



INTEGRATED TECHNOLOGY & SERVICES DEPARTMENT (ITSD)
TOM'S WORLD PHILIPPINES

SERVICE WORK ORDER – SUPPORT SERVICE

SERVICE WORK ORDER # (SWO-STORECODE-DDMMYY)	SWO- PSSR - 11-07-2022
Requested by	Ma. Shiela Dizon
Location / Mall / Area	Sta. Rosa City/SM City Sta. Rosa/PSSR
Request Date	November 05, 2022
Primary Concern	(Please input detailed concern & attach pictures if needed) Check AH Laptop Due to Low Performance CCTV Time is Not Set Properly RPS Server PC is Not Connected to Printer Skype is Not Working on Redemption Officer PC Skype is Not Working on Operation Officer PC Printer is Printing Color Black Only
*****Do NOT Fill up this section ***** To be Fill Out by Division IT / Area IT (Assessor)	
Evaluate Concern	(Input Findings / Reason) Low Memory RAM (4GB) Need to Replace CMOS Battery Need to Download and Install New Printer Driver Skype Current Version is not Compatible on Win 7 Proper Driver is Not Installed
Support System	() Email / Phone Call () Remotely (<input checked="" type="checkbox"/>) Onsite Visit
Solutions	Request Upgrade of RAM Config/Adjust Time and Date of CCTV DVR Download and Install New Driver on RPS Server PC Reinstall Skype on Redemption Officer PC Reinstall Skype on Operation Officer PC Download and Installed Proper Driver for Printer and Reconnect All PC to Printer
Priority Level	() Critical (<input checked="" type="checkbox"/>) High () Medium () Low
Schedule Visit	November 07, 2022
Expected Date of Completion	November 07, 2022
Total Man Days / Man Hours	3 Hours
Allocated Budget (Transportation, Accommodation, Meal, etc.)	Fare: PSCB to PSSR = P50.00 PSSR to PSCB = P50.00
STATUS	(<input checked="" type="checkbox"/>) Resolved () Pending () Forward to HO () Replacement

Requested by:

Ma. Shiela Dizon
(Signature over printed name)
– Assistant Area Head/PSSR

Performed by:

Alan J. Morante
(Signature over printed name)
Division IT / Area IT / IT Ops