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| **IT TICKETING SYSTEM**  **PROCESS FLOW DIAGRAM**  Automatic ticket acknowledgment  REPORTS ISSUE TO IT HELPDESK (EMAIL, CALL, FACE to FACE, TICKET)  No  Yes  CLOSES TICKET  UPDATE TICKETING SYSTEM  RESOLVE ISSUE  ACKNOWLEDGE TICKET & ASSIGN TO TEAM MEMBER  IT HELPDESK  USER |
| RESOLVE ISSUE  Yes  SYSTEMS |
| IT MGR/ SYS MGR/CIO  No  RESOLVE ISSUE |

**System Scope:**

1. Tickets can be opened through the ticketing system/ a call/ sending an email through [ithelpdesk@ke.wananchi.com](mailto:ithelpdesk@ke.wananchi.com) or through face to face reporting.
2. Once ticket is opened via email, it will send an auto response with ticket number to the sender.
3. Once ticket has been acknowledged by help desk team, they will send back an acknowledgment notice to the **USER.**
4. Ticket will be assigned to helpdesk technician on duty who should resolve the issue. If issue is resolved, the ticket is updated and issue is **CLOSED.**
5. If ticket is not closed, it can be escalated to next level i.e. SYSTEMS team if it is a system’s issue. If it is not a SYSTEMS issue, it can be escalated to IT MANAGER/ SYSTEMS MANAGER/ CIO depending on criticality of issue.
6. All tickets will have Priority:
   * **Critical** - Service support system is **DOWN** or **DEGRADED**: i.e. DNS, DHCP, Presence, Cir-pack, Broad-hub, Email Services, C-Panel; E1 & others required for business continuity. **SLA is 2hrs.**
   * **Major** – Major IT elements within the network are down e.g. printers, Wi-Fi equipment, part of the LAN.; Setup of a new office LAN setup, Troubleshooting of major network elements e.g. a network switch etc. **SLA is 4hrs.**
   * **Normal** – Password requests, setup user on domain, configure printer, configure shared folders, individual user requests on different help desk related requests. **SLA is 6hrs.**
7. Escalations will have after SLA has expired.
   * Escalation Matrix:
     + Within 2hrs for Critical Issues – Email and SMS to IT MGR/ SYS MGR & CIO
     + Within 4hrs for Critical Issues – Email and SMS to IT MGR/ SYS MGR & CIO
     + Within 6hrs for Critical Issues – Email and SMS to IT MGR/ SYS MGR & CIO
8. System will have a provision of **problem** tickets. Problem tickets are recurrent issues that need a permanent solution e.g. an E1 that frequently goes down, a printer that is constantly unavailable, a network access point that always requires a reboot. Such tickets will only be closed after a permanent resolution is found.
9. Tickets will have the below categories:
   * Open – New ticket opened, not acknowledged
   * In Progress – Ticket still under resolution
   * Closed – Tickets that have been resolved.
10. System should be able to generate reports. Reports can be classified based on:
    * Number of total tickets (all tickets)
    * Number of Open tickets
    * Number of Closed tickets
    * Number of tickets in progress
    * SLA of tickets – Closed, In Progress, Open
    * Tickets per User
    * Tickets by type of Issue – This means when closing a ticket there must be a FINAL reason to categorize such.
11. FINAL Reasons **(More to be populated to cover list extensively)**
    * Password reset
      + Specify the password type e.g. BroadHub, Domain
    * Hardware Issue
      + Specify the printer location e.g. 6th floor printer, Ground Floor Block E printer
      + Laptop issue
        - Specify issue e.g. Screen broken, Stolen
    * Software Issue
      + MS office
      + Operating system
      + Antivirus
    * Telephony services
      + Cirpack
      + StreamWide
      + Presence
    * Systems
      + Email
      + DNS
      + DHCP service
      + C-panel
    * LAN
      + LAN switch
      + BelaiR Access point