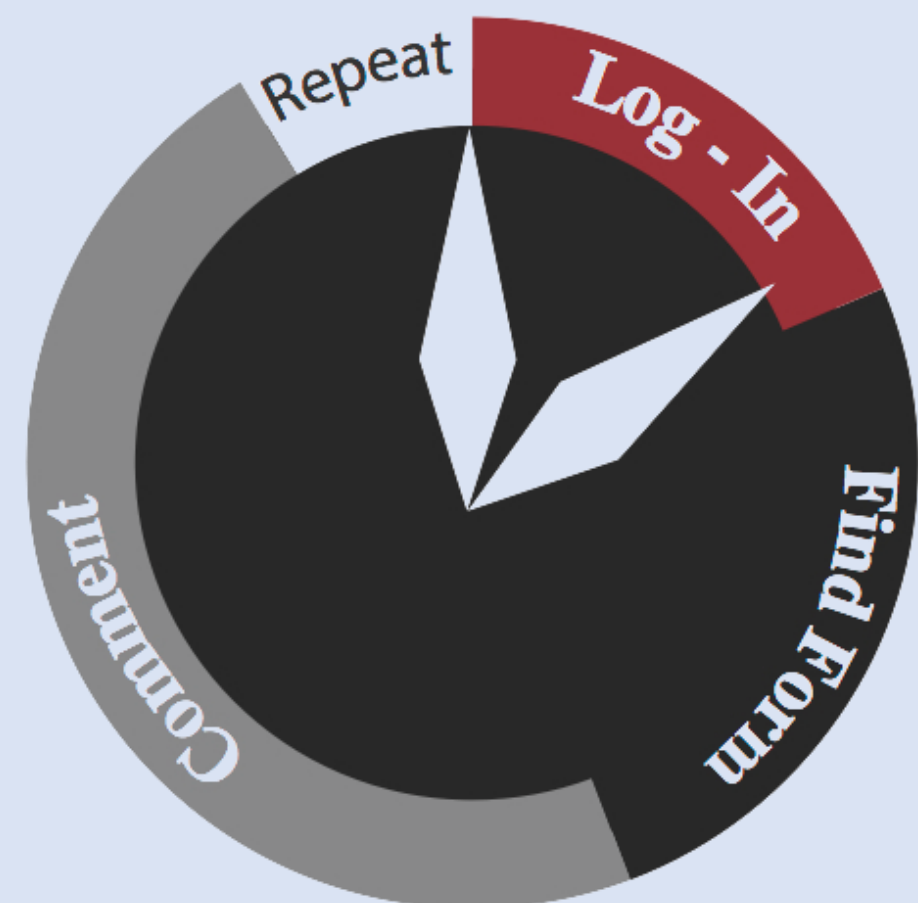


Division of Information Technology

Laptop Repair Process

Current State

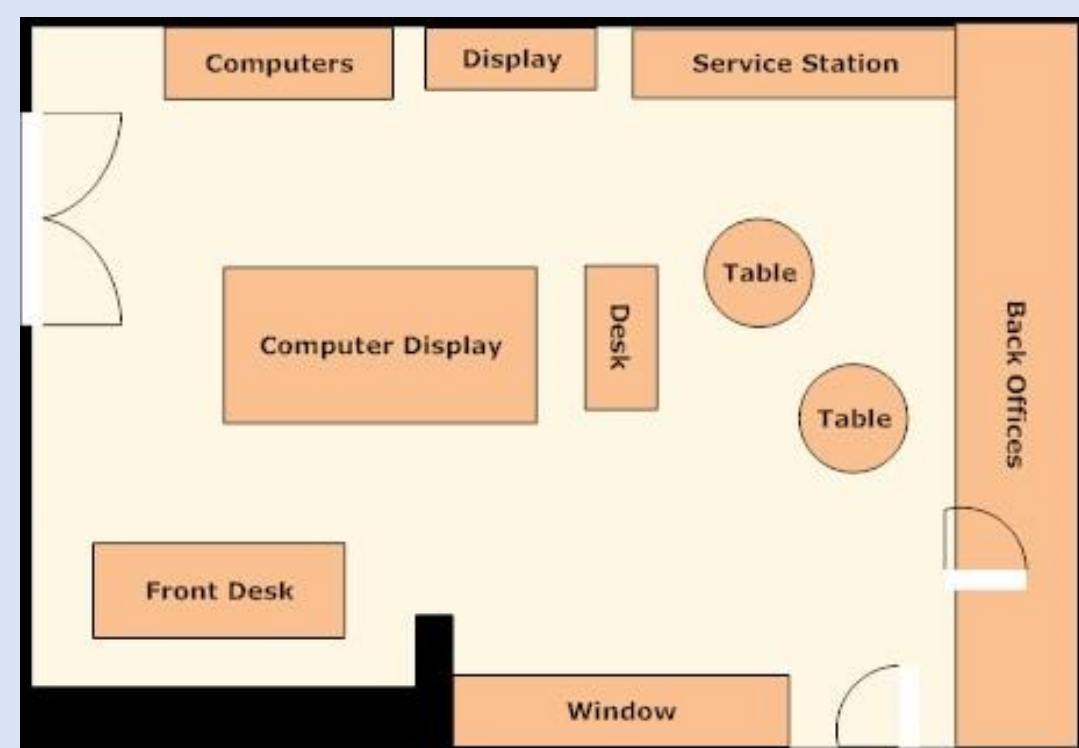
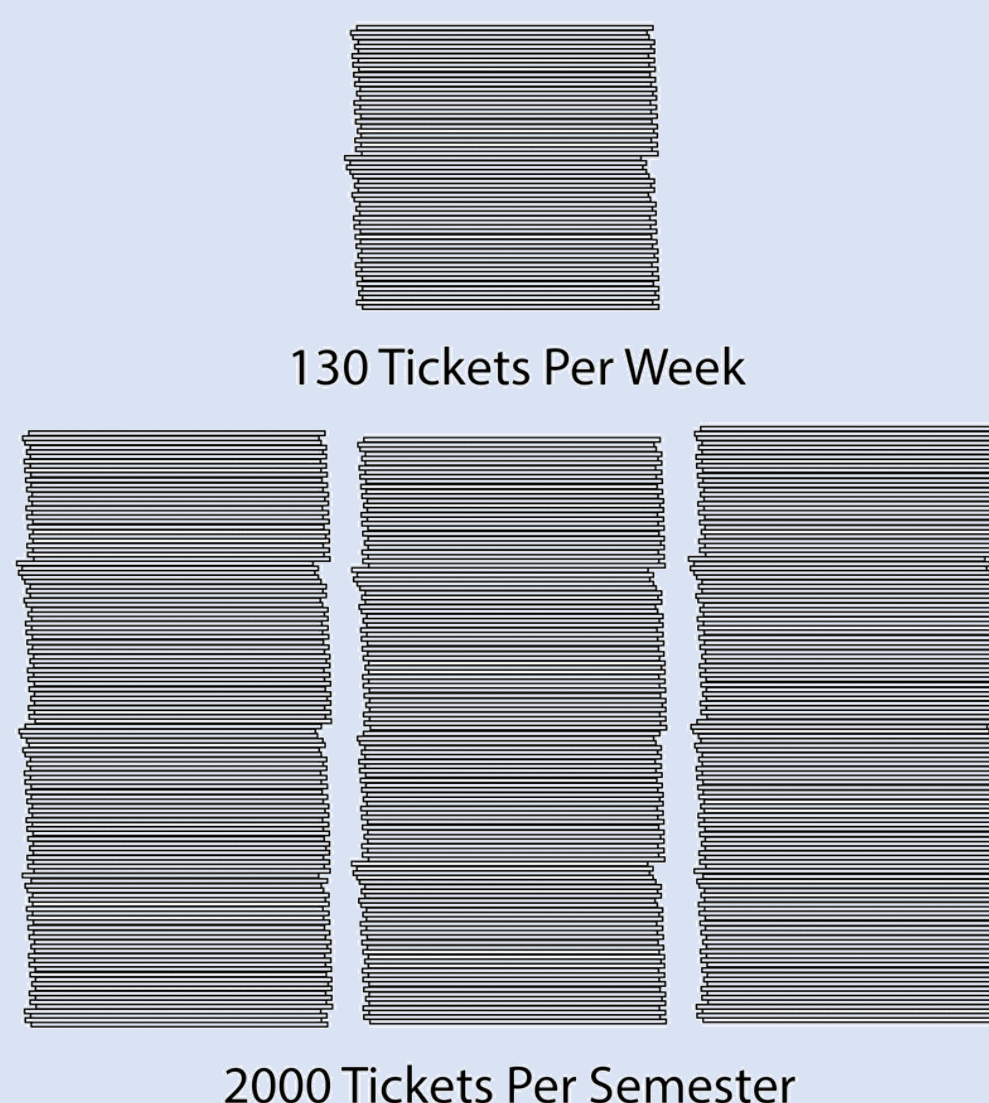


Current Form

- Questions are too general and open-ended for technicians to use effectively
- Inconvenient to access, burdening the computer repair process
- Inefficient form layout

Current Labeling

- Paper tracking system is unreliable
- Burdens access to and storage of long-term documentation
- Unnecessary use of paper products



