



## 6YS Professional Services Job Checklist

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

<b>1.</b>	<b>When first arriving at client's office – or remote communication</b>
	Introduce self to client contact person / decision maker <i>Or call to advise remote work will commence</i>
	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 <u>update records on CHILL</u>
<b>2.</b>	<b>Before commencing work</b>
	Advise end users if there will be any disruption to their work due to the maintenance or work being conducted
	<b>If working on servers ensure a back up is done before work</b>
<b>3.</b>	<b>During job</b>
	During time consuming process eg downloads, ask client if there are any other jobs to be done eg training, assistance
<b>4.</b>	<b>When job is finished</b>
	Test that what you have done is working
	<u>Log onto CHILL</u> to update clients records of work completed and time taken
	Report back to the decision maker - let them know that the job: <ul style="list-style-type: none"> <li>1.has been finished has been tested</li> <li>2.has been logged onto the Call Logging system</li> <li>3.you are now leaving <i>or logging out</i></li> </ul>
<b>Notes/ongoing issues/recommendations/opportunities:</b>	
<b>Client sign off:</b>	
Name:	Signature: