

Please describe the problem:

Now describe the problem without annoying comments:

Here you can widely speculate what the crux of the matter is:

How important is the problem?

- | | |
|---|---|
| <input type="checkbox"/> A matter of life and death | <input type="checkbox"/> Extremely important |
| <input type="checkbox"/> Unbelievably important | <input type="checkbox"/> Ultimately important |

Now, how important is the problem really!?

- | | |
|---|---|
| <input type="checkbox"/> Not important | <input type="checkbox"/> Not important at all |
| <input type="checkbox"/> So not important | <input type="checkbox"/> Can go to the bottom of the pile |

Type of problem:

- | | |
|--|--|
| <input type="checkbox"/> I haven't got a clue | <input type="checkbox"/> It just doesn't work |
| <input type="checkbox"/> The PC is not working | <input type="checkbox"/> I never really had a clue |
| <input type="checkbox"/> It has crashed | <input type="checkbox"/> It smells funny |

Is the computer plugged in?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

Is the computer switched on?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

The screen too?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

Have you tried to solve the problem yourself?

- | | |
|------------------------------|----------------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> Kind of |
|------------------------------|----------------------------------|

Did that make it worse?

- Yes

Has a colleague, who "knows all about PCs" tried to solve the problem?

- | | |
|------------------------------|-----------------------------|
| <input type="checkbox"/> Yes | <input type="checkbox"/> No |
|------------------------------|-----------------------------|

Did that make it even worse?

- Yes

Have you read the manual?

- | | |
|-------------------------------|------------------------------|
| <input type="checkbox"/> Sure | <input type="checkbox"/> Yes |
|-------------------------------|------------------------------|

Be honest: did you really read the manual?

- | | |
|--------------------------------|---|
| <input type="checkbox"/> Maybe | <input type="checkbox"/> Yes, the cover |
| <input type="checkbox"/> No | |

Are you absolutely sure that you read the manual?

No, but my colleague did ...

In case you really did read the manual, did you understand it?

Yes

No

If so, please explain why you could not solve the problem yourself:

What were you doing when the problem occurred?

If you answered "nothing", please explain why the computer is switched on:

Does the display of your VCR show a flashing 12:00?

Yes

No

If yes, what is a VCR?

Do you have any electronic appliances at all that work fine?

No

Do you have an impartial witness for your problem?

Is there anyone you can blame for this problem if it turns out that you caused the problem?

Sure

Damn it, no

If your answer is "No": Are you sure that you are not just imagining the problem?

No

Now you come to mention it ...

Did you give the computer a good bashing?

Yes

Not in the last 3 minutes

Do you trust the capabilities of your IT experts?

No

Why are you completing this form???

And, finally, the most important question: Are you a woman?

Yes

Sometimes

No