

PROJECT INTRODUCTION

Hi Grace,

We will be working on a Support Ticketing System project for an IT Consulting Company.

The current process is that clients send emails or phone calls to discuss their issues and requests. The problem here is that there's no proper repository and no proper tracking if a case has been solved already or if a request has been delivered successfully. We need to have a system where everyone in the company can monitor tickets and the corresponding solutions.

Recommendation for improvement is. First, all issues and requests shall be raised only through the ticketing system. Second, proper SLAs shall be followed:

1. Urgent - 2 - 3 Business Hours
2. High - 4 - 8 Business Hours/ 1 Business Day
3. Medium - 8 - 16 Business Hours/ 1 - 2 Business Days
4. Low - 16 - 32 Business Hours/ 2 - 4 Business Days

There will also be three levels of support:

1. Level 1 - First Point of Contact; acknowledge the ticket
2. Level 2 - Subject Matter Expert, In-depth analysis of the ticket
3. Level 3 - Developer, Technical Experts

The high-level process will be as follows:

1. The client has an issue/ request
2. Clients will raise a ticket in the system
3. Level 1 Support will acknowledge the ticket.
4. If the ticket can be resolved at his level, he will assign the ticket to the L1 Team.
5. L1 Support shall claim, fix, and close the ticket.
6. If L1 Support cannot solve the ticket, he will assign the ticket to the L2 Team.
7. L2 Support shall claim, resolve, and close the ticket.
8. If L2 cannot solve the ticket, he will then assign the ticket to L3 Team,
9. L3 Team to claim, resolve, and close the ticket.