

Case Numt	Created	Account	Contact	State	Priority	Short description	Assigned to(assigned_to)
RMTNZB-15	2023-12-03 18:19:15	Risk MTN Zambia	Bwalya Kalinda	Closed	P3 – Moderate	MTNZB UNDOTBS2 is keep on reaching 100%	Sushma B
RMTNZB-16	2023-12-04 22:00:31	Risk MTN Zambia	Bwalya Kalinda	Closed	P4 – Low	MTNZB   DSV Error	Sushma B
RMTNZB-17	2023-12-04 22:29:16	Risk MTN Zambia	Bwalya Kalinda	Closed	P4 – Low	MTNZB   Kryo Loader Error for detection flows	Sushma B
RMTNZB-18	2023-12-04 23:12:34	Risk MTN Zambia	Bwalya Kalinda	Closed	P4 – Low	MTNZB  KEY LOCK ISSUE	Sushma B
RMTNZB-19	2023-12-08 02:54:17	Risk MTN Zambia	Harrison Chewe	Closed	P3 – Moderate	MTNZB   Password Reset	Sushma B
RMTNZB-21	2023-12-09 23:13:39	Risk MTN Zambia	Harrison Chewe	Closed	P3 – Moderate	MTNZB   RAIDDATA and RAIDDATA_IND table space is 100%	Sushma B
RMTNZB-22	2023-12-10 23:05:46	Risk MTN Zambia	Harrison Chewe	Closed	P3 – Moderate	MTNZB  Files not received for GGSN and SGSN	Sushma B
RMTNZB-23	2023-12-19 11:37:04	Risk MTN Zambia	Harrison Chewe	Closed	P1 – Urgent	MTNZB    Database is down	Sushma B
RMTNZB-25	2023-12-21 19:04:37	Risk MTN Zambia	Harrison Chewe	Closed	P3 – Moderate	MTNZB  SERV OUT files not received   TAPOUT DATA and GPRS data not received from 9th Dec onwards	Sushma B
RMTNZB-26	2023-12-27 07:53:15	Risk MTN Zambia	Harrison Chewe	Closed	P3 – Moderate	MTNZB   Database Time is not in sync with Server Time	Sushma B
RMTNZB-27	2024-01-03 20:25:28	Risk MTN Zambia	Harrison Chewe	Closed	P3 – Moderate	MTNZB   SMSC OUT vs IN OUT deviation observed on 31st Dec 23	Sushma B
RMTNZB-28	2024-01-03 21:47:52	Risk MTN Zambia	Harrison Chewe	Closed	P3 – Moderate	MTNZB    GGSN , SGSN and SGW   Files not received	Sushma B
RMTNZB-29	2024-01-08 01:41:16	Risk MTN Zambia	Harrison Chewe	Closed	P3 – Moderate	MTNZB   MSC OUT vs IN OUT deviation observed on 1st and 5th January 2024	Sushma B
RMTNZB-30	2024-01-08 10:09:40	Risk MTN Zambia	Harrison Chewe	Closed	P3 – Moderate	MTNZB   MSC OUT vs SMSC OUT deviation observed on 1st and 5th January 2024	Sushma B
RMTNZB-31	2024-01-09 22:43:23	Risk MTN Zambia	Harrison Chewe	Closed	P3 – Moderate	MTNZB    GGSN , SGSN and SGW   Files not received	Sushma B
RMTNZB-32	2024-01-17 20:16:08	Risk MTN Zambia	Harrison Chewe	Closed	P3 – Moderate	MTNZB   ROA TAP IN vs IN OUT variance observation	Sushma B
RMTNZB-33	2024-02-01 23:45:34	Risk MTN Zambia	Harrison Chewe	Closed	P3 – Moderate	MTNZB  Requesting for CPU utilization report	Sushma B
RMTNZB-34	2024-02-01 23:50:54	Risk MTN Zambia	Harrison Chewe	Closed	P4 – Low	MTNZB   Requesting for tablespace increase	Sushma B
RMTNZB-35	2024-02-04 05:34:40	Risk MTN Zambia	Harrison Chewe	Closed	P3 – Moderate	MTNZB   Application Security Patch Update activity	Sushma B
RMTNZB-36	2024-02-04 06:46:31	Risk MTN Zambia	Harrison Chewe	Closed	P3 – Moderate	MTNZB  Database disconnection	Sushma B
