



## Catnip Infotech Private Limited

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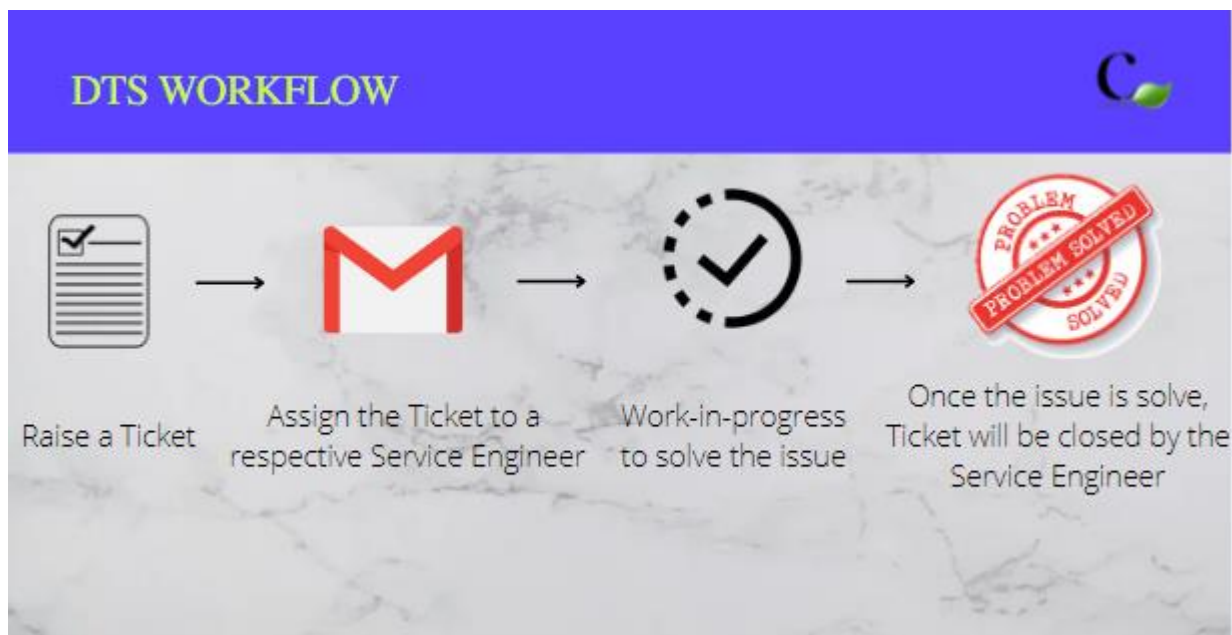
**CLIENT NAME: ETHIRAJ COLLEGE FOR WOMEN**

### DAILY TICKETING SYSTEM

#### OVERVIEW:

This ticketing system is a management tool that process the service requests. Tickets, also known as cases or issues, need to be properly stored alongside relevant user information. A ticket is a work request created in response to a situation that requires further investigation.

#### WORKFLOW:



1. Raise a Ticket
  - a. One can raise a ticket using a URL link for the form or using a QR Code.
  - b. QR code will be in every department.
2. Assigning a Ticket
  - a. Once the response has been filled the ticket will be assigned to the IT Team
3. Process of Ticket Resolving
  - a. Once the ticket assigned to the IT Team, the IT team will start the work immediately to solve the issue.
4. Closing a Ticket
  - a. Once the problem is solved, the support Engineer will close the ticket using a form.

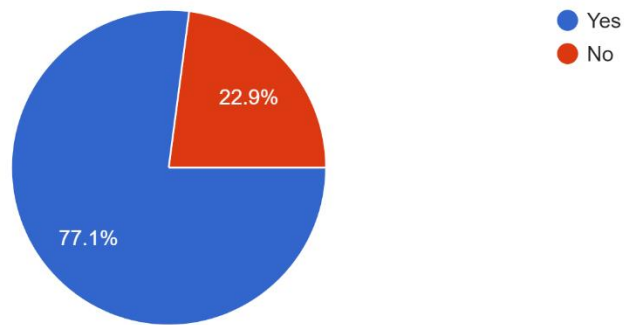
# Impact of the Ticketing System

DATA:

