



Hardware Support Request

Support Ticket No (Ref.):	Date (dd/mm/yyyy):	Section (a)
User Information		
Name:		
Designation:	Phone No:	
Dept./Office:	e-mail (optional):	
Hardware Information		
Device (✓) select only one item: <input type="checkbox"/> Computer <input type="checkbox"/> Monitor <input type="checkbox"/> Printer <input type="checkbox"/> Other:.....		
Details of problem:		
Please check all that apply bellow		
1) <input checked="" type="checkbox"/> This hardware is a property of Shahjalal University of Science and Technology.		
2) <input checked="" type="checkbox"/> This hardware is for official use only.		
3) <input type="checkbox"/> This hardware is used by a faculty or administrative office/area.		
4) <input type="checkbox"/> This hardware is used in a classroom or lab.		
Signature of User	Signature and Seal of Dept./Office Head	

(For office use only)

Technical Report			Section (b)
Device (✓) select only one item: <input type="checkbox"/> Computer <input type="checkbox"/> Monitor <input type="checkbox"/> Printer <input type="checkbox"/> Other:.....			
Device Specification/Model:			
Details of problem:			
Repairable: <input type="checkbox"/> Yes <input type="checkbox"/> No	Parts Required: <input type="checkbox"/> Yes <input type="checkbox"/> No	No of Parts Required:	
Details of Faulty Parts:			
Model/Specification of Required Parts (section b-8)	Serial no. (optional)	Store ref. no. (optional)	
i.			
ii.			
iii.			
Required Parts are available in CIC: <input type="checkbox"/> Yes (if yes, please mention serial no. and store ref. no. in b-8) <input type="checkbox"/> No, user should provide or purchase the required parts mentioned above.			
Signature and Date: Name: Munem Shahriyar Designation: Asst. Hardware Engineer	(Approval to provide available parts from CIC) Signature, Date and Seal		

Acknowledgement (Optional)		Section (c)
All the parts mentioned in 'section b-8' is received in good condition from CIC. The device is now working properly without any problem.		
Signature of User	Signature and Seal of Dept./Office Head	