

## **PROJECT**

IT Support Ticketing System for an IT Consulting Company

## **WORK TASK**

**Duration: 2 days**

Once the Project Charter Document is completed, please prepare the Project Scope Document. Kindly send to me once completed.

The following items discussed shall be included in the project scope:

- The ticketing system of our IT Consulting company will cater both external clients and employees.
- For external clients, we have a BPM project where our BA's design and automate trade-related process workflows of our clients. If there's an issue with regards to the automated process or if there are requests for process enhancements, our clients shall raise a ticket in the ticketing system.
- For our company employees, if they encounter hardware (PC/ Laptop) issues or requests for software installations, they too shall raise a ticket in the ticketing system.
- Ticketing system will help the business to improve its customer satisfaction rate.
- Team members have no dependencies on other projects, hence the project can be finished on time.
- Team members are knowledgeable and have experience with the ticketing system.
- Can only notify customers about the progress of their concern or request by sending an email, but will not be able to call the customer.
- Sending of email notification is dependent on the internet, if encountered problems about internet connection then email notification may be delayed.
- Customers may not be able to read email notifications on time.

These are the brainstormed ideas but please add more items in the list.

Also, we are discussing the following options:

- Develop a system from scratch which takes longer, and we still need to hire new developers or
- Use an open-source ticketing system which can be used in a couple of months' time and which we can customize. We are looking at Freshdesk for now.