

To be completed by the client as part of the project scoping phase. Once completed, send it to us via Email for an immediate response and budgetary quotation:  
info@360is.com

### **Part 1. What Is The Context?**

What is the 1-sentence description of this performance problem you are experiencing?

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How long do you believe this problem has been present and how soon do you need to have it fixed?

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What is the impact in commercial/business terms of this problem?

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Who are the key people, technical, managerial, and end-users who are aware of, or have involved themselves in this problem?

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### **Part 2. What Is The Problem?**

How would an ordinary end user of the system describe the problem as he/she sees it?

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How would your own engineers describe the problem?

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### **Part 3. What Have Investigations So-Far Revealed?**

What have your own engineers or engineers from the vendors already done to try and improve the situation?

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What were the results of those attempts, were they partly successful or not?

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What did you learn from these attempts, what were the conclusions, what was the evidence for those conclusions?

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#### **Part 4. What Would Constitute A Fix?**

What degree of improvement in performance would constitute an *adequate* improvement, and take the immediate pressure off?

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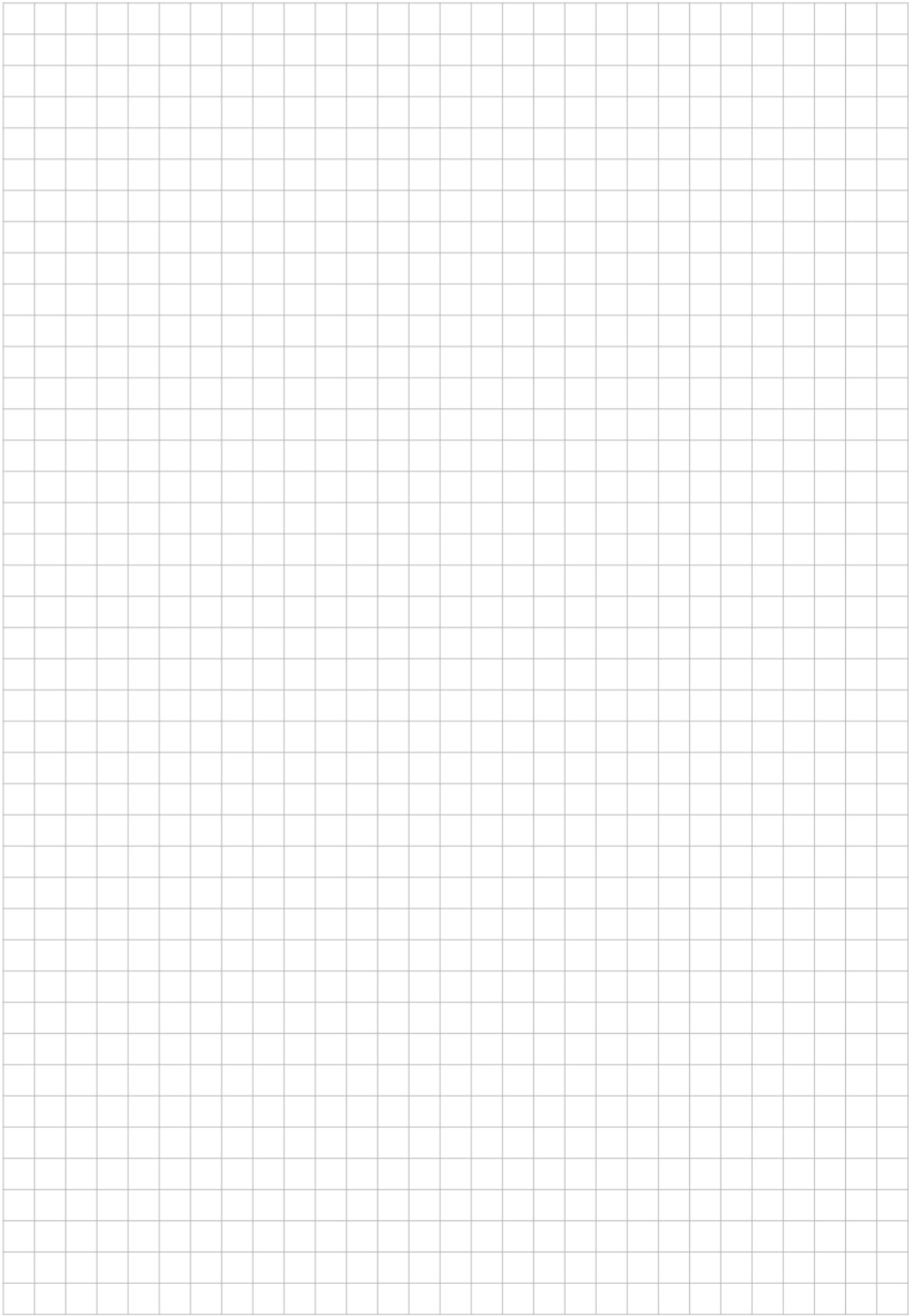
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What degree of improvement would constitute a complete fix?

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#### **Part 5. What Is The Environment In Detail?**

What is the top-to-bottom technology stack for this environment, hardware, storage, network, Operating System, front/middle/back-end, application software, and client-side? If documentation/diagrams for this environment already exists please feel free to supply them.



**Part 6. Who?**

Please supply your contact details for this enquiry.

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To the best of my knowledge the information I have provided is accurate and true.

Signed & Dated	
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