

INSTITUTE OF ADULT EDUCATION

ICT UNIT

Service Requests, Incident and Problem Management Form.

Reported Incidents and Problems No.-----

Department/Unit/Campus/Student name:.....

Email addressMobile No.....

Recorded issue

.....
.....
.....
.....

Resolved Problem.....

Reported by.....Reported to.....

Reported date.....

Approved by.....Date.....

Resolved by.....Date.....

Recommendations if needed.....

.....

ICT Unit contacts:

P.O.Box 20679.

Dar es Salaam

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Email: info@iae.ac.tz

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Note: This form must be kept safe in a file for future reference.