

Author: Marguerite Johnsen

I have chosen Lauesen's method as this is the one I know best. I have worked with this method for 1½ year as a student and teacher assistant.

No professional IT-experience. (Except for being assistant for web editor for 5 months)

I have spent 3 hours solving the task.

T1: Users

Start: User experiences a problem and contacts Hotline

End: When user cannot give or get more information. Final ending when problem is solved.

Subtask	Possible solution
1. Report problem	
1a. show up in person	
1b. by phone	
1c. by e-mail	
2. Check up on problem	
2a. Report if problem is solved by user himself or add further information	
2b. Check if something has happened/ problem is solved	
2p. Problem: Difficult to check up on problem today. Often the request has been solved without user knowing it	An e-mail is send automatically when problem is marked "solved" in system.
2c. Write back if problem still isn't solved	

T2: Hotline

T2.1: 1st line

Receive all requests. Solve 80 % of the requests right away and send the rest to 2nd line.
A first-line supporter might receive up to 50 requests a day.

Start: When supporter receive/ open a request – by e-mail, by phone or personal show up.

End: When problem is parked, solved or transferred to 2nd line or external source

Subtask	Possible solution
1. Open incoming request	
1a Written request in system	
1b Register problem (phone or personal show up)	
1p. Problem: The problem is not registered (staff forgets as the problem is solved right away). Should be registered for statistical use.	Easy and fast to record request – emails should be easy to integrate.
2. Take problem (Owner of problem)	
3. Contact user for further description of problem	
4. Classify problem/ register cause	
5. Prioritise and estimate solution-time for problem	
5p. Problem: The request is forgotten/ not	If solution time for problem is exceeded a

solved in time.	warning pops in the system.
6. Transfer request	
6a. To colleague in 2 nd line	
6p. Problem: Yellow stickers with information disappears from table	
6b. To external help	
6q. Problem: Misunderstanding of problem.	Contact info for supporter who initially received the request and for the user should be easily reachable.
7. Close problem	

T2.2: 2nd line

Start: Receive problems in the system – or if chosen, by e-mail.

End: When request is solved, parked or send to external source.

10% of all problems are “long requests”: The problem has to be transferred to a hotline person with special expertise or spare parts have to be ordered from external sources.

Difficult: In busy periods 100 requests might be unsolved and it can be stressfull and hard to prioritise.

Subtask	Possible solution
1. Get overview of requests and prioritise	
1p. Hard to survey own cases and see which problems are most urgent.	Possibility of sorting data in owner, priority and limits
2. Read and take problem	
2. Contact user for further description of problem	
3. Work out-of-office (like changing toner in the printer or helping user at his own pc)	
(3p. Problem: record that problem is solved)	
4. Transfer problem	
4a. To colleague in 2 nd line	
4p. Problem: Yellow stickers with information disappears from table	
4b. To external help	
4q. Problem: Misunderstanding of problem.	Contact info for supporter who initially received the request and for the user should be easily reachable.
5. Register cause	
6. Close request	

T2.3: Both lines

Subtask	Possible solution
1. Change state – both in holidays, vacation and switch between lines	
1p: Problem: Lack of overview of division of persons in the two lines	
1a. Change state for colleague	
1q. Problem: A request might be lost if a supporter becomes ill or goes on vacation, before it is finished.	
2. Set system to send mail if supporter has to look at some request.	

Virtual Windows

PROBLEMLIST

SHOW: ☒ 1st time ☐ parked From: 23.01.10
☒ 2nd time ☐ finished To:

PROBLEM	OWNER	PRIORITY	STATUS	DEADLINE	CAUSE	SENDER	SUBJECT
6247	HJ	HIGH	1st			Marianne Andersen	Missing Password
6232	BMJ	HIGH	2nd	00:14	Printer	Anders Sørensen	Printer Jam
6251			2nd	03:00		Kjeld Isaksen	Access rights
6249	KLM		2nd	03:14	Printer	Olav Andersen	Toner missing

If deadline is ~~deadline~~ exceeded the problem is marked:

6232 BMJ HIGH 2nd / / / / / / / / / /

T2.1-1

T2.1-1

PROBLEM

PROBLEM ID: 6232 STATUS: 2nd
 START: 23.1.10 10.56 owner:
 PRIORITY: High source:
 CAUSE: Printer

SENDER: Anders Sørensen mail: as

PHONE: 45 71

SUBJECT: PRINTER JAM

LAST NOTE

There is some paper jam at 3D04, would you please fix that.

HISTORIC LOG

TIME	STATUS	OWNER	SOURCE	CAUSE	NOTE
23.01.10 10.56			HJ	PRINTER	There is some paper jam at 3D04, would you please fix that
23.01.10 11.04	2nd	BMJ	HJ	PRINTER	

T1.2 - check up on problem

T2.1-2 (1st time)

3
4
5
6
7

T2.2-2 (2nd time)

3
4
5
6

HOTLINE STAFF

Name	Absent	Line	Notify by email
HJ	<input type="checkbox"/>	1st/8	<input checked="" type="checkbox"/>
ALN	<input type="checkbox"/>	2nd/8	<input checked="" type="checkbox"/>
BXJ	<input type="checkbox"/>	2nd/8	<input type="checkbox"/>
KLM	<input type="checkbox"/>	1st/8	<input checked="" type="checkbox"/>
- - -	<input type="checkbox"/>		
- - -	<input type="checkbox"/>		
- - -	<input type="checkbox"/>		

T2.3

Maximum 10-15
Supporters on list