PHILKOEI INTERNATIONAL, INC.

IT SERVICE LOGSHEET

DATE	DEPARTMENT/ PROJECT	DETAILS OF IT ACTIVITY	STATUS	REMARKS
2/5/2015	ENGINEERING/FPB	Email Assistance	Done	
2/6/2015	HR/AFC	Printing Assistance	Done	
2/9/2015	FINANCE/AAR	Email Assistance	Done	
2/11/2015	FINANCE/GER	Transfer of Work Station	Done	
2/13/2015	ICG/NK/ABM	Installation of Anti-Virus Software (Bitdefender)	Done	5 different users
2/16/2015	ADMIN/EDF	Troubleshooting of CPU and recovering files	Done	CPU to be reformat
2/16/2015	HR/AFC	Printer Assistance	Done	
2/17/2015	ADMIN/EDF	Transfer of CPU/Computer Unit and assistance on email account	Done	Reserved CPU at the back of VOLucasia
2/17/2015	FINANCE/GER	Program Assistance	Done	
2/17/2015	ENGINEERING/MEA	Calling Card Reproduction	Done	for QIP Project
2/17/2015	ENGINEERING/BMC	Calling Card Reproduction	Done	for QIP Project
2/18/2015	ICG/CDV	Printer Connection	Done	
2/20/2015	ENGINEERING/JBM	Scanning of Documents	Done	
2/23/2015	HR/MCC	Printing of ID for AAR, GNB and RDP	Done	
2/26/2015	FINANCE/AAR	Program Assistance	Done	
2/27/2015	ENGINEERING/JBM	Calling Card Reproduction	Done	

Prepared by:

_____
IT Personnel

Noted by:
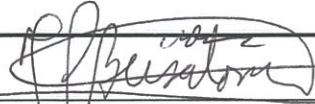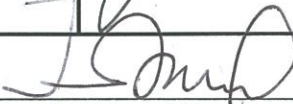
_____
BRIAN JOSE FUENTES
IT Manager

Form 1

PKII | ITD - F - 03 / Rev. 01 / 11-24-2014 / Page 1 of 1 | PHILKOEI INTERNATIONAL, INC. — **TECHNICAL SUPPORT FORM**

Name: Antonette F. Chew   **Date:** Feb. 6, 2015

- [ ] E-Mail
- [ ] ID
- [ ] Calling Card
- [ ] Server/File Access
- [ ] Software Installation
- [ ] Transfer of Work Station
- [ ] Access to Printer
- [x] Others (Specify): Printer

Details

Paper Jam, Ink

Remarks: OK 02/09/15

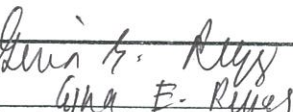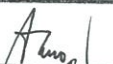Employee's Signature

RICHARD D. PESCADOR — Department Manager

Form 2

PKII | ITD - F - 03 / Rev. 01 / 11-24-2014 / Page 1 of 1 | PHILKOEI INTERNATIONAL, INC. — **TECHNICAL SUPPORT FORM**

Name: Ferdinand Joselito P. Bersalona   **Date:** 02-05-15

- [x] E-Mail
- [ ] ID
- [ ] Calling Card
- [ ] Server/File Access
- [ ] Software Installation
- [ ] Transfer of Work Station
- [ ] Access to Printer
- [ ] Others (Specify):

Details

I COULD NOT SEND & RECEIVE E-MAILS THRU THUNDERBIRD MOZILLA

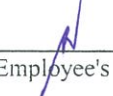Remarks: 2/05/2015

Employee's Signature

Department Manager

Form 3

PKII | ITD - F - 03 / Rev. 01 / 11-24-2014 / Page 1 of 1 | PHILKOEI INTERNATIONAL, INC. — **TECHNICAL SUPPORT FORM**

Name: Gina E. Reyes   **Date:** Feb. 11, 2015

- [ ] E-Mail
- [ ] ID
- [ ] Calling Card
- [ ] Server/File Access
- [x] Software Installation
- [x] Transfer of Work Station
- [ ] Access to Printer
- [ ] Others (Specify):

Details

Remarks: TRANSFERED (OK)

