PROBLEM SEVERITY ASSESSMENT TEMPLATE

Instructions:

1. Fill in each section based on the impact analysis of the problem.

2. Use the scale to quantify the severity level of the problem, whether it is minor, moderate or severe.

3. Be detailed and specific, providing as much information as possible.

Name	Logan Cooper
Position	ICT Technical Support Officer
Organisation	Bounce Fitness

Impact Analysis

Description of the problem	There are error messages during class registration. There are also delayed member notifications in the scheduling software. This is due to a recent update.
Impact on ICT system	The problem affects the functionality of the scheduling software. This causes errors in class registration and delays in member notifications.
Effect on user experience and operations	The problem significantly disrupts the user experience for both fitness instructors and members. It hampers the efficiency of daily operations related to the following: ▪ Class registrations ▪ Member communications
Overall severity	Severe – The consequences of the problem have a substantial impact on business operations and user satisfaction.

Severity Levels

Priority level	☐ Low Priority	☐ Medium Priority	☑ High Priority
Severity categories	☐ Minor	☐ Moderate	☑ Severe
Notes	Urgent attention is required to address the severe impact on operations.		

User Impact

Accessibility	The problem restricts user accessibility to essential functions of the scheduling software.
Usability	The usability of the scheduling software is compromised. This affects both fitness instructors and members.

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Disruption to daily activities	The problem disrupts daily activities. It hinders the smooth registration process and timely member notifications.
System Impact	
Impact on ICT system	The issue might lead to cascading effects. It could impact related components within the ICT system. These include database synchronisation and communication modules.