

PROJECT:	Coastline Systems Consulting	PROJECT MANAGER:	Derek Sedlack
CREATED BY:	Team A	LAST UPDATED BY:	Team A
DATE CREATED:	10/09/2003	DATE LAST UPDATED:	10/21/2003

Brief Statements of Problem, Opportunity, or Directive	Urgency	Visibility	Annual Benefits	Priority or Rank	Proposed Solution
Unable to check problem status causing undue delays, additional costs and reworks, and lower client satisfaction.	6 months	High	\$50,000	1	New development
Unable to check problem history causing delays in part orders and poor client satisfaction.	6 months	High	\$15,000	1	New development
No method for problem prioritization forcing a best guess for client expectations.	9 months	Medium	Unknown	3	New development
Clients cannot submit service requests over the web, or during off hours causing client satisfaction issues.	6 Months	Medium	Unknown	2	New development
Costs of New System	None	Low	Existing equipment will be used	5	None required
No information system is available to house requests for assistance causing Emails and voice messages to get lost or misplaced.	6 Months	High	\$150,000	1	New development
Only one inefficient method for creating service requests, multiple reliable points need to be created.	9 Months	Medium	Unknown	3	Future version of newly developed system
Management tools are required to track average request days and other metrics for quality analysis	9 Months	Medium	Unknown	3	Future version of newly developed system