Project Title

IT Ticketing System – Ticket Closure Summary

Objective

To document and summarize the incident response process for resolving common end-user connectivity issues through structured IT service management practices using Spiceworks. These tickets simulate real-world Tier 1 technical support cases in a professional environment.

Skills Learned

Skill Area	Description
Troubleshooting & Root Cause Analysis	Diagnosed network and wireless connectivity failures based on limited user input.
DNS & Network Layer Diagnosis	Identified backend DNS misconfiguration and restored name resolution.
Wi-Fi Authentication Protocols	Resolved 802.1X certificate issues impacting enterprise Wi-Fi connectivity.
Incident Documentation & Closure	Composed clear, professional closure summaries including root cause and resolution.

Tools Used

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ITSM Platform Spiceworks Help Desk

Networking DNS Services, 802.1X Authentication, Wireless Controller

OS & Endpoints Windows Enterprise Workstations

Steps Taken

Incident Key Resolution Steps

1. Reviewed user input.

2. Verified backend DNS configuration.

Internet and Email Failure

3. Corrected misconfigured DNS settings.

4. Tested connectivity and received user confirmation.

Incident

Key Resolution Steps

- Wi-Fi Not Connecting
- 1. Verified authentication method (802.1X).
- 2. Inspected wireless certificate validity.
- 3. Renewed the expired certificate.
- 4. Confirmed restored connectivity with user.

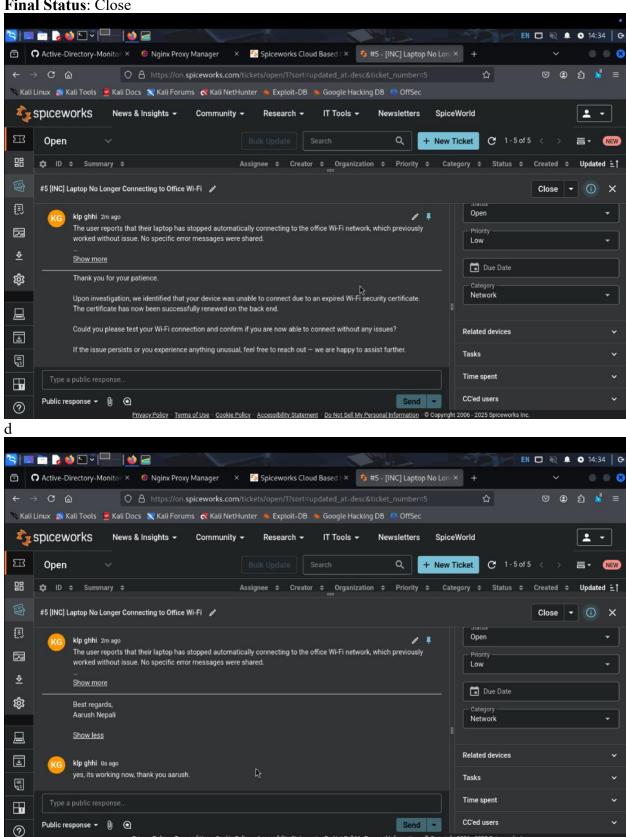
Result

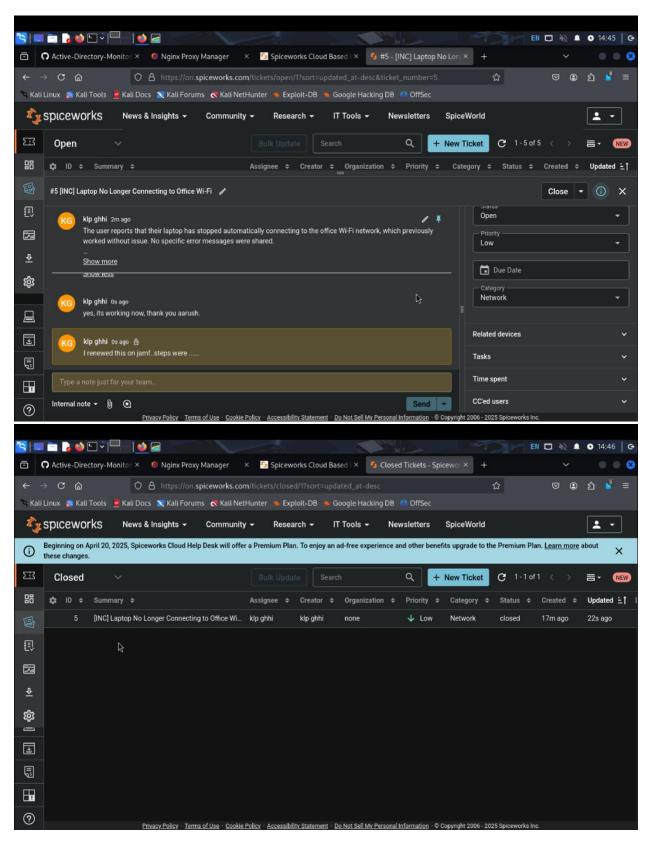
All issues were resolved successfully. Tickets were closed after user confirmation, simulating Tier 1/2 support processes within a corporate environment. This experience reflects readiness for roles such as **SOC** Analyst, IT Support Specialist, or Network Operations Technician.

Incident #1: Internet and Email Inaccessibility

- Ticket Title: Internet Browsing and Email Failure
- **User Report**: User could not browse websites or access email services. No error message or connection details provided.
- **Root Cause**: DNS misconfiguration on the internal network caused name resolution failure.
- **Resolution**: DNS settings were corrected at the backend. Network services were restored successfully.
- Closure Date: June 17, 2025
 User Confirmation: Received

Final Status: Close





Incident #2: Laptop Not Connecting to Office Wi-Fi

- Ticket Title: Wi-Fi Auto-Connect Failure on Laptop
- **User Report**: Device stopped automatically connecting to the corporate Wi-Fi network, which previously worked without issues.
- Root Cause: Expired backend Wi-Fi certificate disrupted 802.1X authentication.
- **Resolution**: Certificate was renewed on the wireless controller. Connection was reestablished and verified.
- Closure Date: June 17, 2025User Confirmation: Received
- Final Status: Closed

