15.   PROCEDURE FOR IT HARDWARE

15.1   User troubleshooting

Flow	Activity	Responsibility	Ref
	Complaint from user through the Phone.	SYS ENG	
	Assign Technician for the relevant job.	,,	
	Identify the issues and check whether the job Should be done in - House or Outsourced.	ITO	

15.1.1 In house

Activity	Responsibility	Ref
If Parts are to be replaced.		
i. Generate a material requisition through IFS system and retrieve the required material from IT Hardware Stores		
ii. Replace the Part & complete the job.		
iii. OS related software issue reinstall software & complete job Handover to the machines / machines part to the user Obtain job satisfaction through the Phone.	ITO	IT-HW-Rec-01 IT-HW-Rec-02

15.1.2 Out Side

Activity	Responsibility	Ref
Send the item to Vendor / Service Company.		IT-WH-Rec-03 IT-WH-Rec-04
Call quotation.	SYS ENG	
Considering the repair cost , decide either to do the Repair or dispose.		
If it is worth to repair, get approval for quotation.	DIR	
Raise a P.O & send to the Vendor or Service Party.	SYS ENG	IT-WH-Rec-05
Collect the item or get it delivered	ITO	
Test the item after the repair.	,,	
Depending on job success, approve the invoice and forward it to the finance department for payment	SYS ENG	

15.2 Hardware Development

Activity	Responsibility	Ref
Gather requirement from the user request.		
Document & analysis the requirement	SYS ENG	
Prepare a proposal & design.		
Get approval from Director for the project.		
Call quotations from suppliers.	,,	
Get approval for the chosen quotation.	DIR	
Do the project		
After the Project is completed perform trials checking.		
Depending on job success, approve the invoice and forward it to the finance department for payment.	SYS ENG	

If MR signature is absent this will not be a controlled document.	Signature of Management Representative	
	Date	