## Interviews with Managers:

To get a better understanding of what each section of the IS department require from the system, interviews have been carried out, these interviews involved a very open discussion with what they felt is the most important features of a new helpdesk system. Due to the large amount of IS staff, the interviews have only been done with managers. I have used only open questions in these interviews, this is to allow me to collect as much information as possible.

**What is good about the current system?**

**DBA Manager:**

* Allows the team to communicate any updates or problems, as one of the team might be on the late shift and can make an update; notifying whoever might be on the early shift to do something early the next day. Which means all updates are stored in a known location and time is saved not having to look through emails and other means of communication.

**IS Development Manager:**

* There isn’t anything that particularly stands out as a good feature for me or my team, this system is more focussed for issues and calls used in the networking team.

**IS Networking Manager:**

* There is a good way of easily logging calls as soon as someone rings or emails the helpdesk. It allows us to keep track of calls and I can ensure that a call has been assigned to member of the networking team, meaning no calls should be missed or forgotten about.

**IS Projects and Admin Manager:**

* The watched calls feature is very helpful, allowing quick access to calls used on a regular basis – this feature should be required in the new system.

**What are the biggest pain points or the causes of problems in the current system?**

**DBA Manager:**

* The linking call process of linking a call to a particular issue is very complicated and a long winded process (having to link, unlink, then link again). Another problem with the process is that the issue name/title is not shown during the process, only the issue number (which has no meaning).

**IS Development Manager**

* Using the system as a helpdesk and to manage time does not work well. Using the system for time management, means that often the calls get updated with purely time booking updates, such as what was done that week. This makes finding proper updates that are relevant hard and adds unnecessary information to the calls.

**IS Networking Manager:**

* Ongoing calls such as licence renewals each year are currently just placed on hold each year – this shouldn’t be the case – they need to be dealt with in a different way. It just means that the call cannot be closed or resolved during the mean time.
* Calls should be closed and should not just be resolved.
* Would like to have calls separated or a way of identifying the call type/ class, such as, day to day calls/ license management/ projects.

**IS Projects and Admin Manager**

* The current system crashes randomly and especially after a period of inactivity, which causes unnecessary pain and time wasting.

**What features would you most like to see in the new system?**

**DBA Manager:**

* A way of differentiate between calls (tickets) would be very helpful. At the moment a member of my team may have 4 red calls sat in his queue, all of which have been accepted; they are all now in the pending state. However, one may be awaiting the user’s response and another may be pending development. There is no way of distinguishing between these without having to look back through the call to find out. Further options rather than pending need to be implemented.
* Different levels of priority implemented rather than just Red, amber and green priorities. As some calls may be labelled as red but are not critical or stopping the business from operating. It would be helpful to show the type of call, i.e. Incident or service request.

**IS Development Manager:**

* Would like the latest updates in a call to be at the top of the rather than having to scroll to the bottom. As it wastes time and often the oldest updates are the least relevant.

**IS Projects and Admin Manager**

* An unaccepted call reminder for analysts would be helpful, maybe a pop up or some sort of message displayed in the system.
* The ability to personalise the view would make the new system more use friendly to use.
* An easy way to merge calls – i.e. if multiple calls have been logged for the same problem.
* The most recent update in the call should appear first, when opening the call rather than having to scroll down to the bottom.
* Free text search – This would be helpful to search for calls when you do not know the exact name or the ‘F number’ (call ID).
* I would like to be able to see the time spent per month in calls rather than just a total time spent, so the admin team can compare times each month.

**What features of the old system would you like to remain in the new system?**

**DBA Manager:**

* All the standard features of the helpdesk software (logging calls, updating calls, resolving calls etc.), although, more the system should be more simplistic. The system is over complicated at the moment.

**IS Development Manager:**

* The ability to assign calls to different analysts needs to remain in the system.

**IS Networking Manager:**

* An asset management section like there is currently in the system would be helpful. However, it would only be good and beneficial if we used it properly and kept the system up to date, which does not happen at the moment.

**IS Projects and Admin Manager**

* As previously mentioned the watch calls list should remain in the system.

**Any other comments?**

* Improved reporting, currently reports only show in minutes and not in days; meaning there is a manual task of dividing these figures into days, which is more time consuming.

## Users Opinions:

# Requirements

## Must haves:

1. The system must allow multiple users to be logged in concurrently.
2. The user must have their own log in name/password.
3. The user must be able to create a new ticket; tickets will have different classes. (ie. Problem, change, etc. )
4. The system will have a feature to book time to a ticket.
5. The user must be able to close and resolve tickets.
6. Tickets must be able to be linked to a wider issue.
7. Levels of priority must be given to tickets.
8. Users will be able to delete and edit updates of tickets.
9. Users must be able to search for tickets, by number and keyword
10. Users must be able to select tickets to watch.
11. Reports on timebooking and tickets will be available to users.
12. Users will be able to filter tickets on their home page.
13. Tickets

## Additional Features (Time permitting)

1. Be able to email out updates to users and customers
2. Allow documents to be added to the system
3. Notifications of updates and calls being assigned.
4. Enable chat features between employees.
5. Unaccepted call reminders.

## Out of Scope

1. Development of application for web (external from Numatic).