

A company has recently reduced the size of its IT department due to the slow economy. However, the IT department is still expected to provide excellent service to its internal customers. In an attempt to improve efficiency of responding to IT issues, the company is looking at providing an application where by the internal customers can open an IT ticket, and notifications are sent to the remaining IT dept of open or past due tickets.

Solving this challenge will benefit the company in the following ways:

- ◆ A system that collects user-based tickets and provides notifications to the IT staff of what tickets carry priority or have been open past the targeted date, relieves staff members to concentrate on closing tickets and not on monitoring and collecting information or updating other members on ticket statuses.
- ◆ Technology supports all aspects of business; by supporting internal users more efficiently, the reduced IT staff reserves its resources to maintain a higher level of support for technologies supporting critical business applications.
- ◆ An application that gathers information from the user gives the IT department control in asking for pertinent information that is often lacking when users report issues through free flowing email or voice messages to the IT department.
- ◆ By providing access to the application as easy as one touch from the IP phone, the application inherently minimizes interaction to the IT department outside of the application, which helps to minimize interruptions to workflow and maximizes department efficiency.



THE SOLUTION

- ◆ A user experiences issues with their email; to report the issue to the IT department, the user selects a soft key on their idle phone which initiates an application that queries them for pertinent information and provides them a ticket number.
- ◆ The application automatically selects an IT department team member to send the ticket to, based on current work load, and expertise.
- ◆ An IT department team member receives a text page, email, and/or text message to the screen of their desktop computer of a new ticket opened by the application, providing all the pertinent information including targeted resolution date; if the team member has extraneous circumstances and can't support the ticket, they can re-assign the ticket to another team member.
- ◆ Once the team member resolves the issue, they access the application and report the ticket no. closed
- ◆ The IT department manager receives an email/text message/page and/or dial out reporting a ticket that has been opened beyond the targeted resolution date; the manager collects the messages and reviews them once a week with the IT department to ensure they are being resolved as quickly as possible.