

Broadband Sandwell Technician Service Work Report

Name of School (Organisation)	
Date of Technician Visit	
Name of Technician	
Time of Arrival	
Time of Departure	

Work undertaken by the technician during the visit:

- (a) Check backup logs, report and fix any problems reported
- (b) Ensure that the Anti Virus software is up to date and functioning correctly
- (c) Ensure that the Microsoft Windows Security patches are up to date
- (d) Check that the performance of the school's broadband is optimal
- (e) Physically check the school's computer systems and report problems to the school
- (f) Check the school's ICT fault log

List the work completed from the ICT Fault Log:

Continue overleaf if necessary

List the work outstanding from the ICT Fault Log:

Continue overleaf if necessary

- | | Yes | No |
|---|--------------------------|--------------------------|
| Extra time required to complete the work? | <input type="checkbox"/> | <input type="checkbox"/> |
| Work will be completed on the next visit? | <input type="checkbox"/> | <input type="checkbox"/> |

Was the Technician's manner satisfactory (please call Broadband Sandwell if not)
Please "sign off" to confirm the above work was carried out satisfactorily.

Signature: _____
Position: _____
Date: _____