

Project Title:

IT Ticketing System: Incident Management and Troubleshooting with Spiceworks

Objective:

To effectively document and manage IT support tickets using Spiceworks, demonstrating real-world problem-solving skills in hardware and network incident triage. The project aims to develop proficiency in ticket creation, categorization, prioritization, and initial diagnostics, preparing for entry-level IT support roles such as Help Desk or Tier 1 Analyst.

Skills Learned:

- **Incident Identification & Documentation:** Analyzed user-reported issues, clarified problem descriptions, and consolidated information for accurate ticket logging.
- **Ticket Categorization & Prioritization:** Classified incidents by hardware, network, or software categories and assigned appropriate priority levels based on impact and urgency.
- **User Communication:** Captured user availability and environment context to optimize support scheduling and troubleshooting efforts.
- **Diagnostic Procedures:** Outlined initial troubleshooting steps like hardware checks and network diagnostics to guide support teams.
- **ITSM Tools:** Gained hands-on experience using **Spiceworks** for ticket management, tracking, and workflow automation.

Tools Used:

- **Spiceworks IT Help Desk:** Ticket creation, categorization, and workflow management.
- **Basic Troubleshooting Tools:** Hardware connectivity checks, network diagnostics.

Project Steps / Process Overview:

1. **User Issue Intake:** Received and documented detailed user problem statements including symptoms, troubleshooting attempts, and availability.
2. **Ticket Creation:** Created structured tickets in Spiceworks with clear titles, descriptions, categories, priorities, and impact assessments.
3. **Ticket Categorization:** Assigned incidents to relevant categories such as Hardware → Display or Network → Connectivity based on issue type.
4. **Initial Diagnostics Recommendation:** Proposed preliminary troubleshooting actions like cable inspection, Wi-Fi profile resets, and network connectivity verification.
5. **User Coordination:** Incorporated user availability and location data to facilitate efficient on-site or remote support scheduling.
6. **Support Handoff:** Prepared detailed tickets for escalation to Tier 1 support or further specialist intervention.

Example Tickets:

- [INC] Left External Monitor Not Displaying Output
 - [INC] User Unable to Access Internet or Email
 - [INC] Laptop No Longer Connecting to Office Wi-Fi
-

Impact:

This project enhanced my ability to systematically handle IT support requests, communicate effectively with users, and leverage ITSM platforms like Spiceworks to streamline incident resolution workflows—key skills for any IT support or cybersecurity operations role.

