



## **Laboratory Maintenance Policy**

Shah and Anchor Kutchhi Engineering College's Computer Annual Maintenance Contract partner is M/s Guru Computers. They have implemented automation of IT infrastructure management systems. For any problem related to computer, printer, network etc. is reported to [helpdesk@sakec.ac.in](mailto:helpdesk@sakec.ac.in). The resident engineer attends only those problems which are logged in by the email.

Guidelines while logging the ticket/sharing issues on [helpdesk@sakec.ac](mailto:helpdesk@sakec.ac). in are as follows:

Subject Line of the email should be "Issue in Short" - "Lab No \_\_\_" (For Ex : Monitor Not Working - Lab No. 607).

Email Signature / Email Footer (Name & Contact No. of the User) of the user should be proper along with their contact details as it becomes difficult to contact them later.

If a user has multiple issues, please share a separate complaint for each issue.

Once, any email is shared to the helpdesk ID, the user will get an auto response mentioning the ticket no. and Subject for which ticket has been raised.

Once, ticket has been assigned to any of the Engineers (may be Engineer 1 or Engineer 2 as per their availability), the user will get an auto response mentioning that the ticket has been assigned to the respective Engineer along with the Subject for which ticket has been raised.

When a ticket is assigned to an Engineer, they will work on the tickets and will reply to the user. Users can also reply if required and should maintain proper mail iterations for faster issue closure.

Once the respective ticket is closed by the Engineer, the user will get an auto response stating that your Ticket No. (mention no.) is closed along with the ratings - Good / Okay / Bad. Users should rate the respective Engineer basis on the support received from them.