Summary of IT Service Portal Feedback Forum  
February 29, 2016

Functionality

1. Email notifications are confusing
   • Customers are receiving emails that ticket has been resolved or closed when work has not been completed.
   • Customers are receiving emails that ticket has been resolved or closed but email does not contain information on what actions were taken.
   • Emails do not contain ticket description, so customers with multiple open tickets can’t easily identify which issue the email is in reference to.
   • Some emails contain no comments or useful information.

2. Ticket status is unclear (Is it currently being worked on and by who?)
   • Emails notifications no longer include ticket history.
   • When a customer accesses an open ticket through Check ticket status on the Portal, the only information displayed is the initial information entered by the customer - no ticket history available.

3. Departmental IT personnel often create tickets on behalf of their users – it would be helpful to be able to designate customer on whose behalf the request is being made and subsequently be able to search for tickets associated with that customer.

4. Ticket information needs to be easily accessible in a mobile environment because departmental IT personnel are constantly on the move.

Design

1. Ticket nomenclature is confusing (INC, REQ, RITM).

2. In the ticket list view, Requests do not contain description, so customers with multiple open tickets can’t identify one from another without opening them up.

3. In the ticket list view it would be helpful to see all tickets opened within a specified time period, but have the option to search ticket history if customer needs to reference/review an older ticket.

4. Request Service button should link directly to appropriate site for services accessed outside the Service Portal (ex. software downloads)

5. “Request Service” is confusing terminology when ordering a product (like software), because customers may equate service with assistance.

Communication

1. Town hall style meeting is effective to demonstrate major changes.

2. Minor changes can be published to a website, with notification to TimGroup.