

InfoSys Service Report

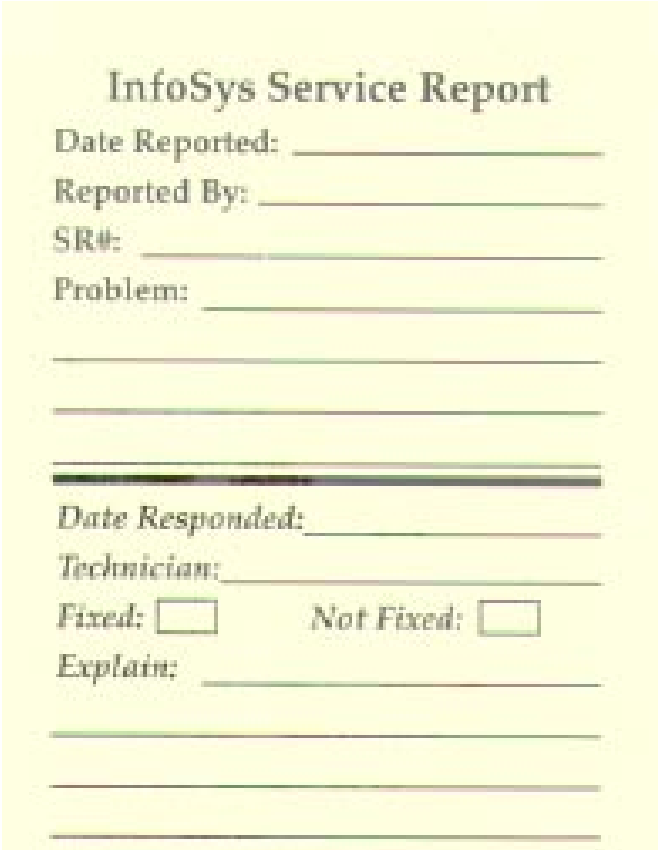
The InfoSys Service Report form is available to all Library Units. Library Unit personnel may use the form to obtain feedback from the InfoSys staff member that repaired their computer-related hardware/software.

After a Service Request has been placed with the InfoSys Service Desk and an SR # has been given, Library Unit personnel can complete the top portion of a InfoSys Service Report form (Date Reported, Reported By, SR #, and Problem). Then attach the InfoSys Service Report form to the affected computer-related hardware.

When they arrive, the InfoSys staff member will complete the bottom portion of the InfoSys Service Report form (Date Responded, OSA, Fixed or Not Fixed, and Explain).

Please note the following:

1. Use of the InfoSys Service Report form by Library Unit personnel is optional.
2. If the InfoSys Service Report form is not found by/on the equipment, the InfoSys staff member will not leave any other written information.
3. If the InfoSys Service Report form is attached to personal or shared equipment, it will be left by/on the affected computer-related hardware by the InfoSys staff member.
4. If the InfoSys Service Report form is attached to public equipment, it will be left at the Unit's Reference/Information Desk by the InfoSys staff member.
5. If further information is needed, all personnel can check with the InfoSys Service Desk and the REQUEST database.



The form is titled "InfoSys Service Report" in a large, bold, serif font. Below the title, there are four lines for user input: "Date Reported:", "Reported By:", "SR#:", and "Problem:". Each line is followed by a horizontal line for writing. Below these, there is a thick horizontal separator line. Under the separator, there are three more lines for input: "Date Responded:", "Technician:", and "Explain:". Below "Date Responded:" and "Technician:" are horizontal lines for writing. Below "Explain:" are three horizontal lines for writing. At the bottom, there are two checkboxes: "Fixed:" followed by an empty checkbox, and "Not Fixed:" followed by an empty checkbox.