

RAQC Systems Gap Analysis

As Is

Revenue Assurance and Quality Control's Ft. Dodge, IA field employees are in need of hardware or software *upgrades* in the form of RAM, computer monitors, computers, and operating systems.

Firstly, seven out of nine tenured employees are currently operating with the Dell OptiPlex 390 - a system that is no longer supported by [Dell](#).

Secondly, 33% of all employees surveyed are operating with 4 GB of installed memory (i.e., RAM) or less. And 100% of employees are operating with 8 GB of installed memory or less.

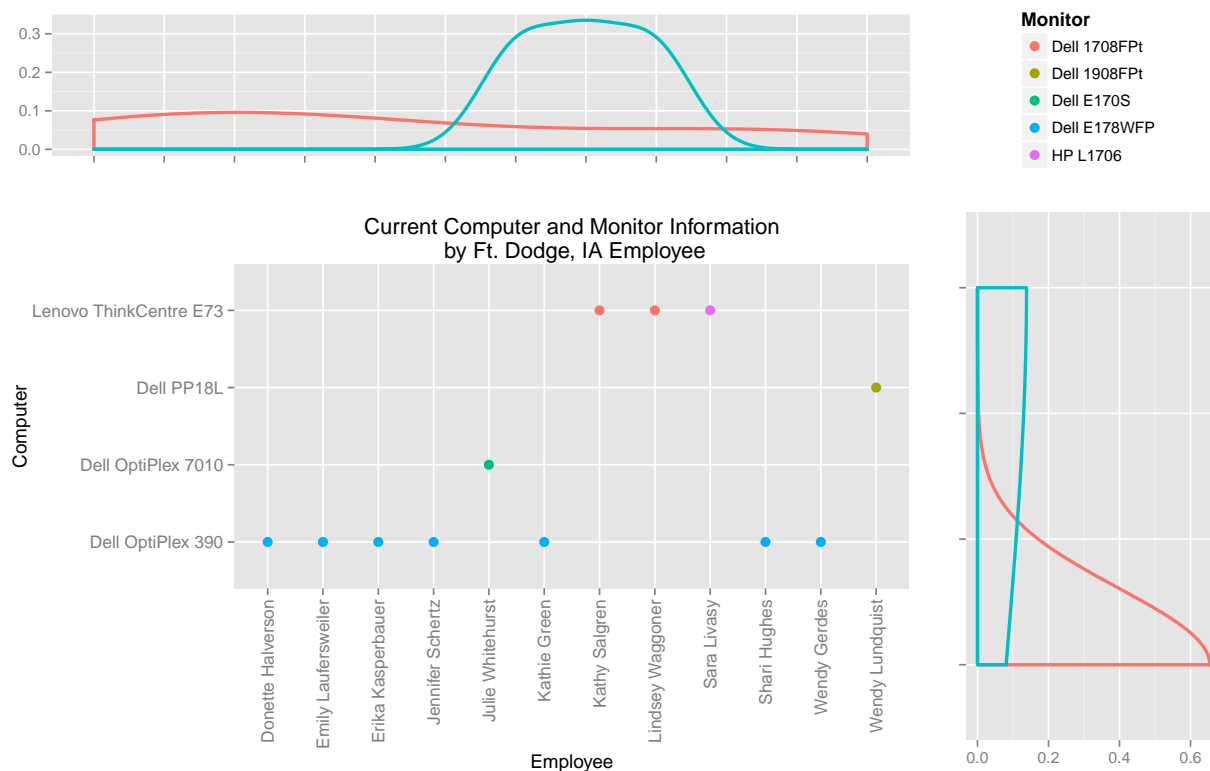
Thirdly, the newly-promoted Director of the field team, Wendy Lundquist, has Microsoft Windows XP Operating System. [Windows XP](#) support ended as of April 8, 2014.

Fourthly, Dell P2213 22" (or equivalent) dual monitors are being requested keeping inline with our corporate structure and to increase productivity based on heavy workloads.

Finally, the supporting data visualizations within this document detail the need for many of the requested *upgrades* including newer computers with current operating systems, at least 16 GB of installed memory for all field employees, and dual monitors.

