

PROJECT SCOPE DOCUMENT

Project Name: Support Ticketing System for IT Consulting Company to monitor and update requests/issues to improve the level of IT support.

Project Objectives:

To produce a Support ticketing system for an IT consulting company in order to provide users with IT support and allow for everyone in the company to be able to effectively keep track of requests and monitor if issues have been resolved.

Project Goal:

Improve customer satisfaction by introducing a reliable support ticketing system that will be running 24hr/7. Resolving maximum requests from clients at the first contact. The ticketing system will help the business to improve its customer satisfaction rate

Scope Description: The client requires employees to only raise issues/requests through the ticketing system with proper tracking and monitoring of said requests. The system will allow for the following of proper SLAs where customers of the IT Company can be given a time for the completion of their requests and they will be categorised in relation to the time needed of urgent, high, medium, and low. This project aims to create a Ticketing System to organize and better resolve the issues and/or requests from clients. This should achieve a response rate of:

- 2-3 Business Hours for Urgent cases
- 4-8 Business Hours / 1 Business Day for High Importance cases
- 8-16 Business Hours / 1-2 Business Days for Medium Importance cases
- 16-32 Business Hours / 2-4 Business Days for Low Importance cases

Three levels of support will be provided by the Company:

1. Level 1 – First Point of Contact, acknowledge ticket
2. Level 2 – Subject Matter Expert, in-depth analysis of the ticket
3. Level 3 – Developer, Technical Experts

The purpose of the IT Support Ticketing System will be as follows:

1. Client has an issue or request
2. Clients will raise a ticket in the system
3. Level 1 Support will acknowledge the ticket
4. If the ticket can be resolved at his level, he will assign the ticket to the L1 Team
5. L1 Support shall claim, resolve, and close the ticket
6. If L1 Support cannot solve the ticket, he will assign the ticket to the L2 Team
7. L2 Support shall claim, resolve, and close the ticket
8. If L2 cannot solve the ticket, he will then assign the ticket to L3 Team,
9. L3 Team to claim, resolve, and close the ticket

Project Requirements:

- The system will cater to both external clients and employees
- The employees shall also raise a ticket in the ticketing system if they encounter hardware (PC\Laptop) issues or requests for software installations
- The system should organise the requests from clients
- The system should be easily accessible for every employee so they can track a ticket anytime
- The system should be secure to make sure the confidential information from customers is secure

Project Exclusions: Regularly updates the software

Project Assumptions:

- Team members are knowledgeable and have experience with the ticketing system
- Issue is not solved earlier, because everyone will be happier if the project will finish early rather than late
- Sending of email notifications is dependent on the internet

Project Constraints:

- Time, money, and scope are the constraints.
- Budget constraints

Project Deliverables:

- Ticketing System Prototype
- Develop a system from scratch
- An open-source ticketing system e.g., Freshdesk
- Project Charter
- System Design (sequence diagrams, classes, components, Database models)
- Project Scope Document
- Timesheet, Project status reports
- Design presentation for the client
- Work Breakdown Structure (WBS)
- Risk management sheet
- Cost-Benefit Analysis document
- User Training session
- User interface
- Gant Chart for project milestones
- Final system