APPENDIX – A

First Level IT Support

Network Connectivity	1. Troubleshooting LAN connectivity issues. 2. Assisting with wired network (Cabling and Punching) configurations. 3. Wi-Fi Support for employees and guest.
Email Problems	1. Email setup and configuration. 2. Troubleshooting email client issues. 3. Dealing with email delivery problems. 4. Archiving PST or OST file 5. Backup and Restore
Software Installation and Troubleshooting	1. Assistance with installing and configuring all standard software applications as company required. 2. Troubleshooting software errors and issues.
Hardware Issues	1. Troubleshooting of computer (LAPTOP, Desktop, Monitor, Works-Stations, MAC, ATTN MC, etc.) hardware problems. 2. Assistance with connecting peripherals (printers, scanners, etc.). 3. Installing Computer Peripherals like (HDD, SSD, RAM, LAN Card, and etc.)
Printing & Photocopy Problems	1. Troubleshooting printer connectivity issues. 2. Assisting with print queue problems, scanning, miss feeding, paper jam, driver, etc. 3. Support communication with manage service printer provider 4. Toner cartridge replace and maintain stocking.
Basic Security Concerns	1. Educating users on security best practices. 2. Assisting with antivirus software issues.
General IT Inquiries:	1. Providing information on IT policies and procedures. 2. Offering guidance on technology usage and best practices.
Remote Access Support:	1. Assisting users with VPN (Virtual Private Network) connections. 2. Troubleshooting remote access issues.
Hardware and Software Requests:	1. Handling requests for new hardware or software. 2. Assisting with license activation and deactivation.
Basic Training:	1. Providing basic training on software applications and IT tools. 2. Offering guidance on how to use various IT resources.

Mobile Device Support:	1. Assisting with mobile device setup and configurations. 2. Troubleshooting mobile device issues.
Documentation and Knowledge Base:	1. Updating and creating documentation for common issues. 2. Contributing to the knowledge base for future reference. 3.
Escalation to Higher Support Levels:	1. Recognizing and escalating issues that cannot be resolved at the first level.

IT First Level Support Authorization	
Approved by: Sign & Date	
Authorized by: Sign & Date	