RMTNZB-37	2024-02-06 22:07:34	Risk MTN Zambia	Harrison Chewe	Closed	P3 – Moderate	MTNZB   Database is down  RCA	Sushma B
RMTNZB-38	2024-02-08 22:43:24	Risk MTN Zambia	Harrison Chewe	Closed	P3 – Moderate	MTNZB   Database Time is not in sync with Server Time	Sushma B

RMTNZB-39	2024-02-11 23:00:46	Risk MTN Zambia	Harrison Chewe	Closed	P3 - Moderate	MTNZB   CCN (IN OUT)    Dip in file count	Sushma B
RMTNZB-40	2024-02-12 22:38:22	Risk MTN Zambia	Harrison Chewe	Closed	P3 - Moderate	MTNZB   Notification Tab Issue	Sushma B
RMTNZB-41	2024-02-15 00:59:34	Risk MTN Zambia	Harrison Chewe	Closed	P3 - Moderate	MTNZB    BILL DUMP   Files not received  Since 4th December 23'	Sushma B
RMTNZB-43	2024-02-18 20:58:19	Risk MTN Zambia	Harrison Chewe	Closed	P3 - Moderate	MTNZB   SMSC OUT   Dip in file count   15th Feb 24'	Sushma B
RMTNZB-44	2024-02-19 03:45:33	Risk MTN Zambia	Harrison Chewe	Closed	P3 - Moderate	MTNZB    GGSN    Receiving Corrupted files   19th Feb 24'	Sushma B
RMTNZB-45	2024-02-22 14:19:28	Risk MTN Zambia	Harrison Chewe	Closed	P4 - Low	MTNZB   Discard the open alerts   22nd Feb 24	Sushma B
RMTNZB-46	2024-02-24 21:25:19	Risk MTN Zambia	Harrison Chewe	Closed	P3 - Moderate	MTNZB   ROA TAP IN vs IN OUT variance observation	Sushma B
RMTNZB-47	2024-02-25 03:52:32	Risk MTN Zambia	Harrison Chewe	Closed	P3 - Moderate	MTNZB   TAP OUT   Files not received  Dip in file count	Sushma B
RMTNZB-48	2024-02-26 00:50:26	Risk MTN Zambia	Harrison Chewe	Closed	P3 - Moderate	MTNZB    NRTRDE files not being pushed   25th Feb 24'	Sushma B
RMTNZB-49	2024-02-26 12:09:42	Risk MTN Zambia	Harrison Chewe	Closed	P3 - Moderate	MTNZB   Privilege provided for Deepak Sahu User	Sushma B
RMTNZB-50	2024-02-27 17:37:48	Risk MTN Zambia	Harrison Chewe	Closed	P3 - Moderate	MTNZB   Database password reset	Sushma B
RMTNZB-51	2024-02-28 21:07:24	Risk MTN Zambia	Harrison Chewe	Closed	P3 - Moderate	MTNZB   Fluctuation in the Database connectivity	Sushma B
RMTNZB-52	2024-02-28 23:47:24	Risk MTN Zambia	Harrison Chewe	Closed	P3 - Moderate	MTNZB  Investigation workbench Limitations  Bulk data export issue	Sushma B
RMTNZB-53	2024-02-28 23:50:03	Risk MTN Zambia	Harrison Chewe	Closed	P3 - Moderate	MTNZB  User Interface GUI latency issue	Sushma B
RMTNZB-54	2024-02-28 23:53:59	Risk MTN Zambia	Harrison Chewe	Closed	P3 - Moderate	MTNZB  Missing Participating records	Sushma B
RMTNZB-55	2024-02-28 23:57:48	Risk MTN Zambia	Harrison Chewe	Closed	P3 - Moderate	MTNZB  Delay in Alarm Creation Date	Sushma B
RMTNZB-56	2024-02-29 00:00:52	Risk MTN Zambia	Harrison Chewe	Closed	P3 - Moderate	MTNZB  RAID FRAUD RULES REFINEMENTS  Alarm Trigger	Sushma B
MTNZM-265	2024-03-04 08:53:27	Risk MTN Zambia	Deepak Sahu	Closed	P3 - Moderate	Missing Participating Records	Sushma B
