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## iSupport at Kettering Health Network Support Center

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## **iSupport at Kettering Health Network Support Center**

**Student: Brandon Harris**

**Faculty Advisor: Shu Schiller**

Over the past three years Kettering Health Network has transformed their business workflow from traditional paper records to an electronic world of patient data. Technology has greatly contributed to such transformation and the results seemed effective. Despite the efforts to use technology as an enabler for healthcare success, technology improvements have led to inefficiencies as the adoption of state of the art technology has created a higher IT issue tickets. The increased Footprints issue tickets are created at a productivity level higher than KHN Support Center can process. The increased Footprints issue ticket volume has caused disruptions in service and delayed service overall. Inefficiencies created from technology advancements have raised concern to the management, who decided to review our business processes and make improvements to the operations of the network.

The context of this capstone project is the Kettering Health Network Support Center known as iSupport. iSupport is the first line of defense for our end users. End users have the option to submit ticket issues by phone, email, or through our Footprints Ticketing System web portal. The purpose of this capstone was to improve the Footprints issue ticket volume handled by the Support Center by providing faster response times through providing efficient ways for end users to create Footprints issue tickets. This will be accomplished by improving inefficient technological use of Footprints Issue ticketing system and redesigning end user business processes at the Support Center.