

SPRINT TO SUCCESS: SPRINT 1 USER STORIES & BENEFITS

START

Solution included in
HPSM Notifications

Benefits:

Provides users more insight into how their tickets are resolved, enabling users to resolve similar issues independently in the future.

Alternative Points
of Contact

Benefits:

Eliminates the single point of failure for ticket movement, lending a second person to provide necessary information to service desk agents or support teams.

Epic-Related Incident
Ticket Subcategories

Benefits:

Increases specificity and clarity of incident tickets pertaining to Epic Incident Management, expediting ticket fulfillment.

Automated
Epic Incident Ticket Routing

Benefits:

Automates routing for multiple Epic support teams, expediting the speed at which Epic incident tickets will be fulfilled.

"Model After" Field
for Access Requests

Benefits:

Expedites the speed at which users will be granted requested access.

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