

	ICT SERVICE WORKSHEET [ISW] Pustaka Negeri Sarawak , Kuching 082-442000 Ext: 233-237 State Record Repository, (SRR) 082-440488 Ext: 32 Pustaka Negeri Sarawak , Miri 085-422525 Ext: 214 Pustaka Negeri Sarawak , Sibü 084-315200 Ext: 210		Document No: FRM-CM-SB-25
			Revision No : 0
			Effective Date : 1 MAY 2021

USER DETAILS (Must be completed by user)	
USER NAME: SECTOR / DIVISION / UNIT:	TIME: DATE:

To Be Completed by ICT Personnel (EQUIPMENT DETAILS)		
Equipment Type :	() SLA	Brief description of problem reported &/ or service requested:
Brand/Model :	() Network	
Serial / Number :	() Internal (PUSTAKA)	
Software :	() Software and applications	Remarks or equipment (noticeable blemish)
*Please tick (✓) appropriate Boxes		

(REMARKS)		
TIME TAKEN:	☐ On Site / ICT in-house service*	☐ Off – Site : Equipment released to vendor for repair

AUTHORIZATION															
(MUST BE COMPLETED BY USER)			TO BE COMPLETED BY ICT SECTOR												
USER SERVICE FEEDBACK			SERVICE ATTENDED BY : (Signature) Name : Date :												
1) Overall Rating of our service 2) Politeness & Friendliness 3) Competency	<table border="1"> <tr> <th>Excellent</th> <th>Good</th> <th>Poor</th> </tr> <tr> <td>☐</td> <td>☐</td> <td>☐</td> </tr> <tr> <td>☐</td> <td>☐</td> <td>☐</td> </tr> <tr> <td>☐</td> <td>☐</td> <td>☐</td> </tr> </table>	Excellent		Good	Poor	☐	☐	☐	☐	☐	☐	☐	☐	☐	
Excellent	Good	Poor													
☐	☐	☐													
☐	☐	☐													
☐	☐	☐													
..... (User's Signature) Name : Date :			VERIFIED BY (SUPERVISOR) : (Signature) Name : Designation: Date :												