
SFSD Service Ticket System

Staff

In collaboration with the maintenance staff, Director of Building and Grounds and District Administrator a plan was created to convert the paper maintenance work orders to an electronic format. An online system will accomplish, among others, the following goals:

- Increase communication between stakeholders
- Provide a central repository for all service requests that is available at all times for many people
- Provide a reduction in the amount of paper used
- Increase the ease of tracking staff job performance

The Process: Every effort has been made to keep much of the process for approving the service requests similar to the current procedure. The software is set up for the following procedure:

1. A staff member submits a request
2. The building principal is notified via email of the new request
3. The building principal logs into the software to approve or deny the request
 - If denied, the ticket is closed and the submitting staff member is notified via email of the reason the ticket was denied.
 - If approved, the facilities manager is notified via email of the approved ticket.
4. The facilities manager logs into the software and approves or denies the request
 - If denied, the ticket is closed and the submitting staff member is notified via email of the reason the ticket was denied.
 - If approved, the facilities manager assigns the ticket to a staff member for completion. The staff member is notified via email of the assigned ticket.
5. The staff member can log into the software to acquire additional information, if necessary. When the task has been completed, the staff member closes the ticket. This notifies, via email, the original staff member of the finished task.

Not every ticket needs to follow each of these steps. Basic requests (fixing pencil sharpeners, replacing light bulbs, etc.) can be “claimed” by staff members for completion, thereby bypassing the two levels of “approval” in the previously described procedure. Building principals will still receive email notification of any new service requests. The criteria for what constitutes a “basic request” that doesn’t need administrative approval is left to the discretion of the administration. Contact your supervisor for more information.

URLs:

Staff Submit a Ticket: <http://moodle.sheboyganfalls.k12.wi.us/facilities/>

Login Information:

Use your standard network login / password credentials to access the site.

Submitting a Ticket

To submit a service request ticket, follow these steps:

1. Access the site via the Staff Resources page or this URL address:
<http://moodle.sheboyganfalls.k12.wi.us/facilities/>
2. Click the **Open New Ticket** button
3. Complete the form. All fields *except* phone number are required.
4. Click the **Post Reply** button. You should see a notification that the form was submitted successfully and receive an email confirmation.

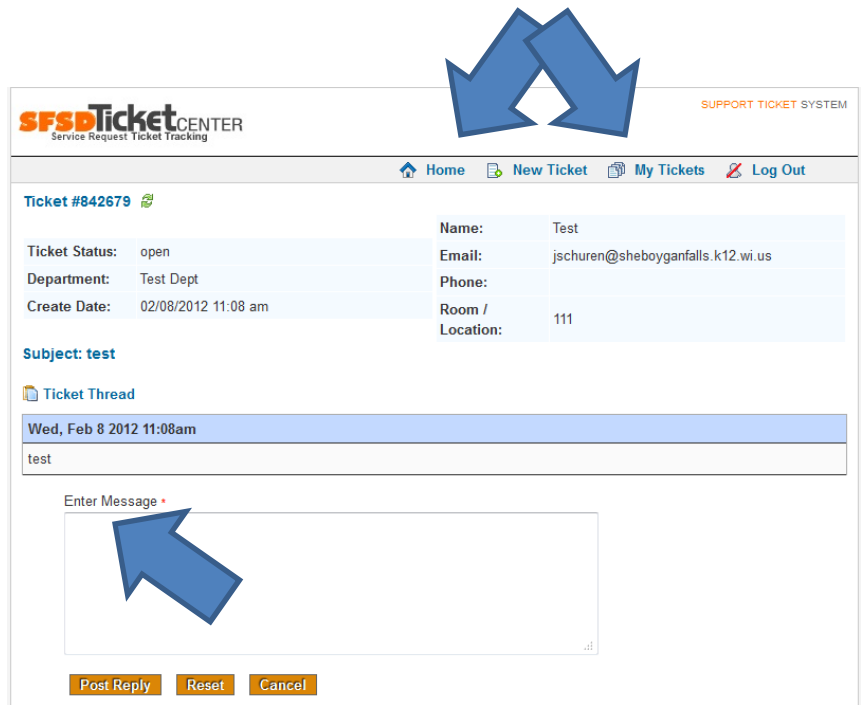
Checking the Status of a Ticket

The easiest method to check the status of a ticket is to click on the link in the confirmation email.

Alternatively, you can “login” to the site using your email address and the ticket number (found in the confirmation email).

