####  Administrative Systems Services

## Problem Report Form

|  |  |
| --- | --- |
| AMSS Form No. : F02 AMSS Ref. No.:Part A : Problem Description (To be filled in by user.) To :  |  |

|  |  |  |  |
| --- | --- | --- | --- |
| User Ref. No. |  | Problem Date |  |
| Dept./Section |  | Problem Time |  |
| System/Subsystem |  | Problem Place |  |
| Contact Tel. No. |  | Expected Date |  |
|  |  |   |  |
|  Observed Symptoms , consequence and urgency of t | the problem: |  |
|   |
|  |
|  |
|  | Reported by | Endorsed by | Accepted by |
| Testing | Production |
|  Name |  |  |  |  |
|  Signature |  |  |  |  |
|  Date |  |  |  |  |

Part B : Problem Fixing (To be filled in by AMSS.)

|  |
| --- |
|  Problem determination and findings, remedial action taken and/or suggested workaround/system modification: : |
|  |  |  |

 Project Code :

|  |  |  |  |
| --- | --- | --- | --- |
| Effort | Manday(s) | From | To |
| Estimated |  |  |  |
| Actual |  |  |  |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Defined by | Endorsed by | Completed by | Checked by |
|  Name |  |  |  |  |
|  Signature |  |  |  |  |
|  Date |  |  |  |  |