**Phase2\_Business\_process\_model  
  
IT Helpdesk Ticket Escalation and Resolution Time Tracker**

**Scope:**

* - Models the process of IT helpdesk ticket resolution.
* - Tracks escalation and resolution based on SLA breaches.

**Key Entities:**

* - Employees: Submit tickets.
* - Ticketing System: Logs and assigns tickets.
* - IT Support: Handles and escalates unresolved tickets.
* - IT Manager: Reassigns resources.
* - MIS Dashboard: Logs resolution time.

**MIS Alignment:**

* - Supports decision-making by tracking ticket status.
* - Enhances organizational efficiency through automation.
* - Provides insights into SLA compliance and resource allocation.