

CHECK SHEET – IT OPERATIONS

Complete example for IT industry

COLLECTION INFORMATION

Collection ID: CS-IT-2025-001
Date: 01/19/2025
Area: ERP System / Cloud Infrastructure
Responsible: Thomas Baker
Result: 194 defects in 10 days | Main: Login failed (44%)

COLLECTED DATA

DEFECT TYPE	Mon	Tue	Wed	Thu	Fri	Mon	Tue	Wed	Thu	Fri	TOT	%	COMMENT
Login failed	12	8	5	15	7	10	6	4	8	11	86	40.6%	Check AD sync
Performance issue	3	5	2	4	6	3	4	2	5	3	37	17.5%	Optimize DB index
API timeout	2		3	1	2		4	1		2	15	7.1%	Configure load balancer
Backup failed		1			1		1			1	4	1.9%	Check storage
Certificate expired						1					1	0.5%	Set up monitoring
Deployment error	1			2		1			1		5	2.4%	Check CI/CD pipeline
Disk full		1					1			1	3	1.4%	Set up auto-cleanup
Security alert			1					1			2	0.9%	Immediate escalation!
Network latency	2	1	2	1	2	1	2	1	2	1	15	7.1%	Network analysis
Memory leak	1		1		1		1		1		5	2.4%	Code review
Queue overflow		2		2		2		2		2	10	4.7%	Scale workers
SSL handshake fail	1			1			1			1	4	1.9%	Certificate check
DNS resolution		1			1			1			3	1.4%	DNS server check
Session timeout	1		1			1		1			4	1.9%	Token config
Cache miss		2		1		2		1		2	8	3.8%	Redis tuning
DB connection lost			1		1				1		3	1.4%	Connection pooling
Rate limit hit	1			1			1			1	4	1.9%	Quota adjustment
Webhook failed		1				1				1	3	1.4%	Retry logic
TOTAL	24	22	16	28	21	22	21	14	18	26	212	100%	

NOTE: This example contains fictional data for demonstration purposes.