

THE OPEN UNIVERSITY OF SRI LANKA

General Administration Division

Issues relating with fingerprint scanner/s

Job No- _____

Step 01 - Inform the Breakdown

| Fingerprint Reference No | Name of the Department/Faculty/Division/Unit | Fault of the fingerprint machine/s |
|--------------------------|--|------------------------------------|
| | | |

Date:

.....
Seal and Signature/ Head of the Dep./Fac./Div.

Step 02 - Inform to the IT Division for network issue/s

| Date of Request Received | Forwarding the Job by the AR/GA | Network Manager/IT | | D/IT | |
|--------------------------|---------------------------------|----------------------|--------------------|----------------|--------------------|
| | | Fault identification | Signature and date | Recommendation | Signature and date |
| | | | | | |

Step 03 - Inform to the Dep. of Electrical and Computer Eng. to attend the breakdown/s

| Date | Head/Dep. of Electrical and Computer Engineering | | Acknowledgement of AR/GA |
|------|--|-----------|--------------------------|
| | Recommendation of Repair completion | Signature | |
| | | | |

Fingerprint Breakdown completion process

Step 4 - Uninstalling the Fingerprint Scanners

| Date of Uninstalled | Reference No/Serial No | Acknowledgement of the Respective Division Head (where the machine installed) |
|---------------------|------------------------|---|
| | | |

Step 5 - Completion of the Repair

| Date | Details of the Repair by the Electronic Engineer/Workshop |
|------|---|
| | |

Step - 6 - Reinstalling the Fingerprint Scanners

| Date of the unit reinstalled by the workshop | Acknowledgement of the Respective Division Head | Working status confirm by the Technician | AR/GA Signature | Remarks |
|--|---|--|-----------------|---------|
| | | | | |