RMTNZB-57	2024-03-03 22:08:53	Risk MTN Zambia	Harrison Chewe	Closed	P3 - Moderate	MTNZB  Zambia Server and DB Issues	Sushma B
RMTNZB-58	2024-03-03 22:17:43	Risk MTN Zambia	Harrison Chewe	Closed	P3 - Moderate	MTNZB   Service Now User Creation - Deepak Sahu, Sandeep Kumar and Shivam Khanna	Sushma B
RMTNZB-59	2024-03-04 20:23:41	Risk MTN Zambia	Harrison Chewe	Awaiting Info	P3 - Moderate	MTNZB   Receiving old dated events in current days files for GGSN source	Sushma B
RMTNZB-61	2024-03-06 20:49:31	Risk MTN Zambia	Harrison Chewe	Closed	P3 - Moderate	MTNZB   TAP OUT   Files not received  Dip in file count  6th March 2024	Sushma B
RMTNZB-62	2024-03-07 22:22:52	Risk MTN Zambia	Sandeep Kumar	Closed	P3 - Moderate	MTN Zambia   DA150 Variance   Sample Analysis   5 Mar'24	Sushma B

RMTNZB-63	2024-03-08 01:56:16	Risk MTN Zambia	Sandeep Kumar	Closed	P4 – Low	List of Identifiers to Segregate CDRs for different call scenarios	Sushma B
RMTNZB-64	2024-03-10 04:05:43	Risk MTN Zambia	Sandeep Kumar	Awaiting Info	P3 – Moderate	MTNZB   SMSC OUT vs ROA TAP IN deviation	Sushma B
RMTNZB-65	2024-03-12 09:23:56	Risk MTN Zambia	Harrison Chewe	Closed	P2 – High	MTNZB  Database is down	Sushma B
RMTNZB-66	2024-03-14 03:11:27	Risk MTN Zambia	Harrison Chewe	Closed	P3 – Moderate	MTN ZB    DataBase is Down    fluctuation in the database connectivity	Sushma B
RMTNZB-67	2024-03-14 06:32:23	Risk MTN Zambia	Sandeep Kumar	Closed	P4 – Low	MTN Zambia   All Modules are not getting update   13 Mar'24	Sushma B
RMTNZB-68	2024-03-15 07:02:11	Risk MTN Zambia	Harrison Chewe	Closed	P3 – Moderate	MTNZB   Frequently FMS instances are going for hung state	Sushma B
RMTNZB-71	2024-03-17 04:21:57	Risk MTN Zambia	Harrison Chewe	Awaiting Info	P3 – Moderate	MTNZB   Database Time is not in sync with Server Time	Sushma B
RMTNZB-72	2024-03-19 00:56:49	Risk MTN Zambia	Harrison Chewe	Closed	P3 – Moderate	MTNZB   Reprocessing Provisioning Assurance Files	Sushma B
RMTNZB-73	2024-03-19 04:15:43	Risk MTN Zambia	Sandeep Kumar	Closed	P3 – Moderate	Wedo MTN Zambia   All Modules are down Except PBV   19 Mar'24	Sushma B
RMTNZB-74	2024-03-19 11:33:32	Risk MTN Zambia	Deepak Sahu	Closed	P4 – Low	Modification required in unanswered alarms and bulk access to unanswered rights	Sushma B
RMTNZB-75	2024-03-19 22:48:38	Risk MTN Zambia	Harrison Chewe	Closed	P3 – Moderate	MTNZB   SMSC OUT   Dip in file count   19th March 24'	Sushma B
RMTNZB-77	2024-03-22 01:17:29	Risk MTN Zambia	Harrison Chewe	Awaiting Info	P3 – Moderate	MTNZB   TAP OUT   Dip in file count   21st March 24	Sushma B
RMTNZB-78	2024-03-22 02:26:21	Risk MTN Zambia	Harrison Chewe	Closed	P3 – Moderate	MTNZB   Fluctuation in the Database connectivity	Sushma B
RMTNZB-79	2024-03-24 21:33:09	Risk MTN Zambia	Sandeep Kumar	Awaiting Info	P3 – Moderate	MTNZB   SERV OUT vs ROA TAP OUT deviation observations	Sushma B
