Ticketing sample (ITSM export, 1 Jun 2026 to 14 Aug 2026)

Twelve tickets tagged `jml`. Harborline had more joiners, movers, and leavers than twelve in this window. HR said they do not open a ticket for every event.

Ticket	Opened	Type	Request	Closed	Notes in the ticket
ITSM-13001	2 Jun	joiner	New nurse IdP	2 Jun	Birthright only
ITSM-13008	6 Jun	leaver	Disable Taylor Kim	3 Jun?	Dates conflict. Comment: “already disabled?”
ITSM-13022	18 Jun	mover	Diego to Marketing	20 Jun	“Added HubSpot. Leave NetSuite until month-end close.”
ITSM-13040	1 Jul	joiner	Contractor Noah Kim	1 Jul	End date in ticket: 31 Dec 2026
ITSM-13055	15 Jul	other	Shared billing mailbox password reset	16 Jul	No owner field
ITSM-13061	22 Jul	leaver	Contractor ended, Sam O.	(open)	“HR still shows active. Waiting on manager.”
ITSM-13070	1 Aug	privilege	NetSuite AP approve for Grace	1 Aug	Approved by CFO
ITSM-13081	8 Aug	leaver	Maya Chen last day 12 Aug	13 Aug	“Okta disable queued. GitHub done. AWS: ping Jordan.”
ITSM-13090	12 Aug	joiner	Support backfill	12 Aug	
ITSM-13102	14 Aug	leaver	Priya Nair last day today	(open)	“Will disable after laptop return.”
ITSM-13110	14 Aug	leaver	Jordan Hale	(open)	No comments
ITSM-13118	14 Aug	other	“Who owns JML?”	(open)	Assigned to GRC, then IT, then back

Tickets that mention AWS do not include an AWS account name or a completed checkbox.