

Meriplex Communications

**Lemay Process Analysis**

Version 1.0

Meriplex CommunicationsDiagram

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# Process Summary

## AS-IS Process Analysis

### Step 1

All tickets enter the system through the following Service Board in ConnectWise Manage.  


Methods:

* Email to [support@meriplex.com](mailto:support@meriplex.com)
* Alert from Meriplex’s alerting tools:
  + Cisco Meraki Dashboard
  + PRTG

Consideration:

We want to clean up PRTG to where it shows the Company, Site (Location), and Issue on the Tickets it produces on the “NOC – Dispatch” service board shown above.

### Step 2

The tickets are then triaged to the following service boards with the Company, Location, and Priority listed in the Ticket Summary Description:

* MPS – Service Desk
* NOC – Priority 1 – Network Outage
* NOC – Priority 2 – Priority Service Request
* NOC – Priority 3 – Service Impaired/Degraded
* NOC – Priority 4 – General Service Request

Graphical user interface, text, application, email

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Diagram

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## TO-BE Process Analysis

### Step1

We want all the tickets to enter the “NOC - Dispatch” service board as shown in the screenshot below,



### Step 2

Triage those tickets to either the “MPS – Service Desk” or “NOC” board shown below with the appropriate

* Priority
* Name
* Type
* Sub-type
* Company
* Site (Location)

Graphical user interface, text, application, email

Description automatically generated

