total hours of training and the justification for the training.

Compensation, Pension, BEST, and OAR VIP Training

All employees participating in VIP training as a trainee or as an instructor should enter excluded time as follows:

IWT:

WATRS Entry for Trainees

- Reason **-** "Quality & Training"
- Sub-reason - "National Training- New Employee"
- Employee Comments **-** "#VIP"

Classroom

WATRS Entry for Instructors

- Reason **-** "Quality &Training"
- Sub-reason **-** "National Training-Challenge/VIP Instructor"
- Employee Comments **-** "#VIP"

WATRS Entry for Trainees

- Reason **-** "Quality &Training"
- Sub-reason - "National Training-Challenge/VIP Participant"
- Employee Comments - "#VIP"

90-Day Post Challenge/VIP Training

WATRS Entry for Mentors – (if mentor is production employee)

- Reason **-** "Quality &Training"
- Sub-reason **-** "Providing Mentoring"
- Employee Comments **-** "#VIP"

The entry below is only for time spent working with a mentor on claim specific questions and instruction. VBMS automatically captures transactions when processing live claims.

WATRS Entry for Trainees

- Reason **-** "Quality &Training"
- Sub-reason **-** "Receiving Mentoring"
- Employee Comments **-** "#VIP"

Fiduciary FOCUS Training

All employees participating in FOCUS training as a trainee or as an instructor should enter excluded time as follows:

Classroom

WATRS Entry for Instructors

- Reason **-** "Quality &Training"
- Sub-reason **-** "National Training-Challenge/VIP Instructor"
- Employee Comments **-** "#FOCUS"

WATRS Entry for Trainees

- Reason **-** "Quality &Training"
- Sub-reason - "National Training-Challenge/VIP Participant"
- Employee Comments - "#FOCUS"

90-Day Post FOCUS Training

WATRS Entry for Mentors – (if mentor is production employee)

- Reason **-** "Quality &Training"
- Sub-reason **-** "Providing Mentoring"
- Employee Comments **-** "#FOCUS"

The entry below is only for time spent working with a mentor on claim specific questions and instruction. VBMS automatically captures transactions when processing live claims.

WATRS Entry for Trainees

- Reason **-** "Quality &Training"
- Sub-reason **-** "Receiving Mentoring"
- Employee Comments **-** "#FOCUS"

Local Special Projects

Non-creditable work that is done at the direction of local management should be categorized using this sub-reason. Examples of local special projects include:

- Outreach/Public Contact Activities
- Privacy Act/FOIA Responses for CSD employees only
- Fiduciary Travel/3yr Cycle Onsite Reviews
- Fiduciary SME Outreach

Local Special Project Annual Hour Limitations

Local special project annual hour limitations apply to the VSCs, PMCs, BEST, and DROCs. Each business line is allocated **1.5 percent** of their regular annual hours as shown by the Leadership Employee Performance Report (LEPR) Hours Summary) for the prior fiscal year. RO Directors may approve up to **2 percent** of Regular Hours if additional hours are needed. Anything in excess of 2 percent should be submitted to the District Office for approval.

Fiduciary Hubs shall monitor the percentage of annual hours used for outreach activities to determine if a percentage greater than 1.5 or 2 percent is needed to accomplish both outreach and other local special projects. For any additional questions, refer to Fiduciary Service.

Requests should document the need for the local special project excluded time, anticipated hours, number of resources that will be using the hours (e.g., number of employees by division) and expected results from time spent.

Local Special Project Entry Approval Requirements

All local special project excluded time requests must be approved by the division level management or designee (no lower than Assistant). All special projects excluded time must be approved for a specific purpose and for a limited duration. No blanket special projects should be authorized excluded time. Local special projects should include a comment identifying the project with specificity.

National Special Projects

All National Special Projects should be categorized using this sub-reason. Only projects assigned by Central Office Business Lines or Office of Field Operations (OFO) should be categorized here.

Current National Special Projects can be found in Appendix C:

When using this sub-reason, the employee should provide a comment that provides a brief description of the task (e.g., “VBMS testing”, “Mail processing”, etc.).

National Special Project-System testing should be used when a user is involved in regular system testing, such as testing associated with VBMS deployments, or user centered design sessions with VBMS System Developers and other VBACO SMEs. This does not include other system testing related to other listed National Projects.

All Special Projects Reminder: This category is used to input time spent completing assignments outside the normal scope of assigned work or not recordable in VBMS.

