

 BORANG ADUAN (HELPDESK)

 SISTEM PERAKAUNAN AKRUAN KERAJAAN NEGERI (1SPEKS)

 BAHAGIAN A(1): MAKLUMAT ADUAN (Sila guna HURUF BESAR)

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| **1 ID Pengguna:**  |  |  |  |  |  |  |  |  |  |  |  |  |

 2 Nama Pengguna:

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **3 Kod PTJ:** |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

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| 4 Nama PTJ:  |  |  |  5 Negeri:  |  |

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| 6 No Telefon (HP)  |   |

 **7 Emel : \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **(P) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

 **8** (a) Modul 1SPEKS:(Sila Tanda [√] dan Sertakan Lampiran Sekiranya Ada)

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|  |  |  | Pentadbiran dan Keselamatan |  |  | Bajet |  |  | Lejar Am |  |  | Pengurusan Tunai |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  | Pendahuluan dan Tuntutan  |  |  | Akaun Belum Terima  |  |  | Perolehan  |  |  | Perakaunan Projek  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  | Pengurusan Aset dan Inventori  |  |  | Akaun Belum Bayar  |  |  | Pelaburan  |  |  | Pengurusan Kontrak  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  | MyCost |  |  | Pinjaman  |  |  | DMS  |  |  | Gaji  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  | Laporan Business Intelligence |  |  | Portal  |  |  | Integrasi Luar  |  |  | Barcoding |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  | Pinjaman Kakitangan  |  |  |  |  |  |  |  |  |  |
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|  (b) Lain-lain: (Sila Tanda [√] dan Sertakan Lampiran Sekiranya Ada) |
|  |  |  | Chart of Account (Permohonan Kemaskini) |  |  | Chart of Account (Log) |  |  | Hardware & Software |  |  | PKI  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  | Security  |  |  | Dashboard  |  |  | Report  |  |  | Lain-lain  |

 BAHAGIAN A(2): KETERANGAN ADUAN

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| 9 Tajuk:  |  |
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 **10** **No. Rujukan Dokumen (No. Rekod Dokumen / No. Arahan Pembayaran / No. Pesanan Tempatan / No. Inden dan lain- lain)**

 **(Sila lampirkan laporan / dokumen dan *screenshot* jenis ralat yang berkaitan)**

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| 11n: | **Keterangan Aduan :** |
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 12 Pengesahan Pengguna:

 ……………………………………………………………………….. Tarikh: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

 Tandatangan Pengguna



 BAHAGIAN B: PENGURUSAN ADUAN (Diisi oleh Implementor sahaja)

 1 Medium Penghantaran Aduan:

|  |  |  |  |  |  |  |
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|  |  |  | Emel  |  |  | Walk-in  |

 2 No. Log: 3 Keutamaan Log:

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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|  |  |  |  |  |  |  |  |  |  |  |  |  | dfdsfsd |  | 3 Hari |  |  | 7 Hari |  |  | 10 Hari |

 4 Problem Area :

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  | Change Request |  |  | Data |  |  | Hardware |  |  | Others |
|  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  | Procedure Issue  |  |  | Program (Bugs)  |  |  | Security |  |  |  |

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| 5 Tarikh Log Diterima:  |  |

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|  6 Tarikh Log di Kunci Masuk: |  |

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|  7 Pengesahan Implementor:  |  |

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 Tandatangan Implementor