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Validation	Prepared By	Controlled by	Approved by
Position			
Date			
Signature			

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1. PURPOSE

This procedure to be used when there is IT Services need for Siem Reap Angkor International Airport.

2. SCOPE OF APPLICATION

This procedure is applicable for all IT Request from internal and External. The IT Services but not limit to: Repair of IT Equipment, Repair of network connectivity, New IT connection request, New IT Equipment Request.

3. REFERENCE DOCUMENT

4. ABBREVIATION AND DEFINITION

IT	Information Technology
ITM	Information Technology Manager
ITT	Information Technology Technician
WO	Work Order
Internal user	Refer to Airport Staff
External user	Refer to NON Airport staff
IT Equipment	Information Technology device like Computer, Monitor, Printer, Keyboard,... that register under List of Equipment


5. DUTY AND RESPONSIBILITIES

Internal User

- Responsible to fill up the form "[FR IT 001-01](#)" or call IT Support by telephone (In case of Emergency) for all IT equipment minor repair.
- Send feedback on IT Support services in case of unsatisfied. If there is no feedback means satisfied.

External User

- Responsible to fill up the form "[FR IT 001-04](#)"
- Agree to pay the cost from tariff form on IT Service
- Sign the acceptance after work done on the form.

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ITM


- Responsible to approve IT request.
- Approve IT Equipment request.

IT Admin

- Responsible to receive the IT Request
- Enter the request in IT Request work log
- Control equipment in stock and record of equipment supply.
- Purchase spare part and equipment if required.

