Employee Request	Network Tool/Feature to Use	Explanation/ Justification
"I forgot my password and can't log in to my workstation. Can you help me reset it?"		
"Our team needs to share large project files, but email attachments are too limited. What's the best way to share files securely over the network?"		
"I'm working remotely and need to access my files and applications from home. How can I securely connect to the office network?"		
"Our network has been slow, and video calls keep lagging. Is there a way to prioritize video conferencing over other network traffic?"		
"We need to ensure that only authorized employees can access the company's Wi-Fi. How can we secure our wireless network?"		