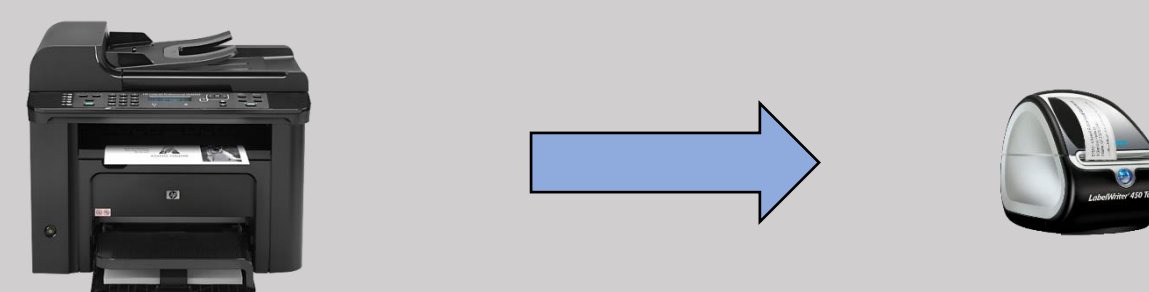
Current Layout

- No distinction between the computer store and Help Desk
- Work computers far from the workstations
- Chaotic people flow through the workplace

3-Part Form

- New customer iPad sign-in system
- Easier access for the technicians via computers at work space
- Form redesign from one general form to a segmented form to capture data digitally

Labeling System



- Sticker labels (printed after iPad sign-in) will serve as new computer identification
- Barcode and UID for quick recognition

Layout Redesign

- Close window to minimize customer confusion about entrance
- Uniforms and name tags for front-end staff
- Work computers are divided onto both sides of the room into designated workstations to optimize the online form procedure

