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|  |  | **Problem Record No.:** | Z2-551-080 |

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| **Problem Summary** |
| Frequent Wi-Fi Disconnections |

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| **Problem Record Details** | | | |
| **Recorded By:** | Sasha Miseznikov | **Recorded On:** | 02-Feb-2018 |
| **Role:** | Web Technician | **Problem Occurred On:** | 01-Feb-2018 |
| **Priority:** | **High** | **Duration:** | 30 Hours |
| **Category:** | IT Equipment; Wi-Fi; Communications; Network | | |
| **Problem Description:** | All the users on the 5th floor of the south wing of the Blue building reported that they experienced many disconnections and slow connection to the Wi-Fi, resulting in frequent disruptions to their workday | | |
| **Corrective Actions:** | The service desk alerted the network technician about the slow connection complaints. The technician arrived on-site 17 hours after the initial complaint was registered. The tech ran a diagnostic check, and realized that a switch in the system was faulty and slowed the Wi-Fi speed considerably. He then replaced the switch and the problem was fixed. | | |
| **Lesson Learned:** | Periodically check the switches on all the Wi-Fi nodes in the building. The manufacture recommends to perform this once a year. | | |

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| **Authorization** | | | |
| **Decision:** | The proposed solution was reviewed and approved. The cost of the pre-emptive switch check will cost $750 per year. | | |
| **Reviewed & Approved By:** | Nathan Gallagher | **Role:** |  |
| **Signature:** |  | **Approved on Date:** | 02-Feb-2018 |