

INFORMATION & TECHNOLOGY SERVICES
SERVICE DESK JOB REQUEST

BARCODE ASSET NUMBER		RT NUMBER	
OTHER ASSET NUMBER		DATE	
ROOM NUMBER			

CONTACT PERSON: _____ DEPT.: _____ PHONE: _____

PERSON USING DEVICE: _____ USERNAME: _____

COMPLAINT/REQUEST: _____

TYPE OF DEVICE: _____ ACCOMPANYING ACCESSORIES:) _____

SETUP TYPE:	NEW	UPGRADE	OTHER i.e. RELOAD
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DATA AND MAIL BACKUPS DONE:	YES		NO
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IS THERE A BACKUP PROCESS IN PLACE:	YES		NO
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Standard setup includes Windows, MS Office, F-Secure, Adobe Reader, Firefox, Chrome, Putty (Protea) and Automatic updates. Please contact the Service desk for assistance with printer installation and mapping of network drives.	Please specify additional software required i.e. HR Premier, VIP etc.	
Any damage to equipment when booked in:		

For Office Use Only

Processor Chipset:	Activated office/windows: YES/NO	Lan:	Old PC Asset:
Hard drive:	Drivers installed: [graphics] [sound]	Assisted with backup solution: YES / NO / NA	Old PC returned: YES / NO
RAM:	Kaspersky: YES / NO / NA	Old PC de-registered: YES / NO /NA	New Monitor :
Operating system:	Technician:	Collected by:	Date:

Technician Report: _____