

Guidelines

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PHASES	EXPLANATIONS
1	Determine, whether it is hardware or software or application related problem. If it is a software/application related problem, install or reinstall the software or application. After reinstalling the software or application (refer to QP/ICT/005/A1 - Trouble Shooting of ICT System Guidelines: Solving ICT Application Related Problems), check the PC. If okay, end the process. Else proceed to Step 2.
2	If the PC still could not run, check the hardware parts. If you are able to diagnose and repair the faulty part, return the repaired item to the appropriate owner and test their PC. If PC is okay, close the case. Else, refer 2.1 2.1 Log call to helpdesk and send faulty item to SAINS for repair/ replacement /purchase of item (need authorization/verification from head of department). 2.1.1 Follow up with helpdesk on the faulty item status. Check whether item has been repaired/replaced/purchased or not 2.1.2 If item has been repaired/replaced/purchased and returned, proceed with next step. 2.1.3 Test replacement / repaired / purchased item. If replacement/repaired/purchased item is okay, proceed with the next step or end the process. Otherwise, refer to step 2.1.