

	ITD - F - 01 Rev. 00 / 08-16-2014 Page 1	PHILKOEI INTERNATIONAL, INC.
		IT SERVICE LOGSHEET

DATE	DEPARTMENT/ PROJECT	DETAILS OF IT ACTIVITY	STATUS	REMARKS
4/1/2015	FIN/CJCartera	Transfer of Work Station	Done	
4/6/2015	FIN/GEReyes	Troubleshoot print settings	Done	
4/7/2015	ADM/RGCastillo	Create Internet/Intranet Access	Done	373 - rgcastillo
4/8/2015	ICG-NK/AMKojima	Reproduction of Calling Cards and ID Lamination	Done	Needed before April 10, 2015
4/8/2015	HR/AFChew	Troubleshoot printer (Paper Jam)	Done	
4/8/2015	ICG-NK/JBSacayan	Create Intranet account and enroll to Biometrix	Done	
4/13/2015	FIN/CJCartera	Transfer of Work Station	Done	
4/14/2015	DC/MDAquino	Reproduction of Engineering Reference Book	Done	
4/15/2015	ICG-NK/HDFrancisco	Increase Email Capacity	Done	Adjusted from 40MB to 60MB
4/16/2015	HR/MCCastanares	Printer Access	Done	Docu-Center & HP 7100
4/20/2015	ICG-NK/RHCruz	ID Creation/Lamination	Done	Change of company position
4/22/2015	HR/AFChew	Access to Server	Done	
4/22/2015	FIN/CJCartera	Request for 1 unit Laptop for project utilization	Issued	MR was provided
4/23/2015	BDD/AMFerrer	Email forwarder/Access to mails@philkoei.com.ph	Done	
4/24/2015	ICG-NK/AMKojima	Problems in email and request for back-up of files/documents	Done	
4/28/2015	ADM/EDFlores	Removed and Clean CPU Video Card that generates noise while operating	Done	
4/29/2015	DC/JBM/Rflordeliz	Reproduction of Bussiness/Calling Cards	Done	
4/30/2015	ICG-NK/AMKojima	Email problems	Done	

Prepared by:


FRANCIS M. PALOMIQUE
IT Personnel

Noted by:


IT Manager

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

Name <u>LINA E. PEYES</u>		Date: <u>April 6, 2015</u>
<input type="checkbox"/> E-Mail <input type="checkbox"/> ID <input type="checkbox"/> Calling Card <input type="checkbox"/> Server/File Access	<input type="checkbox"/> Software Installation <input type="checkbox"/> Transfer of Work Station <input checked="" type="checkbox"/> Access to Printer <input type="checkbox"/> Others (Specify):	

Details	
Troubleshoot print settings to room-in - need further troubleshooting for other solutions - possible issue: diff. behavior on each browser	
	Remarks

Lina E. Reyes
 Employee's Signature

[Signature]
 Department Manager

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

Name <u>REX CARTERA</u>		Date: <u>April 01, 2015</u>
<input type="checkbox"/> E-Mail <input type="checkbox"/> ID <input type="checkbox"/> Calling Card <input type="checkbox"/> Server/File Access	<input type="checkbox"/> Software Installation <input checked="" type="checkbox"/> Transfer of Work Station <input type="checkbox"/> Access to Printer <input type="checkbox"/> Others (Specify):	

Details	
From Eng'g. Dept to Finance Dept.	
	Remarks

[Signature]
 Employee's Signature

[Signature]
 Department Manager

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

Name <u>MONETTE KAJIMA</u>		Date: <u>APRIL 8, 2015</u>
<input type="checkbox"/> E-Mail <input checked="" type="checkbox"/> ID <input checked="" type="checkbox"/> Calling Card <input type="checkbox"/> Server/File Access	<input type="checkbox"/> Software Installation <input type="checkbox"/> Transfer of Work Station <input type="checkbox"/> Access to Printer <input type="checkbox"/> Others (Specify):	

