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## A Ticket System for Technology Issues

Technology plays an important role in educating students; therefore, it is essential that your IT personnel maintain your school's technology efficiently. A ticket system is an important tool that will keep your technicians organized and effective.

### What is the ticket system?

The ticket system allows IT staff to receive all technology problems at the same portal where they can analyze these issues for importance and the frequency with which they are submitted. Centralizing these communications allows for quicker reparations of urgent problems and more smoothly flowing technological capabilities within your district. The ticket system has become vital for school districts to keep their technology infrastructure centralized, efficient and effective.

### The main benefits of a ticket system:

- **Creates a centralized portal for administration, faculty and staff to submit technology issues.** All problems arrive at the same portal, where your IT staff can recognize that a more frequently submitted problem may be the result of a greater **root cause**.
- **Ensures that issues are being addressed at their root cause.** Larger or underlying problems within the system can be discovered and solved more quickly. For additional information on root cause read my November Education Letter at: <http://www.crawleyinc.com/newsletters/November05/November05.pdf>
- **Provides a main management console to assign and prioritize issues.** At the portal, your IT staff analyzes the importance and urgency of all troubleshooting issues that your users have submitted. This eliminates the frustration of a paper jam being repaired before an email system error.
- **It allows you to track how your IT personnel are spending their time.** Having access to this information enables you to modify where the energy of your IT staff is spent to what is most beneficial for your district.
- **It prevents staff from interrupting the goals and objectives that your personnel have defined for that day.** Interruptions slow down the efficiency of your IT personnel. A ticket system minimizes these costly interruptions by allowing the personnel to control the priority of each technology issue.

The ticket system is necessary to centralize your IT department because the technicians can prioritize

troubleshooting issues. This allows them to recognize and repair the more deeply rooted problems, and allows your educators access to a fully functioning network more quickly and more often.

I would like to wish you the best of luck in regard to voting on next year's budget. I realize how much time, energy and effort goes into constructing a school budget and I admire your dedication.

Sincerely,



Paul Crawley

Paul Crawley is an MCT, CNI and CCNA. He has taught network operating systems for both Microsoft and Novell beginning in 1994. He is President of Crawley & Associates, Inc., an education technology consulting firm founded in 1995. The company is located in Fair Lawn, NJ. Paul can be reached at [pcrawley@crawleyinc.com](mailto:pcrawley@crawleyinc.com).



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