EXCLUDED TIME REASON	SUB REASONS AND EXAMPLES
Special Projects (SP)	**Local SP - Hearings** *Hearing activities do not include holding the hearing itself or DRO preparation for the informal conference* **Local SP - Outreach/Public Contact Activity** *Outreach, Community events (Townhall, Homeless Stand Down, Claims Clinics, etc.)* **Local SP - SME Activities** *Ancillary Coordinator duties (MST, Homeless, Women's Veteran, CHAMPVA, etc.) NOTE: Only used when transactional credit is not awarded based on actions* **Local SP - Super User Actions** *Super User Responsibilities (WATRS, VBMS)* **Local SP - Timekeeping**
Special Projects (SP)	**National Project (#) – Appendix C** **National SP – IPC Duties -** *(Guidance will be issued from VACO)* **National SP – OIG/GAO** **National SP – System Testing**
Special Projects – Centralized Support Division	**Corporate Mailbox** **Customer Service Phone** **Letter separation** **Return Mail**
Special Project – Fiduciary Hub	**Local Special Project – Fiduciary Travel/3yr Cycle Onsite Reviews** • **This excluded time option does not apply to face-to-face field exams, please see "Other"** **Local Special Project – SME Outreach** **National Special Project - Beneficiary Record Data Reconciliation Projects** **National Special Project – Call Center Coverage Only (888 Number)**

Special Project – National Call Center	**Local Other – LAS Offline/VPN Issues (Unable to connect to CISCO)** **Local Special Project – NCC Misc. Outreach** **Local Special Project – OT Break** **Local Special Project – VASS Inbound Queue (VASS Only)** **National Special Project – AVA** **National Special Project – USB Townhall/Virtual Events**

Appendix A - WATRS Reason/Sub-Reason Summary

NOTE: Excluded Time categories can be selected via drop-down menus in WATRS, please ensure a reason and sub-reason is appropriately selected.

EXCLUDED TIME REASON	SUB REASONS AND EXAMPLES
Leave *This category is used to input leave use. The employee will choose the leave type taken from the drop-down box in WATRS.*	• **Administrative Leave, to include** Court or Court related services (e.g., jury duty), Registration/Voting, Blood, Bone Marrow, Organ Donor leave, inclement weather with RO Director approval • **Annual leave** • **FMLA** • **Leave without Pay (LWOP)** • **Military leave** • **Sick Leave**
Meetings and Performance Management *This category is used to input excluded time for attending meetings and time spent with a supervisor/manager regarding performance, e.g., monthly performance meetings.* *The employee will choose from the drop-down boxes in WATRS.*	• **Division Meetings -** Town Hall/Stakeholder/award ceremonies • **Other Meetings with Management, EEO, Support Services** (i.e., Human Resource meeting, LRAC, EEO, Support Service, Job promotion activities (interview or written exercise)) • **Special Events -** Retirement, CFC, and other celebratory events • **Supervisor Meetings** (one on one meeting with supervisor) • **Team Meetings/Huddles** **Union meeting –** employee meets with a union representative for any reason
Other *This category is used to input excluded time which does not fall into any other category. The employee will choose from the drop-down boxes in WATRS*	• **Emergency Preparedness (Fire/Safety Drills, etc.)** • **Employee Moves** • **Other- All other sub types** ***Field Examiners: Excluded time requests for face-to-face field exam travel, use this option and enter "travel time" in the comments section*** *NOTE: The Other-Other reason should only be used when no other, more appropriate excluded time reason exists.* • **PIV activities (application, fingerprint, new card/card replacement)** • **Surveys (AES, GSA tenant, etc.)** • **Technology, such as:** software, hardware, or system outages and/or updates, time spent with local IRM to resolve issues. • **Telework- Emergency travel to/from Office**

Credit Hours Taken	• Credit Hours Used
Comp Time Taken	• Comp Time Used

Appendix B - Quality and Training Sub-Reasons

When entering entries for training time, the following guidance should be used to determine which sub-reason to select:

