System Request – IT Ticketing System Project

Project Sponsor: Louis McCarthy, CIO of Business Company

Business Need: This project has been initiated to create an IT ticketing system which will assist to manage all incoming requests from other departments and customers within the company.

Business Requirements: This system will both keep IT teams up to date on the status of IT tickets and solve the technical issues of customers. That is to say, sometimes, IT department operates as a customer support center and the system should perform both internal and external requests in a timely manner. The functionality that the system should have is listed below:

• Self-service portal – web place where workers and customers can quickly and easily submit their tickets to IT.

• Ticket log – an electronic sheet where the tickets are listed automatically but without getting overlooked any ticket.

• Product for assigning tickets – item which automatically assigns the tickets based on worker availability and adequate knowledge, in other words, who is able to work from start to finish in the shortest period of time.

• Security – the top priority in order to ensure any information to stay secure between server and user.

• 24/7 online service – full time helpdesk.

Business Value: We expect that using ticketing system will mitigate department's stress by keeping all information organized in a central hub. Moreover, we expect that it will make both the IT workers' jobs and the entire company run more smoothly. Besides, we anticipate that it will help to eliminate unnecessary phone calls/emails and standardize the ticket intake process thus will soon lead to solution process. In addition to all, we expect that a full time online service will increase transparency and illustrate high level responsibility of workers towards customers; therefore, it will drive more customer engagement to the company by the performance of IT department.
Conservative estimates of tangible value to the company include the following:

• $554,000 from newly engaged customers

• 985,000 from existing customers

Special issues and Constraints: IT Department views this as a strategic system. In order to make the department work more efficiently, this project should be implemented until the winter holiday starts.