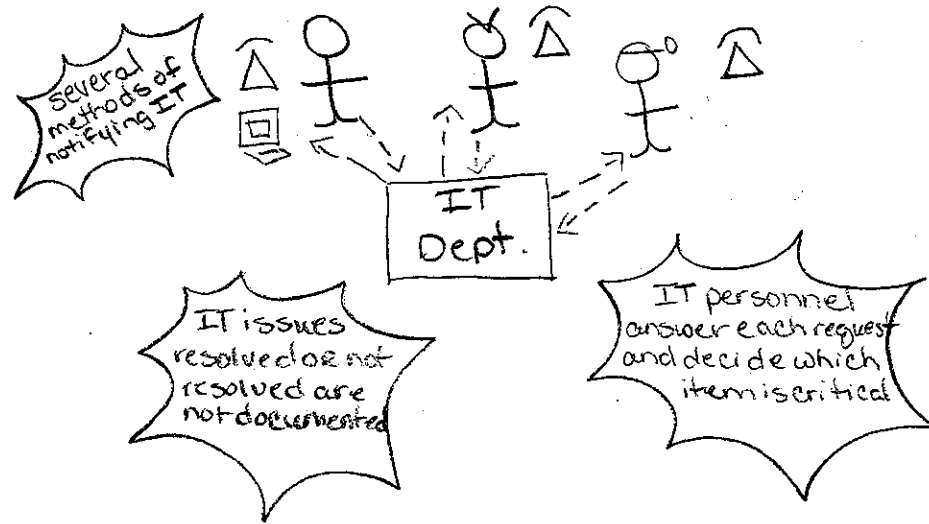


ISSUE Daily IT requests received, resolved or pending are not documented.

BACKGROUND The IT Department is constantly requested to resolve IT issues on a daily basis without a system to identify the complexity or urgency of an issue related to priority.

CURRENT CONDITION



PROBLEM ANALYSIS

1.) IT requests are received in multiple forms (i.e. phone, email)

why a.) a formal process for requests has not been developed.

2.) IT personnel decide which call is a priority based on current workload

why a.) Do not have a system to prioritize

b.) Easier to walk over and fix problem

3.) Resolution or pending IT issues are not documented

why a.) Fix them as they arise

b.) Have person email reminders about issue to IT

c.) try to remember to check back on issue