

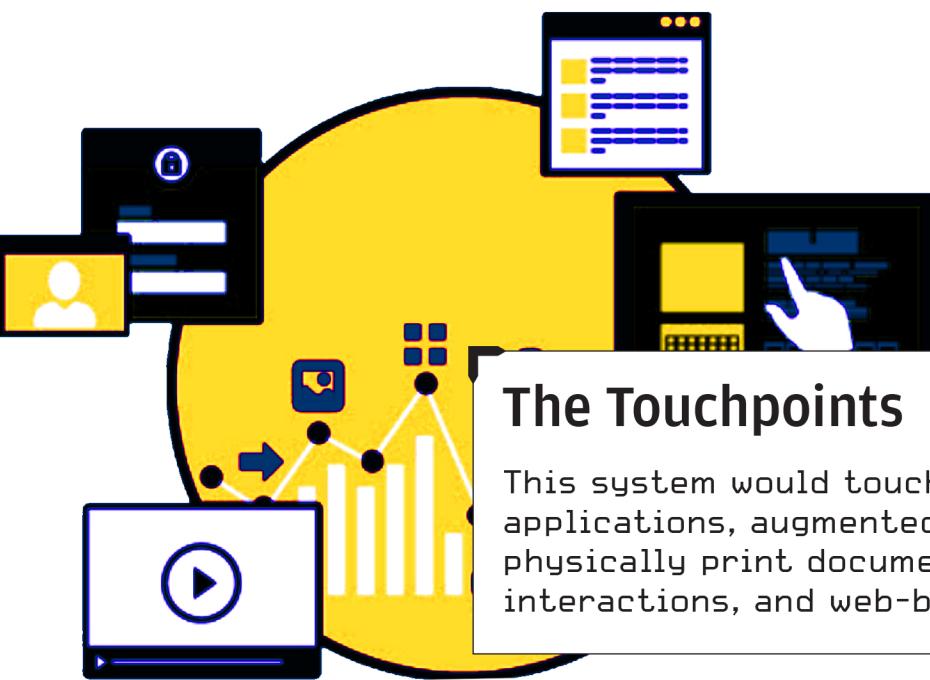
The Vision

We will build an integrated, multi-media based self-reporting analytics system to make users self-sufficient in solving simple IT issues.



The Hypothesis

By providing a well designed self reporting system, we can alleviate many of the pressures felt by IT crews. This will help to solve issues related to bottle-necking, misdiagnosis, and delay. By providing each user with easy to navigate tools, IT technicians will be more readily available to solve bigger issues.



The Touchpoints

This system would touch on desktop based applications, augmented product stickers, physically print documents, sound-based interactions, and web-based networks.

