

Network Nirvana Worksheet

Your Issue:	Its Impact to You:
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Issue Log

Date/Time	Server/Service	Description?	Objective Data captured?	Observations From Objective Data
①			Y/N	
②			Y/N	
③			Y/N	
④			Y/N	
⑤			Y/N	
⑥			Y/N	

Testing Log

Date/Time	Potential Cause of Problem	Test Ran	Results
①			
②			
③			
④			
⑤			

Correspondence Sheet

Contact Information	Phone Tree Navigation				
Company:	Options				
Account Number:	<i>Navigation notes:</i>				
Phone Numbers:					
Notes:	Ticket/Case Number(s):				

Phone Call/Email/Support Ticket Tracking

Date/Time	Contact Method	Agent Name/ID Number	Actions Taken	Next Steps	Notes
①					
②					
③					
④					
⑤					
⑥					
⑦					
⑧					
⑨					
⑩					