Please complete all fields in the following two sections.

**Contact**

- **Name:** __________________________  
  **Email:** ____________________________@

- **Office Location:** __________________________  
  **Phone:** ____________________________

**Machine**

- **Hostname:** ____________________________________________________________________________ .eecs.umich.edu

- **Where will/does this machine connect to the network?**  
  - [ ] Office Location,  
  - [ ] Other: ____________________________

- **Does DCO have Administrative/Root access to the machine?** (Administrative access is needed for most service request)
  - [ ] Yes. This machine is managed by DCO,  
  - [ ] No. Logon credentials are: ____________________________

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

**What service is needed?** (check as many as apply and include details below)

- [ ] Install/re-Install operating system  
- [ ] Diagnose hardware problem
- [ ] Install/update Software  
- [ ] Diagnose software problem
- [ ] Backup data (files, email, etc.) currently on hard drive  
- [ ] Reformat and load standard setup (50/50 Windows/RHEL)
- [ ] Setup new machine  
- [ ] Other

<table>
<thead>
<tr>
<th>Service Item</th>
<th>Comment</th>
<th>Complete?</th>
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**Work Log**

continued on opposite side
**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