Exercise #4
Additional Data

Directions: Review the case study from Exercise #1:

Carmen is the manager of a busy Systems Group in a large, multi-branch library. Her department is responsible for installing and maintaining all of the library's computer hardware, software, and network. Technology-related workloads are increasing because computer usage is up. However, the library had to freeze all positions last year, and Carmen has now been informed that the frozen positions will be lost – and that there is a possibility of additional personnel reductions in six months to a year. Carmen believes that her staff is working hard to maintain efficiency and is trying to keep up with the workload, but she knows that it is getting more difficult for staff all of the time. Backlogs are developing, and problems aren't always resolved on the first try. Library users complain when public access computers are out of order. Staff in other parts of the library is becoming very impatient with the systems group. Morale in Carmen's department is low.

Now answer the following questions:

1. What additional data might help Carmen understand and resolve her problem?

2. Where/how could she get the data she needs?