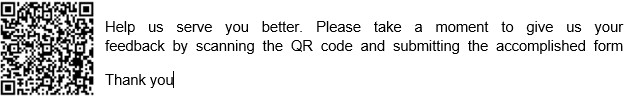
**IT EQUIPMENT SERVICE REQUEST FORM**

Information and Communication Technology Department

Declaration and Data Privacy Consent: The information I have given is true, correct, and complete. By submitting this form, I authorize the Philippine Ports Authority to collect, use, process and retain my personal data in accordance with the PPA’s Privacy Statement and for purposes specified in this form.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **ORSD FORM** | **Ref No.** | **SERVICE REQUEST** | | | |
|  |  | **(To be Accomplished by Requesting Party)** | | | |
| **RC** | | **Name of Employee: *(Full name, First Name, Middle Name)*** | | | **Date/Time Reported** |
|  |
| **Detect/Problem** | | | | | |  |
|  |
|  |
|  |
|  |
|  |
|  |
| **Name:** | | | **User Signature** | | |  |
|  |
| **ORSD FORM 002** | **Ref No.** | **SERVICE SLIP** | | | |  |
|  |  | **(To be Accomplished by ICTD Technical Personnel)** | | | |  |
| **Diagnostics** | | | **Action Taken** | | |  |
|  |
|  |
|  |
|  |
|  |
|  |
| **Parts Replaced** | | | | | |  |
|  |
|  |
|  |
| **Date Received** | | **Time Received** | | **User Signature** | |  |
|  |



**GENERAL INSTRUCTIONS:**

1. Indicate the Responsibility Center.
2. Indicate the Name of Employee
3. Indicate the Date and time reported.
4. Fill in the Detect/Problem.
5. Indicate name and affix signature of the person who requested.

|  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| C:\Users\jsantos\AppData\Local\Microsoft\Windows\INetCache\Content.Word\ppa_new_logo.png | | | **PPA HEAD OFFICE** | | | Doc. Ref. Code: | | PM:APC:\_\_\_:CFB:FM:01 | | | |
| RC: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | | | Revision No.: | | 01 | | | |
|  | | | Date of Effectivity: | | October 01, 2021 | | | |
|  |  | | | | | | | | | |  |
|  |  | | | | | | | | | |  |
|  | Thank you for giving us the opportunity to better serve you. We want to improve our service, please help us by answering this short survey. | | | | | | | | | |  |
|  | *Smiley face clip art thumbs up free clipart images 2https://newsaurus.files.wordpress.com/2014/10/frowny-thumbs-down.png(Maraming salamat sa pagkakataong kayo ay aming mapaglingkuran. Nais naming pagbutihin pa ang aming serbisyo, maaari po lamang pakisagot ang maiksing "survey" na ito.)* | | | | | | | | |  |  |
|  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  | Yes |  |  | No |  |  |
|  |  | | | |  | *(Oo naman!)* | |  | *(Hindi)* | |  |
|  |  |  |  |  | *Please mark appropriate boxes with "√".* | | | | |  |  |
|  |  |  |  |  |  | (Markahan ang mga boxes ng inyong sagot) | | | | |  |
|  | **1. CUSTOMER EXPERIENCE** | |  |  |  |  |  |  |  |  |  |
|  | A. Efficiency *(Kaalaman at bilis ng serbisyo)* | | |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | B. Courtesy *(Magalang at madaling pakitunguhan)* | | |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | **2. DID WE SERVE YOU WELL? (COMMENTS/SUGGESTIONS)** | | | |  |  |  |  |  |  |  |
|  | *Naging maayos ba ang aming serbisyo? (Komento/Suhestiyon):* | | | |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | **NAME & SIGNATURE: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | | | | **COMPANY: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | |  |  |  |  |  |
|  | **CONTACT NO. (required) :\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | | | | **DATE/TIME:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_** | |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | **DECLARATION AND DATA PRIVACY CONSENT:** | | |  |  |  |  |  |  |  |  |
|  | The information I have given is true, correct, and complete. I authorize the Philippine Ports Authority to collect, use, | | | | | | | | | |  |
|  | process, and retain my personal data in accordance with the Philippines Ports Authority's Privacy Statement and for | | | | | | | | | |  |
|  | purposes of collecting Customer Satisfaction Feedback. | | |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  | I agree |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |
|  | Maaring ihulog sa itinakdang "SUGGESTION BOX" ang kumpletong "survey" na nasa "Security/Reception Desk" na matatagpuan sa PMO Building. MARAMING SALAMAT PO! | | | | | | | | |  |  |
|  |  |  |