



THE UNIVERSITY OF THE WEST INDIES, MONA
MONA INFORMATION TECHNOLOGY SERVICES DEPARTMENT (MITS)

IT SERVICES REQUEST POLICY DOCUMENT

By signing this IT Services Request Policy Document, the customer is agreeing to assume any damage or unintended consequences that may have occurred as a result of the required troubleshooting efforts and or specific installations and updates that were agreed on by the customer and MITS.

This problem-solving process includes but is not limited to: the corruption of the operating system which may complicate the ability of the computer to reboot or prevent the operation of other programs, damage to hardware such as the CD ROM drive, hard drive, memory (RAM), loss of data that may occur due to malfunctioning hardware or software and loss of use of software.

MITS, being a department of The University of the West Indies Mona Campus will not be held liable or accountable for any of the above-mentioned occurrences, except where these are due to negligence while technical support is being rendered. MITS will however exercise all due diligence to protect your device and will act in accordance with the specified request.

MITS will attempt to address the reported case(s)/problem(s) once the respective signatures are documented below.

User Information

Name: _____

ID Number: _____

Faculty/Department: _____

Contact Number(s): _____

UWI Email: _____

Alternative Email: _____

System Information

Model: _____

Serial Number: _____
(Last 4-Digits)

Installed Memory (RAM): _____

Internal Hard Drive (Type & Size): _____

The MITS representative will assist

Request / Problem Reported:

Description:

Open Source

Peripheral Devices

Peripheral Devices/Detachable items	Serial Number	Distinct Mark/Colour
Other		

FOR OFFICIAL USE ONLY

Job manager Name: _____

Date & Time Received: _____

(Click for current date and time)