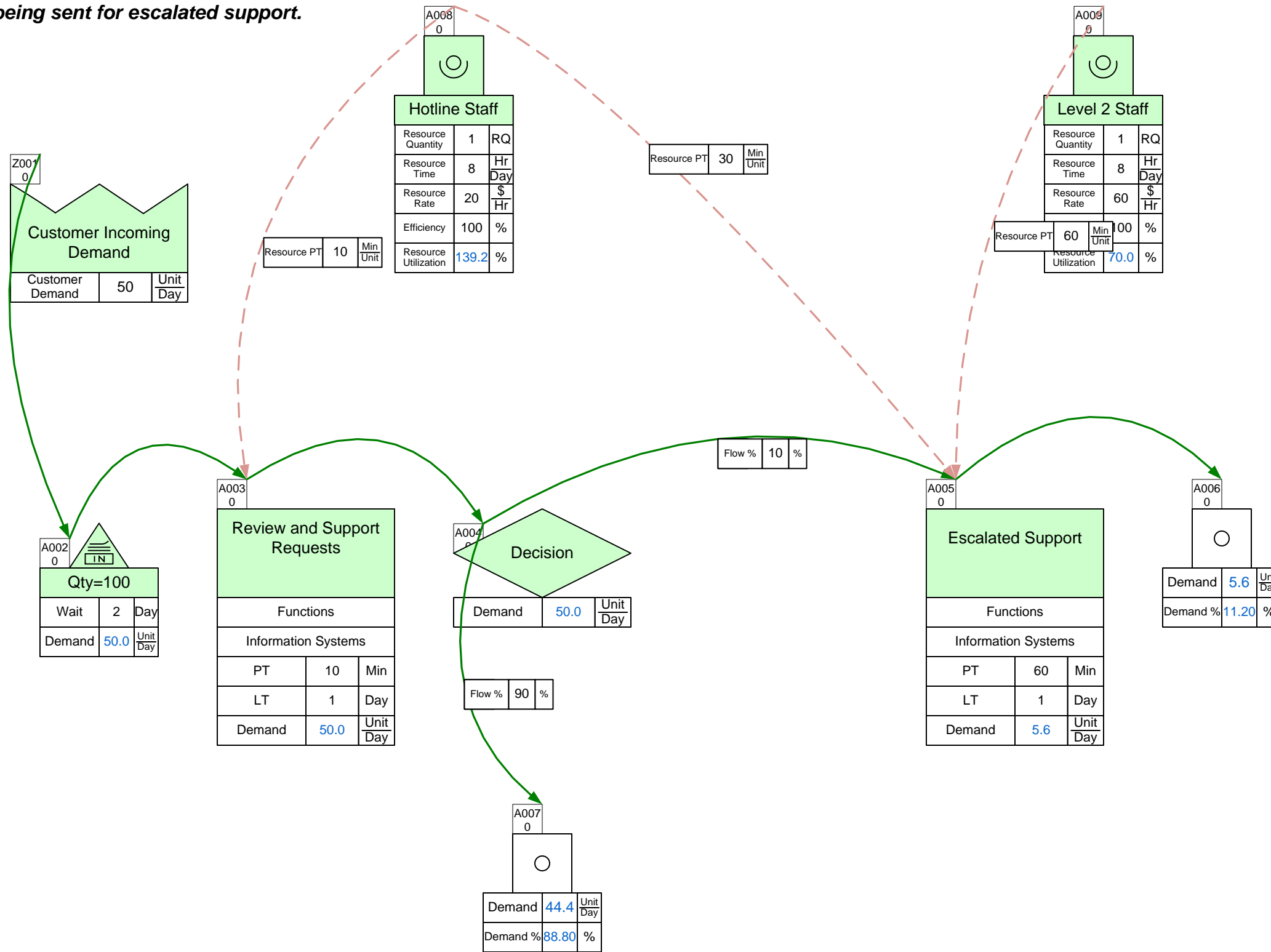


Problem: Resource Requirement

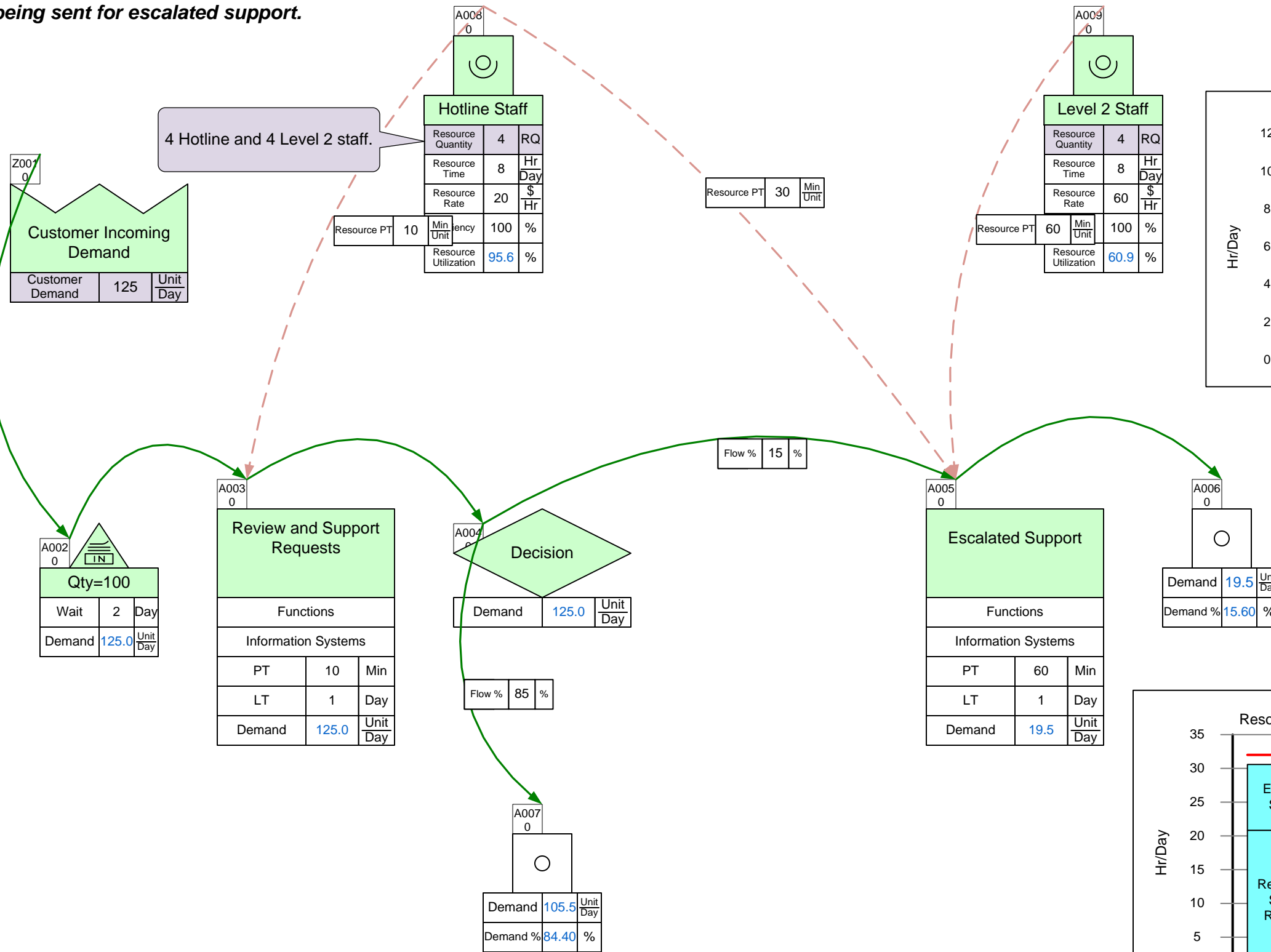
Calculate the resource requirements for both Hotline and Level 2 Staff for holiday peak demand of 125/day and with 5% higher items being sent for escalated support.



