



Shared IT Services for Higher Education & Research

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Issue-Tracking Systems: Utilization

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History

- At Douglas College, we have spent the past two years updating our issue-tracking system from Service Desk Express to Microsoft System Service Manager.

Tools

- Service Desk Express
- BMC Footprints 11
- Microsoft System Center Service Manager

Best Practices

- Incident Request
- Service Requests
- Problem Management
- Change Management
- Knowledge Base
 - Department Focused
 - Client focused
- Inventory Management