## 1. Raising the ticket for themselves

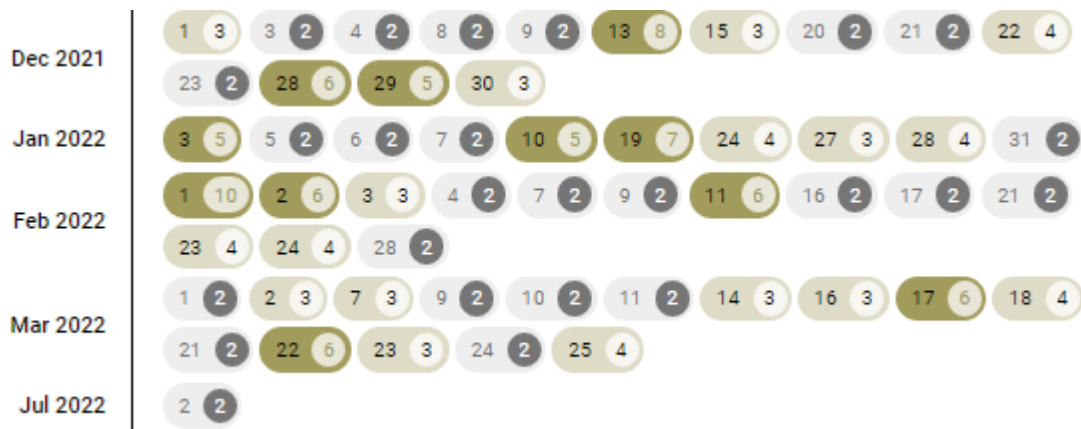
Are you raising it for you select Yes or No for other user

384 responses



## 2. No. of. Tickets

Dec.2021 -Jul.2022



NO. OF. TICKETS: 180

### 3. SOME SUBJECTS OF THE ISSUE

Subject Of The Issue

384 responses



Internet not working
Printer issue
no display
Testing
Printer problem
Printer
Internet issue
Printer not working
No network

### 4. SOME ISSUE DESCRIPTION IN DETAIL

Issue Description in detail

384 responses

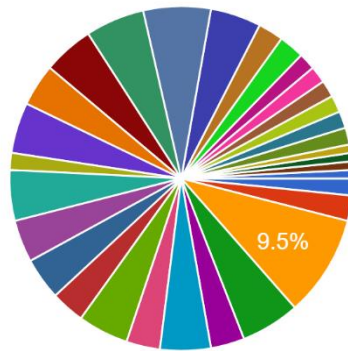


printer issue
Nothing
No boot disk has been detected
hanging
OS not booting
cpu on, no display
os issue
mac address need to add
Keyboard not working

## 5. TICKETS FROM AIDED DEPARTMENTS

### Aided Departments

126 responses



- ADVANCED ZOOLOGY AND BIO-TE...
- BBA
- COMMERCE
- CORPORATE SECRETARYSHIP
- ECONOMICS
- ENGLISH
- FRENCH
- GEOGRAPHY

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- HINDI
- HISTORY
- NUTRITION, DIETETICS AND FOOD...
- PHYSICS
- PLANT BIOLOGY AND PLANT BIO-T...
- SANSKRIT
- TAMIL
- MATHEMATICS

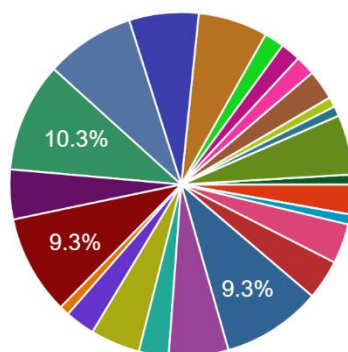
- TTM
- CHEMISTRY
- BCA
- MCA
- BANK MANAGEMENT
- B.COM(HONS)
- BUSINESS ECONOMICS
- MICROBIOLOGY