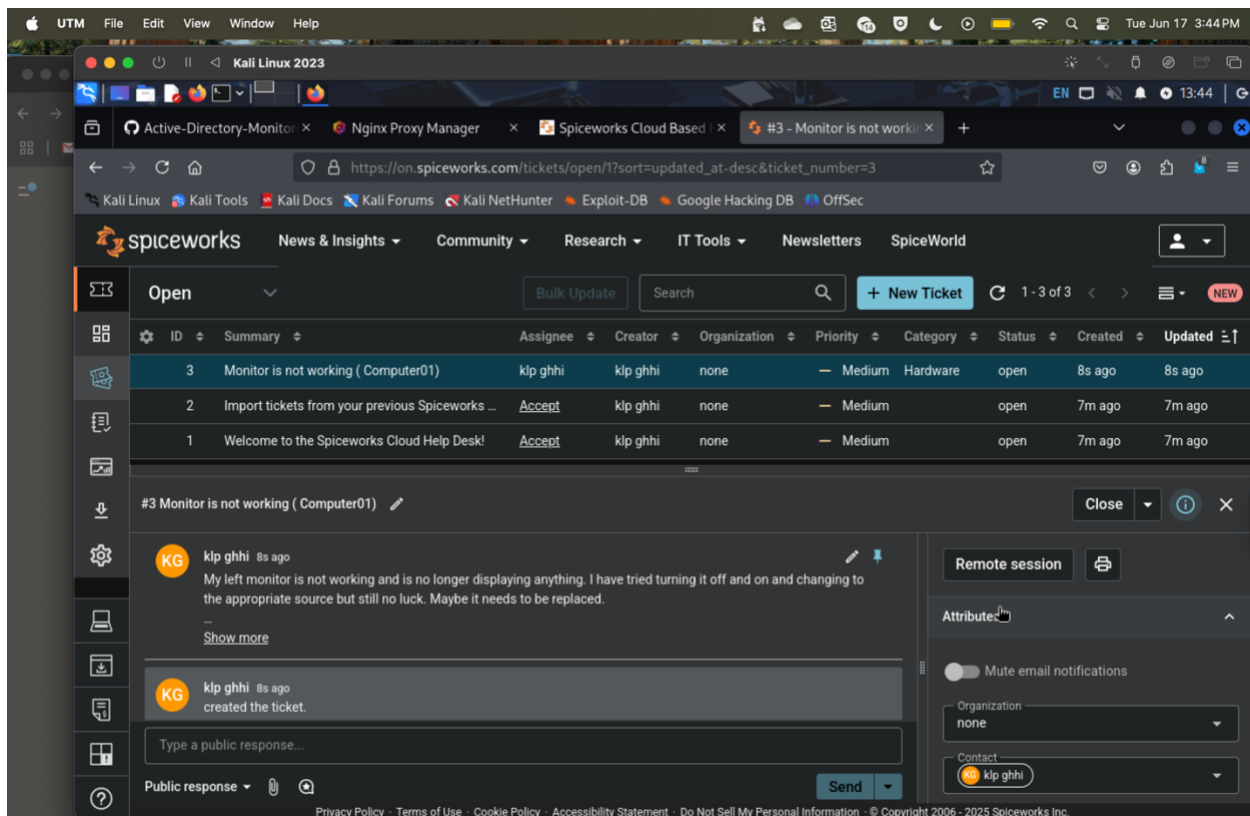
TICKET 1 — Left Monitor Not Displaying

User Input:

Subject: Monitor is not working

Description:

My left monitor is not working and is no longer displaying anything. I have tried turning it on and off and changing to the appropriate source but still no luck. Maybe it needs to be replaced. I am available after my 10:30 a.m. meeting and office is on the 10th floor.



Final Consensus Ticket (TICKET 1)

Ticket Title: [INC] Left External Monitor Not Displaying Output

Category: Hardware → Display → External Monitor

Priority: Medium

Location: 10th Floor, Office

Description:

The user reports that their **left external monitor is no longer displaying any output**. The monitor was previously functional. They have attempted to turn it off and on and verified it is set to the correct input source, but there was no success.

Further information such as whether the monitor is detected in the OS and if any LEDs or power indicators are active is not yet known.

The user is available for in-person troubleshooting **after their 10:30 AM meeting**. Recommend checking cable integrity, port function, and display settings before replacement.

TICKET 2 — No Internet or Email Access

User Input

Summary: My internet is not working

Description: I cannot browse the internet and send emails.

Final Consensus Ticket (TICKET 2)

