Rajesh Case Study – Handout- 2

**“Let Us Help Him”**

Rajesh is a Sr. Technical Support Associate with 5 years’ experience. He is very conscious of his time. He has tried many techniques to improve productivity and efficiency but has always been chasing pending work. He is not able to finish his tasks on time. He watches a program on Time Management. Inspired by that he starts preparing a “to do” list for the following day to manage his time better.

1. Update the internal case notes of the of the issue he was handling the previous day
2. Provide an RCA (Root cause analysis) (for the case that was resolved yesterday) for the customer combining vendor and internal trouble shooting inputs.
3. Update his time sheet for the previous week.
4. Submit expense report

While he is preparing the list, Rajesh gets an urgent call from the Team leads that there is an escalation from a banking client- the network is down, this impacts their business, this is a high priority ticket, his needs to resolve this along with two other of his team mates immediately.

1. **Escalation- Network issue.**

**Point 5 goes** up on his list and he gets down to solving that on priority. This task takes up the remainder of the evening and the next day, luckily it is resolved, and he can breathe a sigh of relief that the network is up and running.

He decides to move the pending items to the next day.

Next day morning, as he is getting ready for work, he finds that the leaking tap of the kitchen has worsened, and it needs to be looked into immediately else the entire house would be flooded. He calls office and requests for a 2-hour time off and requests his colleague to fill in for him at the support desk

By the time he gets to the office its almost noon, he gets a message from his manager for a scheduled meeting on the up skill on the technical assistance centre training (he had forgotten to enter it is his calendar), this take another hour.

He finally starts work on his RCA document, when a colleague calls for help asking for help on another technical glitch, his batch mate and smoking buddy. Rajesh decides to help him sort it out.

By the time he completes his days’ work, his task list remains undone!

Reviewing the events over the two days, Rajesh was quite unhappy with the quantum of the work he had accomplished, and he lost faith in the so-called Time Management Techniques.