**Report Template**

**Organisation:**

**Technician:**  **Date:**

**Introduction**

Help Desk Trouble Ticket #.................. was submitted at ……….. am/pm on 0Jan 2016 by Mr/Mrs/Ms …………an Accounts Technician in the Accounting Department and was allocated to me at …… am the same day.

Mr/Mrs/Ms reported that ………………………………………… He did not know how this had happened and had no idea how to fix it.

I decided that I would attempt to resolve the problem in the following systematic manner:

**Investigation**

Investigate a computing problem by:

— identifying the symptoms, questioning the user, examining then establishing area affected and any recently-applied changes, perform backup before any action is taken

— assess their relevance to the problem

— ascertain probable cause

— develop and justify an approach to resolve the problem

**Plan and implement a solution**

— identify the sequence of steps required to resolve problem

— identify and obtaining resources

— decide how the task will be managed

— Verify full system functionality and if applicable implement preventative measures

**Document the steps**

— document the investigation

— document the solution

— document the testing

Most documentation will be included as an appendix. Such things as Flowcharts, Code and each subsequent revision, screenshots and test logs and helpdesk trouble ticket.

**Review and evaluate**

— review and evaluate the problem solving process

— draw conclusions regarding the effectiveness of the problem solving process

— make recommendations

Remember when creating your evaluation those evaluative words and phrases are to be used.

For example:

effective/ineffective

improved

cost-effective

good/poor

strong/weak

successful/unsuccessful

well-planned

skilful

limited

sufficient/insufficient

suitable

meaningful

valuable/invaluable

favourable/unfavourable

pleasing/disappointing

purposeful

appropriate/inappropriate

well-balanced

valid/invalid

meaningful

excellent

confusing/clear