Ideal State

Ideal Form

- Improved service records, convenient access, and closed questions

Customer Segment

- Contact information
- Laptop Information
- Legal Release
- Symptoms

Front-End Segment

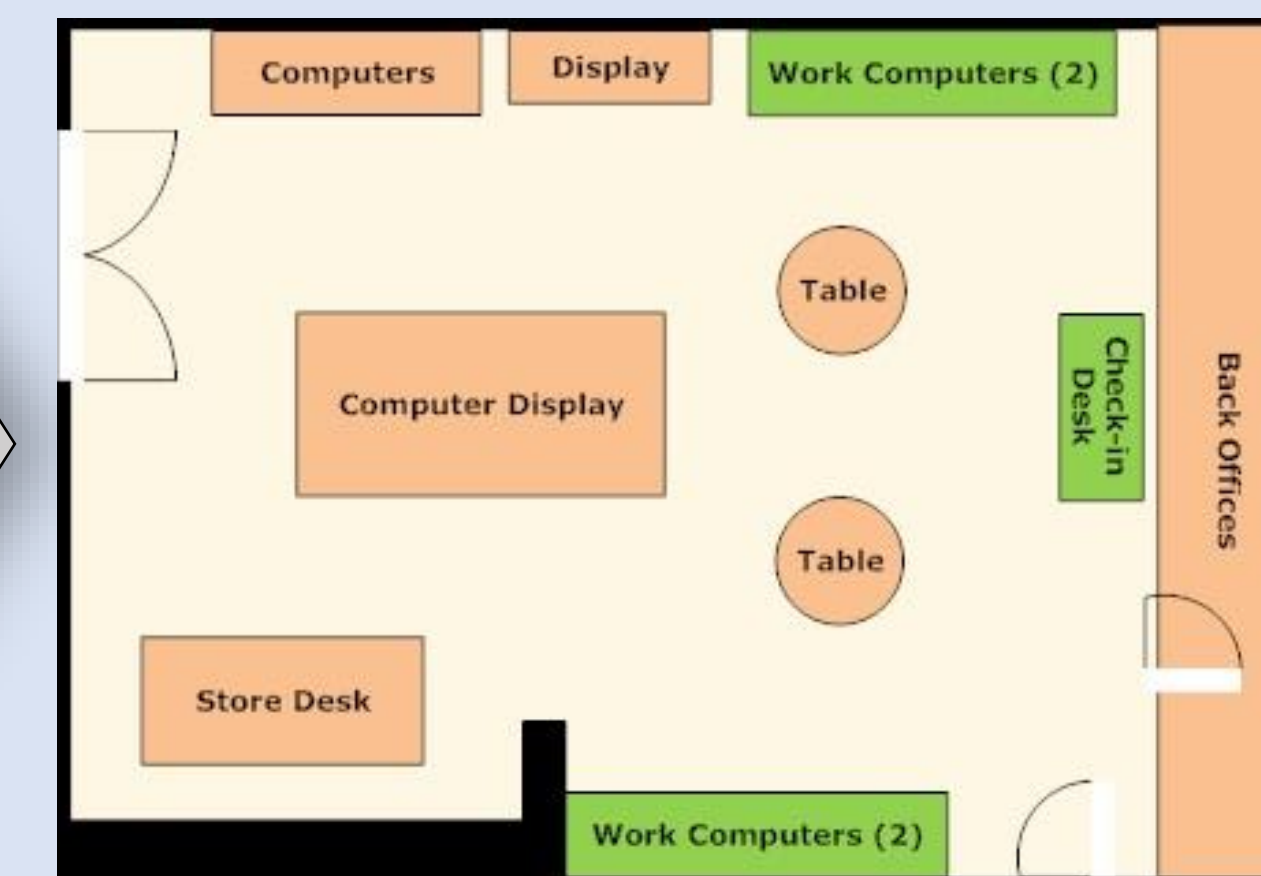
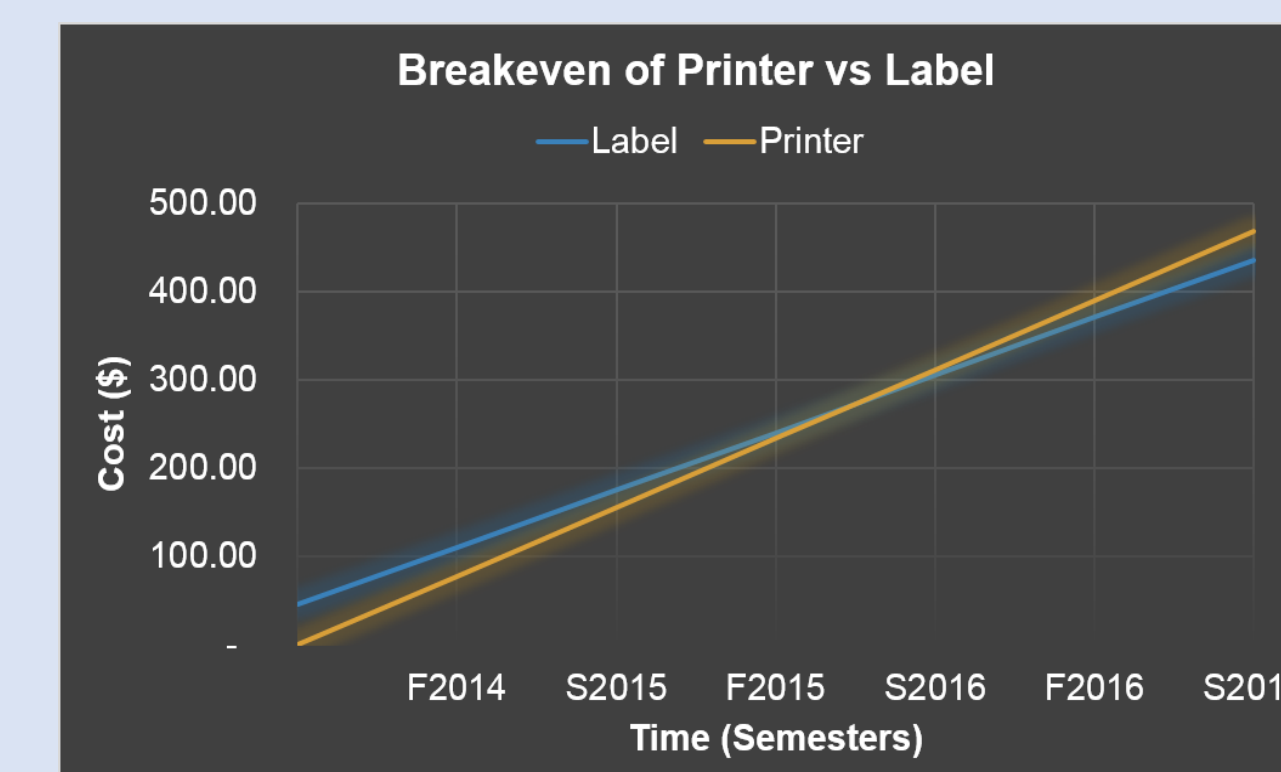
- Additional Symptoms
- Software/Hardware?
- Tests run
- Previous Incidents
- Solution

Back-End Segment

- Tests Run
- Identified Problem
- Parts Ordered
- Solution

Ideal Labeling

- More Professional
- Better Security
- Space saving
- Cost efficient
- Eco-friendly



Ideal Layout

- Check-in desk differentiates between store and DIV IT
- Designated workspaces with easily accessible work computers for technicians

