

Evaluation of user request:

1. Are the IT department able to solve the problem?
2. Was the time needed to solve the problem up to expectations?
3. Does delaying the solution lead to risks?
4. Does the problem affect the existing hardware?
5. Did everything go up to plan?
6. Saves money?
7. What is going to be the consequences of not solving this problem?

Answers:

1. Yes.
2. Yes.
3. No.
4. No
5. Yes
6. Yes
7. It may lead to data loss and corruption.