

Corporate IT Helpdesk System

Phase 1: Problem Understanding & Industry Analysis

1. Requirement Gathering:

- Track all IT tickets with priority status
- Allow employees to submit support requests
- Prevent duplicate tickets for same issue
- Generate SLA compliance reports

2. Stakeholder Analysis

- Admin (you, managing system setup)
- IT Support Engineers (create/manage tickets, resolve issues)
- IT Manager (approves high-cost repairs, monitors SLA reports)
- Employees (submit requests, track ticket progress)

3. Business Process Mapping

- Draw a flow:
Employee submits ticket → Engineer checks category → Ticket assigned → Resolution (if complex, escalate to manager) → Email sent to employee

4. Industry-specific Use Case Analysis

- In the IT support industry, tickets have varying priorities, response times differ, knowledge base matters
- So, we need to track tickets + automate assignments + notify stakeholders

5. AppExchange Exploration

- Look for "IT Service Management" apps. Some exist, but we'll build a simpler custom solution to learn