



Form No. <u>JOOUST/ICT/HRF/B/2013</u>
Job No. ....
Assigned to .....
Assigned Time.....

**JARAMOGI OGINGA ODINGA UNIVERSITY  
OF SCIENCE AND TECHNOLOGY  
DIRECTORATE OF ICT**

**HELP DESK REQUEST FORM FOR REGULAR MAINTENANCE**

**PART 1: USER INFORMATION**

SCHOOL/DIRECTORATE/DEPARTMENT /SECTION/UNIT.....  
PHYSICAL STATION (ROOM / BLDG) ..... EXT.....  
NATURE OF PROBLEM ..... EMAIL..... PHONE.....  
REQUESTING OFFICER ..... SIGNATURE..... DATE ..... TIME.....

**PART 2: TECHNICAL INFORMATION**

*(Tick as appropriate)*

**PART 2.1 Hardware Issues**

**PART 2.2 Software Issues**

1. Computer not starting up
2. Keyboard, Mouse Failure
3. Printer Failure
4. UPS Failure
5. LCD / Monitor Failure
6. Storage Device Failure
7. Network Link Failure
8. Hardware Installation
9. Others, specify .....

1. Computer running / loading slowly
2. Network Access problems
3. Antivirus Inefficiency
4. Applications Software (Ms Word, Ms Excel, Ms Access, Ms PowerPoint etc)
5. Software Installation
6. Others, specify .....

DIAGNOSIS.....

ACTION TAKEN .....

ATTENDED BY ..... SIGNATURE..... DATE ..... TIME.....

**PART 3: REMARKS**

TECHNICAL STAFF .....

REQUESTING OFFICER .....