IT concerns	Tasks / solution	Description	Duration (Hours)	Predecessor(s)	Role player	Resources
Low Wi-Fi the radius of the signals is 100 m through thin wall users with Laptops cannot access the wi-fi in some parts of the building	Install an additional WI-FI access points	Low signal radius resulting in low accessibility of wi-fi to clients.	**12hr(s)**	0	Network Administrator	**Network access points**
When Power goes off the generator does not kick in immediately	Install an offline UPS(Uninterrupted Power Supply)	When the power goes off the UPS will kick in immediately	**48hr(s)**	2	Network Designer Electricians	Offline UPS
During lunch time 1PM the whole network becomes extremely slow due to the internet	Increase bandwidth		**1hr**	0	Network Administrator	OpenSuse

usage during that time.						
The ICT Department does not perform all the Backup and storage procedures	Outsource third party backup.	The data storage and backup will be performed by third party company.	**N/A**	**N/A**	CIO	Outsourced.
Streaming of videos and clips consumes a lot of the bandwidth	Block public areas from streaming non-educational material.	Clients will only access educational resources.	**1hr**	**N/A**	Network Administrator	OpenSuse
Backing up and maintaining information dating from 200 years is a mammoth task.	Back up and Maintenance will be outsourced.	Data back up and maintains will be performed by a third party company.	**N/A**	**N/A**	CIO	Outsourced
There are limited power outlets.	Install extra power outlets.	Install extra power outlets in the Public areas.	**48hr(s)**	**N/A**	Electricians	Electrical Equipment
There is a long procedure when you have to connect to the Wi-Fi	Simplify the Procedure.	Once Users connect to the Wi-Fi they will automatically access the Internet, without changing the LAN settings.	**1hr**	**N/A**	Network Administrator	OpenSuse

which is challenging for first time user who are not familiar with using a computer.						
Sometimes users experience slow network connectivity when they try to connect to the Internet.	Prohibit Users from streaming.	Users will only access educational resources.	**1**	**5**	Network Administrator	Linux Opensuse
Users have difficulties using Linux client Operating System on their Desktop.	Introduce Windows client Operating system	Most of End-Users are familiar with Microsoft	**120hr(s)**	**N/A**	Network Administrator	Windows Client Operating system
Users frequently request their password to be reset	Training and Workshop.	Offer training programs and Workshop.	**120hr(s)**		CIO	Books & Pamphlets