Computer Problem Report

1. Describe your problem: _____

2. Now, describe the problem accurately: _____
_____

3. Speculate wildly about the cause of the problem: _____
_____

4. Problem Severity: ❑ A. Minor ❑ B. Minor ❑ C. Minor ❑ D. Trivial

5. Nature of the problem: ❑ A. Locked Up ❑ B. Frozen ❑ C. Hung ❑ D. Shot

6. Is your computer plugged in? ❑ Yes ❑ No

7. Is it turned on? ❑ Yes ❑ No

8. Have you tried to fix it yourself? ❑ Yes ❑ No

9. Have you made it worse? ❑ Yes

10. Have you read the manual? ❑ Yes ❑ No

11. Are you sure you've read the manual? ❑ Yes ❑ No

12. Are you absolutely certain you've read the manual? ❑ No

13. Do you think you understood it? ❑ Yes ❑ No

14. If 'Yes' then why can't you fix the problem yourself? _____
_____

15. How tall are you? Are you above this line? _____

16. What were you doing with your computer at the time the problem occurred? _____
_____

17. If 'nothing', explain why you were logged in. _____

18. Are you sure you aren't imagining the problem? ❑ Yes ❑ No

19. How does this problem make you feel? _____

20. Tell me about your childhood. _____

21. Do you have any independent witnesses of the problem? ❑ Yes ❑ No

22. Can't you do something else, instead of bothering me? ❑ Yes

23. Did you install any non-corporate standard software on your computer recently? ❑ Yes ❑ No

24. Are you sure you haven't installed any non-corporate standard software on your computer recently?
❑ Yes ❑ No

25. Did any non-corporate standard software magically appear on your computer recently that you don't have a clue where it came from? ❑ Yes ❑ No

26. Did a co-worker force you to install some non-corporate standard software on your computer recently?
❑ Yes ❑ No

27. Are you interested in our non-corporate standard software installation witness protection program? ❑ Yes ❑ No

28. Your name: _____

29. Your department: _____ 30. Phone #: _____

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    ❑ Yes   ❑ No
27. Are you interested in our non-corporate standard software installation witness protection program?   ❑ Yes
28. Level of witness protection program needed: ❑ Embarrassment prevention   ❑ High   ❑ Job is in jeopardy
29. Your name: _____   30. Phone #: _____

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