

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 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, 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.

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 system 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.