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| **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_DATOS DE USUARIO & EQUIPOS DE COMPUTO** | | | | | | | | | | | | | | | | | | | | |
| Fecha: | DD/ MM/ YYYY | | | | | | | | | | | | Empresa: | | | | | | | |
| Nombre De Usuario: | | | |  | | | | | | | | | Sede: | | | |  | | | |
| **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_TIPO DE EQUIPO** | | | | | | | | | | | | | | | | | | | | |
| Portátil X | | ALI In One | | | | X | Desktop X Impresora | | | | | | X | Tablet | | | X | Otro | |  |
| **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_INFORMACIÓN DEL EQUIPO** | | | | | | | | | | | | | |  | | | | | | |
| Serial: |  | | | | | Placa: | |  | | | | Marca: | |  | | | | Modelo: | |  |
| Memoria RAM: | | |  | | | | | Disco Duro: | | | Procesador: | | | | | | | | |  |
| Sistema Operativo: | | | | | | | | | | | Office: | | | | | |  | | | |
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| **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_TIPO DE MANTENIMIENTO** | | | | | | | | | | | | | | | | | | | | |
| ¿Preventivo? SI\_\_\_ | | | | | | | | ¿Correctivo? | | | | | | | | SI\_\_\_ | | | | |
| **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ANTES DEL MANTENIMIENTO** | | | | | | | | | | | | | | | | | | |  | |
| 7-Zip ¿Ya Instalado? SI\_\_\_ | | | | | | | | | | | | | | | | | | | NO\_\_\_ | |
| Adobe Acrobat ¿Ya Instalado? SI\_\_\_ | | | | | | | | | | | | | | | | | | | NO\_\_\_ | |
| Kaspersky ¿Ya Instalado? SI\_\_\_ | | | | | | | | | | | | | | | | | | | NO\_\_\_ | |
| Office 365 ¿Ya Instalado? | | | | | | | | |  | SI\_\_\_ | | | | | | | | | NO\_\_\_ | |
|  | | | | |  | | | | | | | | | | | |  | | | |
| **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_MANTENIMIENTO SOFTWARE** | | | | | | | | | | | | | | | | | | | | |
| **1-**Actualizar SO: SI\_\_\_ NO\_\_\_ | | | | | | | | | | | | | | | | | | | | |
| **2-**Actualizar Aplicaciones: SI\_\_\_ NO\_\_\_ | | | | | | | | | | | | | | | | | | | | |
| **3-**Actualizar Controladores: SI\_\_\_ NO\_\_\_ | | | | | | | | | | | | | | | | | | | | |
| **4-**Desfragmentar Unidad de almacenamiento: SI\_\_\_ NO\_\_\_ | | | | | | | | | | | | | | | | | | | | |
| **5-**Reducir La Carga De Inicio: SI\_\_\_ NO\_\_\_ | | | | | | | | | | | | | | | | | | | | |
| **6-**Activa La Restauración Del Sistema: SI\_\_\_ NO\_\_\_ | | | | | | | | | | | | | | | | | | | | |
| **7-**Instalar Aplicaciones: SI\_\_\_ NO\_\_\_ | | | | | | | | | | | | | | | | | | | | |
| **8-**Eliminar Temporales & Cachés: SI\_\_\_ NO\_\_\_ | | | | | | | | | | | | | | | | | | | | |
| **9-**Actualizar Windows Update: SI\_\_\_ NO\_\_\_ | | | | | | | | | | | | | | | | | | | | |
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| **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_MANTENIMIENTO HARDWARE** | | | | | | | | | | | | | | | ¿Limpio? | | | | | |
| **1-**Carcazas: | | | | | | | | | | | | | | | SI\_\_\_ NO\_\_\_ | | | | | |
| **2-**Fuente De Alimentación: | | | | | | | | | | | | | | | SI\_\_\_ NO\_\_\_ | | | | | |
| **3-**Memorias RAM: | | | | | | | | | | | | | | | SI\_\_\_ NO\_\_\_ | | | | | |
| **4-**MotherBoard: | | | | | | | | | | | | | | | SI\_\_\_ NO\_\_\_ | | | | | |
| **5-**Procesador: | | | | | | | | | | | | | | | SI\_\_\_ NO\_\_\_ | | | | | |
| **6-**Tarjetas De Video: | | | | | | | | | | | | | | | SI\_\_\_ NO\_\_\_ | | | | | |
| **7-**Retirar El Polvo De Los Ventiladores: | | | | | | | | | | | | | | | SI\_\_\_ NO\_\_\_ | | | | | |
| **8-**Componentes Externos (Puertos) | | | | | | | | | | | | | | | SI\_\_\_ NO\_\_\_ | | | | | |

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| **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Observaciones MANTENIMIENTO DE SOFTWARE** | |
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| **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Observaciones MANTENIMIENTO DE HARDWARE** | |
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| **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_Firmas** |  |
| |  |  | | --- | --- | | Funcionario Que Documenta El Mantenimiento | Usuario Equipo | |  |
| |  |  | | --- | --- | | Nombre: | Nombre: | |  |
| |  |  | | --- | --- | | Cargo: | Cargo: | |  |  | |  |  | |  |
| |  |  | | --- | --- | | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | Firma | Firma | |  |