Ticket Title: [INC] User Unable to Access Internet or Email

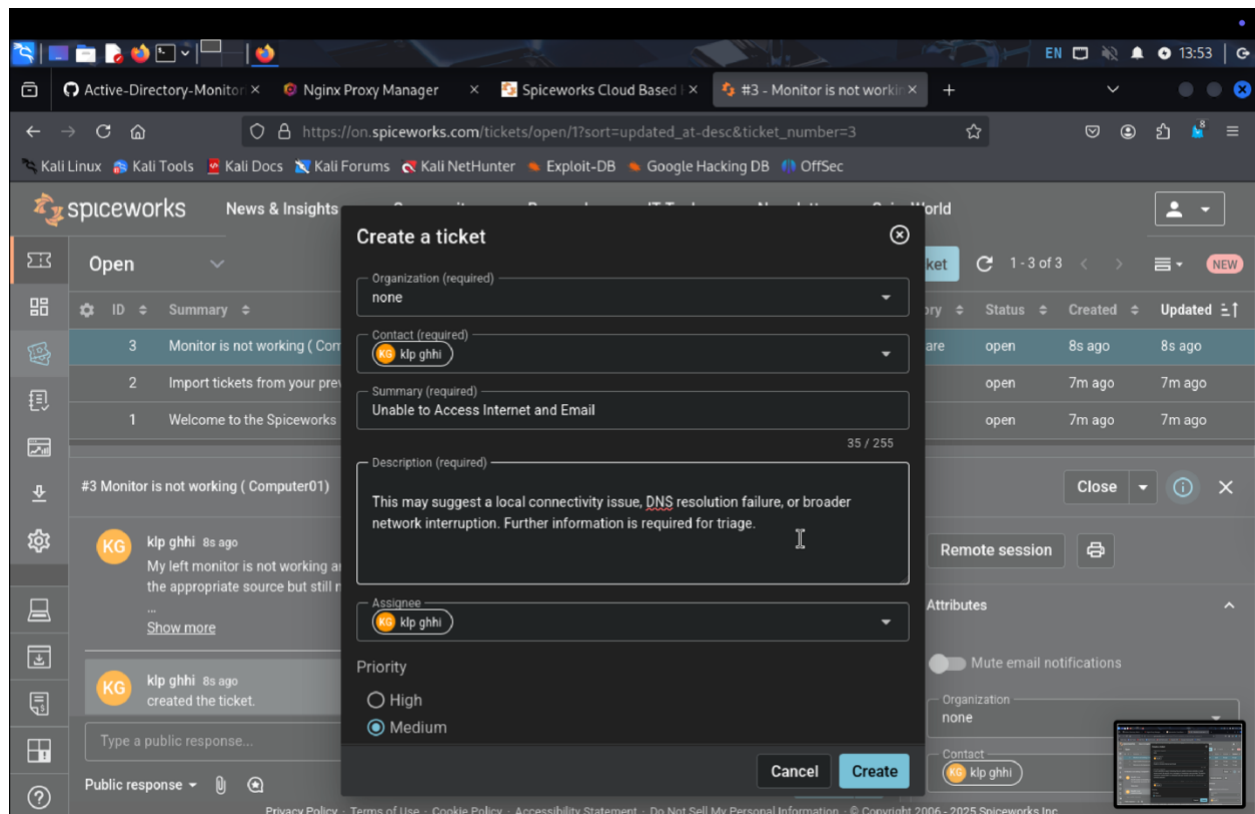
Category: Network → Connectivity

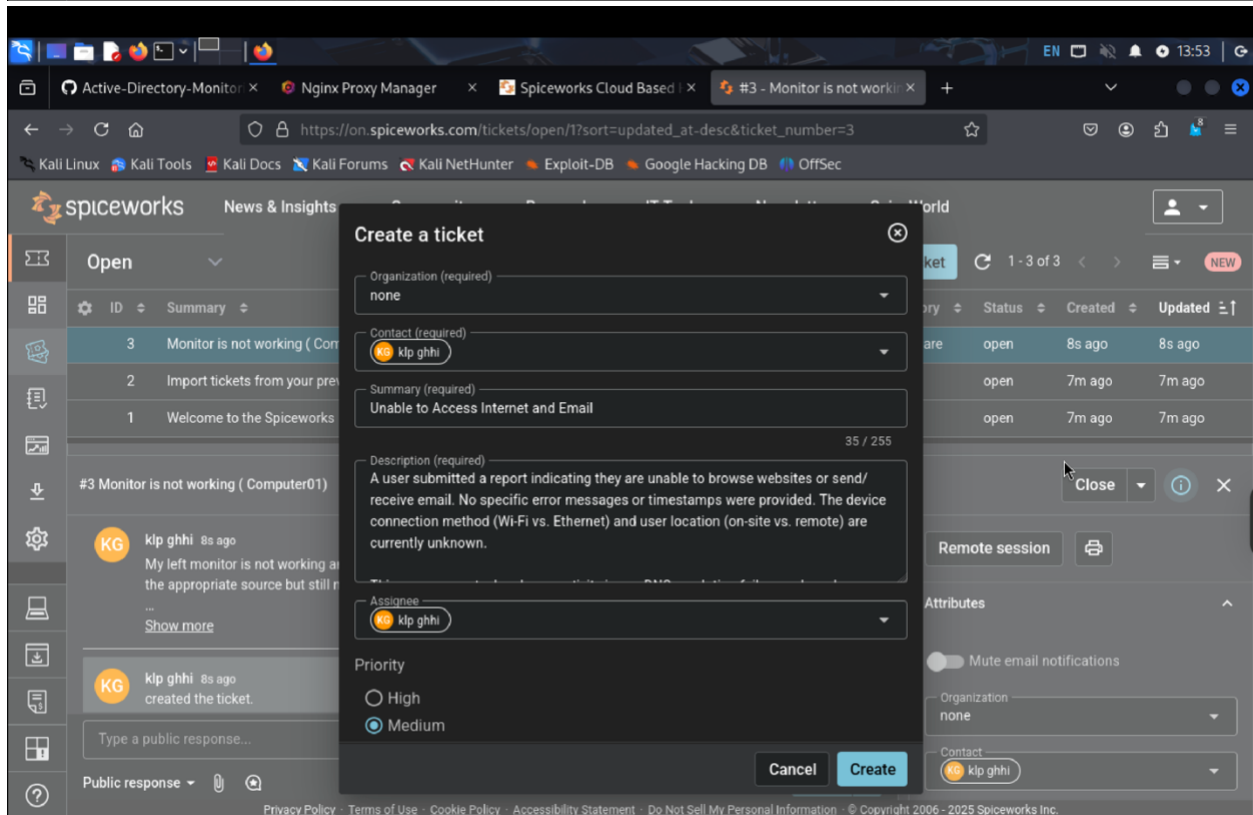
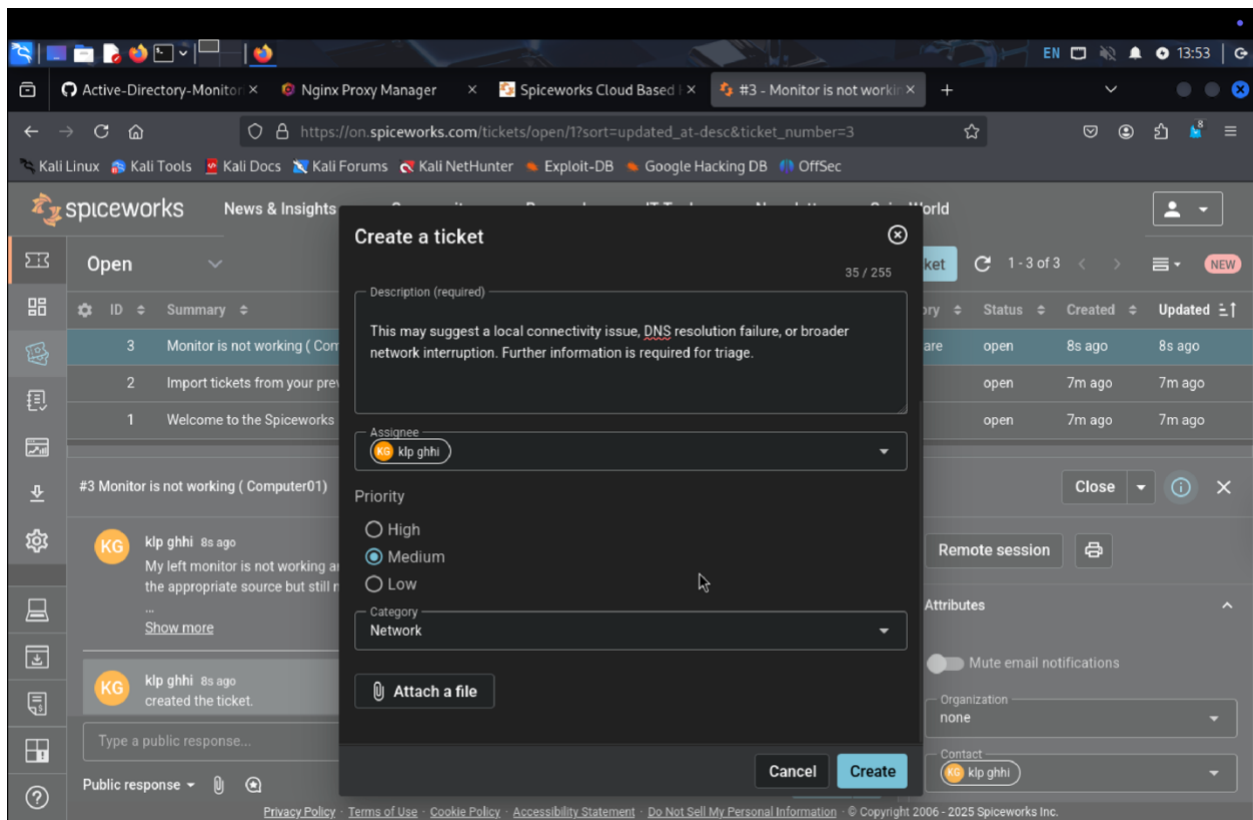
Priority: medium (assumes work-blocking until confirmed otherwise)

Description:

A user submitted a report indicating they are unable to browse websites or send/receive email. No specific error messages or timestamps were provided. The device connection method (Wi-Fi vs. Ethernet) and user location (on-site vs. remote) are currently unknown.

This may suggest a local connectivity issue, DNS resolution failure, or broader network interruption. Further information is required for triage.





Ticket 3 - **wifi not connecting on laptop**

User's Input:

“My Wi-Fi no longer connects and it used to connect automatically when I am in the office. I am available all day for troubleshooting and my office is next to the cafeteria.

