**Fault Log Sheet**

Date/Time Fault recorded

28/06/2014 09:56am

Fault Logged by: Technician Assigned:

Daniel Hanna

Andrew Prescott

Preferred method of communication:

Phone Email IM In-person Other

✓

Description of problem:

When using the keyboard the Client reports that the spacebar doesn’t work when using Word 2013.

Urgency:

Low Medium High

✓

Type of user:

✓

Experienced Novice Technical

Number of computers affected:

1

Room number of computer or laptop number:

Director’s office computer

Resolution

Since this Client is a novice and a company director I visited the client in person.

I reproduced problem in Word 2013.

The problem reoccurred in notepad.

So I shut down the computer and restarted it to eliminate possible hardware faults, the problem persisted. This proved that the problem was with the keyboard itself.

I replaced the keyboard and verified that this had resolved the problem and put in an order for a new permanent replacement.

Technician’s signature: Technicians print name:

User’s signature: Users print name:

Questionnaire:

|  |  |  |
| --- | --- | --- |
| No. | Question | Poor Great |
|  | Were you happy with the response time for this problem? | 1 2 3 4 5 6 7 8 9 10 |
|  | Was the IT Support technician helpful and friendly? | 1 2 3 4 5 6 7 8 9 10 |
|  | Did the IT Support technician explain things in a way which you understood? | 1 2 3 4 5 6 7 8 9 10 |
|  | Were you happy with the apparent knowledge of the technician? | 1 2 3 4 5 6 7 8 9 10 |
|  | Were you happy with the length of time taken to resolve the problem? | 1 2 3 4 5 6 7 8 9 10 |
|  | Were you happy with the problem resolution which was delivered? | 1 2 3 4 5 6 7 8 9 10 |