

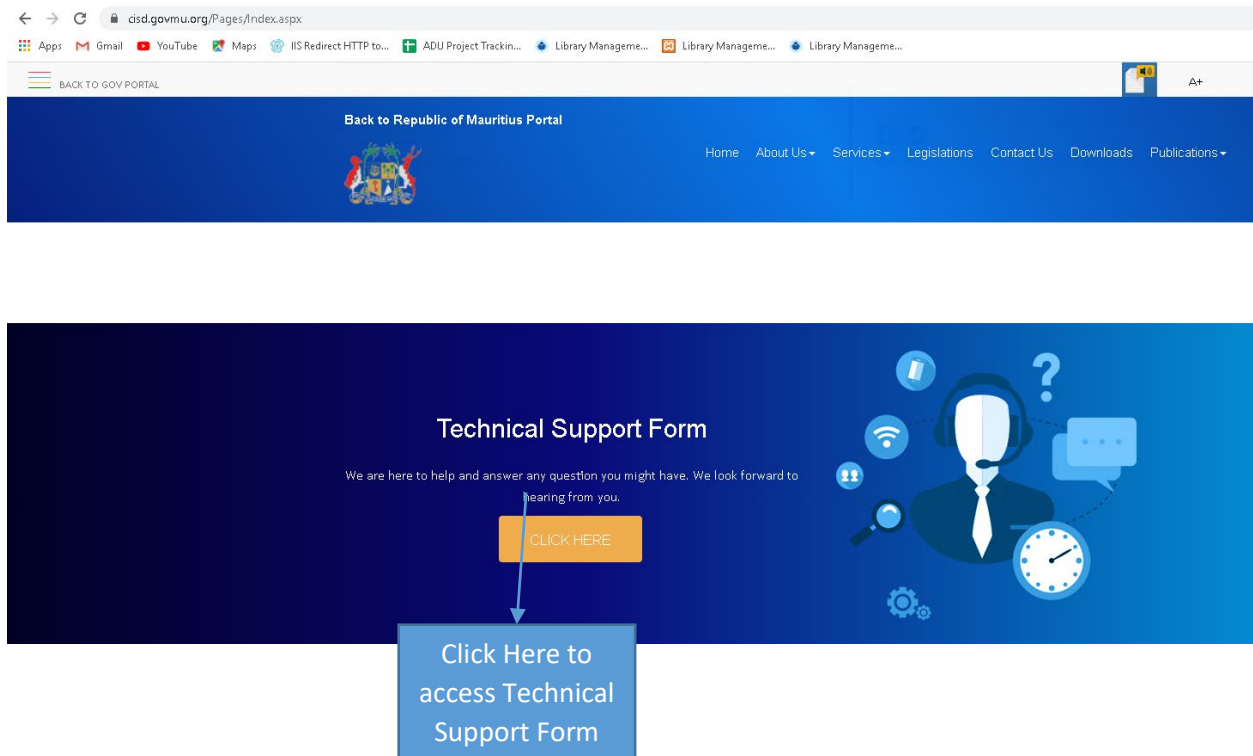
2021

USER MANUAL

REQUEST FOR TECHNICAL
SUPPORT INTERVENTION
SYSTEM

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:



The image shows a screenshot of a web browser displaying the CISD website. The browser's address bar shows the URL csd.govmu.org/Pages/Index.aspx. The website header includes the text "Back to Republic of Mauritius Portal" and a navigation menu with links for Home, About Us, Services, Legislations, Contact Us, Downloads, and Publications. The main content area features a dark blue banner with the title "Technical Support Form" and the text "We are here to help and answer any question you might have. We look forward to hearing from you." Below this text is an orange button labeled "CLICK HERE". A blue callout box with a white border and an arrow pointing to the button contains the text "Click Here to access Technical Support Form". To the right of the text is an illustration of a person wearing a headset, surrounded by various icons representing technology and support, such as a Wi-Fi symbol, a question mark, a speech bubble, a magnifying glass, and a clock.

Request for Technical Support Intervention

Ministry:

Ministry of Information Technology, Communication and Innovation

The user selects the Ministry from the drop down list

Department:

HEAD OFFICE

The user selects the department from the drop down list

Problem:

Screen Is Black

The user describes the nature of the problem

Remarks:

PC Not Responding Since Two Days

The user can add further remarks on the problem being encountered

Name:

Firstname

The name and surname of the user is important here, so that the technician attending the problem will know the name of the complainant and contact him/her if needed for any further details concerning the problem

Surname:

Surname

Office Address:

4th Floor Emmanuel Anquetil Bldg

The Address will help to identify the location when the technician has to attend the problem

Email Address:

mail@govmu.org

Email address will be used to sent acknowledgement receipt of the registered complaint

Telephone Number:

