

Help Desk Ticketing System – Business Analyst Project

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1. Executive Summary

This project aims to implement a centralized Help Desk Ticketing System for AVA Enterprises to improve internal IT support processes. The proposed system will automate ticket creation, assignment, and tracking, providing an intuitive interface for employees and clear workflows for the IT team. IT managers will gain access to performance dashboards and detailed reports, enabling better oversight and accountability. Overall, this initiative will enhance employee satisfaction, optimize IT operations, and support organizational growth.

2. Problem Statement

Currently, employees report IT issues informally through emails or phone calls, leading to untracked requests, delayed responses, and no clear accountability. This hampers productivity, creates confusion, and overburdens the IT team with disorganized workloads. A more structured and automated system is needed to address these challenges and ensure consistent, efficient IT support.

3. Stakeholder Analysis

Stakeholder Analysis identifies the key participants in the Help Desk Ticketing System project, their roles, and their specific needs to ensure successful adoption and use.

Stakeholder	Role in Project	Specific Needs and Interests
Employees	End users who report IT issues	User-friendly platform to submit, track, and update IT requests. Quick responses to issues affecting their work.
IT Technicians	Primary users of the system	Clear task assignments, visibility into ticket priorities, and efficient workflow to resolve issues.
IT Manager	Oversees IT support operations	Real-time reporting, SLA compliance monitoring, and insights for continuous improvement and accountability.
HR/Operations (optional)	Supporting departments if involved	Understanding how IT support impacts overall employee productivity and satisfaction.

4. Business Requirements

The following section outlines the business requirements for the Help Desk Ticketing System project. These requirements were gathered through stakeholder interviews and process analysis, and they are divided into functional and non-functional categories.

4.1 Functional Requirements

ID	Description	Priority
FR-01	Employees can create tickets with issue details.	High
FR-02	System allows attaching files (e.g., screenshots) to tickets.	Medium
FR-03	Tickets auto-assigned to IT technicians based on availability or issue category.	High
FR-04	Email notifications sent for ticket status changes.	High
FR-05	IT Manager can generate weekly and monthly performance reports.	Medium

4.2 Non-Functional Requirements

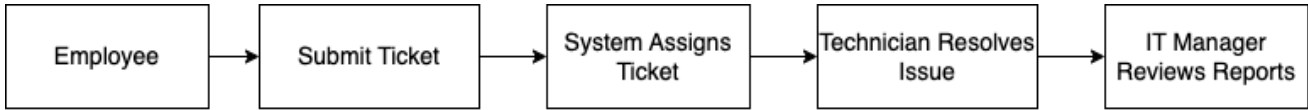
ID	Description
NFR-01	Accessible on both mobile and desktop platforms.
NFR-02	Secure login with role-based access control for different users (employee, technician, manager).
NFR-03	Ticket creation and updates should be processed within 5 seconds to ensure user satisfaction.

These requirements will guide the system design and ensure that the final implementation addresses all stakeholder needs while meeting performance and security standards.

5. Process Flow Diagram

The Process Flow Diagram below illustrates the steps involved in the Help Desk Ticketing System. It shows how employees create tickets, how tickets are assigned and resolved, and how managers monitor the entire process.

Employee → Create Ticket → System assigns ticket → Technician works on ticket → Employee receives updates → IT Manager monitors progress



This diagram ensures that all stakeholders have a clear understanding of the Help Desk Ticketing System’s workflow, providing a visual representation of the end-to-end process.

6. Wireframes

The following wireframes provide a visual representation of the key user interface screens for the Help Desk Ticketing System. They illustrate how employees and IT staff will interact with the system to create and view support tickets.

The wireframes created for this project include:

1 **Create Ticket Screen**

- Simple form layout with fields:
 - Ticket Title
 - Description
 - Priority (High, Medium, Low dropdown)
 - File Attachment (e.g., screenshots)
 - Submit button

2 **Ticket List Screen**

- Dashboard for employees and IT staff to view tickets with columns:
 - Ticket ID
 - Title
 - Status (Open, In Progress, Closed)
 - Priority
 - Assigned Technician

Create Ticket Screen

Ticket Title:

Description:

Priority:

Low / Medium / High ▾

Upload File:

Choose File

Submit Button

Ticket List Screen

Ticket ID	Title	Status	Priority	Assigned Technician

These wireframes were created to ensure the final interface is user-friendly and meets the needs identified during stakeholder interviews.

7. Solution Proposal

Based on the identified problems and stakeholder requirements, the proposed solution is to implement a centralized Help Desk Ticketing System tailored to AVA Enterprises’ needs.

7.1 Solution Overview

The system will provide a user-friendly interface for employees to submit support tickets and track their status. It will automate the ticket assignment process, ensuring clear task ownership and reducing response delays. IT technicians will have clear visibility of their assigned tasks and be able to update ticket statuses easily. IT managers will be able to monitor performance and generate reports for continuous improvement.

7.2 Key Features of the Proposed Solution

- Centralized ticket submission and tracking
- Automated ticket assignment based on issue type or availability
- Real-time status updates for employees
- Role-based access for employees, IT technicians, and IT managers
- Dashboard for IT managers to monitor performance and SLA compliance
- Secure login and data protection for all users

This solution will address the current challenges of informal and untracked IT support processes. It will enhance employee satisfaction, improve IT team efficiency, and ensure accountability and transparency in issue resolution.

8. Success Metrics

To measure the success of the Help Desk Ticketing System implementation, the following key performance indicators (KPIs) will be used:

Metric	Target
Average first response time	Reduced from 24 hours to 4 hours
Average ticket resolution time	Reduced from 3 days to 1 day
Employee satisfaction score	Improved from 70% to 90%
IT team workload balance	Better distribution of tasks across technicians
SLA compliance rate	Achieve 95% compliance with SLAs

These metrics will be monitored through the system’s reporting features and regular surveys to ensure continuous improvement in IT support performance and employee satisfaction.

9. Appendix

The following appendix includes supporting information such as stakeholder interview questions, assumptions, and identified risks.

9.1 Stakeholder Interview Questions (Examples)

- What are the most common IT issues you face?
- How long does it usually take to resolve these issues?
- What information would you like to have when submitting a ticket?
- What are your expectations for response and resolution times?

9.2 Assumptions

- AVA Enterprises has approximately 200 employees who will use the system.
- IT support processes will be standardized for all departments.
- All users will have access to the system via company-provided devices.

9.3 Risks and Mitigations

Risk	Mitigation Strategy
Resistance to adopting new system	Conduct training and awareness sessions.
Data migration issues	Use phased data migration with backup and testing.
System downtime during deployment	Schedule deployment during low-usage hours.

This appendix ensures transparency and provides additional context for the project’s planning and execution.