

## **“Technical Support Maintenance” – Form**

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

**Your Name:**

**Department:**

**Date Reported:**

IP Extension:

Room No.:

**Priority for the Issues:**

High

Medium

Low

**Name of ITU member handling your request:**

**Type of Fault:**

Virus Problem

Backup Issues

Software Problem

Printing Problem

Operating System utility

No Web Page Access

Security Issues

Pop-Ups

**Need any hardware equipment:**

**Has this been a recurrent problem:**

Yes

No

Don't Know

**Description of problem or work to be done:**

**Type of Equipment:**

**Location:**

**Device/ Equipment Number:**

**Service Tag:**

**OS:**

**Model:**

**The Problem is:**

Now fixed

Require a further visit

Authorized Signature

Date:

ITU Member Signature

Date: