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Intent of Instruction

For this assignment I will be talking about a recent project I finished within the healthcare company I work for! The project was an IT Ticketing system Process Design to better provide feedback, and input on issues reported by employees. This project I partnered up with the Operations team to take a look at the IT Ticketing Systems Process, and response division. The “problem” we were tasked with looking into was how the ticketing system was designed, responses to ticket requests, and how the ticketing was handled by the IT Department. Since the company is ultimately an “umbrella” company, there are several “companies” that fall under one. We were tasked with bringing the various departments together as one, and be able to improve on the Ticketing Systems, feedback and response.

The intent of the project was to design a process that can be plug and play within each division of the company. The intent of the overall project is for the IT Department to be able to provide faster, more efficient feedback to employees who have technical, and mechanical issues with regards to their company equipment. We were looking to design a “cut and paste” process for any division to provide feedback on incoming IT Tickets.

With regards to technical issues, it is important to understand that some issues are more difficult to solve than others. For example, a simple password reset or software update would be easier to solve than a component within the computer is not performing as it should, or the operating system had a critical failure which renders the device inoperable. With that in mind we set out to design a more appropriate system for IT to help solve these issues.

The participants for the redesign of the process were a handful of the IT Managers within a few divisions of one side of the company. We took their input based on their current setup, and issues they face on a day to day basis to better help us design the system they will ultimately be using. The intended change we are looking to accomplish is a faster, more efficient IT Ticketing System, and better feedback for the employees, so they can better perform at their respective jobs.

Some of the changes we made were on the technical front, where we designed a process to rank the IT Tickets coming in so the tickets could get the respective IT Personal. We worked with the managers to discuss the design of their team, which members of the team may have specialty knowledge in certain areas of IT Solutions. Having this understanding we could separate some of the team into groups, allowing those with more advanced, or specialty knowledge on one or another area of IT to better support the Tickets coming in, and ultimately speeding up response times.

Overall we designed not just some technical changes to the previous systems used, but a process with which any IT department can plug and play the process in their department to offer a better IT Ticketing and support system.

Learner Analysis

In reference to the above mentioned, the target learners would be the IT Department within the various divisions of the company. Being that each division of the “umbrella” company has their own IT department, it would be introduced to each division’s department separately.

The characteristics of the learners for this program are those with an IT background, looking to advance and further their IT Career. Whether they have a Degree from a University or just IT Certifications in the field, this would pertain to all of them; as well as those IT Employees of all ages, being able to better support their fellow employees is something they all strive to achieve. Some of the typical learning style for IT is a hands on approach as much of what this Program offers is done from hands on experience.

This Program is designed to better the effectiveness of the IT department when handling IT Tickets, solving other problems within their area of expertise; as well as., meeting the needs of their superiors. After speaking with some of the Directors, and COO's of the various divisions we learned what they were looking to achieve from a redesign of the IT Ticketing System. Based on some experience I had working a previous position I held, I have worked with other IT Departments and spoken in depth with them regarding their systems. Efficiency, and effectiveness were always two characteristics that stuck out as part of what various IT Departments are looking to achieve.

Task Analysis (for procedure or concept to be learned)

The main task we were looking to achieve with this redesign of this program was to have the IT Department learn a newer more effective and efficient Ticketing System. We were not looking to change the technical system in which each department is using, but rather a "process" that each department can use to better handle tickets as they come in, and be able to provide a better user experience for the employees.

IT Tickets (Chart)

Overall Task - Better, More efficient and effective IT Solutions

Simple Solve Problem (i.e. Password Reset) → Requiring Less Time/Resources

Quick Reset - "Completed" Virtually - Can Be Learned Quickly

Complex Problem (i.e. Hardware Failure) → Requiring More Time Resources

More In-Depth - "Started" Virtually, New Components Sent, "Completed In-Person w/ Install of new Component

Context Analysis

The learning environment for this Program is a Virtual learning experience. As most modern IT Solutions can be done from a remote, Virtual aspect. Being that we are looking to change the "process" rather than the actual technical IT Support System, we are able to do this from a virtual environment.

The tools utilized for this Program is the IT Ticketing Support System (i.e. ServiceNow), and a computer or Laptop capable of running the platform, and a good internet connection. Along with this, we need to make sure the employees have access to all their internal resources, systems, etc. (Which should not be an issue as we did not change anything technical). The only other things we need for this assignment are the employees!

Appendix A: Supporting references from professional literature (as needed)