

### Digital System Development Division, Digital and Information Office

### **Service Request Form**

Service No(For Official Use Only)					
	Date				
NamePosition	Department				
Phone NoRoom No./Floor					
I would like t o request for:					
☐ Computer Supporting Service (Installing program drive etc.)	ms, General checking, Installing Share printer and				
☐ TFERP:SAP Service					
☐ Networking Service (LAN, username/password	and Internet access)				
☐ Content uploading Service (TISTR website )					
☐ IT Development Service					
$\hfill\Box$ Others (Electronic devices Lending, Installing co	omputer in the meeting room, email, etc.)				
I have attached a reference document. $\ \square$ Yes $\ \square$	No				
The device is on a warranty period . $\square$ Yes $\square$ No	0				
For Official Use Only					
To					
Please act accordingly.					
Director's signature					
(					
Date					
For Official Use Only	For Customer Use Only				
Processing timeDay(s)/hour(s)/Min(s)	•				
☐ An action can be processed.	☐ Satisfy ☐ Not satisfy				
☐ An action cannot be processed. Because					
— / ill decion carmot be processed. Decade	Signature				
	Jigitature				
Signature	( )				
(	Date				
Date					



# Digital System Development Division, Digital and Information Office Customer Feedback Form

Our team at the Digital System Development Division value your feedback and would appreciate if you please use this form to give us your suggestions, compliments or complaints. Please kindly return this form to our division. Thank you for your time.

1. Persona	al details	, ,				
Gender	☐ (1) Male ☐ (2) Fer	malo				
			21 40 🖂	(4) Ours 40		
Age	☐ (1) under 20 ☐ (2) 2:			· ·		
Education	☐ (1) Certificate ☐ (2) Ba				☐ Doctoral de	gree
Group	☐ (1) Research and Develo	•	•			
	☐ (2) Research and Develo	pment Grou	up for Susta	inable Deve	elopment	
	☐ (3) Strategies and Innov	ation Mana	gement Gro	up 🔲 (4) lı	ndustrial Servic	es Group
	☐ (5) Administration Grou	p □ (6) Off	ice of the G	overnor		
2. Service re	equest					
	er Supporting Service (Install	ling program	s. General o	checking. In	stalling Share	orinter and
drive etc		6. 60	,			
☐ TFERP:S/	•					
	king Service (LAN, username/	/password a	nd Internet	access)		
	uploading Service (TISTR we	•		,		
☐ IT Development Service						
	Electronic devices Lending, I	nstalling con	nputer in th	e meeting	room. email. e	tc.)
-	of service request within a f	_				,
☐ (1) First time ☐ (2) 2-3 times ☐ (3) more than 10 times						
4. Level of satisfaction						
4. LCVCI OI	Topic	Very	Satisfied	Neutral	Unsatisfied	Very
	Торіс	satisfied	Jatisfieu	Neutrai	Olisatisfied	unsatisfied
1. All require	ments are met					
2. The staffs	have been friendly and					
helpful.						
3. Quality of						
4. Service tim						
5. Consultan	•					
	verall Satisfaction					
5. Suggesti	on					



#### Digital System Development Division, Digital and Information Office **Outsource contractors Assessment Form**

Contra	actor					
Servic	e					
Addre	ss					
Telpho	oneFax			Email		
No.	Торіс			Approved	Not Approved	Remark
1.	All requirements are met					
2.	Service time					
3.	The staffs have been friendly and helpful					
4.	Accuracy of result					
5.	Overall satisfaction					
	stion:					
	ation Scale	•••••			•••••	•••••••••••
☐ Exc	Excellent Passed all the			scales		
☐ Go	ood Passed all the 4 scales					
☐ Sat	Satisfactory Need Improvement Passed all the 3 scales					
□ Ne	ed Improvement	Pa	Passed all the 3 scales			
Evalua	itor's signature(		Inspector's	signature (		)
Positio	on		Position			
Date	Date					



## Digital System Development Division, Digital and Information Office Online Customer feedback Form

Our team at the Digital System Development Division value your feedback and would appreciate if you please use this form to give us your suggestions, compliments or complaints. Please kindly return this form to our division. Thank you for your time.

1. Personal details							
Gender ☐ (1) Male ☐ (2) Female							
Age ☐ (1) Under 20 ☐ (2) 21-30	ge						
Education ☐ (1) Certificate ☐ (2) Bachelo	or degree 🗀	Master	degree [	] Doctora	l degree		
Occupation   Student   Public employee	☐ Business	man/wor	man □ S	MEs			
☐ Government officer ☐ Stat	e enterprise	employe	e □ Free	elance 🖂	Others		
2. What kind of service do you use?			_				
www.tistr.or.th							
☐ TISTR Facebook ☐ email (tistr@t	istr.or.th )	☐ Others	5				
3. Number of service request within a fiscal	year						
☐ First time ☐ 2-5 times ☐ More than 5 times							
Topic	Excellent	Good	Fair	Poor	Need		
	(5)	(4)	(3)	(2)	improvement		
					(1)		
1. Presentation							
2. Information Accuracy							
Easy to use     Speed							
5. Respond time							
6. Overall satisfaction							
4. Suggestion							