

# SharePoint Custom Application

*Ticketing System*

6SC

6<sup>th</sup> STREET CONSULTING

# Introduction



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# Agenda

- Background
- Challenges
- Solution
- The Future
- Demo
- Q&A

# Background

- Fortune 100 Company
- Member of Defense Contractor Big 3
- 117,100 employees worldwide
  - 75,000 in the United States
- 70+ facilities worldwide
- 4 major sectors
- Support data
  - 4 main ticketing systems
  - Support staff:
    - 125 level 1
    - 50 level 2

# Client Challenges

- Too many systems
- Hard to report metrics
- High maintenance cost
- No common process
- Additional staff training
- Lack of collaboration between the support teams
- Too many forms
- Too many emails and phone calls
- Increase customer satisfaction
- Cut down request turnaround time
- Join the Go Green! Movement
- Inability to escalate request

# Solution

- Leverage current technology investment
  - High maintenance cost
  - Additional staff training
- One common ticketing system
  - Lack of collaboration between the support teams
  - Too many forms
  - Too many systems
  - Hard to report metrics
  - No common process
  - Join the "Go Green!" movement
- Provide a self-service ticketing application
  - Too many emails and phone calls
  - Increase customer satisfaction
  - Cut down on request turnaround time
- Flexible platform
  - Inability to escalate request

# The Future





## BSO Ticketing

### Tickets

[Attach File](#) | [Spelling...](#) \* indicates a required field

System \*

Requestor Name \*  [Auto-Populate](#)

Requestor Email \*

Requestor Phone \*

Department

Division

Projects

Manager  [Auto-Populate](#)

Category

Title \*

Description \*

Need Date

[Show details](#) | [Hide details](#) | [Clear initial values](#) | [Refresh page](#)

### Ticketing System Guide

Use this form to submit a service request without having to call the Service Center. Please be as specific as possible. The first available support specialist will start working on your ticket. For extremely urgent issues or outages, please call the Service Center at 1-800-272-6022.

Please attach examples or content to your ticket.

Click here to obtain more information: [Get Information](#)

### Ticketing System Knowledge Base

[Ticketing System Knowledge Base](#)

### Ticket Search

Enter a ticket number:

Enter the POC's Email Address:

### My Tickets

ID	Requestor Name	Title	Due Date
14149	<a href="#">Chris Coan</a>	Another one by Chris	
14148	<a href="#">Chris Coan</a>	I want to change!	7/29/2011
14147	<a href="#">Chelsea Grantham</a>	Test	
14146	<a href="#">Rich Capil</a>		
14145	<a href="#">Rich Capil</a>		

1 - 5

# Thank you

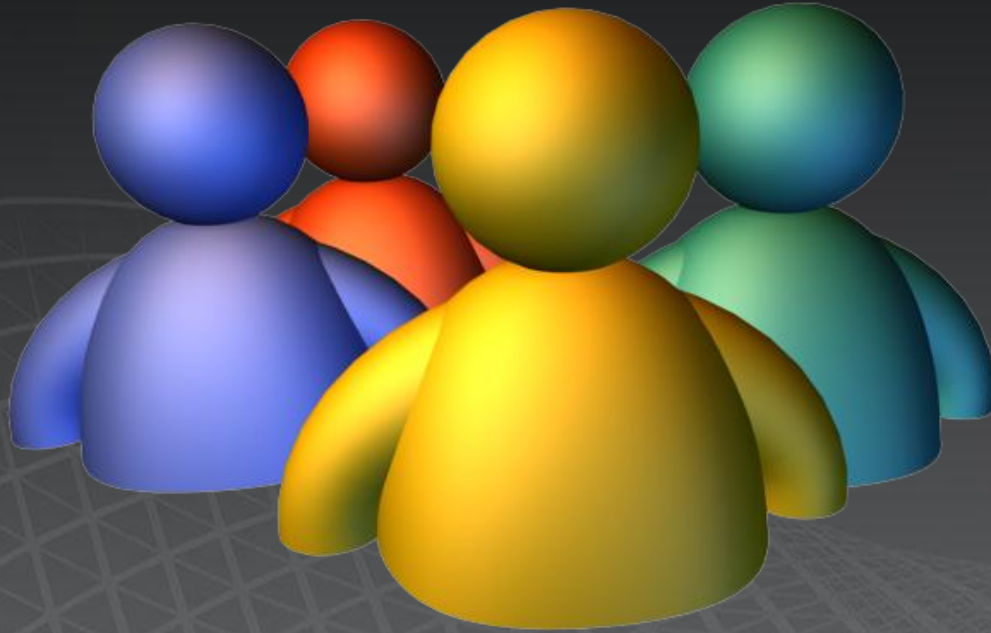


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# Questions





**BSO Ticketing**

**Tickets**

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**Ticket Search**

Enter a ticket number:

Enter the POC's Email Address:

**My Tickets**

ID	Requestor Name	Title	Due Date
14151	Nguyen, Huy (6SCDEV)	B77445	



**BSO Ticketing**

Enter a ticket number:   Enter the POC's Email Address:

New ▾ Actions ▾ Settings ▾

Edit	ID	System	Requestor Name	Requestor Email	Requestor Phone	Department	Division	Manager	Category	Ranking	Title	Description	Need Date	Priority	Issue Status	Created	Assigned To	Due Date
	14149	EPIC	Chris Coan	chris.coan@6sc.com	555 555 1212	Development	AS-Sector	Sansom, Rich (6SCDEV)	Break Fix	H3	Another one by Chris	blah, blah, blah				7/24/2011 4:39 PM		
	14148	CSAP (SSD)	Chris Coan	chris.coan@6sc.com	555 555-1212	Development	AS-Sector	Sansom, Rich (6SCDEV)	Configuration Change		I want to change!	Please change IT.	7/14/2011			7/24/2011 4:13 PM		7/29/2011
	14147	CSAP (SSD)	Chelsea Grantham	chelsea.grantham@6sc.com	(310) 694-3844				General Issue - 24hrs		Test	Test				7/22/2011 1:09 PM		
	14146		Rich Capil	rich.capil@6sc.com	310-123-2345	Development		Greg Saliba	Access Request		(no title)	Access Request...			Pending Approval	7/6/2011 7:04 PM		
	14145		Rich Capil	rich.capil@6sc.com	310-123-2345	Development		Greg Saliba	Access Request		(no title)	Access Request...			Pending Approval	7/6/2011 7:00 PM		
	14144		Rich Capil	rich.capil@6sc.com	310-123-2345	Development		Greg Saliba	Access Request		(no title)	Access Request...			Pending Approval	7/6/2011 6:58 PM		
	14143		Rich Capil	rich.capil@6sc.com	310-123-2345	Development		Greg Saliba	Access Request		(no title)	Access Request...			Pending Approval	7/6/2011 6:56 PM		
	14142		Rich Capil	rich.capil@6sc.com	310-123-2345	Development		Greg Saliba	Access Request		(no title)	Access Request...			Pending Approval	7/6/2011 6:51 PM		
	14141		Rich Capil	rich.capil@6sc.com	310-123-2345	Development		Greg Saliba	Access Request		(no title)	Access Request...			Pending Approval	7/6/2011 6:47 PM		
	14140		Rich Capil	rich.capil@6sc.com	310-123-2345	Development		Greg Saliba	Access Request		(no title)	Access Request...			Pending Approval	7/6/2011 6:45 PM		
	14139		Rich Capil	rich.capil@6sc.com	310-123-2345	Development		Greg Saliba	Access Request		(no title)	Access Request...			Pending Approval	7/6/2011 6:45 PM		
	14138		Rich Capil	rich.capil@6sc.com	310-123-2345	Development		Greg Saliba	Access Request		(no title)	Access Request...			Pending Approval	7/6/2011 6:45 PM		
	14137		Rich Capil	rich.capil@6sc.com	310-123-2345	Development		Greg Saliba	Access Request		(no title)	Access Request...			Pending Approval	7/6/2011 6:45 PM		
	14136		Rich Capil	rich.capil@6sc.com	310-123-2345	Development		Greg Saliba	Access Request		(no title)	Access Request...			Pending Approval	7/6/2011 6:45 PM		
	14135		Rich Capil	rich.capil@6sc.com	310-123-2345	Development		Greg Saliba	Access Request		(no title)	Access Request...			Pending Approval	7/6/2011 6:43 PM		
	14134		Rich Capil	rich.capil@6sc.com	310-123-2345	Development		Greg Saliba	Access Request		(no title)	Access Request...			Pending Approval	7/6/2011 6:21 PM		