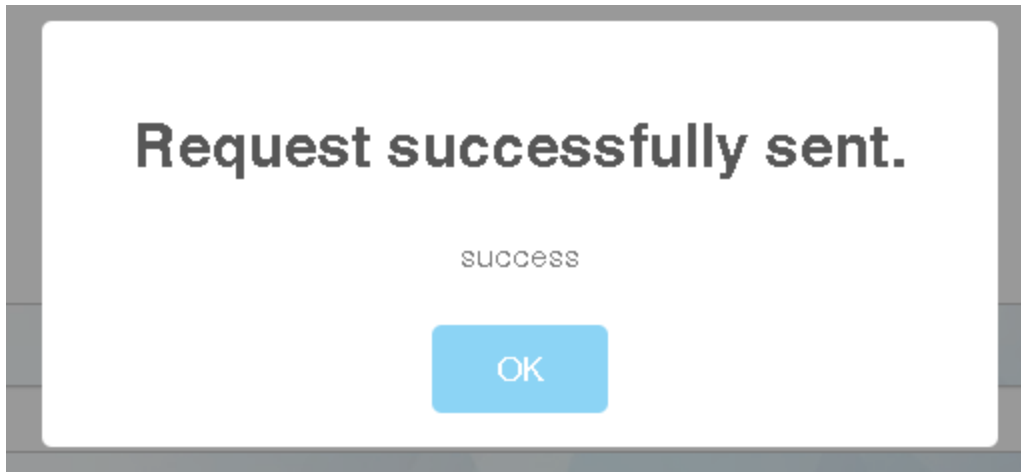
000 0000

Telephone Number is required if more details is needed

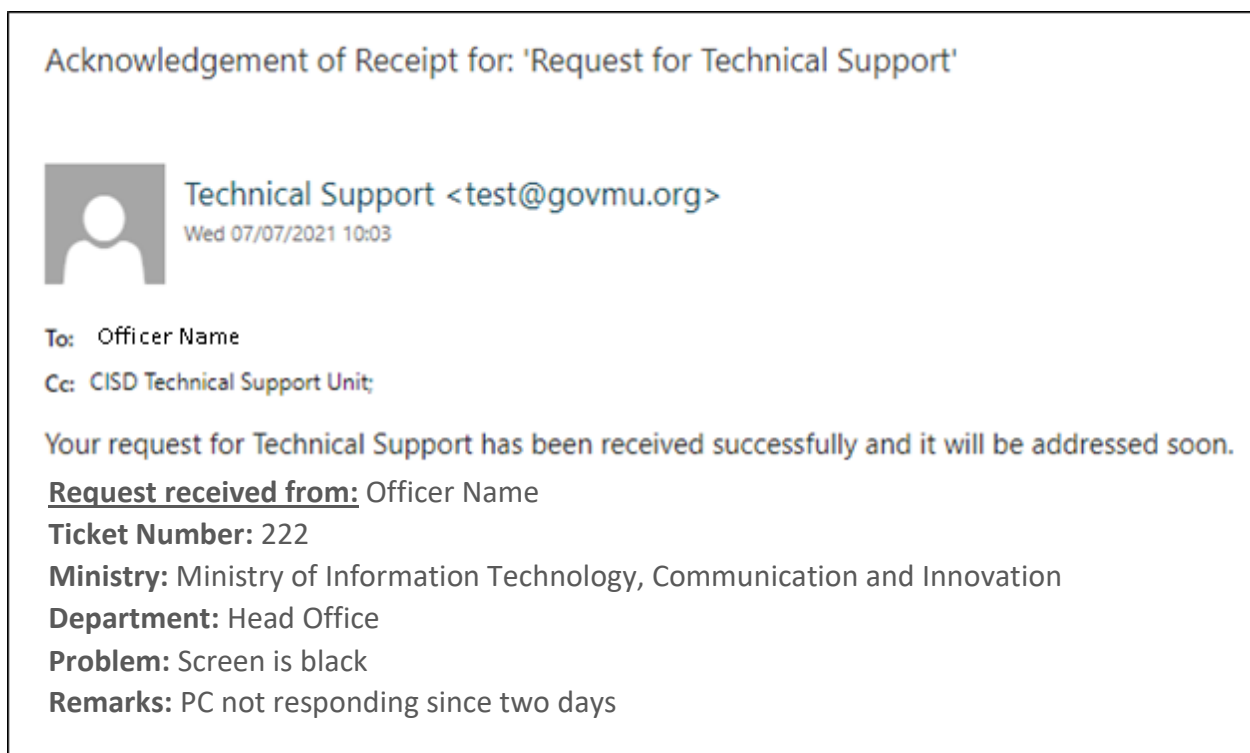
Submit

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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.




The User receives an Email when the problem has been tackled, as shown below. The details read as,

Action Taken: PC Formatted.

Notification for closure of Ticket No.

← REPLY ← REPLY

 **Technical Support** <test@govmu.org>
Wed 28/07/2021 15:08

To: sonee mahadu;
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>