Details	
ID & CALLING CARD (30 pgs) FOR MR. GIL BERDIN NEEDED ON FRIDAY (APRIL 10). T.Y.	
	Remarks

Monette
 Employee's Signature

P. Ramo
 Department Manager

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	TECHNICAL SUPPORT FORM

Name <u>ROBERT G. CASTILLO</u>		Date: <u>APRIL 7, 2015</u>
<input type="checkbox"/> E-Mail <input type="checkbox"/> ID <input type="checkbox"/> Calling Card <input type="checkbox"/> Server/File Access	<input type="checkbox"/> Software Installation <input type="checkbox"/> Transfer of Work Station <input type="checkbox"/> Access to Printer <input checked="" type="checkbox"/> Others (Specify):	

Details	
CREATE INTERNET ^{INTRANET} ACCESS 373-rgcastillo	
	Remarks

[Signature]
 Employee's Signature

[Signature]
 Department Manager

PKII	ITD - F - 03	PHILKOEI INTERNATIONAL, INC.
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Name <u>CHRISTOPHER J. CARTERA</u>		Date: <u>Apr 13, 2015</u>
<input type="checkbox"/> E-Mail <input type="checkbox"/> ID <input type="checkbox"/> Calling Card <input type="checkbox"/> Server/File Access	<input type="checkbox"/> Software Installation <input checked="" type="checkbox"/> Transfer of Work Station <input type="checkbox"/> Access to Printer <input type="checkbox"/> Others (Specify):	

Details	
<div style="border: 1px solid black; height: 100px; width: 100%;"></div>	
Remarks	

[Signature] Employee's Signature

[Signature] MS. ANNE ROQUE
 Department Manager

PKII	ITD - F - 03	PHILKOEI INTERNATIONAL, INC.
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Name <u>Arnette F. Chew</u>		Date: <u>4/8/15</u>
<input type="checkbox"/> E-Mail <input type="checkbox"/> ID <input type="checkbox"/> Calling Card <input type="checkbox"/> Server/File Access	<input type="checkbox"/> Software Installation <input type="checkbox"/> Transfer of Work Station <input type="checkbox"/> Access to Printer <input checked="" type="checkbox"/> Others (Specify):	

Details	
<div style="border: 1px solid black; height: 100px; width: 100%; text-align: center; vertical-align: middle;"> Paper Jam </div>	
Remarks	

[Signature] Employee's Signature

[Signature] Richard D. Pescador
 Department Manager

PKII	ITD - F - 03	PHILKOEI INTERNATIONAL, INC.
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Name <u>Jeffrey B. Sacayan</u>		Date: <u>04/08/2015</u>
<input checked="" type="checkbox"/> E-Mail <input checked="" type="checkbox"/> ID <input type="checkbox"/> Calling Card <input type="checkbox"/> Server/File Access	<input type="checkbox"/> Software Installation <input type="checkbox"/> Transfer of Work Station <input type="checkbox"/> Access to Printer <input type="checkbox"/> Others (Specify):	

Details	
<div style="border: 1px solid black; height: 100px; width: 100%;"> - Enrollment to Biometric <i>by jsacayan@philkoei.com.ph</i> - Intranet account </div>	
Remarks	

[Signature]

[Signature]

PKII	ITD - F - 03	PHILKOEI INTERNATIONAL, INC.
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Name <u>MARCER ARNINO</u>		Date: <u>4/14/15</u>
<input type="checkbox"/> E-Mail <input type="checkbox"/> ID <input type="checkbox"/> Calling Card <input type="checkbox"/> Server/File Access	<input type="checkbox"/> Software Installation <input type="checkbox"/> Transfer of Work Station <input type="checkbox"/> Access to Printer <input type="checkbox"/> Others (Specify):	

Details	
<div style="border: 1px solid black; height: 100px; width: 100%;"> <i>PRINTING OF ASHTD LRTD BRIDGE DESIGN SPECIFICATIONS (2012)</i> <i>1661 PAGES</i> </div>	
Remarks	

