



Digital System Development Division, Digital and Information Office

Service Request Form

Service No.(For Official Use Only)

Date.....

Name.....Position.....Department

Phone No.Room No./Floor.....

I would like to request for:

- Computer Supporting Service (Installing programs, General checking, Installing Share printer and drive etc.)
- TFERP:SAP Service
- Networking Service (LAN, username/password and Internet access)
- Content uploading Service (TISTR website)
- IT Development Service
- Others (Electronic devices Lending, Installing computer in the meeting room, email, etc.)

I have attached a reference document. Yes No

The device is on a warranty period . Yes No

For Official Use Only

To

Please act accordingly.

Director's signature.....

()

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. Personal details

- Gender (1) Male (2) Female
- Age (1) under 20 (2) 21-30 (3) 31-40 (4) Over 40
- Education (1) Certificate (2) Bachelor degree Master degree Doctoral degree
- Group (1) Research and Development Group for Bio-industries
 (2) Research and Development Group for Sustainable Development
 (3) Strategies and Innovation Management Group (4) Industrial Services Group
 (5) Administration Group (6) Office of the Governor

2. Service request

- Computer Supporting Service (Installing programs, General checking, Installing Share printer and drive etc.)
- TFERP:SAP Service
- Networking Service (LAN, username/password and Internet access)
- Content uploading Service (TISTR website)
- IT Development Service
- Others (Electronic devices Lending, Installing computer in the meeting room, email, etc.)

3. Number of service request within a fiscal year

- (1) First time (2) 2-3 times (3) more than 10 times

4. Level of satisfaction

Topic	Very satisfied	Satisfied	Neutral	Unsatisfied	Very unsatisfied
1. All requirements are met					
2. The staffs have been friendly and helpful.					
3. Quality of work					
4. Service time					
5. Consultancy					
Overall Satisfaction					

5. Suggestion

.....

.....

.....



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 [] (3) 31-40 [] (4) Over 40
Education [] (1) Certificate [] (2) Bachelor degree [] Master degree [] Doctoral degree
Occupation [] Student [] Public employee [] Businessman/woman [] SMEs
[] Government officer [] State enterprise employee [] Freelance [] Others

2. What kind of service do you use?

- [] www.tistr.or.th [] TISTR Twitter
[] TISTR Facebook [] email (tistr@tistr.or.th) [] Others

3. Number of service request within a fiscal year

- [] First time [] 2-5 times [] More than 5 times

Table with 6 columns: Topic, Excellent (5), Good (4), Fair (3), Poor (2), Need improvement (1). Rows include: 1. Presentation, 2. Information Accuracy, 3. Easy to use, 4. Speed, 5. Respond time, 6. Overall satisfaction.

4. Suggestion

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