UC DAVIS NUTRITION DEPARTMENT
Trouble Ticket
Computer/Network Technical Support Request Form

Ticket #: _____

Assigned: _____

Instructions: Please <u>complete the form and place in the Computer Support mailbox</u> (located with the other mailboxes by the copy machine labeled "Computer Support"). Items will be logged daily and a copy of this form placed in your mailbox when the problem has been resolved.

Your Name:_____   **Date/Time:** _____

Unit/Lab: _____   **Phone #:** _____
If you are not a faculty member, please indicate the faculty member you work for or the Office/Lab you work in
Location of system with problem: _____
Please indicate the room and if there are multiple systems in the room, describe the location/system

SELECT APPROPRIATE PRIORITY:

_____ **LOW**   Request related to a general question or comment that **does not have any significant impact on user's ability to complete work for the department** (examples, "I can't get onto my bank's web site", "How can I get the new Netscape?", "I can't burn my MP3's onto a music CD", "My speakers are not working and I want to listen to music", "What do you think about the new <hardware/software>?")

_____ **MEDIUM**   Request related to a problem that **significantly impacts user's ability to complete work for the department that must be completed on a <u>WEEKLY</u> basis**. (examples: "I can't print to the color laserjet and I have something to print out this week", "I need help setting up a new computer", "My computer is slow", "I want a new computer, what do you recommend?")

_____ **HIGH**   Request related to a problem that **significantly impacts a user's ability to complete work for the department that must be completed on a <u>DAILY</u> basis.** (examples: "I can't get into my e-mail and I need to access it sometime today", "I can't get onto the Internet and I need to do so for work I am doing")

_____ **MISSION CRITICAL**   **Problem keeps user from completing urgent, <u>mission critical work that must be completed that day and user has no other options for completing tasks.</u>** (examples: my computer will not start up, I can't log onto my computer, I can't print at all and I have a grant due that I must print out). *FOR ALL MISSION CRITICAL ISSUES, PLEASE FILL OUT THIS FORM AND TAKE IT, IN PERSON, TO JENNIFER RUHE'S OFFICE – 3135E MEYER.*

DESCRIBE YOUR PROBLEM:

When appropriate please check your cables are connected securely and reboot your system to see if that resolves your problem before contacting technical support.

Error Code or Message: _____
Problem Description (use back of sheet if necessary):
_____
_____
_____
_____

For Administration: Date Received: _____ Initials: _____ Time required for repair: _____
Diagnosis: _____
_____
Resolution: _____
_____
Date Completed: _____ Initials: _____ Copy for Faculty in Box/Email: _____