



DEPARTMENT: ICT

DOC NO: ENL/ICT/001

ISSUE NO. 2

PROCEDURE : INFORMATION COMMUNICATION
TECHNOLOGY PROCEDURE

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Attachment 2 (ICT Department Maintenance and Support Form)



To report IT Issues, Please complete the appropriate portion of this form.

Department: OperationsDate of Request: 29/1/2020User's Name: Chimilade OluiseSignature: [Signature]

Service Requested or Nature of Problem

☒ Computer Repairs☒ Software or Hardware installation☐ Can't log into my computer☐ No Internet/networking☐ Printer error☐ Crashes or system freeze☐ System Not Booting☐ Memory Upgrade☐ Error messages☐ UPS☐ Photocopy☐ E-mail Error

> Others

GIVE COMPLETE AND ACCURATE DESCRIPTION OF WORK TO BE DONE

The Computer is not responding as it should be, and it hangs always.

LOCATION OF SUPPORT/MAINTENANCE WORK: Amo's Office Room 2.

HR /ADMIN COMMENT-

HR/admin Sign:

ICT Department:

Action taken/resolution: _____ Date of resolution: _____

Name of Support Staff: _____

Signature: _____