

INCIDENT REPORT

Kode : GGM25-000811

Description	OLT MKK4 C1 P6 Global Mega Top DOWN		
Actual Downtime	Start 2025-09-02T10:48	End 2025-09-02T15:18	Duration 4.5 hours
Root Cause	Redaman core dari segmen kantor ke ODC Kepri Mall abnormal		
Solution	Penggantian core dari segmen kantor ke ODC Kepri Mall oleh tim		
Improvement	Short term - Long term -		

A. Start of the Incident

Datetime	Description
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B. Problem Identification

Datetime	Description
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C. Incident Cause

Datetime	Description
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D. Corrective Actions

Datetime	Description
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E. Service Recovery

Datetime	Description
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F. Attachments

#	Description	Photos / Screenshoot
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