

# **IT Helpdesk Ticket Management System – Portfolio Project**

## **1. PROJECT OVERVIEW**

This project is a simulated IT Helpdesk Ticket Management System created using Google Forms and Google Sheets. It allows users to report IT issues, track ticket status, assign tickets to support teams, and monitor resolution progress through a simple dashboard.

## **2. OBJECTIVE**

The objective of this project is to demonstrate practical understanding of IT support operations and basic data management using commonly available tools.

## **3. TOOLS USED**

- Google Forms
- Google Sheets
- Data Validation
- Conditional Formatting
- Pivot Tables
- Charts
- Basic Spreadsheet Formulas

## **4. FEATURES IMPLEMENTED**

- User-friendly ticket submission form
- Automated data collection
- Department and issue categorization
- Priority-based ticket tracking
- Status management (Open, In Progress, On Hold, Resolved, Closed)
- Assignment to support team members
- Resolution tracking
- Dashboard for analysis

## **5. WORKFLOW**

1. Employees submit IT issues through Google Form
2. Responses automatically stored in Google Sheets
3. Support team updates ticket status and resolution details
4. Dashboard reflects real-time ticket information

## **6. SKILLS DEMONSTRATED**

- IT Helpdesk Process Understanding
- Data Entry, Validation & Organization
- Reporting and Analysis

- Spreadsheet Management
- Ticket Tracking Process
- Basic MIS Reporting
- Problem Solving

## 7. OUTCOME

A fully functional helpdesk tracking system that can be used to log, manage, and analyze IT support tickets in a structured way.

## 8. LIMITATIONS

- This is a simulated environment and not connected to a live ticketing tool.
- Data Volume is limited as it is manually created.
- Automation is limited to Google Sheets functionality.