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### DHDI-DPL Helpdesk Initiative

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## **DHDI-DPL Helpdesk Initiative**

**Students: Brian H. Moody and Jackie N. Sisco**

**Faculty Advisor: Shu Schiller**

The main idea for a DP&L Helpdesk Initiative was to reengineer the current helpdesk ticketing process which the end result will be able to enhance reports, provide options to the customers like retrieving knowledge and placing tickets, and also to assist the current helpdesk personnel. To start the reengineering of the ticketing process, the Capstone team performs an analysis of past tickets which will provide a better understanding of the types of request and incidents. The results from the analysis will be used to provide ideas from many brainstorming sessions that could be accomplished within a few months. Many options from the sessions are provided in this document and the approved options for this Capstone project are described in more detail plus what was performed by the Capstone team on the approved options. The Capstone team then reflects on the project and the report concludes on the results from this project. The implementation of this project meet the goals.