Units	Day	Wk	Year
	8	5	52
	Hr	Day	Wk

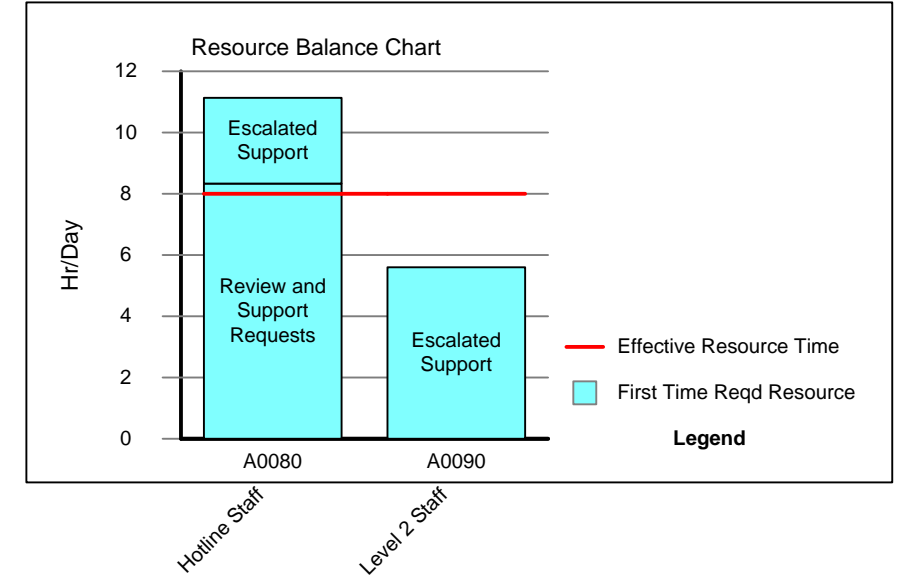
Solution: Resource Requirement

Calculate the resource requirements for both Hotline and Level 2 Staff for holiday peak demand of 125/day and with 5% higher items being sent for escalated support.

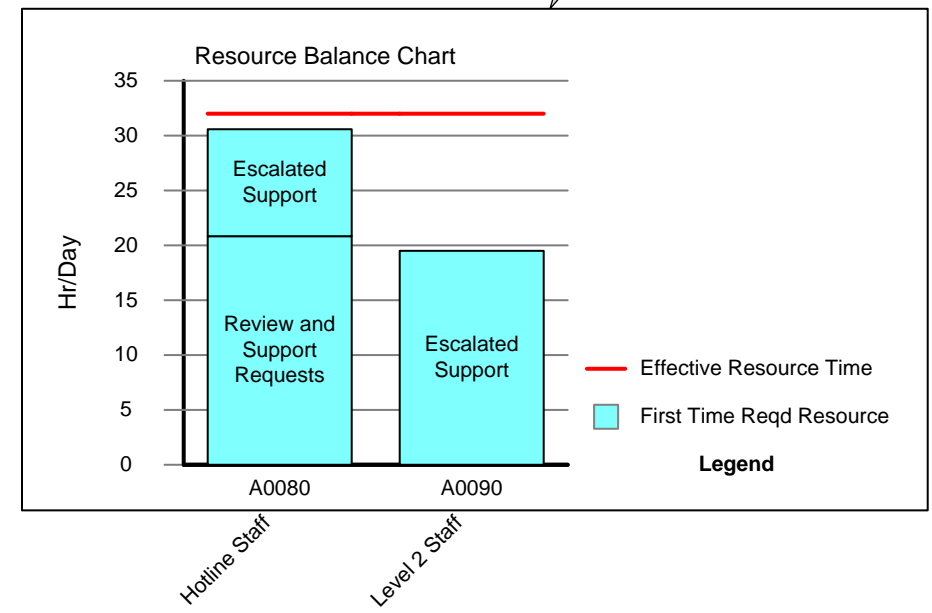


4 Hotline and 4 Level 2 staff.

Resource Usage Chart before adding additional resources, shows that an additional 3 each are needed based on Effective Resource Time.



Resource Usage Chart with 4 Hotline and 4 Level 2 staff.



Units	Day	Wk	Year
	8	5	52
	Hr	Day	Wk