

Interaction	Control/Activities	Records
System Support		
<pre> graph TD Start([Start]) --> S1[1. Receive complaints] S1 --> S2[2. Categorise the case] S2 --> S3[3. Analyze the problem] S3 --> D4{4. Solved by phone?} D4 -- Y --> S9[9. Update the details into MIS Support Log File] D4 -- N --> S5[5. Analyse case in details] S5 --> D6{6. Solved?} D6 -- Y --> S9 D6 -- N --> S7[7. Decision] S7 --> S8[8. Call Vendor] S8 --> S9 </pre>	1. MIS receives complaint or request from user verbally.	
	2. MIS categorise the case accordingly. Categories : A) Software (i.e., Application systems) B) Hardware (i.e., Network, PC) and others	
	3. MIS analyses the problem/complaint from the user.	
	4. If the problem can be solved by phone then rectify the problem, otherwise proceed to Step 5.	
	5. MIS analyses the problem/complaint in details.	
	6. If the problem can be solved immediately, then MIS will solve the problem (step 9). If the problem cannot be solved then go to step 8.	
	7. MIS reports critical problem to Management for decision making.	
	8. MIS contacts vendor and rectify the problem, if necessary.	
	9. If the problem solved, MIS will update the details into MIS Support Log file for future reference.	<ul style="list-style-type: none"> MIS Support Log file

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