Sub-Reason	When to Use	Count Towards Annual Required Hours?
National Training	National Training required by business lines and annual agency training requirements.	Yes
Local Training	Training required by station-level management.	Yes
Consistency Study	Time spent completing consistency studies when requested by business lines (to include but is not limited to Compensation Service Quality Assurance, Quality Practicums, and OAR Proficiency Assessments).	Yes
Skills Certification Training/Preparation	Includes training and preparation related to Skills Certification.	Yes
Leadership Development	Includes participation in leadership development activities (limited to LEAD, LVA, LEAP, ELP, or other local leadership development programs).	No
National Training Calls	Homeless, MST or any other calls that are held by VACO entities and request participation by VSR/RVSRs, DROs, SMEs and/or other coordinators.	No
Challenge/VIP/FOCUS Training: • National Training - New Employee IWT Participant • National Training – Challenge/VIP/FOCUS Participant • National Training – Challenge/VIP/FOCUS Instructor	To be used when an employee is attending challenge/VIP (IWT and residency) or an instructor at challenge/VIP. FOCUS applies to Fiduciary Hubs	No
Training - Instruction Prep and Delivery	To be used when employee is preparing or delivering training to peers.	No
Skills Certification Test	To be used to record time spent taking the skills certification test.	No

Mentoring: • Providing Mentoring • Receiving Mentoring	Time spent providing or receiving mentoring. To be used independently of 2nd signature reviews.	No
Quality: • Quality - Error Rebuttal • Quality - Completing 2nd Signature Peer Review • Quality - Completing 2nd Signature Review-Manual directed	Employee completes quality error rebuttal. To be used by QRS when a review is completed outside QMS and there is no EP is pending or when a reconsideration review is completed and there is no EP pending. To be used when requiring 2nd signature review.	No

Appendix C – National Special Project Time Tracker

Detailed information regarding instances where "National Special Project (#)" is used.

Sub-Reason	Date Start	Deactivated Date	Description of Excluded Time	Division
NP #1	04/21/20	10/01/24*	**#PenRFD** is used for pension RFD inventory reduction	VSC, PMC, FID
NP #1	07/02/20		**#ADR** Active Development Review team. Claims processors should review the list of claims for potential action and follow the steps outlined in NWQ email from 07/01/20	VSC, PMC, FID
NP#2	06/23/20		**#CER** should be used in all entries where excluded time is approved for reviewing claims previously denied where examination appointments were cancelled during COVID-19	VSC, PMC, DROC
NP #3	12/20/21		**#LegacyEPReview** used for excluded time related to ad-hoc legacy EP reviews	DROC
NP #4	04/21/20	10/01/24*	**#FOIA** is used for FOIA requests related to COVID-19	CSD
NP #5	11/01/25	06/01/26	**#5302B** used for excluded time related to claims processed under 38 U.S.C. § 5302B.	ALL
NP #6	01/12/21		**#DRILLPAY** is used for approved excluded time associated with work done on drill pay claims	BEST
NP #7				
NP #8	03/23/21	10/01/24*	**#VICAP** is used to exclude time for review and reorder vendor exams	VSC, PMC
NP #9	04/19/21	6/11/26	**#CAR** is used for Claim Accuracy Review pilot as alternative to 48-hour rule for VSOs and attorneys	DROC
NP #10	04/14/21		**#NEHMER** is used for training and review of Nehmer readjudication cases, independent of 2nd signature reviews	VSC, PMC
NP #10	12/17/21		**#NEHMERMEMO** RVSRs requesting excluded time for the completion of Nehmer Memorandums of Record should enter the hashtag "#NehmerMemo" within the employee comments in WATRS	VSC, PMC
NP #11	06/02/21	09/30/21	**#MRRC** is used for those who are detailed to the MRRC Team	VSC
NP #12	01/05/26		**#CVSI** will be used when the Disability Claims Automation Critical Veteran Service Initiative (CVSI) participant is working on the 15 initiatives to streamline claims processes.	VSC
NP #13	07/12/21	10/01/24*	**#VAECALL** is used for NCCs VAE Rescheduling Outbound Call Campaign	NCC
NP #14	08/02/21	10/31/21	**#EHRMEXAM** is used when work credit cannot be derived for the scheduling/updating of an EHRM exam due to systems limitations	VSC, PMC
NP #15	12/20/21	10/01/24*	**#NPRCHelpTeam** is used for those employees in the CSD who are supporting NPRC duties	CSD

NP #16	05/10/22		**#F9** is used in the DROCs for the Form 9 review project	DROC
NP #17	05/10/22		**#OARJTA** is used for OAR job task analysis (JTA) workshop for SMEs	DROC
NP #18	10/01/22		**#ABD** is used for automation claims assigned that result in no other work-credit for the employee. Requested time should reflect time spent taking the next appropriate action for correct claim processing/routing. *Excluded time should not be requested for administrative and training actions (checklists, claims feedback, automation related employee training) under this sub-reason.*	VSC
NP #19	02/01/23	08/14/23	**#TERAMEMO** claims processors requesting excluded time for the completion of TERA Memorandums should enter the hashtag "#TERAMemo" within the employee comments in WATRS	VSC, PMC, DROC

*Date used for National Projects that have not had an entry in over 12 months. Playbook will be updated if project is reactived.

