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| **Basic Problem Information** | | | |
| **Problem Report Issue Date:** | 29-Jan-2018 | **Problem Priority** | High[[1]](#footnote-1) |
| **Issued By:** | Tamara Agafonov | **Position:** | Chief Service Desk Specialist |

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| **Problems Reported** | Frequent hang-ups on desk-phones (12 users in 1 week), No dial tone on desk-phone (9 users in 1 week), Call ended when tried to transfer a call to another line (3 users in 1 week) |
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| **Description of the Problem** | The telephone directory is misaligned and the wiring isn’t equipped to handle the current volume of calls |
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| **Proposed Solution** | Upgrade the current directory to one which is capable of handling 200 simultaneous calls (currently the peak number of calls is 127). This solution will cost **$12,300**, and any future upgrades to double the capacity will cost $1,800 each |
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| **Expected Outcome** | We expect all of the incidents reported to dissipate once the new directory has been installed |
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| **Lesson(s) Learned** | Periodically check the administrative equipment to ascertain whether they are equipped to handle the growing number of employees. This includes, but is not limited to, the E-mail server, the lunch ordering website, The cell-phone coverage plan, the car leasing program and the employee benefit internal website. |
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| **Frequency of Use** | Once every 6 months, or each time the company grows to twice its former number of employees (whichever comes first) |
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| **Problem Category** | Desk-phone directory, hang-ups, no dial tone |

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| **Authorization** | | | |
| **Reviewed By:** | Sheila Dobrowolski | **Position:** |  |
| **Decision**: I’m happy to hear that the problem was detected and that the solution is within our yearly budget. The solution offer is approved, and the timeline needs to be 2 weeks from today (30-Jan) | | | |
| **Review Date:** | 30-January-2018 | **Signature:** |  |

1. A major problem in an important (but not critical) office tool [↑](#footnote-ref-1)