

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.

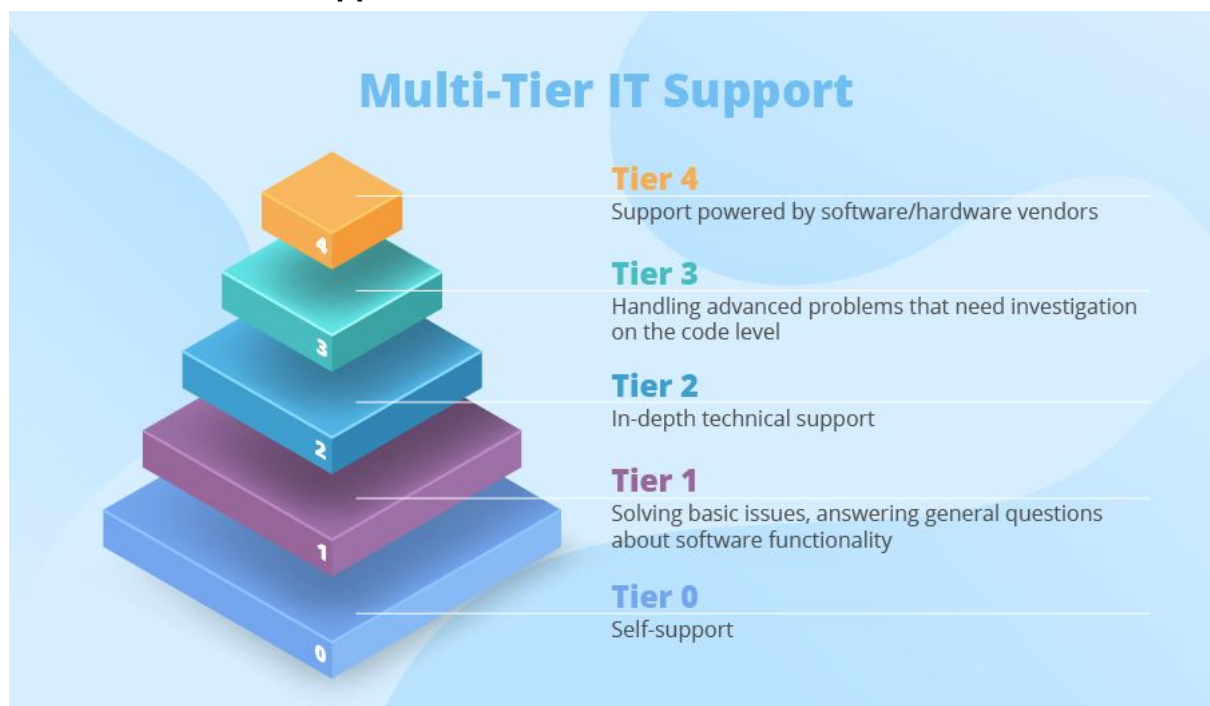
That's why an **order** of **priority** or **levels** of IT support is needed.

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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