

NAMCOR  
Private Bag 13196  
Windhoek

Dear NAMCOR PMS Superuser Team

**Subject: LOTS Standard Ticket Logging Procedure**

I am **Ndapanda Amutenya**, the **Business Analyst** for Legion Business Operations Consulting and Technologies (PTY) Ltd. As a member of the LOTS ICT Help Desk team, I will be responsible for providing **business requirements management, product value delivery, and system support** for the Performance Management System being used by your organization. This will entail verification and resolution of all system issues logged as well as new feature requests.

To ensure that we address your concerns effectively and in a timely manner, you are advised to follow the steps below in logging all formal ticket issues.

1. **Click on the following link to access the Ticket Submission Form:**  
<https://airtable.com/app6QJEUuKJPZoiJ/shroytPIH34JiQpcl>
2. **Fill in the Ticket Submission Form.**

Kindly take note that we will only be attending to issues that are formally logged on the provided ticket link and signed off by both the employee and employee's supervisor/ NAMCOR system administrator. This process will enable us to implement proper version control, avoid major defects in the system, effectively monitor all system issues, and ensure that no concerns go unnoticed. A detailed step by step process is included in the annexure below for guidance. Please note this process is effective going forward. Your key account manager shall remain **Ms Helvi Mufeti** ([helvi@lotsinsights.com](mailto:helvi@lotsinsights.com)), any contractual matters may be addressed to her.

Thank you for your cooperation, and please feel free to reach out if you need any assistance. Your continued support is greatly appreciated.

Yours sincerely,

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Legion Business Operations Consulting and Technologies (PTY) Ltd



## User Support Process