RMTNZB-80	2024-03-25 17:51:33	Risk MTN Zambia	Harrison Chewe	Closed	P3 – Moderate	MTNZB   FMS Patch deployment activity	Sushma B
RMTNZB-81	2024-03-25 21:48:59	Risk MTN Zambia	Deepak Sahu	Closed	P4 – Low	MTN Zambi   Spike in Data alarm generation   26 March'23	Sushma B
RMTNZB-83	2024-03-26 11:06:48	Risk MTN Zambia	Harrison Chewe	Closed	P3 – Moderate	MTNZB    GGSN    Receiving corrupted and incomplete files   26th March 24	Sushma B
RMTNZB-84	2024-03-26 21:58:12	Risk MTN Zambia	Deepak Sahu	Closed	P3 – Moderate	Entity Ids are missing in Alert workload	Sushma B
RMTNZB-100	2024-04-15 07:56:28	Risk MTN Zambia	Sandeep Kumar	Closed	P3 – Moderate	MTNZB  Peer to Peer (Me2u using adjustment cdrs)	Sushma B
RMTNZB-106	2024-04-15 18:10:21	Risk MTN Zambia	Sandeep Kumar	Awaiting Info	P3 – Moderate	MTNZB   GGSN vs Billing - Postpaid	Sushma B
RMTNZB-107	2024-04-15 18:12:42	Risk MTN Zambia	Sandeep Kumar	Awaiting Info	P3 – Moderate	MTNZB   GGSN vs IN - Prepaid	Sushma B
RMTNZB-108	2024-04-15 18:14:33	Risk MTN Zambia	Sandeep Kumar	Closed	P3 – Moderate	MTNZB   HLR vs Billing	Sushma B
RMTNZB-110	2024-04-15 18:39:50	Risk MTN Zambia	Sandeep Kumar	Closed	P3 – Moderate	MTNZB   PBV Adjustment Out and In	Sushma B

RMTNZB-115	2024-04-15 18:54:37	Risk MTN Zambia	Sandeep Kumar	Closed	P3 – Moderate	MTNZB  Investigations Workbench (IWB) Limitations  Failure to extract data on Day wise  Failure to export from	Sushma B
RMTNZB-116	2024-04-16 21:41:15	Risk MTN Zambia	Harrison Chewe	Closed	P3 – Moderate	MTNZB  Harrison Chewe User   RAID Password reset	Sushma B
RMTNZB-118	2024-04-17 08:47:57	Risk MTN Zambia	Shivam Khanna	Closed	P3 – Moderate	MTN Zambia   MSC OUT VS IN OUT   Data Quality	Sushma B
RMTNZB-119	2024-04-17 21:53:47	Risk MTN Zambia	Deepak Sahu	Open	P3 – Moderate	Low alarm generation	Sushma B
RMTNZB-120	2024-04-23 18:18:17	Risk MTN Zambia	Harrison Chewe	Awaiting Info	P3 – Moderate	MTNZB  Zambia Server Slowness Issue	Sushma B
RMTNZB-121	2024-04-23 18:51:31	Risk MTN Zambia	Harrison Chewe	Closed	P4 – Low	MTNZB  Sendmail Utility Issue	Sushma B
RMTNZB-122	2024-04-23 22:52:24	Risk MTN Zambia	Sandeep Kumar	Awaiting Info	P3 – Moderate	MTN Zambia   Data Loading Issue   PBV Module - 22-Apr24	Sushma B
RMTNZB-123	2024-04-23 22:54:41	Risk MTN Zambia	Harrison Chewe	Awaiting Info	P3 – Moderate	MTNZB  Data Quality Issue  Received incomplete files	Sushma B
RMTNZB-124	2024-04-25 06:19:09	Risk MTN Zambia	Deepak Sahu	Closed	P4 – Low	Request for cdrs_for 1 month	Sushma B
RMTNZB-125	2024-04-28 21:38:19	Risk MTN Zambia	Deepak Sahu	Open	P3 – Moderate	Bulk Closure - Error	Sushma B
RMTNZB-126	2024-04-29 08:54:34	Risk MTN Zambia	Shivam Khanna	Awaiting Info	P3 – Moderate	MTN Zambia   All Audits   Data Quality	Sushma B
