

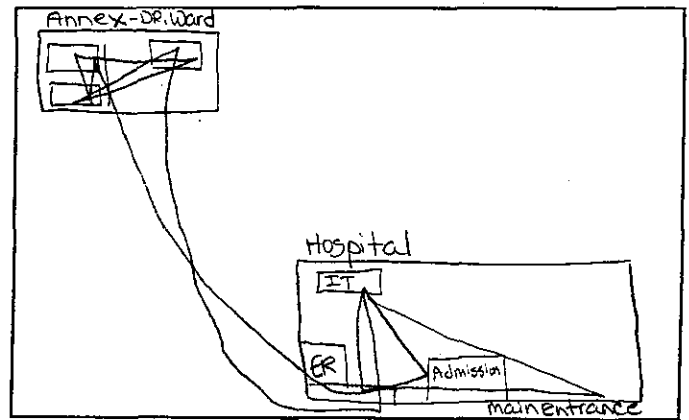
OBSERVATION RECORD

ACTIVITY: Request to IT

PERSON OBSERVED: Chris Creighton

LOCATION: Throughout hospital & annex

DATE: 11-4-10 OBSERVER: Pam Brown



LAYOUT OF WORK AREA

TIME	ACTIVITY	NOTES								
		operation	Travel	Transportation	Inspection	Clarification	Delay	Interruption	Locating	
9:19:	Phone call	⊗	∞	⇒	∞	?	▽	⊗	⚡	Deb Francisco - Employee's are unable to log on to CPSI - system is slow
9:20:	Phone call	⊗	∞	⇒	∞	?	▽	⊗	⚡	Receptionist in DR. Ward's office
9:21:	Walking to IT	○	∞	⇒	∞	?	▽	△	⚡	unable to log on To check main frame
9:21:	Phone call	⊗	∞	⇒	∞	?	▽	⊗	⚡	DR. Ward - CPSI not working
9:25:	Walking to IT	○	∞	⇒	∞	?	▽	△	⚡	
9:26:	Checking system usage	○	∞	⇒	⊗	?	▽	△	⚡	
9:27:	Conversation	○	∞	⇒	∞	?	▽	⊗	⚡	Mike Drummond notes usage spiked at 8am
9:30:	Walking to annex	○	∞	⇒	∞	?	▽	△	⚡	
9:30:	Phone call	⊗	∞	⇒	∞	?	▽	⊗	⚡	management software vendor
9:35:	Arrive at DR. Ward's office	○	∞	⇒	∞	?	▽	△	⚡	
9:36:	Logging on to system	○	∞	⇒	⊗	?	▽	△	⚡	System working correctly
9:39:	Walking	○	∞	⇒	∞	?	▽	△	⊗	looking for DR. Ward
9:40:	DR. Ward attempts to sign in	○	∞	⇒	∞	⊗	▽	△	⚡	System working - explained what happened when he attempted to save a note in CPSI
9:41:	Walking - leaving office	○	∞	⇒	∞	?	▽	△	⚡	
9:42:	Stopped when leaving	○	∞	⇒	∞	?	⊗	⊗	⚡	Clinic manager also having problems with CPSI
9:43:	Talking to manager Employee asks for help	⊗	∞	⇒	∞	?	▽	△	⚡	Task bar missing from PC Chris fixes the desktop
9:50:	Writing on sticky note	⊗	∞	⇒	∞	?	▽	△	⚡	Employee tells Chris other app's are also not working
9:52:	Walking to hospital	○	∞	⇒	∞	?	▽	△	⚡	
9:53:	Phone call	○	∞	⇒	∞	?	▽	⊗	⚡	Regarding printer not working
9:55:	Arrive in Admissions	○	∞	⇒	∞	?	▽	△	⚡	checks printer and it is working correctly
10:00:	Called CPSI rep	⊗	∞	⇒	∞	?	⊗	△	⚡	Reports usage/slowdown
2:50:	Phone call from CPSI	⊗	∞	⇒	∞	?	▽	△	⚡	will run report to find out what is causing slowdown
:	:	○	∞	⇒	∞	?	▽	△	⚡	
:	:	○	∞	⇒	∞	?	▽	△	⚡	