

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.

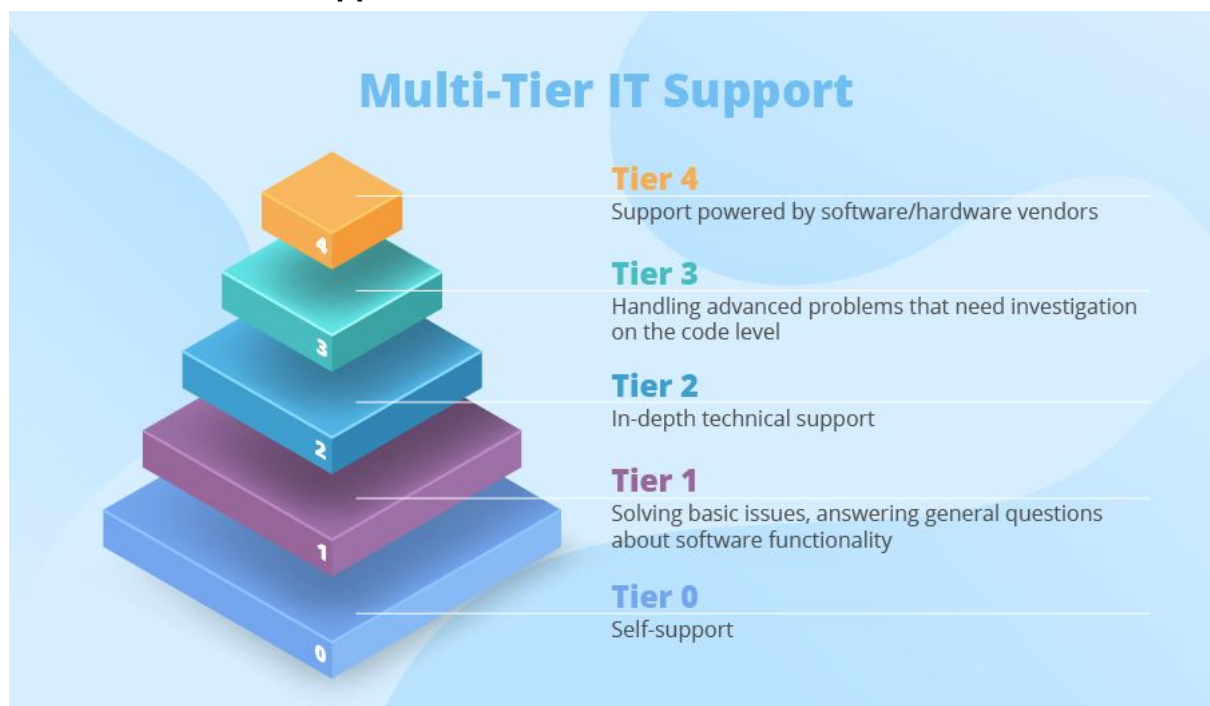
That's why an **order** of **priority** or **levels** of IT support is needed.

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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