

## Devs Java KND

**Workshop:** Registration System and IT solutions for technical problems according to the level of support required for SMEs.

### Problem

A system is needed to **improve** the organization and efficiency of SMEs dedicated to the provision of IT services. So, they can **have** an orderly record of all the problems reported by their clients and in this way **create** a structure that **allows** them to **meet** their needs in a strategic way and **provide** them with a positive experience.

To **understand** what the program should **do**, it is first necessary to **know** that it depends on the size of a company, a technical support team can **be** made up of a single person or even more people. To **serve** customers or users.

However, we will **keep** things simple and only deal in **registering** customers or users issues through IT support levels.

### Overview

Society in this era of pandemic is increasingly involved in the technological field since the last decade; but they **start** from it with great ignorance. That is why when a problem occurs they **turn to** a person with the necessary knowledge and experience to provide them with a solution. By **trusting** them they expect efficient results.

Therefore, collaboration through problem registers aided in **creating** a structure for efficient customer service.

### Background

Currently, there are small and medium-sized companies that are dedicated to providing IT-related services, such as: internet providers, consulting centers and technical support, among others. Which **receive** more than one request daily. So they **need** a register, that is a control that facilitates the organization of the problems that have been **notified** and structure them in a hierarchical way.

*Example 1: A small business that provides internet **receives** daily calls about network failures in different points of the town, what the manager does is **take** "notes" on the name of the client, the sector where they live and the problem they have. This exercise is done every time he receives a phone call, an email, or a message on*

their social network. However, customers **call** back to file a complaint that their problem has not been fixed.

*Example 2. In a consulting and technical support center, people **arrive** with PCs with a deconfigured operating system, as do people with problems of overheating of the machine due to overload of junk files or only screen freezing that can be solved, by **deleting** the cache files or **restarting** the PC.*

Both are problems that need to be resolved, of course, one **requires** more time than the other.

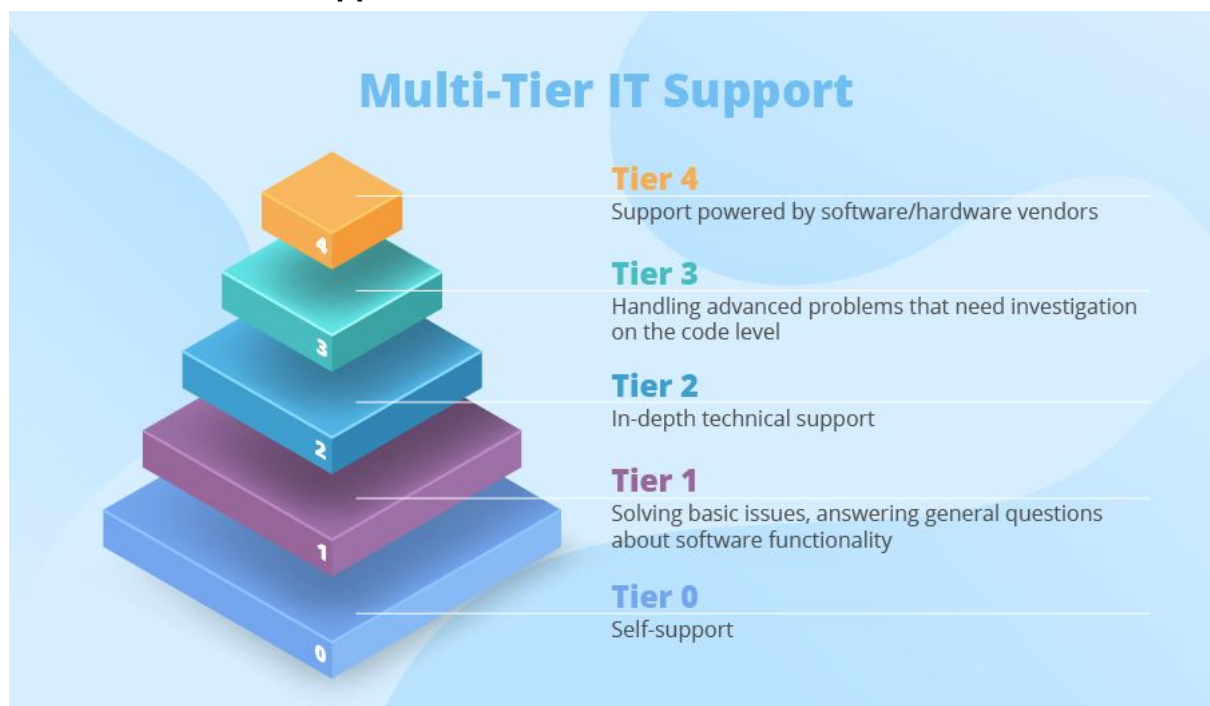
That's why an order of priority or levels of IT support is needed.

When we talk about IT support levels, we try to solve requirements such as: Solve simple problems quickly, **establish** a deadline and resolution protocol for the most complex problems, **increase** customer satisfaction.

Incident or Requirement?

- If it is an incident, an immediate solution will be **given**.
- If it is a requirement, a time will be **determined** for the resolution of the problem.

### Classification of IT support levels:



**Level 0** *A technician is **not present** at this level*

In the support structure, Level 0 is designed to help users **find** answers to questions about software functionality and resolve minor issues independently without **contacting** support agents.

**Level 1** *Basic troubleshooting*

At this level of IT support, also known as the help desk, agents **answer** general questions about using the software and approach simple issues, such as resolving **login** problems, **reinstalling** basic applications, **checking** for proper software and hardware configurations.

**Level 2** *In-depth technical support*

Level 2 is more in-depth technical support that **works** with issues that Level 1 personnel cannot solve. To resolve these issues, agents often must **research** the registers and understand the software that a supported solution integrates with. If the Level 2 Support Specialists are unable to **fix** the problem, **proceed** to the next level of support for a more detailed **investigation** of the code level.

**Level 3** *Handling advanced problems that need investigation at the code level*

Level 3 support includes researching and **preparing** solutions for problems that require code fixes, as well as **making** minor enhancements to supported software.

**Level 4** *Support **driven** by software / hardware vendors*

It is a level that includes **escalating** a problem to software or hardware vendors beyond the organization.

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