

**Office of Information Technology
Help Desk Work Order Check List**

Work Order #_____

The purpose of this document is to ensure the service level of all work performed by the OIT department. Before leaving the end-user's work area, please verify the following:

1. Verify you are able to log into your PC Desktop and network drives are available.
2. Verify you are able to print to all assigned printers.
3. For PCs: Verify the "My Documents" folder to ensure no files are missing.
4. For Macs: Verify files are in the proper locations.
5. Verify all mail messages and email addresses are present.
6. Verify all desktop ICONs are accounted for and arranged per your preference.
7. Verify all applications, internet browsers, and bookmarks are accounted for and available per your preference.
8. Verify the original problem was resolved.
9. Please take the time to complete the OIT Service Questionnaire so that we may continuously evaluate and improve our service to you.

End User Signature:_____ Dept:_____

Ext:_____

Print Name:_____

OIT Signature:_____ Date:_____

Last Modified: 10-11-2001