FINAL CONSENSUS TICKET

Ticket Title: [INC] Laptop No Longer Connecting to Office Wi-Fi

Description:

The user reports that their laptop has stopped automatically connecting to the office Wi-Fi network, which previously worked without issue. No specific error messages were shared.

The user is located **in an office next to the cafeteria** and is **available all day** for support.

Category: Network Services → Wireless → Connectivity

Impact: Single user

Urgency: Medium

Initial Actions Required:

- Contact user to gather device name or asset tag
- Attempt manual reconnection to Wi-Fi or profile reset
- Check for DHCP lease or 802.1X authentication errors
- Confirm if other users in that Wi-Fi zone are affected

Next Step: Assign to Tier 1 Support for onsite diagnostics

Active-Directory-Monitor x Nginx Proxy Manager x Spiceworks Cloud Based x #3 - Monitor is not worki x

https://on.spiceworks.com/tickets/open/t?sort=updated_at-desc&ticket_number=3

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Open

ID Summary

3 Monitor is not working (Computer01)

2 Import tickets from your pre

1 Welcome to the Spiceworks

#3 Monitor is not working (Computer01)

KG klp ghhi 8s ago

My left monitor is not working as the appropriate source but still n

Show more

KG klp ghhi 8s ago

created the ticket.

Type a public response...

Public response

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Create a ticket

Description (required)

The user reports that their laptop has stopped automatically connecting to the office Wi-Fi network, which previously worked without issue. No specific error messages were shared.

The user is located in an office next to the cafeteria and is available all day for

Assignee

Unassigned

Priority

☐ High

☐ Medium

☒ Low

Category

Network

Attach a file

Cancel Create

49 / 255

1 - 4 of 4

NEW

Category	Status	Created	Updated
are	open	9m ago	9m ago
	open	15m ago	0s ago
	open	15m ago	0s ago

Close

Due date

Category

Hardware

Related devices

Tasks

Time spent

CC'd users

Active-Directory-Monitor x Nginx Proxy Manager x Spiceworks Cloud Based x #3 - Monitor is not working x

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Open Bulk Update Search + New Ticket 1 - 5 of 5 NEW

ID	Summary	Assignee	Creator	Organization	Priority	Category	Status	Created	Updated
5	[INC] Laptop No Longer Connecting to Office Wi...	klp ghhi	klp ghhi	none	Low	Network	open	0s ago	0s ago
1	Welcome to the Spiceworks Cloud Help Desk!	klp ghhi	klp ghhi	none	Medium		open	51m ago	35m ago
2	Import tickets from your previous Spiceworks ...	klp ghhi	klp ghhi	none	Medium		open	51m ago	35m ago

#3 Monitor is not working (Computer01) Close

KG klp ghhi 8s ago
My left monitor is not working and is no longer displaying anything. I have tried turning it off and on and changing to the appropriate source but still no luck. Maybe it needs to be replaced.
Show more

KG klp ghhi 8s ago created the ticket.

Type a public response...

Public response Send

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Active-Directory-Monitor x Nginx Proxy Manager x Spiceworks Cloud Based x #3 - Monitor is not working x

https://on.spiceworks.com/tickets/open/1?sort=updated_at-desc&ticket_number=3

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Open Bulk Update Search + New Ticket 1 - 4 of 4 NEW

ID	Summary	Assignee	Creator	Organization	Priority	Category	Status	Created	Updated
3	Monitor is not working (Computer01)	Unassigned	klp ghhi	none	Low	Network	open	9m ago	9m ago
2	Import tickets from your previous Spiceworks ...		klp ghhi	none			open	15m ago	0s ago
1	Welcome to the Spiceworks Cloud Help Desk!		klp ghhi	none			open	15m ago	0s ago

#3 Monitor is not working (Computer01) Close

KG klp ghhi 8s ago
My left monitor is not working and is no longer displaying anything. I have tried turning it off and on and changing to the appropriate source but still no luck. Maybe it needs to be replaced.
Show more

KG klp ghhi 8s ago created the ticket.

Type a public response...

Public response Send

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Create a ticket

Description (required)
Wi-Fi network, which previously worked without issue. No specific error messages were shared.

The user is located in an office next to the cafeteria and is available all day for support.

Assignee
Unassigned

Priority
☐ High
☐ Medium
☒ Low

Category
Network

Attach a file

Cancel Create