**“Service Request” – Form**

**Lab Unit**

**FORM NO – LU-2**

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To report Lab related issues, please complete the appropriate details asked in the form. After analyzing the problem, the Lab Unit will take necessary action to resolve the same at its own end or will forward it to the Deanship of Information Technology-Majmaah University.

**Requestor information**

|  |  |  |  |
| --- | --- | --- | --- |
| **Your Name:** | **Department:** |  | **Date Reported:** |
|  | **IP Extension:** |  | **Room No.:** |
| **Priority for the Issues:** | High | Medium | Low |
| **Name of Lab Unit member handling your request:** | | | |
| **Type of Problem:**  Hardware  Software | **Lab Name** | | **Lab Number:** |
| **Has this been a recurrent problem:** | Yes | No | Don’t Know |
| **Description of problem or work to be done:** |  |  |  |
| **Device/ Equipment Number:** |  |  |  |
| **Service Ticket Number:** |  |  |  |
| **The Problem is:**  Now fixed | Require a further visit | | **Date Completed:** |

**Your Signature Approved By:**

**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**