If you have additional information to provide on the ticket, you can type a message on this screen. The message will be emailed to the individual assigned to complete the ticket.

Clicking the **Home** or **My Tickets** button will take you to a list of all of your tickets. This table will list at-a-glance which tickets are open or closed. Clicking the ticket number or subject in the table will display the details of the ticket.



SFSDTicketCENTER
Service Request Ticket Tracking

SUPPORT TICKET SYSTEM

Home New Ticket My Tickets Log Out

Ticket #842679

Name: Test
Ticket Status: open
Email: jschuren@sheboyganfalls.k12.wi.us
Department: Test Dept
Phone:
Create Date: 02/08/2012 11:08 am
Room / Location: 111

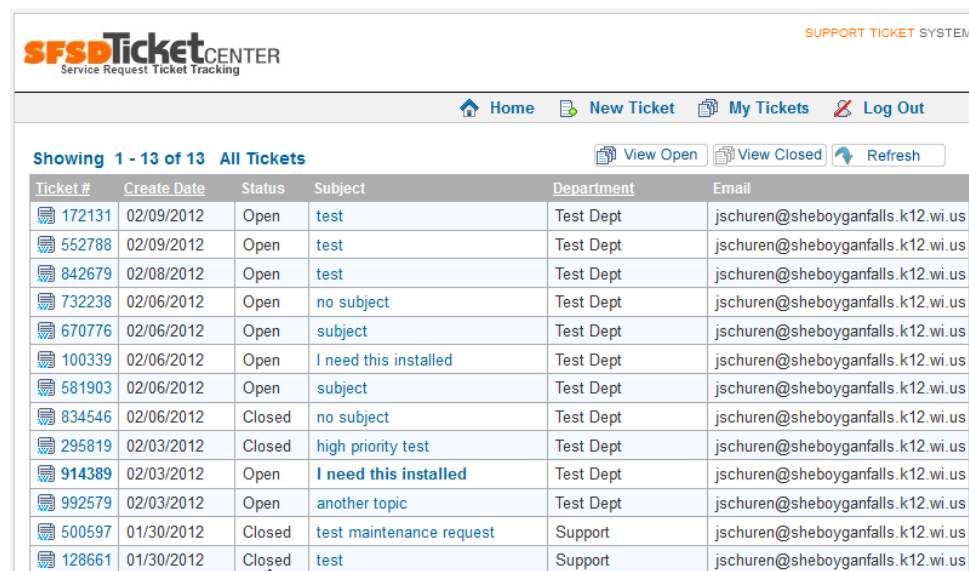
Subject: test

Ticket Thread

Wed, Feb 8 2012 11:08am
test

Enter Message

Post Reply Reset Cancel



SFSDTicketCENTER
Service Request Ticket Tracking

SUPPORT TICKET SYSTEM

Home New Ticket My Tickets Log Out

Showing 1 - 13 of 13 All Tickets

View Open View Closed Refresh

Ticket #	Create Date	Status	Subject	Department	Email
172131	02/09/2012	Open	test	Test Dept	jschuren@sheboyganfalls.k12.wi.us
552788	02/09/2012	Open	test	Test Dept	jschuren@sheboyganfalls.k12.wi.us
842679	02/08/2012	Open	test	Test Dept	jschuren@sheboyganfalls.k12.wi.us
732238	02/06/2012	Open	no subject	Test Dept	jschuren@sheboyganfalls.k12.wi.us
670776	02/06/2012	Open	subject	Test Dept	jschuren@sheboyganfalls.k12.wi.us
100339	02/06/2012	Open	I need this installed	Test Dept	jschuren@sheboyganfalls.k12.wi.us
581903	02/06/2012	Open	subject	Test Dept	jschuren@sheboyganfalls.k12.wi.us
834546	02/06/2012	Closed	no subject	Test Dept	jschuren@sheboyganfalls.k12.wi.us
295819	02/03/2012	Closed	high priority test	Test Dept	jschuren@sheboyganfalls.k12.wi.us
914389	02/03/2012	Open	I need this installed	Test Dept	jschuren@sheboyganfalls.k12.wi.us
992579	02/03/2012	Open	another topic	Test Dept	jschuren@sheboyganfalls.k12.wi.us
500597	01/30/2012	Closed	test maintenance request	Support	jschuren@sheboyganfalls.k12.wi.us
128661	01/30/2012	Closed	test	Support	jschuren@sheboyganfalls.k12.wi.us