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| **Major Problem:** | The projectors’ light bulbs need to be replaced after 2.5 months on average, while the manufacturer’s average is 6 months |

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| **Meeting Location:** | Meeting Room #12, ASC Building | **Recorded By:** | Sherry Leibowitz, User Interface PMO |
| **Organized By:** | Malcolm Jackson, Interface Team Lead |
| **Date of Meeting:** | 02-Feb, 2018 | **Start Hour:** | 3:00 PM |
| **Duration:** | 1.5 hours |

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| **Participants** | | | |
| **Number** | **Full Name (First, Last)** | **Role** | **Comments** |
|  | David Solomon | Senior Programmer |  |
|  | Kerry O’Sullivan | Chief Legal Consultant |  |
|  | Karun Tiwari | Digital Transformation Consultant |  |
|  | Leslie Guilliot | Change Management consultant |  |
|  | Barry McMillan | IT Technician |  |
|  | Malcom Jackson | Interface Team Lead | (Organizer) |
|  | Sherry Leibowitz | User Interface PMO | (Recorder) |

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| **Meetings’ Agenda** | | |
| **Time** | **Subject** | **Presenter** |
| 3:00 – 3:15 pm | Review of the problem’s initial record. | Sherry Leibowitz |
| 3:15 - 4:15 pm | Dive into the recorded problem, the lessons learned from similar problems and the proposal how to solve it. | Karun Tiwari |
| 4:15 - 4:30 pm | Q&A Session. | Malcolm Jackson |

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| **Action Items** | | | | |
| **Number** | **Action Item** | **Due Date** | **Owner** | **Comments** |
|  | Check that we are using the correct light bulb in all of the projectors, as recommended by the manufacturer | 05-Feb-2018 | Barry McMillan |  |
|  | Make periodic visits to all of the meeting rooms, in order to ascertain whether the projectors are being left on after the meeting has ended | 10-Feb-2018 | Sherry Leibowitz | Check once every 2 hours per each meeting room |
|  | Check the maintenance contract signed with the manufacturer | 06-Feb-2018 | Kerry O’Sullivan | Just in case we find out that we are using the equipment as suggested |
|  | Quantify the monetary implications of changing all of the projectors | 06-Feb-2018 | Leslie Guilliot | In case we decide to switch them all out |
|  | Reach out to other organizations who have the same brand of projectors, and see if they have the same problem | 07-Feb-2018 | David Solomon |  |