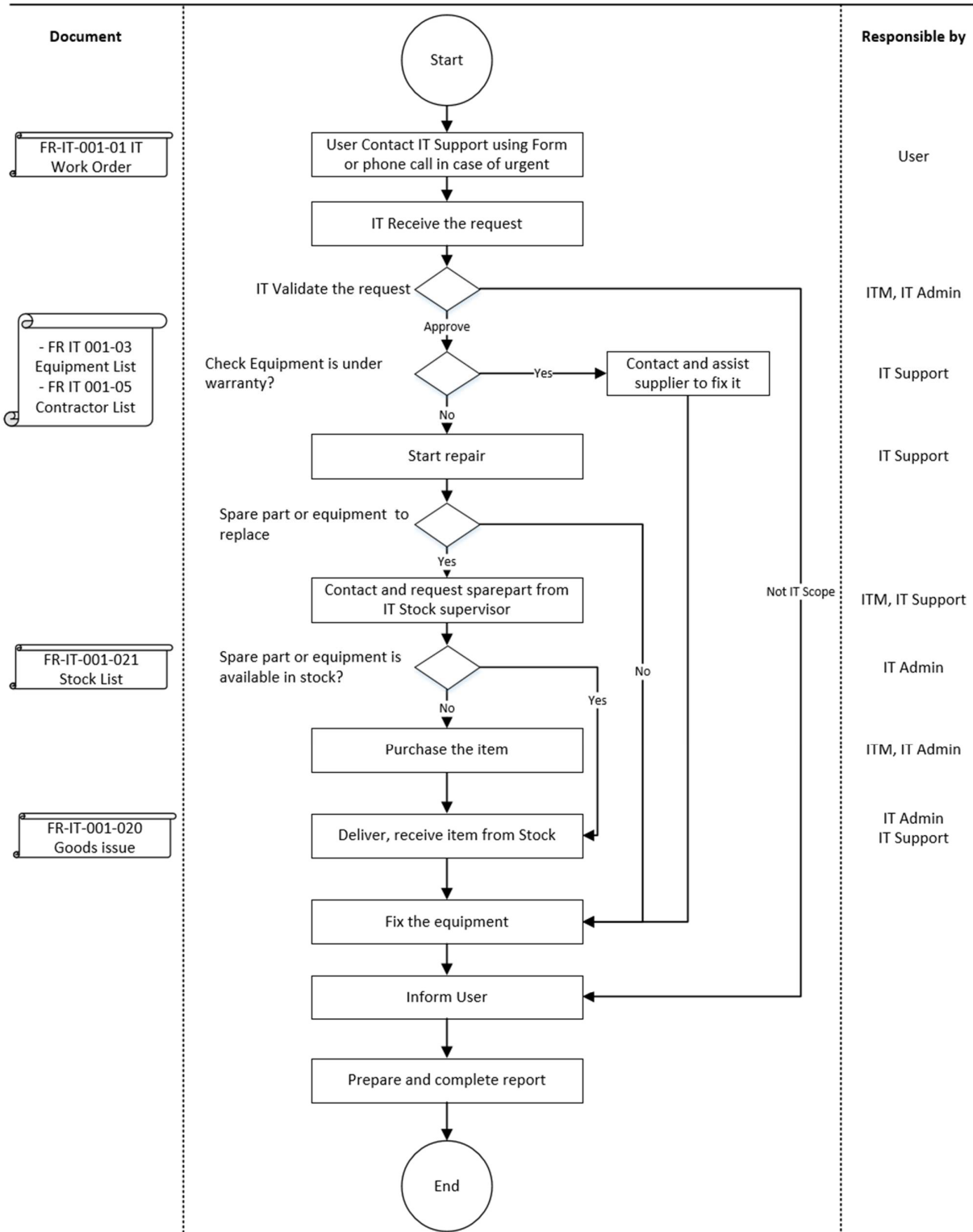
IT Technician


- Perform and complete IT Work according to Work order and service request
- Record and update IT Equipment supply

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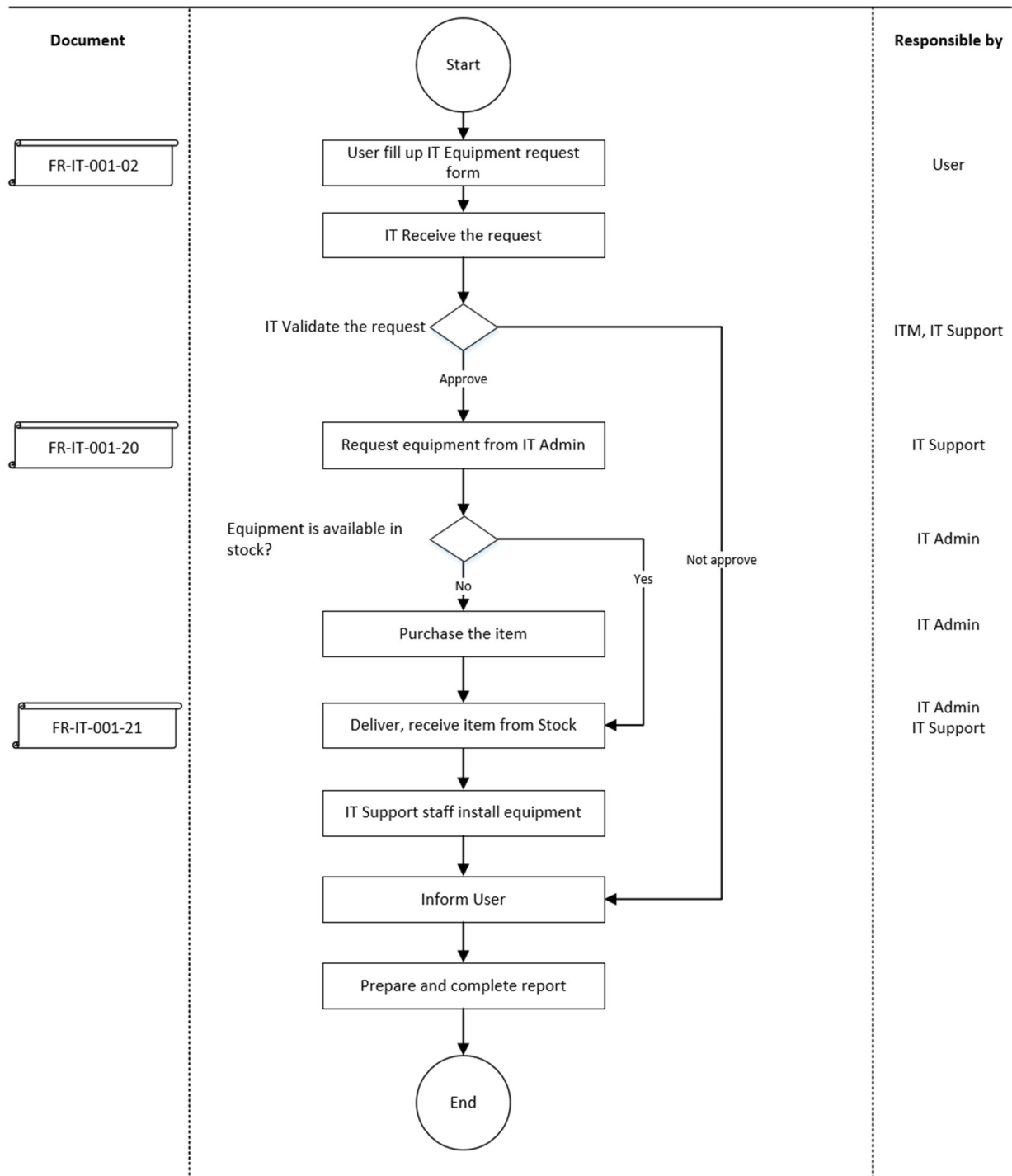
6. PROCESS FLOW


