15. PROCEDURE FOR IT HARDWARE

15.1 User troubleshooting

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

15.1.1 In house

		Junior Network Admin	IT-HW-Rec-01 IT-HW-Rec-02

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.

If OS related software issue reinstall software & complete job
Handover to the machines / machines part to the user
Obtain job satisfaction through the Phone.

15.1.2 Out Side

		Junior Network Admin	IT-WI R-Rec-06

Send the item to SRI Mahara IT Hardware.

15.2 Hardware Development

Gather requirement from the user request.
Document & analysis the requirement

Prepare a proposal & design.

Get approval from Director for the project.   — SASYS ENG

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   SASYS ENG
the invoice and forward it to the finance department for
payment.