**Solution for Customer Testing Issue**

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**Date:** 07/29/2019

During the implementation process of customer testing initiative, the team has encountered few problems such as the lack of enough physical space and access to computers and other items necessary for testing the product. This situation creates the possibility of the delay of the overall project completion. However, it is vital for the project to be finished on time. Therefore, the following solutions have been developed to address this issue:

1. Suggest overtime for project team members and testers
2. Find additional computers
3. Provide other amenities to improve work environment

After thorough analysis of these options and consultation with the project sponsor, it has been decided to find a special facility to rent for the ten days testing period. After a quick search, a few options have been found in the area. They offer a variety of services for product testing, including sound-proofed pairs of rooms equipped with computers which allow developers to observe and discuss without interrupting or distracting the user. Furthermore, they do technical support, security support and customer service which will be very helpful in managing the testing process without distracting team members from their main activities.

Taking into consideration the priority of timely completion of the project, it has been decided to make certain adjustments to the cost of the project. The project sponsor, Lori, has agreed to allocate additional funds to rent a facility for the product testing. Nora, the purchasing specialist was assigned to rent a facility and do all necessary preparatory work prior to the product testing date.