RMTNZB-85	2024-04-01 10:11:41	Risk MTN Zambia	Sandeep Kumar	Awaiting Info	P3 – Moderate	MTNZB  MSC OUT vs ROA TAP OUT deviation observations	Sushma B
RMTNZB-86	2024-04-02 06:02:36	Risk MTN Zambia	Deepak Sahu	Open	P3 – Moderate	MTNZB Incomplete Participating Record Issue   PR records not as per defined Threshold	Sushma B
RMTNZB-88	2024-04-03 06:34:02	Risk MTN Zambia	Deepak Sahu	Closed	P4 – Low	Export issue from IWB	Sushma B
RMTNZB-89	2024-04-03 19:16:13	Risk MTN Zambia	Harrison Chewe	Closed	P3 – Moderate	MTNZB  Unable to connect 10.111.16.34 Server	Sushma B
RMTNZB-90	2024-04-04 22:06:51	Risk MTN Zambia	Sandeep Kumar	Closed	P3 – Moderate	MTN Zambia   PBV   High Variance in MA and 05 DA's on 3rd Apr24	Sushma B
RMTNZB-91	2024-04-04 22:57:05	Risk MTN Zambia	Harrison Chewe	Closed	P3 – Moderate	MRNZB  Received Incorrected File For SMSC OUT	Sushma B
RMTNZB-92	2024-04-09 09:03:21	Risk MTN Zambia	Shivam Khanna	Closed	P3 – Moderate	MTN Zambia   MSC OUT vs IN OUT   Data quality Issue   7th and 8th April	Sushma B
RMTNZB-93	2024-04-10 10:55:17	Risk MTN Zambia	Harrison Chewe	Closed	P2 – High	MTNZB  Database is down	Sushma B
RMTNZB-95	2024-04-14 21:59:54	Risk MTN Zambia	Sandeep Kumar	Closed	P3 – Moderate	MTNZB MSC OUT VS IN OUT deviation   12th and 13th April 24'	Sushma B
RMTNZB-96	2024-04-14 22:01:05	Risk MTN Zambia	Deepak Sahu	Closed	P3 – Moderate	MTNZB Backlog observed for NRTRDEIN source  14th April 24'	Sushma B
RMTNZB-98	2024-04-15 04:29:59	Risk MTN Zambia	Deepak Sahu	Closed	P1 – Urgent	Appgate & Mobileum are not working	Sushma B
RMTNZB-99	2024-04-15 06:15:34	Risk MTN Zambia	Shivam Khanna	Closed	P3 – Moderate	MSC OUT VS IN OUT for 12th and 13th April 24' deviation	Sushma B

RMTNZB-127	2024-05-01 01:56:19	Risk MTN Zambia	Shivam Khanna	Awaiting Info	P3 - Moderate	MTN Zambia   HLR vs Billing   Billing dump not updating.	Sushma B
RMTNZB-129	2024-05-03 00:27:46	Risk MTN Zambia	Shivam Khanna	Closed	P3 - Moderate	MTN Zambia   MSC vs IN (Voice)   Duration missing at MSC	Sushma B
RMTNZB-130	2024-05-07 08:56:24	Risk MTN Zambia	Shivam Khanna	Awaiting Info	P3 - Moderate	MTN Zambia   HLR vs OCS   Data Quality issue	Sushma B
RMTNZB-131	2024-05-08 21:44:53	Risk MTN Zambia	Deepak Sahu	Open	P4 - Low	Low alarm generation	Sushma B
RMTNZB-132	2024-05-12 21:43:32	Risk MTN Zambia	Harrison Chewe		Open	RMTNZN   Rule Refinement For Sequential Dialing Rule	Sushma B
RMTNZB-133	2024-05-16 07:33:17	Risk MTN Zambia	Shivam Khanna		Closed	MTN Zambia   MSC Out vs ITX Out   Data Quality issue	Sushma B
RMTNZB-135	2024-05-20 05:11:58	Risk MTN Zambia	Shivam Khanna		Awaiting Info	MTN Zambia   WEDO Investigation Workbench   not unable to fetch data	Sushma B
RMTNZB-138	2024-05-21 18:58:41	Risk MTN Zambia	Shivam Khanna		Awaiting Info	MTNZB    Reprocessing the files for ITX Rated from 10th May 24'	Sushma B