1. Project Overview

Project Title:

Streamlining Ticket Assignment for Efficient Support Operations

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2. Problem Statement

The current process for assigning IT support tickets within the ServiceNow platform is manual and often inefficient. Tickets are frequently assigned to agents who are unavailable, lack the necessary expertise, or are already overloaded with work. This leads to:

\* Delayed response and resolution times.

\* Increased agent frustration and burnout.

\* Inaccurate workload distribution among team members.

\* A negative impact on customer satisfaction.

\* Inefficient use of IT resources.

3. Project Goal

The primary goal of this project is to implement an automated and intelligent ticket assignment system within ServiceNow that ensures tickets are routed to the most qualified and available agents, thereby improving efficiency, reducing resolution times, and enhancing customer and agent satisfaction.

4. Project Objectives

Automate Ticket Assignment: Develop and implement an automated system that assigns tickets based on predefined rules and agent availability.

Improve Resolution Time : Decrease the average ticket resolution time by at least 15%.

Enhance Agent Workload Distribution: Implement a system that balances the workload among agents, preventing single points of failure and burnout.

Increase Agent Efficiency: Reduce the time agents spend on manual ticket intake and selection, allowing them to focus on resolving issues.

Improve Reporting and Analytics: Create new dashboards and reports to provide insights into ticket assignment efficiency and agent performance.

5. Scope

In-Scope:

\* Development and implementation of a new automated ticket assignment engine within the ServiceNow IT Service Management (ITSM) module.

\* Configuration of assignment rules based on ticket category, priority, and agent skills.

\* Integration with agent status (e.g., available, busy, on leave) to prevent assignment to unavailable agents.

\* Development of a skill-based routing mechanism.

\* Creation of new performance dashboards and reports for administrators and managers.

\* Training for IT support agents and administrators on the new system.

Out-of-Scope:

\* Implementation of any new IT Service Management modules outside of the core ITSM platform.

\* Major changes to existing ITIL processes (e.g., incident, problem, change management) beyond the ticket assignment process.

\* Integration with external systems outside of the current ServiceNow platform.

\* Major hardware or infrastructure upgrades.

6. Deliverables

\* Functional automated ticket assignment engine.

\* Documented assignment rules and workflows.

\* Skill-based routing configuration.

\* New dashboards and reports for monitoring and analytics.

\* User training materials and documentation.

\* User Acceptance Testing (UAT) plan and results.

\* Post-implementation support plan.

7. Key Roles and Responsibilities

Project Sponsor: Approves project charter, budget, and resources. Serves as the ultimate decision-maker.

Project Manager: Manages project plan, timeline, budget, and team. Communicates with all stakeholders.

ServiceNow Administrator/Developer: Responsible for developing, configuring, and implementing the solution within the ServiceNow platform.

IT Support Manager: Provides subject matter expertise on current ticket assignment processes and requirements.

Support Agents: Participate in UAT and provide feedback on the new system.

Business Analyst: Gathers and documents requirements from stakeholders.

8. Project Timeline (High-Level)

Phase 1: Planning & Discovery

\* Gather requirements from stakeholders.

\* Analyze current ticket assignment process.

\* Develop detailed project plan.

Phase 2: Design & Development

\* Design the new automated assignment engine.

\* Develop and configure assignment rules and workflows.

\* Build skill-based routing mechanism.

\* Develop reports and dashboards.

Phase 3: Testing & UAT

\* Conduct internal testing.

\* Execute User Acceptance Testing (UAT) with support agents.

\* Address and fix any issues found.

Phase 4: Deployment & Training

\* Deploy the new system to the production environment.

\* Conduct training sessions for agents and administrators.

Phase 5: Post-Implementation Support & Review

\* Monitor system performance and address any post-go-live issues.

\* Conduct a project review to measure success against objectives.

9. Budget & Resources

Estimated Budget:\*\* \[e.g., $X,XXX - $XX,XXX]

Resources:

\* ServiceNow Developer/Administrator (\[FTE/Hours])

\* Project Manager (\[FTE/Hours])

\* Dedicated time from IT Support Manager and agents.

\* Access to ServiceNow development and testing environments.

10. Success Criteria hg

\* 15% reduction in average ticket resolution time (measured 3 months post-implementation).

\* Reduction in the number of manually reassigned tickets by 50%.

\* Positive feedback from at least 80% of support agents in a post-implementation survey.

\* Achievement of balanced ticket assignment across all teams and agents.

\* All project deliverables are completed on time and within budget.

11. Risks & Mitigations

Risk: Agents are resistant to the new automated process.

Mitigation: Involve agents in the design and UAT phases. Clearly communicate the benefits of the new system. Provide comprehensive training.

Risk:The new assignment rules are not comprehensive enough, leading to incorrect assignments.

Mitigation: Conduct a thorough discovery phase to document all possible ticket scenarios. Use a phased approach to implementing rules, starting with simple ones and adding complexity over time.

Risk:Unexpected technical issues during development or deployment.

Mitigation: Use a dedicated development and testing environment. Conduct thorough testing before deployment. Have a rollback plan in place.

Risk:Project timeline slips due to resource constraints.

Mitigation: Secure dedicated resources upfront. Monitor project progress weekly and address any potential delays immediately.