

# ITIL Major Problem Report

Organization:			
Department:			
Section:		Sheet:	1 of 2

## Basic Problem Information

Problem Report Issue Date:	29-Jan-2018	Problem Priority	High <sup>1</sup>
Issued By:	Tamara Agafonov	Position:	Chief Service Desk Specialist

Problems Reported	Frequent hang-ups on desk-phones (12 users in 1 week), No dial tone on desk-phone (9 users in 1 week), Call ended when tried to transfer a call to another line (3 users in 1 week)
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Description of the Problem	The telephone directory is misaligned and the wiring isn't equ handle the current volume of calls
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# Itil Problem Management Report Template

**LP Steffe**

A red circular graphic with a gradient, appearing as a semi-circle or a partial circle, located to the right of the 'LP Steffe' text.

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