Scope

At NBER, our volume is not at a level where we need very specific, more narrowly defined metrics that a normal MSP or large-sized company would need, such as ticket SLA's, conversion rates, ticket escalations, same-day resolution percentage, etc. I think we should focus more on categorizing incoming tickets, such as having a larger category then funneling it down to more granular items. For example, a ticket comes in about a user having trouble with an add-in in Microsoft Excel. We would ideally label this ticket as software related, then Microsoft Office, then Excel, or something along those lines.

Categories of Request Type

- ~~Database~~
  - ~~Access~~
  - ~~MySQL/Perl~~
- ~~Email~~
  - ~~Gmail~~
  - ~~Other client~~
- ~~Computing Support~~
  - ~~Windows OS~~
  - ~~Antivirus/malware~~
  - ~~Printing/faxing~~
- ~~Software~~
  - ~~Other~~
  - ~~MS Office~~
  - ~~Statistics Software~~
- ~~VPN~~
- ~~Duo~~
- ~~Hardware~~
  - ~~Support~~
  - ~~Purchase~~
- ~~Web Development~~
  - ~~Content~~
  - ~~Bug (might be used for automation to our software development side?)~~
- ~~Research Computing~~
- ~~Network~~
- ~~Security~~
- ~~Systems~~
  - File server/Samba
  - Other server issues/requests
- ~~Accounts~~
- ~~Accounting (important for audit)~~

- ~~General~~
    - General computing support
    - Internal IT
    - Documentation/Knowledge base
    - SPAM
    - Duplicate
    - Redirected

We should also look into cleaning up the usernames in Jira, adding folks' actual names instead of having their email address.

Client management & integration for the core staff? Talk to Alex

Incident management in the ticketing system? Would we use a label? Talk to Alex
(this is a pattern vs. a singular ticket)

When would we consider using labels?

Can you automate request types from email?

How far can you label/categorize tickets after “request types”?