



**Service Work Order Standard Form**  
**Attachment A**

**Today's Date:** 2/3/11

**Service Work Order Date:** 2/3/11

**Service Work Order Information**

**Service Ticket Number:** ABCC

**Service Engineer Name:**

**Customer Name:** ABCC

**Customer Site/ location:**

**Product Module:** Recording

**Product Version:** 6.1.5

**Service Category:** After Hours Maintenance

**Service Outage Expected:** Yes

**Customer Participation Needed?** Yes

*If Yes Please explain in details*

**Date & Time(s) System Access is Required:**

**Service Work Order Detail Description & Analysis**

**Service Issue Description:**



## Service Work Order Resolution Action Plan

- **Green Steps – No Outage Expected. Customer Participation is optional.**
- **Yellow Steps- Outage may occur. Customer Participation is mandatory.**
- **Red Steps- Service Outage. Customer Participation is mandatory.**

### Green Steps:

### Yellow Steps:

### Red Steps:

**Service Work Order Acceptance Test Plan Needed: Yes**

*If Yes Please explain in details*

*Describe the test plan or reference a test plan.*



**Service Work Order Resolution Action Plan Review and Authorization**

**OnviSource Internal Review-Authorization Performed? Yes**

**If Yes –**

**a) Authorized By:**

**b) Authorization Date:**

**Customer Reviewed and Authorized the Service Work Order? Yes**

**If Yes –**

**a) Customer Name:**

**b) Authorization Date:**

**Resolution Implementation Results & Acceptance**

**Service Work Order Results Reviewed with the Customer? Yes**

**If Yes –**

**a) Reviewed By:**

**b) Customer Representative:**

**Customer Accepted the Service Work Order Resolution? Yes**

**If Yes –**

**c) Customer Name:**

**d) Acceptance Date:**

**Resolution Knowledge Record**