6.1. IT Service request



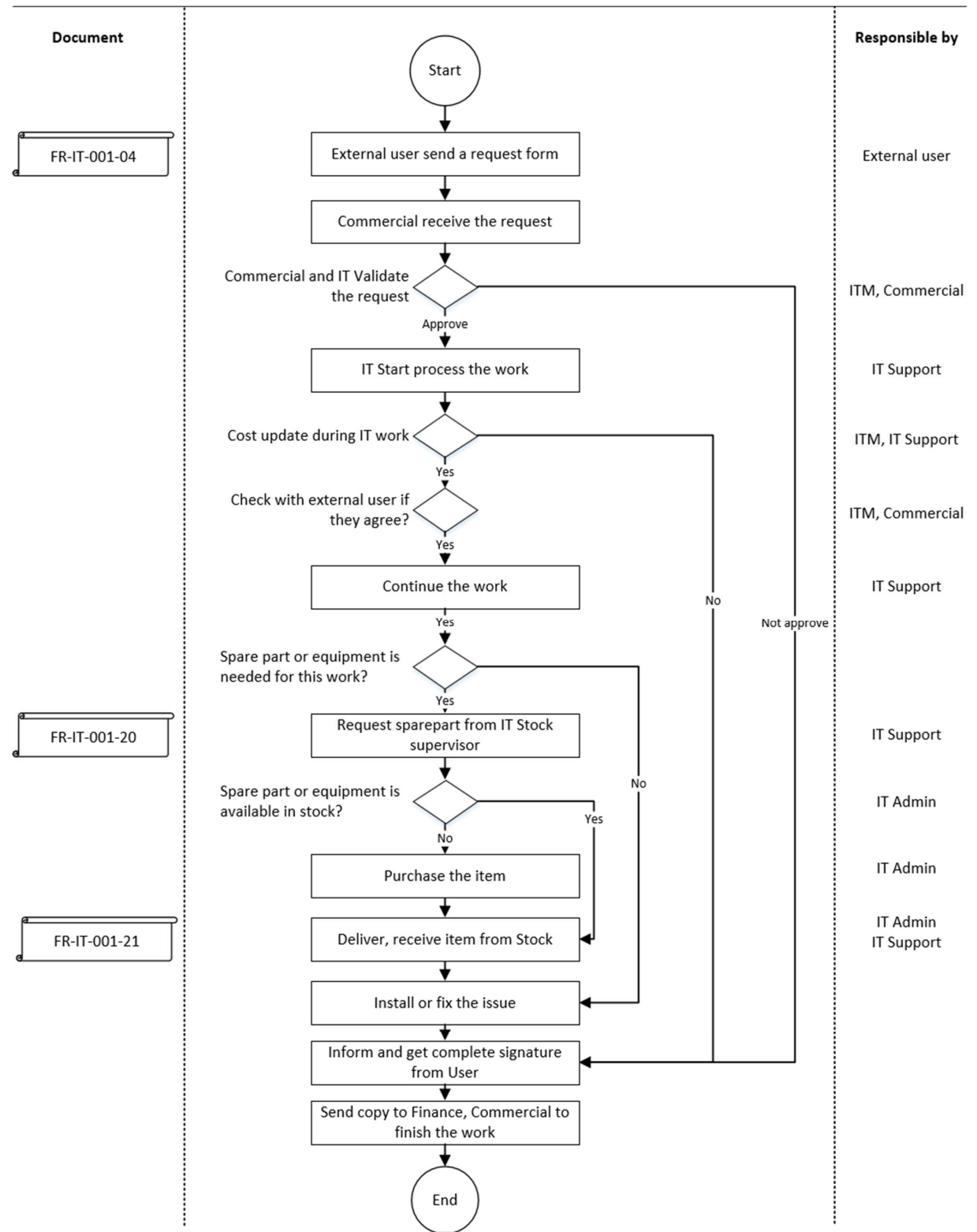
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6.2. IT EQUIPMENT REQUEST



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6.3. External Customer Request



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7. MANAGEMENT OF RECORDS

The records of all IT Services will be store in IT Office for 1 year.

