## **Problem Identification**

## The Problem

The problem I would like to solve is having a system to track assessment questions for my job.

## The Domain

Information Technology

## Professional Interest

I currently work for a MSP(Managed Service Provider) called Runbiz and I am a Technical Alignment Engineer. Apart of my job is performing alignments. These alignments normally involve me meeting with one our business contacts at a customer and walking through the building to see all the technology. I also ask a lot of questions basically trying to understand the business and how they leverage their technology. This involves pre-assessment work going through all the systems and networks we have access to and reviewing their configurations to our standards. After an assessment I must process my notes (OneNote) and pictures. I then update our documentation in ITGlue for that customer and make recommendations to vCIOs at Runbiz so they can build budgets and plan projects for the customers.

To assist me with this process we utilize software called LCI or Lifecyle Insights. Specifically, it has an assessment function. It does significantly more but that is the feature I use the most. It is this function that could be improved. LCI does a lot of great things, but the assessments seem to be an afterthought. Not to mention there is no App and the web app does not adapt well to a phone or tablet.

## System To Prototype

The ideal prototype would be a system where we can build out custom questions and answers that help us see if the customer is in alignment. It would need to be mobile friendly. If we could take site photos though it so it automatically uploaded to OneDrive or our computers or (dreaming big) auto upload to ITGlue. It needs to be able to create tickets in our ticketing software. It needs to be able to take the questions that are answered negatively and create recommendations on how they need to solve them. An audio recording and potentially a dictation function would be very useful. It would also need and open notes section that allows writing with a stylus.