Overview

Date: 2008
Project Type: Web Development
Role: Software Developer

Pain Point

From the I.T. team's perspective, the organization was drowning in redundant ticketing systems. Each division had a separate instance doing the same job. Worse yet, spinning up a new instance wasn't automated; it was a painstaking, manual process. Imagine the frustration whenever a division needed a ticketing system; I.T. had to make a copy and customize it. Each system had unique settings specific to that division. I.T. exclusively managed those settings because division leaders could not update them themselves. The result? An overburdened I.T. team handling tasks that could have been in the hands of the users. Talk about a missed opportunity for empowerment!

From the user's perspective, things weren't any better. The ticketing systems were siloed entirely. If a user submitted a ticket to the wrong division, it was closed without transfer or guidance. The user had to start all over, hoping they got it right the second time. Frustrating? Absolutely.

It was clear: something had to change. The user experience was terrible, and I.T. was stuck managing inefficiencies instead of focusing on strategic initiatives. A new, unified approach wasn't just nice; it was necessary.

Solution

To enhance the user experience and streamline administration, I designed a centralized ticketing system that eliminated redundancies and inefficiencies. Users could now submit a ticket once without worrying about selecting the correct division. Division leaders gained the ability to manage their settings through an intuitive administrative UI, reducing their dependency on IT. Meanwhile, the IT team could oversee and maintain the system via a dedicated admin interface. The result? It provided a dramatically improved experience for users and administrators, greater efficiency, reduced frustration, and a more scalable solution for the organization.

Execution

The first step was thorough research and discovery. I conducted in-depth interviews with staff, division leaders, and IT team members to uncover pain points and understand their needs firsthand.
Next, I sketched out potential user flows on paper, mapping out how the system should function from different perspectives. These sketches served as the foundation for the user experience.
With a clear direction, I translated those sketches into a working prototype using Ruby on Rails with a MySQL backend, allowing me to bring the concept to life quickly and test its feasibility.
Once the prototype was functional, I invited the individuals I interviewed to test-drive it. Their hands-on feedback was invaluable, helping me identify pain points, refine workflows, and make necessary improvements before moving forward.
After multiple iterations and refinements, the system was ready for its final push to production. Delivering a streamlined, user-friendly, and scalable solution that met the needs of both users and administrators.

Conclusion

Implementing the new ticketing system addressed the core pain points faced by users and administrators. By consolidating multiple siloed systems into a single, streamlined platform, users no longer had to navigate frustrating redundancies, and division leaders gained the autonomy to manage their settings without relying on IT. Meanwhile, the IT team could focus on higher-value tasks instead of being bogged down by manual administration. The result was a more efficient, user-friendly system that improved the overall experience and increased organizational productivity. This solution solved existing challenges and laid the foundation for a more scalable and sustainable approach to ticketing and support management.