

# MACHINE SERVICE REQUEST

DCO – Department of Electrical Engineering and Computer Science – University of Michigan



Please complete *all* fields in the following two sections.

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

|                |                                                                                                     |
|----------------|-----------------------------------------------------------------------------------------------------|
| <b>Contact</b> | <b>Name:</b> _____ <b>Email:</b> _____ @ _____<br><b>Office Location:</b> _____ <b>Phone:</b> _____ |
|----------------|-----------------------------------------------------------------------------------------------------|

|                |                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Machine</b> | <b>Hostname:</b> _____ .eecs.umich.edu<br><b>Where will/does this machine connect to the network?</b> <input type="checkbox"/> Office Location, <input type="checkbox"/> Other: _____<br><b>Does DCO have Administrative/Root access to the machine?</b> (administrative access is needed for most service request)<br><input type="checkbox"/> Yes. This machine is managed by DCO, <input type="checkbox"/> No. Logon credentials are: _____ |
|----------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

A DCO staff member will assist you in completing the following sections.

|                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                              |                                                    |                                                  |                                                    |                                                                                   |                                                                                |                                            |                                |
|-----------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------|----------------------------------------------------|--------------------------------------------------|----------------------------------------------------|-----------------------------------------------------------------------------------|--------------------------------------------------------------------------------|--------------------------------------------|--------------------------------|
| <b>Service Requested</b>                                                          | <p><b>What service is needed?</b> (check as many as apply and <i>include details below</i>)</p> <table style="width: 100%;"> <tr> <td><input type="checkbox"/> Install/re-Install operating system</td> <td><input type="checkbox"/> Diagnose hardware problem</td> </tr> <tr> <td><input type="checkbox"/> Install/update Software</td> <td><input type="checkbox"/> Diagnose software problem</td> </tr> <tr> <td><input type="checkbox"/> Backup data (files, email, etc.) currently on hard drive</td> <td><input type="checkbox"/> Reformat and load standard setup (50/50 Windows/RHEL)</td> </tr> <tr> <td><input type="checkbox"/> Setup new machine</td> <td><input type="checkbox"/> Other</td> </tr> </table><br>_____<br>_____<br>_____<br>_____<br>_____ | <input type="checkbox"/> Install/re-Install operating system | <input type="checkbox"/> Diagnose hardware problem | <input type="checkbox"/> Install/update Software | <input type="checkbox"/> Diagnose software problem | <input type="checkbox"/> Backup data (files, email, etc.) currently on hard drive | <input type="checkbox"/> Reformat and load standard setup (50/50 Windows/RHEL) | <input type="checkbox"/> Setup new machine | <input type="checkbox"/> Other |
| <input type="checkbox"/> Install/re-Install operating system                      | <input type="checkbox"/> Diagnose hardware problem                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                              |                                                    |                                                  |                                                    |                                                                                   |                                                                                |                                            |                                |
| <input type="checkbox"/> Install/update Software                                  | <input type="checkbox"/> Diagnose software problem                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                              |                                                    |                                                  |                                                    |                                                                                   |                                                                                |                                            |                                |
| <input type="checkbox"/> Backup data (files, email, etc.) currently on hard drive | <input type="checkbox"/> Reformat and load standard setup (50/50 Windows/RHEL)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                              |                                                    |                                                  |                                                    |                                                                                   |                                                                                |                                            |                                |
| <input type="checkbox"/> Setup new machine                                        | <input type="checkbox"/> Other                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                              |                                                    |                                                  |                                                    |                                                                                   |                                                                                |                                            |                                |

|                 |                     |                |                  |                |
|-----------------|---------------------|----------------|------------------|----------------|
| <b>Work Log</b> | <b>Service Item</b> | <b>Comment</b> | <b>Complete?</b> | <b>Initial</b> |
|                 |                     |                |                  |                |
|                 |                     |                |                  |                |
|                 |                     |                |                  |                |
|                 |                     |                |                  |                |
|                 |                     |                |                  |                |
|                 |                     |                |                  |                |
|                 |                     |                |                  |                |
|                 |                     |                |                  |                |
|                 |                     |                |                  |                |

**How should the hard drive be setup?**

- Do not modify the current hard drive structure or operating system.
- Reformat the entire hard drive and load the standard setup (50/50 Windows/RHEL)
- Create the following custom setup:

**Partition 1:** \_\_\_\_\_ %

- Do not modify this partition
- Create/reformat this partition and install:
  - Windows XP,  Windows Vista,  Windows 7,  RHEL,  Fedora,  Ubuntu,  Other: \_\_\_\_\_
  - 32 Bit,  64 Bit

**Partition 2:** \_\_\_\_\_ %

- Do not modify this partition
- Create/reformat this partition and install:
  - Windows XP,  Windows Vista,  Windows 7,  RHEL,  Fedora,  Ubuntu,  Other: \_\_\_\_\_
  - 32 Bit,  64 Bit

**If necessary, would you like to backup data (files, email, etc.) from the partition in question?**

- Yes – once work is complete, restore backup files to the new partition.
- Yes – place backup files on a CD/DVD.
- No – I realize that all data on the partition in question will be *irrevocably destroyed*.

**What software should be installed?**

- Firefox
- Thunderbird
- UM Virus Scan (required for all Windows installs)
- Putty
- UM Secure SSH Client
- UM VPN Client
- Microsoft Office
- Visual Studio
- MSDN Library

Other: \_\_\_\_\_

**Is this machine registered for software subscription?**

If so, you may be eligible to have additional software installed.

- Yes, please install the selected software on the attached sheet.

**Expected Date of Completion:** \_\_\_\_\_ / \_\_\_\_\_ / \_\_\_\_\_ at about:  Morning,  Midday,  End of Day,  \_\_\_\_\_

**What should be done when the service is completed?**

- Email/Call Contact
- Deliver Machine to Install Location
- Other: \_\_\_\_\_

**Service Completed By :** \_\_\_\_\_ (DCO Employee Initial) **Contact Informed:**  Email,  Phone,  Other