ByteHands
SMART HANDS

CLOSURE REPORT
Ref. RS-261103-7K2Q
SAMPLE · FICTIONAL DATA

Replace failed drive, bay 3

Failed drive in bay 3 replaced to the client's runbook. Asset confirmed by serial before work. RAID rebuild started and confirmed by the remote owner. Failed drive sealed in custody. One observation outside scope: predictive-failure LED on bay 5, not touched.

RESULT
Completed, rebuild running at departure

FOLLOW-UP
Client confirms rebuild complete

1 · JOB

Client	Example Hosting (fictional)
Ticket / PO	EXH-4821 / PO-0093
Site	Colocation facility, Skawina
Location	Hall 2 · Rack B-14 · U22 · bay 3
Asset	2U server, hostname exh-db-03, serial SN-EX-7731-B
Booking class	Next window (P2)
Engineer	Named ByteHands engineer
Remote owner	Client on-call engineer, on the call throughout

2 · AGREED BEFORE WORK

Permitted change	Hot-swap of the drive in bay 3 only, to client runbook RB-17
Rollback	Re-insert the original drive; owner: client on-call engineer
Access	Escort booked, induction valid, ID checked at reception
Photos	Allowed for the client's rack only
Parts	Replacement drive delivered to the facility; part number matched to the ticket

3 · TIMELINE

TIME	EVENT
06:52	Arrived at the facility
07:04	Access granted, escort present
07:10	Work started
07:12	Asset confirmed by serial and label
07:21	Drive in bay 3 replaced
07:26	RAID rebuild started, confirmed by the remote owner
07:48	Left site

Waiting time: 12 minutes (not billed; under 15 minutes). Arrival, work start, restoration and final resolution are recorded separately: arrival is not a fix.

SAMPLE

4 · ACTIONS PERFORMED

1. Read front-panel LEDs and photographed the rack before work.
2. Confirmed the asset by serial and label against the ticket.
3. Removed the failed drive from bay 3 and placed it in a sealed, numbered bag.
4. Installed the replacement drive and checked the bay LED.
5. Remote owner started the rebuild; we confirmed controller and LED status on site.
6. Photographed the result and checked that no other cable or device was disturbed.

5 · TESTS AND RESULTS

CHECK	EXPECTED	RESULT
Bay 3 drive LED	Green, activity	Pass
BMC event log	No new errors after the swap	Pass
RAID controller	New drive detected, rebuild started	Pass
Other bays	Unchanged from the before photo	Pass

6 · PARTS AND CUSTODY

ITEM	PART NO.	SERIAL	STATUS
Installed drive	EX-1.92TB-SSD	SN-NEW-55210	In service
Removed drive	EX-1.92TB-SSD	SN-OLD-48817	Sealed, bag #0412

Custody log #0412: sealed 07:23 by the engineer; stored in the ByteHands safe; handover to the client's courier pending (owner: client).

7 · PHOTOS



Placeholders in this sample. A real report attaches the approved photos.

8 · OPEN ISSUES AND OBSERVATIONS

OBSERVED Bay 5 shows an amber predictive-failure LED. Not touched: outside the permitted change. Recommendation: plan a replacement. Owner: client.

OPEN Rebuild was at 14% at departure. Final resolution: client confirms completion in the ticket.

9 · ACCEPTANCE AND INVOICE

Acceptance	Reply to accept, or accepted automatically if there is no objection within two business days
Invoice trigger	Acceptance of this report
Price	As quoted: specialist data center visit; escort fee passed through at cost on a separate line