

| Service Work Sheet                                                                                                                                                                                       |                                                       |                              |                                                                                                                 |                      |  |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|------------------------------|-----------------------------------------------------------------------------------------------------------------|----------------------|--|
| Connectivity IT Solutions Pvt Ltd.,<br>#1877, 1st Floor, 31st Cross, 10th Mail,<br>Banashankari 2nd Stage, Bangalore-70<br>Phone: +91 80 26716555/3547/3636<br>Email: indiatech@connectivitysolutions.in |                                                       |                              |  <b>Connectivity Solutions</b> |                      |  |
| Ticket No                                                                                                                                                                                                | #465474#                                              | Date                         | 68-02-2024                                                                                                      |                      |  |
| Company Name                                                                                                                                                                                             | Cognizant Technology Solutions India Private Limited. |                              |                                                                                                                 |                      |  |
| Contact Person                                                                                                                                                                                           | Vijaysh.A                                             | Date & Time                  | 9:00 Am                                                                                                         |                      |  |
| Call Reported By                                                                                                                                                                                         | Shalansh Bhatia                                       |                              |                                                                                                                 |                      |  |
| Device Details                                                                                                                                                                                           |                                                       |                              |                                                                                                                 |                      |  |
| Make                                                                                                                                                                                                     | Cisco                                                 | Model                        | Cisco Switches & Firewall                                                                                       |                      |  |
| Service Tag                                                                                                                                                                                              | unmounting                                            | Description                  |                                                                                                                 |                      |  |
| Service Type                                                                                                                                                                                             |                                                       |                              |                                                                                                                 |                      |  |
| Type (Please tick below)                                                                                                                                                                                 | PO.NO:- C4257-V3-R298                                 |                              |                                                                                                                 |                      |  |
| Installation <input checked="" type="checkbox"/>                                                                                                                                                         | Routine Check <input type="checkbox"/>                | AMC <input type="checkbox"/> | Others: <input type="checkbox"/>                                                                                |                      |  |
| Issues and Solution                                                                                                                                                                                      |                                                       |                              |                                                                                                                 |                      |  |
| Customer View: The device has been unmounting Cisco switches and Firewall has been Done Successfully on Cognizant Technology Solutions India Private Ltd.                                                |                                                       |                              |                                                                                                                 |                      |  |
| Problem Identified: Firewall Serial No:- SMX270X1A0<br>Firewall Serial No:- SMX2704X1A3<br>Switch Serial No:- FCW2308D13M<br>Switch Serial No:- FCW2308D13A                                              |                                                       |                              |                                                                                                                 |                      |  |
| Root Cause: Switch Serial No:- FOC1744S4EF<br>Switch Serial No:- FCW2004A40L<br>The switches & Firewall removed successfully done.                                                                       |                                                       |                              |                                                                                                                 |                      |  |
| System Down (Please Tick)                                                                                                                                                                                |                                                       | Yes <input type="checkbox"/> | No <input type="checkbox"/>                                                                                     | Duration             |  |
| Status After Service (Please tick below)                                                                                                                                                                 |                                                       |                              |                                                                                                                 |                      |  |
| Complete/Incomplete/Pending for Spare Parts/Under Observation/Working Solution Provided                                                                                                                  |                                                       |                              |                                                                                                                 |                      |  |
| Defective Spares                                                                                                                                                                                         |                                                       |                              | Replaced Spares                                                                                                 |                      |  |
| Part Description                                                                                                                                                                                         | Serial No.                                            | Serial No.                   | Part Description                                                                                                | Serial No.           |  |
| Software Description                                                                                                                                                                                     | Version                                               | Version                      | No. of Licenses                                                                                                 | Date of Installation |  |
| Customer Feedback                                                                                                                                                                                        |                                                       |                              |                                                                                                                 |                      |  |
| Please tick - Extremely Satisfied / Satisfied / Dissatisfied / Annoyed                                                                                                                                   |                                                       |                              |                                                                                                                 |                      |  |
| Remark:                                                                                                                                                                                                  |                                                       |                              |                                                                                                                 |                      |  |
| Name                                                                                                                                                                                                     | Ramkishan BE                                          | Designation                  | Technical Associate                                                                                             |                      |  |
| Email                                                                                                                                                                                                    | ramkishan@cosol.in                                    | Phone                        | 8660424744                                                                                                      |                      |  |
| Engineer Signature                                                                                                                                                                                       |                                                       | Customer Signature           |                                                                                                                 |                      |  |