Gina E. Reyes
Employee's Signature

Department Manager

Form 4

PKII | ITD - F - 03 / Rev. 01 / 11-24-2014 / Page 1 of 1 | PHILKOEI INTERNATIONAL, INC. — **TECHNICAL SUPPORT FORM**

Name: Analie A. Roque   **Date:** 09 February 2015

- [x] E-Mail
- [ ] ID
- [ ] Calling Card
- [ ] Server/File Access
- [ ] Software Installation
- [ ] Transfer of Work Station
- [ ] Access to Printer
- [ ] Others (Specify):

Details

e-mail setup

Remarks: OK 02/9/15

Employee's Signature

Department Manager

Form 1

PKII	ITD - F - 03	PHILKOEI INTERNATIONAL, INC.
	Rev. 01 / 11-24-2014	**TECHNICAL SUPPORT FORM**
	Page 1 of 1	

Name Eva U. Flores **Date:** 02/16/15'

- [ ] E-Mail
- [ ] ID
- [ ] Calling Card
- [ ] Server/File Access
- [ ] Software Installation
- [ ] Transfer of Work Station
- [ ] Access to Printer
- [x] Others (Specify): TROUBLESHOOT / BACK-UP

Details

- TROUBLE-SHOOTING OF CPU (HDD C:) INFECTED BY CRYPTOWALL (VIRUS) COMING FROM AN E-MAIL
- RECOVERING / BACK-UP OF FILES FROM EDFLORES CPU TO .221

Remarks
recovered / Back-uped

EDFlores
Employee's Signature

GRACE N. BENITEZ
Department Manager

Form 2

PKII	ITD - F - 03	PHILKOEI INTERNATIONAL, INC.
	Rev. 01 / 11-24-2014	**TECHNICAL SUPPORT FORM**
	Page 1 of 1	

Name Angela Martin **Date:** 02/13/15

- [ ] E-Mail
- [ ] ID
- [ ] Calling Card
- [ ] Server/File Access
- [x] Software Installation
- [ ] Transfer of Work Station
- [ ] Access to Printer
- [ ] Others (Specify):

Details

- INSTALLATION OF ANTI-VIRUS SOFTWARE (BITDEFENDER) FOR THE FOLLOWING USERS:
  * amkojima
  * pjramos
  * jabmartin
  * cdvitug
  * znabad

  "2013 MS OFFICE:" SOFTWARE
  * znabad

Remarks
done / OK

Angela Martin
Employee's Signature

PATRICK JOHN RAMOS
Department Manager

Form 3

PKII	ITD - F - 03	PHILKOEI INTERNATIONAL, INC.
	Rev. 01 / 11-24-2014	**TECHNICAL SUPPORT FORM**
	Page 1 of 1	

Name Eva U. Flores **Date:** 17 Feb. 2015

- [x] E-Mail
- [ ] ID
- [ ] Calling Card
- [x] Server/File Access
- [ ] Software Installation
- [x] Transfer of Work Station
- [ ] Access to Printer
- [x] Others (Specify):

Details

- TRANSFER OF WORK STATION
- CHANGE DESKTOP COMPUTER (TEMPORARY)
- TRANSFER OF EMAIL ACCOUNT

Remarks
TRANSFERRED / INSTALLED

EDFlores
Employee's Signature

GRACE N. BENITEZ
Department Manager

Form 4

PKII	ITD - F - 03	PHILKOEI INTERNATIONAL, INC.
	Rev. 01 / 11-24-2014	**TECHNICAL SUPPORT FORM**
	Page 1 of 1	

Name Antonette F. Chan **Date:** Feb. 16, 2015

- [ ] E-Mail
- [ ] ID
- [ ] Calling Card
- [ ] Server/File Access
- [ ] Software Installation
- [ ] Transfer of Work Station
- [ ] Access to Printer
- [x] Others (Specify):

Details

Change of ink, current stock is defective.

Remarks
ink cartridge have been replaced (OK)

Employee's Signature

RICHARD D. PESCADOR
Department Manager

Form 1 (Top Left)

PKII	ITD - F - 03	PHILKOEI INTERNATIONAL, INC.
	Rev. 01 / 11-24-2014	**TECHNICAL SUPPORT FORM**
	Page 1 of 1	

Name MARCELO E. ABING   **Date:** 17 Feb 2015

- [ ] E-Mail
- [ ] ID
- [x] Calling Card
- [ ] Server/File Access
- [ ] Software Installation
- [ ] Transfer of Work Station
- [ ] Access to Printer
- [ ] Others (Specify):

Details

50 pcs. standard size
for JICA Quick Impact Projects (QIPs)

Remarks

_____ Employee's Signature

FTT _____ Department Manager

Form 2 (Top Right)

PKII	ITD - F - 03	PHILKOEI INTERNATIONAL, INC.
	Rev. 01 / 11-24-2014	**TECHNICAL SUPPORT FORM**
	Page 1 of 1	

Name Gina Reyes   **Date:** Feb. 17, 2015

- [ ] E-Mail
- [ ] ID
- [ ] Calling Card
- [ ] Server/File Access
- [ ] Software Installation
- [ ] Transfer of Work Station
- [ ] Access to Printer
- [x] Others (Specify):

Details

Excel assistance

Remarks

OK ✓

_____ Employee's Signature

_____ Department Manager

Form 3 (Bottom Left)

PKII	ITD - F - 03	PHILKOEI INTERNATIONAL, INC.
	Rev. 01 / 11-24-2014	**TECHNICAL SUPPORT FORM**
	Page 1 of 1	

Name Cherrie D. VImG   **Date:** 2 - 18 - 2015

- [ ] E-Mail
- [ ] ID
- [ ] Calling Card
- [ ] Server/File Access
- [ ] Software Installation
- [ ] Transfer of Work Station
- [x] Access to Printer
- [ ] Others (Specify):

Details

cannot print because there was no
connection.

Remarks

_____ Employee's Signature

P. Ramos _____ Department Manager

Form 4 (Bottom Right)

PKII	ITD - F - 03	PHILKOEI INTERNATIONAL, INC.
	Rev. 01 / 11-24-2014	**TECHNICAL SUPPORT FORM**
	Page 1 of 1	

Name BILLY M. CANIZAR   **Date:** 2/17/15

- [ ] E-Mail
- [ ] ID
- [x] Calling Card
- [ ] Server/File Access
- [ ] Software Installation
- [ ] Transfer of Work Station
- [ ] Access to Printer
- [ ] Others (Specify):

Details

FIFTY (50) PCS.

Remarks

OK ✓

_____ Employee's Signature

_____ Department Manager

Form 1 (Top Left)
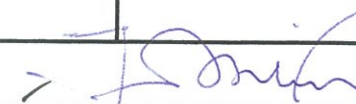
Name: Mary Ann Castanares Date: Feb. 23, 2015

- [ ] E-Mail
- [ ] ID
- [ ] Calling Card
- [ ] Server/File Access
- [ ] Software Installation
- [ ] Transfer of Work Station
- [ ] Access to Printer
- [x] Others (Specify):

Details

Request to print company ID of AAR, GNB and RDP

Remarks

_____ Employee's Signature

_____ Department Manager

Form 2 (Top Right)

Name: Susan Mallari Date: Feb 20, 2018

- [x] E-Mail
- [ ] ID
- [ ] Calling Card
- [ ] Server/File Access
- [ ] Software Installation
- [ ] Transfer of Work Station
- [ ] Access to Printer
- [ ] Others (Specify): scan

Details

Remarks

completed fyi

_____ Employee's Signature

_____ Department Manager

Form 3 (Bottom Left)

Name: SUSAN B. MALLARE Date: Feb 27, 2015

- [ ] E-Mail
- [ ] ID
- [x] Calling Card
- [ ] Server/File Access
- [ ] Software Installation
- [ ] Transfer of Work Station
- [ ] Access to Printer
- [ ] Others (Specify):

Details

Remarks

_____ Employee's Signature

_____ Department Manager

Form 4 (Bottom Right)

Name: Anane A. Rogene Date: Feb. 26, 2015

- [ ] E-Mail
- [ ] ID
- [ ] Calling Card
- [ ] Server/File Access
- [ ] Software Installation
- [ ] Transfer of Work Station
- [ ] Access to Printer
- [x] Others (Specify):

Details

Excel assistance

Remarks

_____ Employee's Signature

_____ Department Manager