

# COMPUTER MAINTENANCE / IT SUPPORT FINAL PROJECT PHASE2/Final Phase

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- Due Aug 3 by 11:59pm
- Points 100
- Submitting a file upload
- Available Jul 20 at 12am - Aug 3 at 11:59pm

## HELPDESK TICKETING SYSTEM

It is a centralized platform designed to manage and streamline the process of handling technical support and service requests. This system allows users to submit issues or queries through a ticket, which is then tracked, managed, and resolved by the support team


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## Investigate, Select, and Demonstrate a HelpDesk/IT Ticketing Tool

### 1. Project Overview

In this final phase of the project, each student is expected to work independently to investigate, configure, and demonstrate a Help Desk/IT Ticketing tool. The general objective of this exercise is to simulate actual IT support situations which industry practitioners are more likely to encounter in their daily endeavors.

You will personally submit your work using the provided [Google Form](https://forms.gle/wVji8X3psrcY4w4BA)  (<https://forms.gle/wVji8X3psrcY4w4BA>), checking just the boxes for assignments completed and copying in a shareable link of a recorded video that is at least 7 minutes.

**Special Note:** If you check a box for a task that is not completed and is not indicated in the demonstration video, points will be deducted from your grade. For example, if you would receive 5 points for that task but did not complete it and still checked it as completed, you will receive -5 points for that task instead. This will be treated as an academic dishonesty.

### **The video submission should completely cover:**

- A clear and concise demonstration of the computer screen, highlighting the selected IT Ticketing software as well as five of its main features. You must ensure that these features are described in detail, demonstrating not only their functionality but also their use in real IT support scenarios.
- A face-picture-in-place of yourself, giving a personal touch to the presentation. With this image, there must be a clear verbal explanation of what is being executed in each step of the demonstration. Your voiceover must be heard, clear, and comprehensible. Aside from this, it is also important that the recording is done in a silent room to prevent much background noise and so the explanation will be easily understood.

### **Key Activities:**

- Investigate and Select an appropriate HelpDesk/IT Ticketing System that fits real-world IT Support workflows.
- Configure the tool and create multiple roles (e.g., End-Users and IT Support Officers).
- Demonstrate five key features of the system with real examples.
- Simulate five incident scenarios that reflect common user issues based on interviews and Phase 1 findings.
- Resolve two, escalate two, and leave one pending, all within the system.
- Communicate resolutions effectively and log all incidents in the ticketing system.

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## **2. Objectives**

1. **Practical Mastery:** Gain hands-on experience configuring a ticketing system.
2. **Analytical Evaluation:** Critically assess tools against real interview insights.
3. **Clear Communication:** Demonstrate features and incident workflows in a professional manner.
4. **Incident Handling Skills:** Log, diagnose, resolve, escalate, and document issues end-to-end.

### 3. Research & System Selection

1. **Investigate at least 3 tools:** These may include OSTicket, UVdesk, Freshdesk, Zoho Desk, HubSpot, or others.

2. **Compare features: Focus on:**

- User account and role creation
- Ticket categorization, prioritization, assignment
- Escalation workflows
- Communication/feedback capabilities
- Performance reports and analytics

**Select one tool:** Explain in your video why you selected this system over others. Relate its benefits to real-world IT challenges mentioned in Phase 1.

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### 4. Five Key Features to Demonstrate

You must demonstrate **five (5)** of the most important and relevant features of your selected system. Each should be:

- **Explained:** Describe what it does and why it matters.
- **Demonstrated:** Walk through setup/configuration.
- **Applied:** Use a realistic use case or scenario.

**Suggested Features:**

1. **User & Role Management** – Create multiple End-User accounts and IT Officers (Level 1 & Level 2).
  2. **Ticket Creation & Categorization** – Create different types of tickets by urgency and category.
  3. **Ticket Assignment & SLA Management** – Assign issues to support officers and set deadlines.
  4. **Escalation Workflow** – Show how unresolved issues are escalated to higher-level staff.
  5. **Analytics & Reporting** – Generate performance reports and show how to interpret them.
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### 5. Scenario-Based Simulations

Create and simulate **five (5) realistic scenarios** using your ticketing system.

**Scenarios may include:**

- "I cannot connect to the network"
- "My computer is slow and freezes often"
- "My account is locked; I can't log in"
- "I deleted important files accidentally"
- "My computer won't turn on"

**Use your Phase 1 interview findings** to define your own relevant scenarios.

**Required Setup:**

- **End-Users:** Create 5 different End-User accounts (one per issue reported).
- **IT Officers:** Create 2 different IT Support Officer accounts (Level 1 and Level 2).

**Simulate Incident Management:****1. Resolve two (2) scenarios:**

- List all possible causes
- Demonstrate how to identify and confirm each
- Fix the issue (show clearly in the system)
- Update ticket and send End-User feedback

**2. Escalate two (2) scenarios:**

- Reassign to Level 2
- Add escalation notes


**3. Leave one (1) scenario pending:**

- Update ticket status to "Pending"
- Explain why it couldn't be resolved yet and next steps

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## 6. Video Recording Instructions

- **Length:** At least 7 minutes
- **Content:**
  - Introduction to selected tool and why it was chosen

- System navigation and demonstration of 5 key features
  - Simulation of 5 support tickets (2 resolved, 2 escalated, 1 pending)
  - Show how you confirmed and fixed issues
  - Include all roles and communication/feedback interactions
  - **Video Format:**
    - Clear screen recording
    - Picture-in-picture webcam (your face visible)
    - Clear voice-over in English
  - **Submission:** Upload video to Google Drive and paste shareable link in the last text field of the [Google Form](https://forms.gle/wVji8X3psrcY4w4BA)  (<https://forms.gle/wVji8X3psrcY4w4BA>).
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## 7. Tips for Success

- **Be Thorough:** Demonstrate each step clearly; small omissions can affect grading.
  - **Match Assets:** Ensure your video actions correspond exactly to your Google form responses.
  - **Backup:** Keep local copies of your video just in case.
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**"Dream big and work hard to achieve your goals. Stay strong and keep fighting for your dreams.**

**Do not let anything discourage you; the future looks bright."**

**Good luck!**