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| **SUPPORTING DOCUMENTS**  **Computer Professionals, Inc.** | **Document Code :** FO-IT-IT-02 | |
| **Section:** 17.0 IT Infrastructure | **Issue No. :** 1 | **Revision No.:** 2 |
| **Title** : Monthly Service Request Report | **Effective Date:**  10 Nov 2017 | |

**Note:** *Print this page only when adding / amending / deleting a document. If using this document as a record, this Revision History page can be omitted.*

**REVISION HISTORY**

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| --- | --- | --- | --- | --- |
| Revision no | Date | Description of Changes | Reason for Revision | Revised by |
| 1 | 07 Dec 12 | Add revision history page | Recommendation from Stage 2 audit | CMRojas |
| 2 | 25 Mar 13 | Include repair times as this is one of the KPMs of the group  Removed CPI ogo | Recommendation from Q1 2013 IQA Audit | CMRojas |
| 3 | 10 Nov 17 | Revised report format | Updated Process | ARAlacar |
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TM-BR-MG- 11 Rev00, 05302012

**CPI MONTHLY SERVICE REQUEST REPORT**

|  |  |  |
| --- | --- | --- |
| **IT Monthly SR Status Report** | | |
| **Name     :** |  | |
| **Position :** |  | |
| **Month   :** |  | |
| **No. of Assigned SRs  :** |  | |
| **No. of Resolved SRs  :** |  | |
| **No. of Target Date Not Met  :** |  | |
| **%Target Date Not Met   :** |  | |
| **No. of Outstanding SRs  :** |  | |
| **Reason Target Date Not Met (If > 20%)   :** |  | |
| **Other Activities Performed** | | |
| **Activity** | **Hours Spent** | **Status** |
|  |  |  |