



## **IT Services Ticketing System**

The IT Services Department (ITS) at The University of Fiji has implemented IT Service Ticketing software to assist the department in providing a better service to staff and students. This software helps the team to properly record user requests/issues and make sure that the requests/issues are the attended to and attended on time by the assigned IT officer.

If a staff or student faces any IT related issues or need to make a request, they will have to call or email to ITS. One of the personnel from ITS will log into the system and assign the request to the officer responsible. The system will create a priority level (low, medium, high and emergency) of the request/issue.

The issuer of the request will then get an email from **ITS Ticketing System** stating that a ticket has been created on his/her behalf. This is an auto generated email from the system once the request is logged.

The system will then keep on notifying the ITS officer through email that the ticket is due and will notify th. The interval of the ticket notification will depend on the priority level assigned. Progress reports will be sent to the person to whom the ticket is issued for. The system will notify again in a separate email once the issue has been resolved or request has been fulfilled.

Maintaining Systems Documentation has always been a challenge for the IT Services Department. To overcome this challenge, the team has implemented an online system for maintaining documentations of internal systems. The online system maintains the documentation in a structured and organised manner with advance search features.

When asked what next plan in line was, the Manager of Information Technology department Mr. Joel Anjaiya said that they are now concentrating on online room booking system.

“My team is now working on the online room booking system,” he commented

“All these systems are open source software and implementing them did not involve any cost to the university. The software is modified and implemented in-house by my team,” Mr. Anjaiya said.

Mr. Anjaiya worked as the university’s Systems Administrator for over 2 years and he later joined again as Manager IT Services from January, 2019.

The team strives to serve the university community through its mission statement “Creating Value through Technology!”