**Fault Log Sheet**

Date/Time Fault recorded

20/06/2014 12:08pm

Fault Logged by: Technician Assigned:

Daniel Hanna

Konrad Volkov

Preferred method of communication:

Phone Email IM In-person Other

✓

Description of problem:

Client is complaining that his USB memory sticks are faulty as he is unable to read any data from them after a while. This problem has occurred in three of his memory sticks in the last two weeks.

Urgency:

Low Medium High

✓

Type of user:

✓

Experienced Novice Technical

Number of computers affected:

1

Room number of computer or laptop number:

Laptop number; 134-902

Resolution

Since this was a novice user I emailed the client back asking if he pulls his memory sticks out if the computer, if the answer is yes then he needs to eject the memory sticks before taking them out to ensure the data is not corrupted (provided link: <http://lifehacker.com/5863810/do-i-really-need-to-eject-usb-drives-before-removing-them>). Otherwise he needs to contact the manufacturer with a complaint about their products.

Email was received at 01:45pm.

Client thanked me for solving his problem and said that he would eject his USB memory sticks in the future to ensure his data is not corrupted.

Technician’s signature: Technicians print name:

User’s signature: Users print name:

Questionnaire:

|  |  |  |
| --- | --- | --- |
| No. | Question | Poor Great |
|  | Were you happy with the response time for this problem? | 1 2 3 4 5 6 7 8 9 10 |
|  | Was the IT Support technician helpful and friendly? | 1 2 3 4 5 6 7 8 9 10 |
|  | Did the IT Support technician explain things in a way which you understood? | 1 2 3 4 5 6 7 8 9 10 |
|  | Were you happy with the apparent knowledge of the technician? | 1 2 3 4 5 6 7 8 9 10 |
|  | Were you happy with the length of time taken to resolve the problem? | 1 2 3 4 5 6 7 8 9 10 |
|  | Were you happy with the problem resolution which was delivered? | 1 2 3 4 5 6 7 8 9 10 |

# Appendix: Evaluating Support Materials and Technical Resources

When searching for the solutions for technical problems there are various types of document which contain relevant background information and possible solutions to problems, however these can come from different sources which are not always reliable.

|  |  |
| --- | --- |
| Type | Description |
| Printed manufacturer documentation  Microsoft word step by step, Microsoft press | Very authoritative and reliable but not always available and can be out of date due to new versions and bug fixes. |
| Manufacturer’s websites  <http://office.microsoft.com/support> | Probably the most generally useful and accurate source of information, but can be slightly out of date due to all the information needing to be verified before being uploaded/posted |
| User forums  <http://lifehacker.com/5863810/do-i-really-need-to-eject-usb-drives-before-removing-them> | Very specialised and specific also can be extremely current and up to date, may not be accurate or generally useful as they can be the experience of only one user on their particular computer system and this may not ably to others with a different configuration. |
| Internal fault logs  See attached fault logs | These are probably extremely reliable for previously resolved problems, however nothing will be found about new problems. |

With all the above fault logs this information regarding sources was applied and used when researching and determining the best solution.