



Dire Dawa University

Information Communication Technology (ICT) Directorate



SUPPORT & MAINTENANCE SECTION

IT Support Service Request Form

Customers/Applicants Detail:

Name: _____	Date: _____	Time: _____
Dep't:	Building/Block#.....	Room #:
Approved Person _____	Equipment's Serial number: _____	<input type="text"/>

Service Request:

**** All general maintenance must be reported to our office in writing. In order for a repair to be attended to, please complete this form. Once we have received the request either our office or a technician will contact you. In the event of an emergency repair contact our office immediately!**

- | | |
|---|---|
| <input type="checkbox"/> Desktop Computer Support & Maintenance | <input type="checkbox"/> Scanner Installation/Repair/Service |
| <input type="checkbox"/> Laptop Computer Support & Maintenance | <input type="checkbox"/> Internet/Network Connectivity Issues |
| <input type="checkbox"/> Software Installation | <input type="checkbox"/> UPS Installation & Repair |
| <input type="checkbox"/> Hardware Installation | <input type="checkbox"/> Others: |
| <input type="checkbox"/> LCD Projector Repair & Servicing | |
| <input type="checkbox"/> Photocopy Machine Repair & Servicing | |
| <input type="checkbox"/> Printer/Fax Machine Repair & Servicing | |

Problem Details (Filled by Technician):

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Technical Solutions (Filled by Technician):

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FOR OFFICE USE ONLY

Support/Maintenance Technician Details:

Name:

Technician Signature:

Date / /

Request Time:

Finished Time:

Applicant Signature (When Finished...):

Spare Parts Required

- 1.....
- 2.....
- 3.....
- 4.....
- 5.....