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Ticketing System Portfolio

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About Me

Innovative Project Manager with a Strong IT & Education Background

A results-driven Project Manager with a background in Computer Science Education, blending technical expertise with leadership in software development, IT infrastructure, and project management. With over three years of experience, I have successfully led projects focusing on IT infrastructure, software development, and process optimization, ensuring efficiency and alignment with business goals.

Proficient in Software Development Life Cycle (SDLC), from analysis to deployment, I excel at strategic planning, risk management, and cross-functional collaboration. Passionate about leveraging technology to enhance learning experiences and drive innovation, I stay ahead of emerging trends and best practices in IT infrastructure and software development.

Skilled in stakeholder management, technical problem solving, and process improvement, I thrive in dynamic environments, ensuring seamless execution of complex projects while maintaining high standards of quality and efficiency

Executive Summary

This document outlines the initiative to implement a centralized ticketing system aimed at improving the efficiency and transparency of service requests within an educational institution. The project was driven by the institution's digital transformation vision and the growing need to streamline communication between students, lecturers, and administrative staff regarding various academic and non-academic services.

Background and Problem Statement

The institution previously relied on informal communication channels such as phone calls, WhatsApp messages, emails, or in-person visits for service requests. This decentralized approach was inherently inefficient due to the lack of documentation and traceability. Requests often got lost, delayed, or misrouted, and there was no clear accountability or performance tracking for service fulfillment.

Additionally, the variety of user types—students, lecturers, and administrative staff—brought different needs and expectations. The lack of a standardized process resulted in inconsistent service quality, leading to frustration among users and additional workload for staff. Departments often managed their own requests using separate tools or manual methods, making cross-functional collaboration difficult and prone to error.

Compounding this issue was the institution's commitment to advancing its digital transformation agenda. To align operational workflows with this strategic vision, it became essential to modernize the way service requests were handled. A unified, systematic, and data-driven solution was needed not only to improve internal efficiency but also to enhance the user experience and support evidence-based management decisions.

Objectives of the Initiative

1. Centralize and standardize service request processes.
2. Reduce response and resolution time.
3. improve transparency and accountability in service handling.
4. Support the institution's digitalization goals.

Stakeholder Analysis

1. Students: As request initiators for both academic and non-academic needs.
2. Lecturers: As both requesters and service providers in some academic-related cases.
3. Administrative staff: Primary service providers.
4. Department heads: Oversight and resource management.
5. Top management: Strategic alignment and approval.

Service Mapping and Workflow Identification

Service Types and Categories

- IT Services (e.g., account issues, device problems)
- Academic Services (e.g., class schedules, grades)
- Non-Academic Services (e.g., facility booking, HR)

Responsible Units and Cross-Divisional Processes

Each service type was mapped to its responsible unit. Cross-divisional workflows, such as IT requests requiring approval from academic departments, were identified and documented to avoid bottlenecks.

Solution Design and Platform Selection

Requirements Gathering

Conducted interviews and surveys with end-users and service providers to gather pain points and expectations

Evaluation of Potential Platforms

Assessed various platforms based on usability, features, integration, reporting, and cost.

Final Platform Selection

cloud-based ticketing system was selected for its flexibility, SLA configuration, and user-friendly interface.

Implementation Strategy

System Configuration and Setup

Defined ticket categories, user roles, workflows, escalation rules, and notification settings.

SLA Definition and Workflow Setup

Collaborated with departments to establish service expectations and configure them into the system.

User Testing and FeedbacK

Pilot tested the system with selected users and incorporated their feedback before full deployment.

Change Management and Communication

Engagement with Leadership and Departments

Held alignment meetings with top management and departments to ensure support and clarity.

Training and Socialization Activities

Organized workshops, created user guides, and conducted awareness campaigns to ensure adoption.

Monitoring and Reporting

Ticket Performance Metric

Tracked volume, resolution time, SLA compliance, and user feedback.

Continuous Improvement Process

Regularly reviewed system data and feedback to refine processes and enhance user satisfaction.

Monthly Reporting Structure

Generated and shared monthly reports with stakeholders highlighting performance and areas for improvement.

Results and Impact

1. Improved response and resolution time across departments.
2. Increased user satisfaction and reduced communication errors.
3. Enhanced data-driven decision making through consistent reporting.

Challenges and Lessons Learned

1. Initial resistance to change required more communication and engagement.
2. Importance of tailoring SLA per department capability.
3. Continuous feedback loop proved vital for long-term success.

Conclusion and Future Recommendations

The ticketing system successfully addressed the inefficiencies in service request management. Future steps include integrating the system with existing institutional platforms and expanding its use to more departments.

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