# 6YS Professional Services Job Checklist

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|---|---|
| 6YS staff member: | Date: |
| Client: | Onsite contact: |
| Job type (tick) : ☐Onsite ☐*Remote* | **CHILL - CALL ID #:** |
| **Scope of work:**<br><br>Back up completed: YES / NO / NA<br>***(6YS recommends that any server or business critical procedures only occur after a successful back up has been completed)***<br>Back up / Client comment:<br><br>Client authorisation: | |
| **Time of arrival or start**: am / pm | **Time of departure or finish**: am / pm |
| **Total time on site** *(in minutes, 15 min blocks)* : minutes | |

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| **1.** | **When first arriving at client's office – or remote communication** | |
| | | Introduce self to client contact person / decision maker<br>*Or call to advise remote work will commence* |
| | | Identify the purpose of and what work will be carried out |
| | | Check that time and date of visit is still operationally convenient |
| | | Check if there are any other issues to be addressed |
| | | Advise that at the end of the job you need to use internet to update records on CHILL |
| **2.** | **Before commencing work** | |
| | | Advise end users if there will be any disruption to their work due to the maintenance or work being conducted |
| | | **If working on servers ensure a back up is done before work** |
| **3.** | **During job** | |
| | | During time consuming process eg downloads, ask client if there are any other jobs to be done eg training, assistance |
| **4.** | **When job is finished** | |
| | | Test that what you have done is working |
| | | Log onto CHILL to update clients records of work completed and time taken |
| | | Report back to the decision maker - let them know that the job:<br>1.has been finished has been tested<br>2.has been logged onto the Call Logging system<br>3.you are now leaving *or logging out* |
| | **Notes/ongoing issues/recommendations/opportunities:** | |
| | **Client sign off:**<br>Name: Signature: | |