

Computer Trouble Ticket / Work Request

Name: _____ Date: _____
 Computer Asset # _____ Phone: _____

Division/Section:	
FD&O Admin _____	C.I.D _____
PREM _____	PPIG _____
Facilities Mgmt _____	Telephone _____
Svs. Facilities _____	800MHz _____

Trouble Ticket

1. Time Trouble occurred: _____
2. Programs running at the time the error occurred (Mark "X" all that apply):

Project Manager: _____	Netscape: _____	Quattro Pro: _____	AutoCAD: _____
Word Perfect _____	IE: _____	Cocessions: _____	GroupWise: _____
PC Anywhere: _____	Maximo: _____	Procomm: _____	Progen: _____
Presentations: _____	Foxpro: _____	Primavera: _____	

Other (specify): _____
3. Type of problem (Mark "X" all that apply):

Locked up: _____	Unable to connect: _____
Unable to print: _____	Unable to login: _____
	Other: _____
4. Was there an error message? Yes: _____ No: _____ If yes, what? (Mark "X")

Lost Connection: _____	Fatal Exception (Blue Screen): _____
Illegal Operation: _____	Retrying Connection: _____
Low Resources: _____	Invalid page fault: _____

Other (specify, exactly if possible): _____
5. Did you have to reboot? Yes: _____ No: _____
6. Duration of outage: _____

Work Request

1. Requested Work: _____ Move Computer: _____ Addd/Remove,User: _____
 Install software: _____ Other: _____
2. Locations: _____ POC: _____
3. Date Required: _____
4. Notes: _____