8. ANNEX

8.1. [ANNEX 1](#)

	<p>Form</p> <p>IT Work Order</p>	<p>Ref.: FR IT 001-01</p> <p>Revision status: 0</p> <p>Effective date: XX/XX/XXX</p>
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Requester Name: Department:

Date of request: Time of request:

Sign:

N	Problem description


For IT Department use only:

Receive date: Receive time:

Receive by:

Work order ID: Complete Date:

N	Repair description

	Procedure	Ref.: PR IT 001
	IT Request	Revision status: 0
		Effective date: 10/11/2023

8.2. ANNEX 2


	Form	Ref.: FR IT 001-02
	REQUEST FOR COMPUTER, TELEPHONE SERVICES	Revision Status: 1
		Effective Date: xx/xx/xxxx

DATE: _____

USER DETAILS		
REQUESTER FULL NAME _____	DEPARTMENT _____	POSITION _____
Justification for the purpose, support document need to be attached if applicable _____ _____ _____		Contact Number _____
COMPUTER		
<input type="checkbox"/> Office Desktop <input type="checkbox"/> Laptop <input type="checkbox"/> DCS Workstation		
COMMUNICATION DEVICE		
<input type="checkbox"/> Telephone Extension <input type="checkbox"/> Walkie Talkie		
OTHERS		

Requester	Approved by Department Head


Approved By : _____ FOR IT Dept ONLY Signature	
Received on : _____	by : _____
Realized on : _____	by : _____
W.O ID : _____	Equipment IDs supplied : _____
	Extension number : _____

	<p>Procedure</p> <p>IT Request</p>	<p>Ref.: PR IT 001</p> <p>Revision status: 0</p> <p>Effective date: 10/11/2023</p>
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8.4. [ANNEX 4](#)

	<p>Supporting Document</p> <p>Contractor List</p>	<p>Ref.: FR IT 001-05</p> <p>Revision status: 0</p> <p>Effective date: XX/XX/XXX</p>
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Contractor ID	System function	System Name	Contractor Name	Point of Contact
				Name: <u>vChat:</u> Phone: Email:
				Name: <u>vChat:</u> Phone: Email:
				Name: <u>vChat:</u> Phone: Email:
				Name: <u>vChat:</u> Phone: Email:
				Name: <u>vChat:</u> Phone:

	<p>Procedure</p> <p>IT Request</p>	<p>Ref.: PR IT 001</p> <p>Revision status: 0</p> <p>Effective date: 10/11/2023</p>
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8.5. [ANNEX 5](#)


	<p>Supporting Document</p> <p>Stock List</p>	<p>Ref.: FR IT 001-21</p> <p>Revision status: 0</p> <p>Effective date: XX/XX/XXX</p>
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Equipment: _____

Equipment ID	Description	Serial Number	Warranty expired Date	Supplier Name

Spare part: _____

Spare part ID	Description	Serial Number	Warranty expired Date	Supplier Name

	<p>Procedure</p> <p>IT Request</p>	<p>Ref.: PR IT 001</p> <p>Revision status: 0</p> <p>Effective date: 10/11/2023</p>
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8.6. [ANNEX 6](#)

	<p>Supporting Document</p> <p>Goods issue</p>	<p>Ref.: FR IT 001-20</p> <p>Revision status: 0</p> <p>Effective date: XX/XX/XXX</p>
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Work Order Number: _____

N	Description	Equipment ID	Unit	Qty	Remarks
REASON / JUSTIFICATION OF THE REQUEST:					

Validation	Deliver by	Approve by	Receive by
Name			
Date			
Position			
Sign			

	Procedure	Ref.: PR IT 001
	IT Request	Revision status: 0
		Effective date: 10/11/2023

8.7. [ANNEX 7](#)

	Form	Ref.: FR IT 001-04
	REQUEST FORM FROM CONNECTION (FOR EXTERNAL CUSTOMER)	Revision Status: 0
		Effective Date: xx/xx/xxxx

Please fill-in one form for each type of connection requested

Company Name:

Address:

Requester: Family Name: Name: Contact Number:

Request for: ☐ New connection ☐ Transfer ☐ Removal ☐ Check

For: ☐ Telephone Number:
☐ Internet ISP:
☐ Other.....

Location: Building: Office Number: Socket Number:

Required Date:

Installation Fee: Monthly Fee:

Date Signature and company stamp

- Please check costs on the Tariffs list from Commercial Department
- Checking a connection will be charged in case airport installation is not the reason of the problem.

IMPORTANT NOTICE

- 1) No work can be done without Airport authorization.
- 2) The applicant will have to contact any third party (Telephone company, supplier, ISP ...) to request the required service and sign a contract with him. Airport declines all responsibility regarding the contract with this third party, its payment and its reliability.
- 3) Airport may disconnect the connection in case of late of payment.

For Office Use Only

Commercial Approval: Name: Date: Signature:

IT approval: Name: Date: Signature:

Notes:

Done by: Name: Date: Signature:

Customer acceptance: Name: Date: Signature:

Applicant ⇒ Airport - Original ⇒ Kept by IT Dot
 - Copies ⇒ Commercial Dot, Finance Dot, Applicant