# Using the **IT Help Ticket** Page

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## Goals

1. Centralize IT problem reporting in one database.
2. Increase problem reporting efficiency.
3. Decrease the amount of time to notify staff of an IT issue.
4. Communicate problems to a broader audience than just one IT staff member.
5. Track ticket progress electronically for documentation (i.e., reference past tickets for solutions to problems--knowledge base).
6. Automate problem resolution to the staff member reporting problem by sending an email through a process.

## Implementation

1. Added new fields to the **dbo.IT\_Help\_Tickets** table: **Status**, **Operating System**, **Severity** and **Assigned\_To**
2. Created a lookup table for each of the fields: **Status**, **Operating System**, and **Severity**.
3. Create a new table to keep track of time spent on an issue.
   1. Create a child table that relates to **dbo.IT\_Help\_Tickets** that has the fields **Start\_Time**, **End\_Time**, **Technician** and **Notes**. This table tracks how much time is spent on solving a problem by a technician.
4. Create a report that calculates the amount of time it takes to solve each problem.
5. Create three new processes:
   1. **RMC IT Help Ticket – New Ticket**
      1. Notifies all IT staff/volunteers of a new ticket
   2. **RMC IT Help Ticket – Tech Assigned**
      1. Notifies the IT staff/volunteer a ticket has been assigned to him
   3. **RMC IT Help Ticket – Ticket Closed**
      1. Send an automated email to the person the ticket was created for with a notification that the ticket has been closed. The email includes the ticket notes (i.e., what was done when working the problem).

## Page Benefits

1. All IT staff/volunteers are notified when a problem is reported. Distributing the notification decreases problem response time.
2. Places the problem reporter in direct contact many IT staff/volunteers rather than only one staff member.
3. Ticket notes are shared among all IT staff/volunteers.
   1. I can read what others are doing and I can add notes to instruct another person on how to solve the problem.