

*Topic : IT TROUBLESHOOTING*

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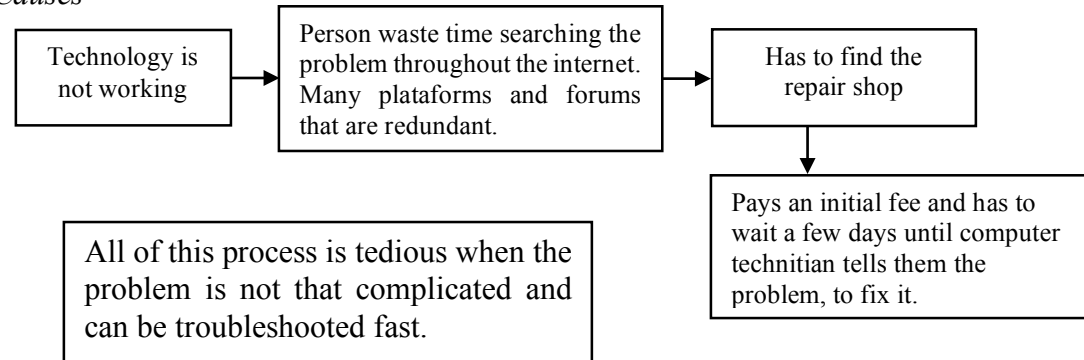
### *Problem Background*

*Many people go to computer and technology repair stores, to get their technology fix, give an upgrade or make the stores build a desktop, and in many occasions they waste money and time.*

### *Target*

*Help, guide and support people virtually, hence for them to not waste money, and learn for themselves for future occasions.*

### *Causes*



### *Countermeasures*

*Make a ticketing system, for simple troubleshooting issues, hence for people not having to go for a repair shop when the problem is something they can solve fast with guidance.*

*How the ticketing system will work? - Is that if a person has for example, a computer that is giving them problems, and it has something like a BSoD screen or wants to put Windows 7 in their computer, they can send a ticket explaining their issue and a volunteer will help them.*

*Find volunteers (students, teachers, etc.) that want to practice, gain experience, and help people.*

### *Check/Evaluate*

### *Act/Standardize*