Problem Reporting

a First Level Troubleshooting

Hierarchy
- Point of contact
  - in-charge
  - champions users/Superusers
  - ordinary users

1. Users perform basic troubleshooting <mark>(refer to SOP for training)</mark>
2. If unsuccessful report to focal person
3. Focal person performs first level troubleshooting
3. if unsuccessful, point of contact contacts Baobab/LIN help-desk

b Issue tracking

1. Facility calls help-desk
2. Help-desk collects client details
   a) Callers name
   b) Phone number
   c) Facility Name
3. Help-desk collects issue details
   a) Date of onset
   b) issue description
   c) Date Issue reported
4. Log the problem in red-mine

Problem Solving

1. Categorize issue as
   a) Power
   b) Network
   c) hardware
   d) Consumables

2. Prioritize Issue as
   a) Urgent
   b) High
   c) Normal
   d) Low

3. Instant troubleshooting
   a) if outstanding
      1. Escalate to relevant Officer

2. Follow up
   1. within 2 hrs if urgent
   2. Within 12 hrs if high
   3. Within 3 days if its normal
   4. Within a month if its low

4. Providing feedback to the user on the progress
5. Updating and documenting solution in red-mine that the issue has been resolved

Solution Reporting Protocol

1) Help-desk officer verifies problem status with facility.
2) Generate red-mine reports and send to manager/supervisor
3) If solution is Permanent
   a) Manager close issue
4) If outstanding
   a) Solution is rejected
5) Unreported field issues
   a) fill field report forms
   b) log problem in red-mine

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