1.0 Introduction to the System

The Request for Technical Support Intervention System has been developed to ease the process of request for technical support on IT equipment from different Ministries and Departments. The online Request for Technical Support Intervention System can be accessed from the CISD website:
When the User clicks on the Submit Button, the complaint will be sent and a dialog box will appear as follows:
The User will immediately receive an Email with Acknowledgement of Receipt for: Request for Technical Support as shown below. The User will see details such as the Request, the Ticket Number, the Ministry he/she works for, the Department, the problem he/she encountered and Remarks if any as shown in the screen shot below. The User does not need to take any further action, as the problem will be addressed soon by a Technician.

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**Acknowledgement of Receipt for: ’Request for Technical Support’**

Technical Support <test@govmu.org>  
Wed 07/07/2021 10:03

To:  Officer Name  
Cc:  CISD Technical Support Unit;  

Your request for Technical Support has been received successfully and it will be addressed soon.  

**Request received from:** Officer Name  
**Ticket Number:** 222  
**Ministry:** Ministry of Information Technology, Communication and Innovation  
**Department:** Head Office  
**Problem:** Screen is black  
**Remarks:** PC not responding since two days
The User receives an Email when the problem has been tackled, as shown below. The details read as,

**Action Taken: PC Formatted.**

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**Notification for closure of Ticket No.**

**Technical Support <test@govmu.org>**

Wed 20/07/2021 15:00

To: someone@institution.edu
cc: CISD Technical Support Unit

Automatic reply from ‘Request for Technical Support’. Ticket No. 260 has been closed.

**Action Taken: PC Formatted**

If not satisfied you may fill in Complaints Form on CISD Website through this URL: https://cisdsurvey.govmu.org/complaintcisd/complaintform.php