

LAMPIRAN

A. Lampiran No Tiket Pengajuan Perbaikan Fasilitas

ManageEngine ServiceDesk Plus <https://it-helpdesk.kri.co.id/WorkOrder.do?womMode=viewWOK&woid=119913#details>

#119913 PC Announcer Error
by HERRY WIDJANA on Mar 1, 2021 07:25 PM | Duedy: Mar 2, 2021 09:47 AM (Duedy by 179 days)

Deskripsi: Ada permasalahan bahwa saat ini PC Announcer di Direktorat Bina Sarana Prasarana (Ditwasar) sedang mengalami gangguan. Demikian mohon Kasih Bantuannya.

Request Type: Not Assigned
Mode: Web Form
Group: Layanan IT
Service Category: Hardware
Priority: Very Low
Asset(s): -
Department: Staf Stafan
Created Date: Mar 1, 2021 07:25 PM
Resolved Date: Mar 3, 2021 08:19 PM
Time elapsed: 43hr, 43m

Category: Hardware
Subcategory: Laptop / PC
New: Not Assigned
Status: Closed
Level: Not Assigned
Technician: THEROGESK
Default Technician: Configuration Approval

Created By: HERRY WIDJANA
Template: Default Request
Duedy Date: Mar 2, 2021 09:47 AM
Completed Date: Mar 2, 2021 06:06 PM
Last Update Time: Mar 3, 2021 08:06 PM

Employee ID: -
Contact Number: -
Department: Staf Stafan
Job Title: -
Mobile Number: -
Business Email: -

Asset(s): -
Priority: Very Low
Duedy Date: Mar 2, 2021 09:47 AM

Status: 3 Closed
Closed without requester's acknowledgment

1 dari 2

28/03/2021 10:39

Lampiran A. No Tiket Pengajuan Perbaikan Fasilitas

B. Lampiran Respon dari pihak IT Helpdesk

The screenshot displays a ticket resolution in ManageEngine ServiceDesk Plus. The ticket title is "#119913 PC Shutdown Error" and it was created by HENRY WILLIAM on Mar 1, 2021, at 07:26 PM. The ticket is resolved by HENRY WILLIAM on Mar 2, 2021, at 09:47 AM. The resolution message states that the PC shutdown problem has been resolved and the user is advised to check the power supply and power button. The user's contact information is listed as PT Kenta Komunikasi Indonesia, Jl. Kencana No. 10, Jakarta Selatan, Indonesia, with phone number 021-1350-9090. The ticket is assigned to HENRY WILLIAM, a staff member in the IT Helpdesk department.

ManageEngine ServiceDesk Plus
State Center - Service Center - Profile - Q - Search

#119913 PC Shutdown Error
By HENRY WILLIAM on Mar 1, 2021 07:26 PM | Dnsby - Mar 2, 2021 09:47 AM (Reply by 179 days)

Details Resolution History

Dengan hormat,
Masalah shutdown komputer telah terselesaikan melalui IT. Mohon maaf atasnya untuk di tak kembali.
Jika masih terjadi masalah, silakan contact engineering langsung dari IT Helpdesk dengan nomor call center di bawah ini.
Demikian informasi yang dapat kami sampaikan, atas perhatian dan waktunya kami ucapkan terima kasih.

Berat Sengulda
Fera Adilla

IT Helpdesk
PT Kenta Komunikasi Indonesia
Jl. Kencana No. 10
Jakarta Selatan, Indonesia
Telp: 021-1350-9090

Attachments

There are no files attached.

▼ Closed
Status: Closed
Created without requester's acknowledgment
Assign(s): Henry Law
Priority: Very Low
Display Date: Mar 2, 2021 09:47 AM
More Properties

Employee ID: HENRY WILLIAM
henry.william@er.co.id

Contact number: -
Department: Staff Stafan
Job Title: -
Mobile number: -
Business Impact: -

1 dan 2

28/07/2021 10:41

Lampiran B. Lampiran Respon dari pihak IT Helpdesk

C. Lampiran Surat Tanda Terima Barang selesai perbaikan Harddisk



SURAT TANDA TERIMA


NO	NAMA BARANG	QTY	PERIHAL
1.	#119913 PC Announcer Error pc ann sta DUREN KALIBATA KCI/0532/Sta.DRN/IX/2017	1	TELAH DI LAKUKAN PENGECEKAN DAN PERBAIKAN PC

Jakarta, 03 Maret 2021

YANG MENERIMA


NIK/NIPP: 9870133

YANG MENYERAHKAN


HAMZAH
NIK/NIPP : IT HELPDESK

Lampiran C. Lampiran Surat Tanda Terima Barang selesai
perbaikan Harddisk