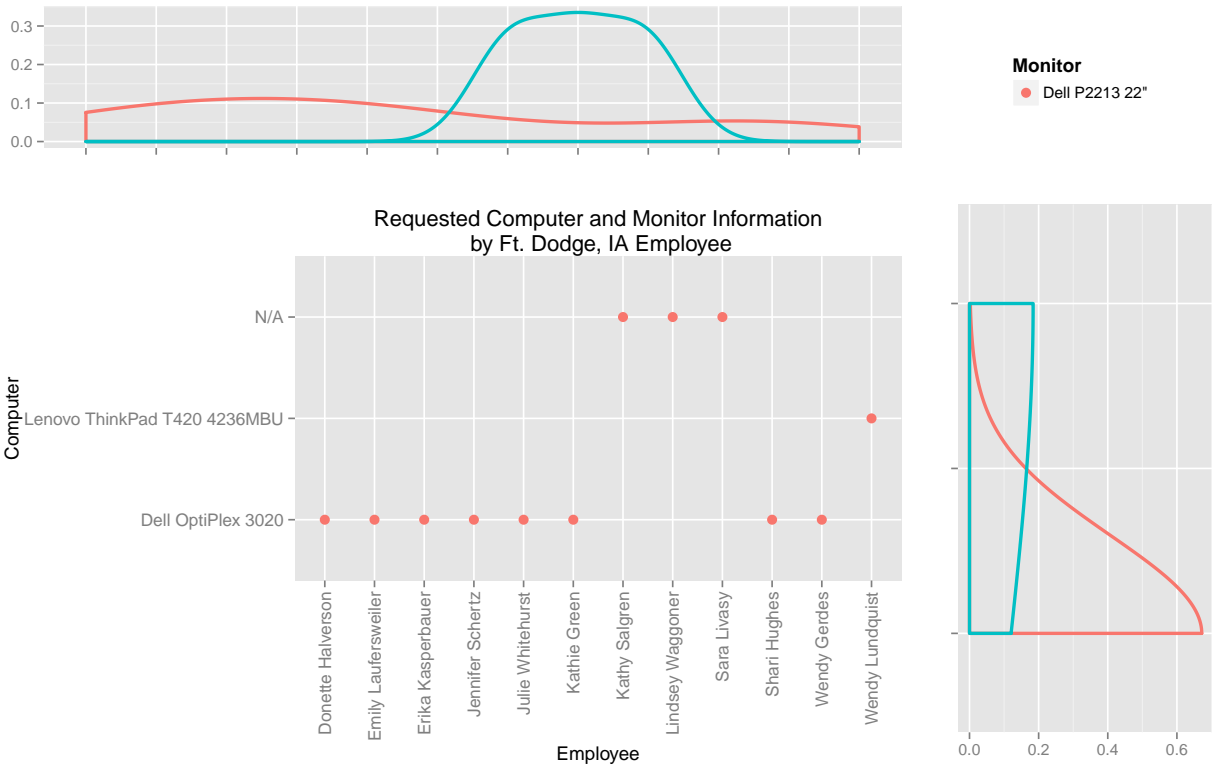
Current Computer and Monitor Information

This visual outlines each field employee's current computer and monitor equipment.



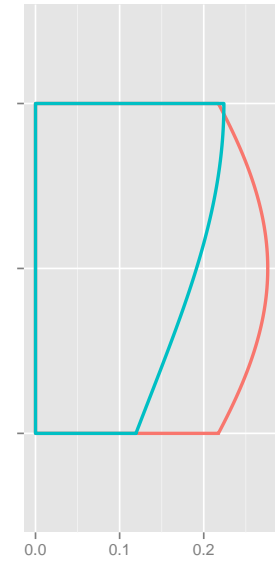
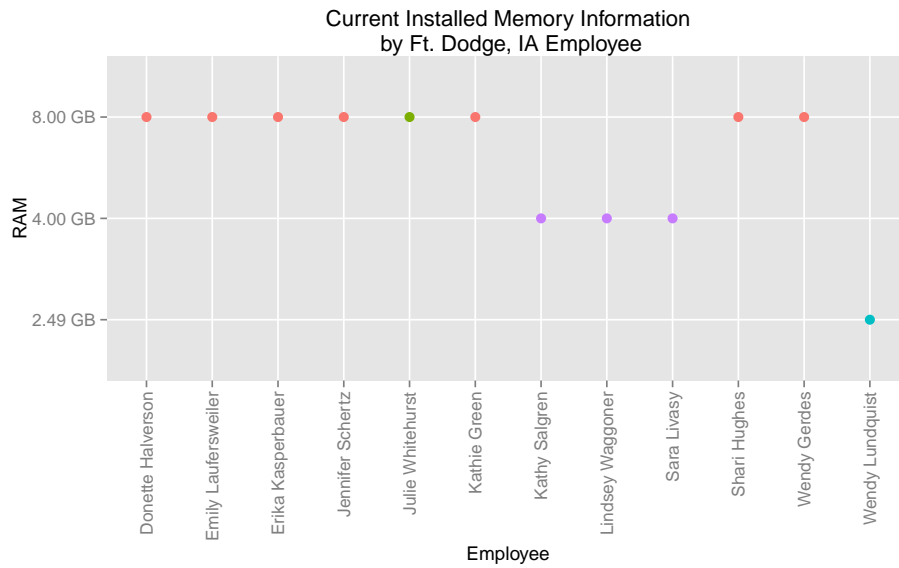
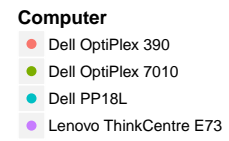
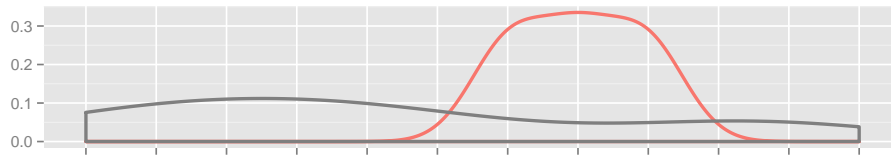
Requested Computer and Monitor Information

This visual outlines each field employee's requested upgrades for computer and monitor equipment.



Current Installed Memory Information

This visual outlines each field employee's currently installed RAM.



To Be

- 8 Dell OptiPlex 3020 (16 GB RAM)
- 1 Lenovo ThinkPad 4236MBU (16 GB RAM)
- 24 Dell P2213 22"