

## PROBLEM IMPACT ANALYSIS TEMPLATE

### Instructions:

1. Fill in each section based on the impact analysis of the problem.
2. Use the scale to quantify the level of impact, whether it is minor, moderate or severe.
3. Be detailed and specific, providing as much information as possible.

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<b>Position</b>	ICT Technical Support Officer
<b>Organisation</b>	Bounce Fitness
<b>Affected components</b>	<ul style="list-style-type: none"> <li>▪ Scheduling software</li> <li>▪ Class registration system</li> </ul>
<b>Level of impact</b>	<ul style="list-style-type: none"> <li>▪ Scheduling software: High</li> <li>▪ Class registration system: Medium</li> </ul>
<b>User impact</b>	<ul style="list-style-type: none"> <li>▪ End-users (fitness instructors and members) are experiencing confusion and frustration. This is due to error messages during class registration.</li> <li>▪ Delayed member notifications are affecting the timely communication of class updates.</li> </ul>
<b>Operational impact</b>	<ul style="list-style-type: none"> <li>▪ Daily operations are disrupted as fitness instructors struggle with the class registration system.</li> <li>▪ Workflows are affected due to the scheduling software issues impacting communication with members.</li> </ul>
<b>Dependencies</b>	<ul style="list-style-type: none"> <li>▪ The scheduling software is dependent on the proper functioning of the class registration system. This is used for seamless coordination.</li> <li>▪ Member notifications depend on accurate data from both systems.</li> </ul>
<b>Mitigation strategies</b>	<ul style="list-style-type: none"> <li>▪ Coordinate with the software provider to roll back the recent update causing errors.</li> <li>▪ Provide clear communication to fitness instructors. Give details about the issues and alternative registration methods.</li> <li>▪ Implement a temporary workaround for member notifications while addressing the scheduling software update.</li> </ul>
<b>Time frame</b>	<ul style="list-style-type: none"> <li>▪ <b>Scheduling software impact:</b> Estimated resolution within a week after engaging with the software provider</li> </ul>

## PROBLEM IMPACT ANALYSIS TEMPLATE

- **Class registration system impact:**

Partial resolution within a few days; full resolution upon software update rollback

- **Member notification delay:**

Temporary workaround implemented within two days; full resolution upon software update rollback

## PROBLEM SEVERITY ASSESSMENT TEMPLATE

### User Impact

<b>Accessibility</b>	The problem restricts user accessibility to essential functions of the scheduling software.
<b>Usability</b>	The usability of the scheduling software is compromised. This affects both fitness instructors and members.
<b>Disruption to daily activities</b>	The problem disrupts daily activities. It hinders the smooth registration process and timely member notifications.

### System Impact

<b>Impact on system</b>	<b>on ICT</b>	The issue might lead to cascading effects. It could impact related components within the ICT system. These include database synchronisation and communication modules.
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