

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:

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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