

# Track-IT!

## What is Track-IT?

Track-IT! is a product providing users with a 360-degree view of your work orders and change requests. Customer satisfaction, improved resolution rates, lower costs and adhering to industry best practices are of the utmost importance to IT departments. Each and every help desk request will be recorded with the details needed for future audits and reports. Track-IT! helps you automate processes and build a knowledgebase of solutions, ensuring faster and more accurate resolutions to end-user requests.

## How is this different than our current Help Desk tracking system?

Users can submit new work orders, check the status of existing work orders or search for solutions to issues. Provided is a knowledgebase solutions, 24/7 self-service and online status checks along with a more streamlined process for managing help desk requests. To top it off, to ensure the IT staff is providing top notch support and users are satisfied, an automated follow up customer survey will be sent after each ticket is closed.

## How will this help improve service?

Having an automated helpdesk solution will increase users' confidence when placing a call to the help desk staff. To ensure that requests are addressed in a timely manner, Service Level Agreements have been established. Reporting features allow management to closely monitor resolution rates. Improving the success of each contact with IT support is crucial to growth and user satisfaction. Building proper resources and procedures will ensure IT support staff are providing service quickly and efficiently, reducing the amount of time it takes the help desk to resolve a problem.

## Is this tracking system just for the Help Desk tickets?

Track-IT will replace all current IT support systems. Not only Help Desk tickets, all tickets including PeopleSoft, Telecommunications, Web Services, Service Requests, etc. will all be tracked in Track-IT!

## What are the Benefits?

- ❖ **Decrease IT inefficiencies:** Automating key business processes saves time and money, and using an integrated approach eliminates disorganized handling of repetitive operations. Track-It! helps you operate more efficiently by supporting ITIL best practices.
- ❖ **Execute key management tasks successfully:** Implement the right mix of automation technology and processes. Track-It! provides the tools you need to manage incidents, problems, change and assets with little configuration.
- ❖ **Reduce recurring incidents:** Creating a permanent solution rather than a one-time fix is more efficient and helps prevent recurring incidents. Manage help desk incidents and proactively reduce the effect of incidents.