- COMPUTER SCIENCE
- FRENCH DEPARTMENT (AIDED)
- VISUAL COMMUNICATION
- TOURISM AND TRAVEL MANAGEM...
- BIO - CHEMISTRY
- HUMAN RIGHTS AND DUTIES EDU...
- MBA
- PSYCHOLOGY

## 6. TICKETS FROM SELF-SUPPORTING DEPARTMENTS

### Self Supporting Departments

107 responses



- ENGLISH
- TAMIL
- SANSKRIT
- FRENCH
- HINDI
- ECS
- BANK MANAGEMENT
- BANK ADMINISTRATION

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- BUSINESS ECONOMICS
- MATHEMATICS
- MATHS WITH CA
- BIO-CHEMISTRY
- MICROBIOLOGY
- PG-PHYSICS
- PG-PLANT BIOLOGY AND PLANT BI...
- CLINICAL NUTRITION AND DIETETI...

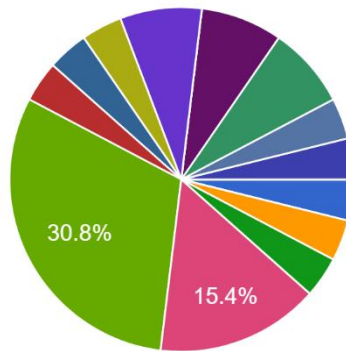
- COMPUTER SCIENCE
- BCA
- MCA
- MBA
- COMMERCE
- CORPORATE SECRETARYSHIP
- VISUAL COMMUNICATION
- JOURNALISM AND COMMUNICATION

- HONOURS
- ACCOUNTS AND FINANCE
- HUMAN RIGHTS AND DUTIES EDUCATION
- PSYCHOLOGY
- BBA
- MA - HRM

## 7. TICKETS FROM OTHER SECTION

Others

26 responses



- TRUST BOARD ROOM
- PRINCIPAL
- VICE PRINCIPAL (AIDED)
- VICE PRINCIPAL (SELF SUPPORT)
- STAFF LOUNGE
- VIP LOUNGE
- TRUST OFFICE
- EVENING OFFICE

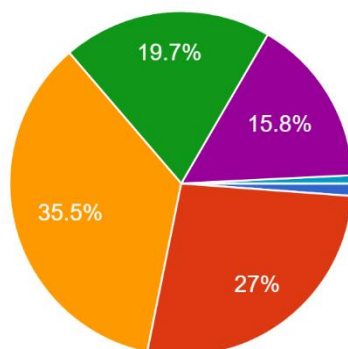
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- ADMIN MANAGER
- FINANCE OFFICER
- SPORTS
- NCC
- IQAC
- UGC
- PLACEMENT
- MINI AUDITORIUM
- AUDITORIUM
- LIBRARY
- LIBRARY CONFERENCE HALL
- COE
- Student Union

## 8. CHART FOR FLOOR NO

Floor No

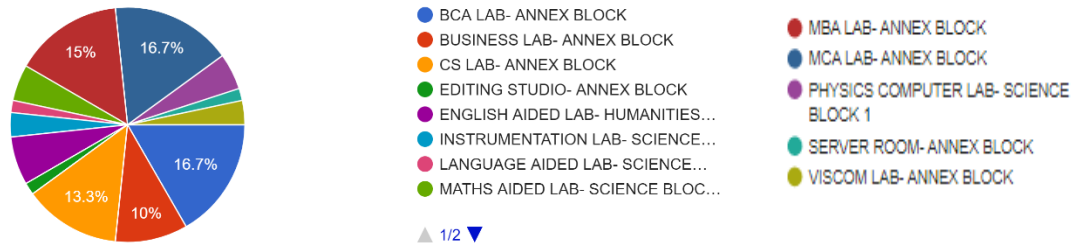
259 responses



- Basement
- Ground Floor
- 1st Floor
- 2nd Floor
- 3rd Floor
- 4th Floor
- 5th Floor

## 9. TICKETS FROM LAB

Lab Name  
60 responses



## 10. CRITICALITY OF THE ISSUES

Criticality of the issue  
385 responses

