Proper IT

Our Proper IT team is better able to help with computer related design and support services using our Service Desk ticket management system. We track and measure ticket resolution to ensure optimal service is provided in a timely fashion. Tickets are now able to be placed by phone, email, mobile app, or directly using the IT Service Desk Portal web page.

The system categorizes all technological service incidents, including escalated events. An "incident" is our word for anything that denotes the failure or degradation of an IT service. For example, unable to print, unable to receive e-mails and so on. Service Requests, on the other hand, are requests raised by the user for support, delivery, information, advice or documentation. Some examples are installing software in workstations, resetting lost password, requesting for hardware device and so on.

Proper IT Technicians will respond to your ticket with a whole team approach, versus strictly a local site approach to ensure your ticket is resolved in the best possible manner according to the established service levels. It serves as our IT scorecard to track performance and analyze recurring problems, document root causes and build a knowledge base to help avoid and resolve future incidents.

Enhancements to the current process:
1. The Service Desk web address will be changed to servicedesk.propergroupintl.com so that it is easily remembered and accessible.
2. All requests must be tickets in Service Desk to compose a score card.
3. An internal help desk phone extension (x9123) is reachable by all sites and associates. The help desk operator will create your request in Service Desk and assign it to an available technician.
4. An add-on for Outlook will be created that can easily create a ticket by email in Service Desk.
5. A knowledge base of user-friendly solutions will be created in Service Desk, readily available to all associates. Access the knowledge base by clicking on Solutions at the top.
6. Incidents will be classified much differently to strictly adhere to SLA times, improving reliability

We believe these changes will improve the IT department's overall performance and provide better accountability across all requests, but it all depends on each associate's willingness to adapt to these new procedures. We look forward to providing excellent quality IT solutions to Proper this year and the next and helping the business win. Just like the company motto, IT truly is Committed to Your Success.

Adam Fattah
IT Operations Manager