STRATEGIC PROPOSAL: TICKETING & PERFORMANCE TRACKING SYSTEM

ACOB Lighting Technology Limited

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0. Business Context & Problem Statement

Current Operational Challenges

As ACOB Lighting Technology Limited continues to grow, internal support requests across departments are increasing in volume and complexity. The current informal processes present several strategic risks:

- - Lack of Centralized Tracking: Internal support requests are fragmented across multiple channels (WhatsApp, emails, verbal), making oversight difficult.
- - Limited Visibility: Management has minimal data on departmental workloads or response efficiency.
- - Accountability Gaps: Inconsistent follow-up on internal issues reduces operational momentum.
- - Informal Procurement Flows: Non-standardized approval paths for purchases cause unnecessary delays.
- - Absence of Performance Data: No measurable indicators exist to support data-driven performance reviews.

Strategic Objective

The objective of this initiative is to implement a structured, measurable, and accountable internal service management system that aligns operational efficiency with executive oversight and professional governance.

1. Business & Strategic Benefits

Executive Visibility & Control

- - Real-Time Dashboards: Instant oversight of departmental workloads and operational bottlenecks.
- - Transparent Governance: A digital, tamper-proof audit trail for all procurement-related requests.
- - Unified Reporting: Centralized data for management oversight and strategic planning.

Performance-Driven Culture

- - Measurable Individual KPIs: Clear performance metrics for every employee and department.
- - Data-Backed Appraisals: Objective data to support HR performance evaluations and promotions.
- - Accountability Trail: Systematic tracking of task ownership from request to resolution.

Improved Operational Efficiency

- - Optimized Turnaround Times: Reduced delays through clear prioritization and automated routing.
- - Structured Prioritization (SLA): Ensuring critical business failures are addressed with the highest urgency.
- - Reduced Downtime: Proactive management of repairs and support to maintain productivity.

Financial Governance & Budget Protection

- - Standardized Approval Workflows: Rigid, multi-stage authorization for all financial commitments.
- - Executive Authorization: Direct oversight by the MD and Head of Corporate Services on all procurement.
- - Risk Mitigation: Elimination of unauthorized or undocumented internal purchases.

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2. Multi-Department Support & Routing

Any department can be configured as a Service Provider. Initial implementation covers:

- - IT & Communications: Digital infrastructure, Design requests, and Capturing services.
- - Operations: Technical repairs, equipment maintenance, and logistics.
- - Admin & HR: Documentation, facility management, and staff welfare.
- - Accounts: Financial clearances and reimbursements.

Intelligent Routing & Approval Logic

It is critical to distinguish between Standard Support and Procurement Requests:

1. Standard Support Requests:
- Tickets for repairs, installations, or general queries route directly to the department queue.
- These do not require high-level approval and can be actioned immediately.
- The Department Lead is notified to assign the task to a qualified employee.

2. Procurement & Purchase Requests:
- Tickets specifically categorized as "Procurement" are automatically flagged for executive approval.
- These tickets are not actionable until the multi-stage approval chain is completed.

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3. The Professional Ticket Lifecycle

Phase 1: Submission & Assignment

- - Queueing: Tickets enter a departmental pool (Unassigned Queue).
- - Assignment: Leads assign tickets, or employees "Claim" them.
- - KPI Start: The "Response Time" clock starts at submission and stops at assignment/acceptance.

Phase 2: Execution & "Universal Pivot"

- - In Progress: Work is carried out by the assigned employee.
- - Universal Pivot to Procurement: If an employee realizes a repair requires a purchase (e.g., a hardware part):

1. They trigger the "Pivot to Procurement" mechanism.
2. The status changes to Pending Approval.
3. The performance clock (TAT) pauses to avoid penalizing the employee for external logistics delays.

4. The executive approval chain is automatically initiated.

Phase 3: Resolution & CSAT

- - Validation: Requester confirms the issue is solved.
- - Customer Satisfaction (CSAT): Requester provides a 1-5 star rating and feedback, impacting the employee's performance metrics.

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4. Performance Framework (KPIs)

To ensure high standards of service, the system tracks:

KPI	Measurement	Professional Objective
Response Time	Submission -> Assignment	Minimize delay in acknowledging issues.
Turnaround Time (TAT)	Assignment -> Resolution	Optimize operational speed and efficiency.
SLA Compliance	Resolution vs. Deadline	Ensure urgent business needs are prioritized.
CSAT Score	User Rating (1-5 Stars)	Ensure high quality of service and satisfaction.

SLA Targets by Priority

- - Urgent: 4 Business Hours (Critical Failures)
- - High: 24 Business Hours (Major Disruptions)
- - Medium: 3 Business Days (Standard Requests)
- - Low: 7 Business Days (Long-term Improvements)

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5. Governance & Approval Workflow

All procurement-related or "Pivoted" requests enforce the following professional chain:

Step	Level	Responsibility
1	Department Lead	Technical verification of necessity within the dept.
2	Head of Corporate Services	Budgetary alignment and corporate priority.
3	Managing Director (MD)	Final executive authorization for funds/resources.

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6. Technical Implementation Details

Database Architecture (Security & Audit)

The system is built on a secure architecture to ensure data integrity and accountability:

- - help_desk_tickets: Structured storage for all requests and metadata.
- - help_desk_approvals: Secure audit trail of every signature and decision.
- - help_desk_comments: Integrated internal communication for employee collaboration.

Security (Role-Based Access Control)

- - All Employees: Can create tickets and track their own statuses.
- - Service Center Staff: Can view and resolve tickets assigned to them within their department.
- - Leads: Can view all departmental tickets, assign tasks, and view performance reports.
- - Executives: Full oversight of cross-departmental dashboards and approval processing.

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7. Success Measurement Criteria

The system will be considered successful if:

- - 90%+ SLA Compliance is achieved within the first quarter.
- - 100% of Procurement Actions follow the structured approval chain.
- - Departmental KPI Dashboards are adopted as the primary basis for performance reviews.
- - Internal CSAT Average exceeds 4.0/5.0 stars.

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