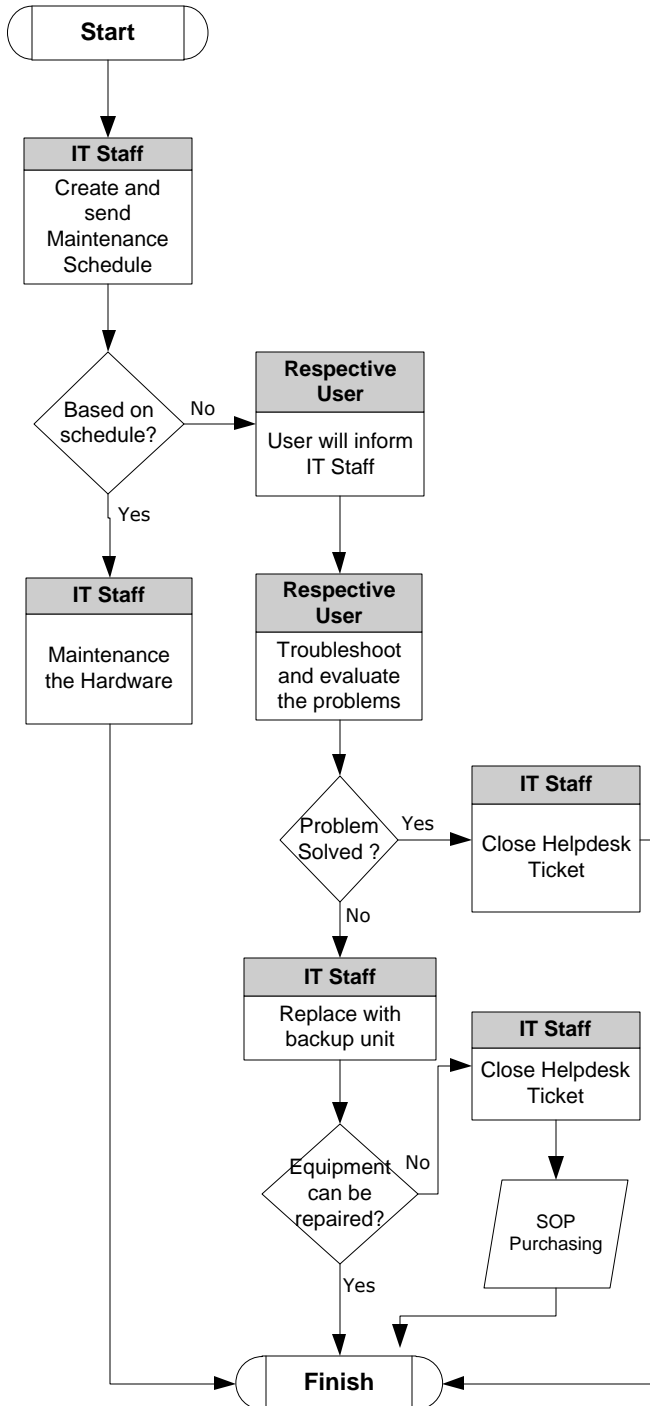


Prepared by : GPR/IT Department	Maintenance & Troubleshooting Hardware and Software	Date : 24 November 2020
Checked by : Mgmt Representative		Revision : 00
Approved by: Ketua	Doc. No.: sop-it/mthw&sw/01/ikb/11/2020/00	Page : 01 Of 01

STANDARD OPERATING PROCEDURE



Dokumen	Referensi
Google Calendar	IT Staff will create and send the schedule through Google Calendar.
WI: IT Backup Data	IT Staff will remind the Respective User to Backup the data Monthly.
WI: Maintenance & Troubleshoot Hardware and Software	
Equipment Form	IT Staff will make maintenance per semester and prepare the Equipment form which will be acknowledge by the IT Manager / Head.
Helpdesk	User will fill up the ticket. IT Staff will troubleshoot the problems.
	IT Staff will provide a backup unit if the problem will not be solved for one (1) working day.
	IT Staff will send the equipment externally for checking, if the problem will not be solved for one (5) working days.
WI: Unused Computer	
Unused Form	If the equipment cannot be repaired or the repair price is expensive, the equipment will be listed in Unused Computer.