

Prepared By: IT Department	<b>Maintenance &amp; Troubleshooting Hardware and Software</b>	Date: 24 November 2020	
Checked By: MR		Revision: 00	
Approval By: Director		Page: 01 of 01	
<p>1. Purpose: To maintain all of computers in respective campus and to ensure it run in the good condition which will be conducting in semester based schedule.</p>			
<p>2. Scope Campus Sudirman Park</p>			
<p>3. Procedural Steps:</p>			
No	Procedural steps and Description	PIC	Forms
1	IT Staff will create / inform schedule to respective departments / users through Google Calendar.	IT Staff	Google Calendar
2	<p>a. Maintenance of Computer and Projector</p> <ul style="list-style-type: none"> <li>• IT Staff will conduct maintenance on respective departments / users.</li> <li>• IT Staff will give the form to Manager / Head</li> <li>• Fill up the Equipment form to be acknowledge by the Manager / Head.</li> </ul> <p>b. Troubleshooting of Hardware and Software</p> <ul style="list-style-type: none"> <li>• Users will fill up inform / request the IT Staff upon asking support.</li> <li>• IT Staff will conduct troubleshooting with regards to the problem. <ul style="list-style-type: none"> <li>- If the problem cannot be solved for 1 working day, IT Staff will provide backup unit.</li> <li>- If the problem cannot be solved for 5 working days, IT Staff will make send the Equipment externally. And if the Equipment cannot be repaired or the price is expensive, IT Staff will suggest for replacement and make a list of Unused Computer.</li> </ul> </li> <li>• If the problem has been solved IT will closed the ticket.</li> <li>• Ask for the feedback from respective user.</li> </ul>	IT Staff  IT Staff  IT Manager / Head  User / Respective Departments  IT Staff Respective User	Fill up Equipment Form  Helpdesk (Ticket)  Helpdesk (Ticket) Google Survey