Tab 6: Table with number of employees hired, separated, or retired since January 2025

Station #	Station Name	Hires	DRP Separations	Non-DRP Separation	DRP Retirements	VERA	Non-DRP/VERA Retirements
301	Boston Regional Benefit Office	4	0	15	0	0	3
304	Providence Regional Benefit Office	4	0	33	0	0	15
306	New York Regional Benefit Office	3	0	13	0	0	2
307	Buffalo Regional Benefit Office	3	0	23	0	0	5
308	Hartford Regional Benefit Office	3	0	15	0	0	2
309	Newark Regional Benefit Office	3	0	6	0	0	2
310	Philadelphia Regional Benefit Office	0	0	9	0	0	12
311	Pittsburgh Regional Benefit Office	5	0	32	0	0	11
313	Baltimore Regional Benefit Office	0	0	13	0	0	3
314	Roanoke Regional Benefit Office	0	0	31	0	0	9
315	Huntington Regional Benefit Office	4	0	16	0	0	5
316	Atlanta Regional Benefit Office	4	0	68	0	0	40
317	St. Petersburg Regional Benefit Office	2	0	100	0	0	24
318	Winston-Salem Regional Benefit Office	1	0	53	0	0	17
319	Columbia Regional Benefit Office	4	0	38	0	0	15
320	Nashville Regional Benefit Office	5	0	34	0	0	14
321	New Orleans Regional Benefit Office	2	0	12	0	0	2
322	Montgomery Regional Benefit Office	5	0	29	0	0	7
323	Jackson Regional Benefit Office	2	0	13	0	0	6
325	Cleveland Regional Benefit Office	7	0	29	0	0	18
326	Indianapolis Regional Benefit Office	1	0	28	0	0	5
327	Louisville Regional Benefit Office	0	0	14	0	0	14
328	Chicago Regional Benefit Office	5	0	33	0	0	5
329	Detroit Regional Benefit Office	2	0	12	0	0	4
330	Milwaukee Regional Benefit Office	4	0	28	0	0	3
331	St. Louis Regional Benefit Office	8	0	27	0	0	30
333	Des Moines Regional Benefit Office	5	0	21	0	0	11

Station #	Station Name	Hires	DRP Separations	Non-DRP Separation	DRP Retirements	VERA	Non-DRP/VERA Retirements
334	Lincoln Regional Benefit Office	1	0	29	0	0	7
335	St. Paul Regional Benefit Office	2	0	43	0	0	9
339	Denver Regional Benefit Office	1	0	13	0	0	9
340	Albuquerque Regional Benefit Office	2	0	19	0	0	4
341	Salt Lake City Regional Benefit Office	7	0	45	0	0	12
343	Oakland Regional Benefit Office	5	0	16	0	0	8
344	Los Angeles Regional Benefit Office	10	0	42	0	0	7
345	Phoenix Regional Benefit Office	7	0	67	0	0	21
346	Seattle Regional Benefit Office	4	0	35	0	0	22
347	Boise Regional Benefit Office	5	0	19	0	0	4
348	Portland Regional Benefit Office	4	0	36	0	0	7
349	Waco Regional Benefit Office	4	0	115	0	0	29
350	Little Rock Regional Benefit Office	0	0	9	0	0	3
351	Muskogee Regional Benefit Office	2	0	22	0	0	9
354	Reno Regional Benefit Office	1	0	25	0	0	5
355	San Juan Regional Benefit Office	21	0	55	0	0	16
362	Houston Regional Benefit Office	1	0	34	0	0	30
373	Manchester Regional Benefit Office	2	0	9	0	0	2
377	San Diego Regional Benefit Office	8	0	33	0	0	28
402	Togus Regional Benefit Office	0	0	29	0	0	11
405	White River Junction Regional Office	1	0	11	0	0	2
436	Fort Harrison VA Regional Benefit Office	0	0	11	0	0	2
437	Fargo Regional Benefit Office	3	0	6	0	0	6
438	Sioux Falls Regional Benefit Office	1	0	10	0	0	2
452	Wichita Regional Benefit Office	0	0	10	0	0	2
459	Honolulu Regional Benefit Office	1	0	9	0	0	2
Total		**179**	**0**	**1497**	**0**	**0**	**543**