[Signature] M. ARNINO Employee's Signature

[Signature] Department Manager

Employee's Signature

Department Manager


 Employee's Signature


 Department Manager

Employee's Signature _____

Department Manager _____

Employee's Signature _____

Department Manager _____

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

Name <u>Orlene Ferrer</u>		Date: <u>03/23/2015</u>
<input checked="" type="checkbox"/> E-Mail <u>access to mail@philkoei</u> <input type="checkbox"/> ID <input type="checkbox"/> Calling Card <input type="checkbox"/> Server/File Access	<input type="checkbox"/> Software Installation <input type="checkbox"/> Transfer of Work Station <input type="checkbox"/> Access to Printer <input type="checkbox"/> Others (Specify):	

Details	
<u>Add forwarder to amferre's account</u>	
Remarks	

[Signature]
 Employee's Signature

[Signature]
 Department Manager

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

Name <u>REX CARTERA</u>		Date: <u>April 22, 2015</u>
<input type="checkbox"/> E-Mail <input type="checkbox"/> ID <input type="checkbox"/> Calling Card <input type="checkbox"/> Server/File Access	<input type="checkbox"/> Software Installation <input type="checkbox"/> Transfer of Work Station <input type="checkbox"/> Access to Printer <input checked="" type="checkbox"/> Others (Specify): <u>on FRIDAY</u>	

Details	
<u>Request for one (1) unit lap top computer - for project use (QIP-CCDP-B)</u> <u>(trips to Colombia April 27-May 2, 2015)</u>	
Remarks	

[Signature]
 Employee's Signature

[Signature]
 Department Manager

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

Name <u>Ever D. Flores</u>		Date: <u>4-28-15</u>
<input type="checkbox"/> E-Mail <input type="checkbox"/> ID <input type="checkbox"/> Calling Card <input type="checkbox"/> Server/File Access	<input type="checkbox"/> Software Installation <input type="checkbox"/> Transfer of Work Station <input type="checkbox"/> Access to Printer <input checked="" type="checkbox"/> Others (Specify): <u>Removed/replace Video Card Fan</u>	

Details	
<u>- Remove/replace or clean the Video card Fan that generates noise while operating.</u>	
Remarks	

[Signature]
 Employee's Signature

[Signature]
 Department Manager

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

Name <u>MONETTE KOTIMA</u>		Date: <u>APR 24, 2015</u>
<input checked="" type="checkbox"/> E-Mail <input type="checkbox"/> ID <input type="checkbox"/> Calling Card <input type="checkbox"/> Server/File Access	<input type="checkbox"/> Software Installation <input type="checkbox"/> Transfer of Work Station <input type="checkbox"/> Access to Printer <input type="checkbox"/> Others (Specify):	

Details	
<u>EMAIL PROBLEM (ZNA)</u> <u>EMAIL & DOCS BACK UP (ZNA)</u>	
Remarks	


[Signature]
 Employee's Signature

[Signature]
 Department Manager

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

Name		Date: April 29, 2015
<input type="checkbox"/> E-Mail <input checked="" type="checkbox"/> ID <input checked="" type="checkbox"/> Calling Card <input type="checkbox"/> Server/File Access	<input type="checkbox"/> Software Installation <input type="checkbox"/> Transfer of Work Station <input type="checkbox"/> Access to Printer <input type="checkbox"/> Others (Specify):	

Details	
Business Card - Susan Malone F. (20) ID - Rene Flordeliz	
Remarks	


 Susan Malone
 Employee's Signature


 Department Manager

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	TECHNICAL SUPPORT FORM

Name MONETTE KOTMA		Date: APR 30, 2015
<input checked="" type="checkbox"/> E-Mail <input type="checkbox"/> ID <input type="checkbox"/> Calling Card <input type="checkbox"/> Server/File Access	<input type="checkbox"/> Software Installation <input type="checkbox"/> Transfer of Work Station <input type="checkbox"/> Access to Printer <input type="checkbox"/> Others (Specify):	

Details	
TROUBLE SHOOT	
Remarks	


 Monette Kotma
 Employee's Signature


 Department Manager