ICT SERVICE WORKSHEET [ISW]

Pustaka Negeri:	**082-442000 Ext: 233-237**
State Record Repository:	**082-440488 Ext: 32**
Pustaka Miri:	**084-422525 Ext: 214**
Pustaka Sibu:	085-315200 Ext: 210

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USER DETAILS (Must be completed by user)	
USER NAME:……..	**TIME:** ……..
SECTOR / DIVISION / UNIT:……	**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 *Please tick (√) appropriate Boxes	Remarks or equipment (noticeable blemish)

(REMARKS)

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

AUTHORIZATION

(MUST BE COMPLETED BY USER)

USER SERVICE FEEDBACK

	Excellent	**Good**	**Poor**
1) Overall Rating of our service			
2) Politeness & Friendliness			
3) Competency			

……..
(User's Signature)

Name :

Date :

TO BE COMPLETED BY ICT SECTOR

SERVICE ATTENDED BY :

……..
(Signature)

Name :

Date :

VERIFIED BY (SUPERVISOR) :

……
(Signature)

Name :

Designation:

Date :