**Task B**

Sharon is pleased with the way you handled the ticket of Colin Jackson and wants you to take care of some urgent issues as well. These issues include identifying the requirement, i.e. new or upgrading of the system or providing training manuals. To begin with, she wants you to take care of the ticket (#71). It is an urgent request.

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| **Ticket #42** |  |
| **Name** | Mary Shriver |
| **E-mail** | mshriver@communityassist.com |
| **Department** | HR |
| **Computer ID** | CA -CFT21 |
| **Describe the problem** | Our HR team are having trouble with Outlook. It has been unstable for at least a fortnight. We are often unable to send, receive and store emails. This is now a major difficulty for our section of the organisation. I am concerned we are unable to meet both our service needs to clients and to ensure our record management meets the policy requirements of our organisation.  I know we have the oldest workstations in the organisation, but surely, we can expect reliable email.  Perhaps our section needs to update to Outlook 365 like the other sections of our organisation – this appeared to repair the problem they were experiencing a few weeks ago. Please investigate and let me know on via my email address what we can do to resolve this problem. If this is to go ahead, then workstations CA-CFT21 through to CA-CFT29 need to be included in the upgrade activity. |

You will need to investigate what Outlook 365 requires to be stable and effective.

You will need to document any additional requirements and the solution/s offered in the Software Upgrade Form our organisation uses when changes to software are planned.

You are also required to draft an email to the client for her reference and approval.

Note: You must use the official requirements listed by Microsoft as per the below link:

<https://products.office.com/en-au/office-system-requirements>

When you have completed your investigation, write an email to the client for her endorsement of your recommendation and attach the document completed in Part A of this task. You are not to send the email, simply print out from draft and include in your e-portfolio.