Project Name

Implementation of a New Ticketing/Work Management System

Sponsor

Jeanne Wielgus

Acct/Dept

ITS User Support

Service

Projects / Project Request

Priority

Based on steering committee score

Divisional VP:

Dr. Alex Enyedi - Provost Office

Estimated annual initial costs:

Until a ticketing solution is chosen following the selection process undertaken in the project: "Investigate alternative solutions to our current technology help desk ticketing system and choose the appropriate one", exact costs are unknown.

Estimated annual on-going costs:

Until a ticketing solution is chosen following the selection process undertaken in the project: "Investigate alternative solutions to our current technology help desk ticketing system and choose the appropriate one", exact costs are unknown.

Funding Availability?: @

Partially Funded - only initial OR on-going but not both

Need to Know: @

Lorrie Marsh, Josh Callahan, Bethany Rizzardi, Cade Webb

Project Champion: 9

Anna Kircher

Primary Customer(s): @

Campus-wide

What problem are you looking to solve?:

Our current technology help ticketing system is Dell KACE Management System which includes the KBOX ticketing system. Originally this product was selected for its Windows operating system-based workstation management features as well as its KBOX ticketing system. ITS has since replaced the client management with Microsoft System Center Control Management (for Windows clients) and JAMF Casper Suite (for Macintosh clients). This gave us an opportunity to review our current technology ticketing system to make sure we are using the most appropriate one.

Additionally, as part of the TNS Process Improvement recommendations, it has become clear that a single ticketing/work management system used by all of ITS provides opportunities for new efficiency opportunities across the ITS organization via work sharing and collaboration in our business operations and services, allowing us to improve the level of our customer service.

The project to investigate a new ticketing solution is underway. This project would be to implement whatever solution is selected during that investigation.

Which departments or processes are affected?:

All departments will, ultimately, be affected, however the main drivers for this project (and most affected department) will be the ITS staff.

What is the consequence of not doing this project?:

If we do nothing we miss an opportunity to streamline business operations and services and increase productivity to improve customer service.

What would a successful solution look like?:

Implementation of the selected new work management/ticketing tool that allows for collaboration and worksharing among the various ITS groups to create economies of scale.

How else might you solve this problem?:

Keep separate ticketing systems and look for manual or semi-manual ways of achieving the desired collaboration and work sharing abilities.

How does this project align with HSU's strategic objectives?: @

Improve efficiency of business operations and services through having a single ticketing system within ITS.

What resources will this project require?:

Programmer Analyst and, DBA - integration of in-house data systems, User Support, ITC, Sys Admin - configuration, Project Office - project management, Key Advisors - end user input

And is your deadline a hard deadline?:

No

Why must the project be completed by this date?:

To be the least disruptive to the campus community it would be best to implement during the summer of 2016. The other recommendations of the TNS Process Improvement Steering Committee have been moving forward and many are contingent on migrating to a single ticketing/work management system used by all of ITS.

Explanation of annual estimates:

Funding source expected to be from ITS budget. Some year end funds could be utilized; on-going cost of KBOX (\$3000 per year) could be allocated to a replacement ticketing system.

Type: • Replace

Affected or Related Systems/Modules: 0

KBox Other

Other Affected or Related Systems/Modules:

KBOX, TNS Ticketing solution

Considerations / dependencies:

New replacement ticketing/work management system needs to be identified following selection process undertaken in the project: "Investigate alternative solutions to our current technology help desk ticketing system and choose the appropriate one."

Information Technology (IT) Feasibility Statement: 9

Ideally, we will have selected a SaaS (Software as a Service) solution so that we do not have any technical maintenance responsibilities and we reduce our implementation efforts since there would be no need to provide a server or server space, go through an install process, create both dev/prod environments, etc.

Main Components of Request:

- 1. Evaluate selected solution and prepare implementation project plan/schedule
- 2. Implement solution