

Service Desk guide to completing the incident/request form

Check that the part for the user to complete is filled in.

- Equipment's unique ID – check that this has been completed (it is mandatory).
- Information about the incident or request – does it make sense?
- Equipment required for use by – this should be completed.
- Suggested alternative equipment (and date required) – action if you are able to arrange access to the requested alternative equipment (before attending to the faulty equipment).
- At this stage you should have enough information to start an entry in the call log. See the Service Desk guide to completing the call log.

Action by service desk

- Alternative equipment set up – complete the date and time when this has been actioned or write 'N/A' if not required.
- Number of users affected – circle the appropriate number. This is to help the technician but, if you don't know, write 'unsure' in the box.
- System usage in hours per week – circle the appropriate number. This is to help the technician but, if you don't know, write 'unsure' in the box.
- There may be sources of help available to the user without calling out a technician. If any of these have been used, please indicate by circling 'Y'; otherwise circle 'N'.
- Indicate whether a technician is required, as the problem may have been solved before a callout is required.
- Put the date and time the technician service was contacted. This is important, as it may be used to measure the reliability of service levels.
- Put the date and time the technician service responded. Again, this may be required to help with service-level reliability.
- Complete the boxes for the technician's next visit and change management, as this form is for logging incidents or requests.
- As it is important to keep the user notified, ensure that the details of when the user was notified are recorded on the form.
- Technical support provided by – this is the technician's name if a technician is used.
- Incident resolver – this should always be completed, even if the incident cannot be resolved. This identifies the person making the decision about the outcome of the call.
- Equipment that caused the incident – this will help identify solutions to incidents in the future.
- How the incident was resolved – a summary provided by the person resolving the incident. More detail can be provided on continuation sheets.
- Further action required – does additional software require installing? Is a fix ready for the future? Does equipment require ordering?
- Was equipment moved, installed or swapped? – circle 'Y' or 'N'.
- Was the configuration-management database updated? – circle 'Y' or 'N'.

Once the incident/request form is complete, enter the details into the call log.