



Service Desk / Incident Management: Framework for ICT Technical Support

Service Desk guide to completing the incident/request form

Service Desk guide to completing the incident/request form

1. Equipment's unique ID

If this is not available, describe where the equipment is located. Don't forget to leave a note on faulty equipment to show that you have reported an incident.

2. Information about the incident or request

- What did you expect to happen? (eg, the printer to print a document)
- What exactly did happen? (eg, the printer power light was on, but a blank page printed)
- What did you check? (eg, that there was paper in the printer)
- When, to your knowledge, did the equipment or software last work?
- Has this equipment or software had the same problems previously that you know of?
- Do you have anything further to add that might help with resolving the incident?

3. Equipment required for use by

When do you next expect to use this equipment?

4. Suggested alternative equipment (and date it will be required)

If you know which other equipment would serve the same purpose, it is helpful to the service desk to know in advance to enable it to be set up.

Note

The rest of the form will be completed by the service desk and those providing technical support. Please ensure that the form is passed to the service desk quickly for action.