

1. OVERVIEW



KICS is looking for an IT help desk (ticketing) system that can help us receive, manage, assign, track, and resolve IT requests from staff efficiently.

The system should improve workflow, response time, and accountability across the school.

WHY IT MATTERS FOR KICS



Faster response to IT requests



Data-driven insights and reporting



Better communication and transparency



Improved service quality for all staff

2. MAIN FEATURES



1. CENTRALIZED TICKET MANAGEMENT

Log, categorize, prioritize, assign, and track all IT requests in one place.



2. SELF-SERVICE USER PORTAL

KICS staff can easily submit and track their requests through a branded web portal.



3. EMAIL-TO-TICKET

Automatically convert emails sent to the help desk address into tickets.



4. TICKET ASSIGNMENT & PRIORITIES

Assign tickets to the right technician and set priorities (High, Medium, Low) for faster resolution.



5. TICKET CATEGORIES & CUSTOM FIELDS

Classify requests using custom categories and additional fields to capture relevant information.



6. DASHBOARD & REPORTING

Real-time dashboard and reports on ticket volume, response time, resolution time, categories, and performance.



7. AUTOMATED NOTIFICATIONS

Email notifications for key events: ticket opened, assigned, commented, closed, or reopened.



8. USER MANAGEMENT

Manage IT team members and staff users. View user details and their ticket history.



9. SECURE ACCESS & AUTHENTICATION

Secure login with email authentication (one-time login link) or Active Directory integration.



10. CONTACT & COMMUNICATION

All requests come to a dedicated support email. Technicians and users communicate directly on each ticket for fast resolution and clear records.

3. HOW IT WORKS (SUPPORT WORKFLOW)



Request Submitted

A staff member submits a request via the portal or by email.



Ticket Created

The system automatically creates a ticket and stores it.



Ticket Assigned

The ticket is assigned to the appropriate technician.



In Progress

Technician works on the issue, communicates with the requester, and updates the ticket.



Resolved & Closed

Issue is resolved, user confirms, and the ticket is closed.

4. CAPACITY & SCALABILITY

ITEM	REQUIREMENT	NOTES
 End Users	Unlimited	Can support any number of KICS staff.
 Technicians (Agents)	Scalable	Add as many technicians as your plan allows.
 Tickets	Unlimited	No limit on the number of tickets.
 Storage	Sufficient for growing data	Cloud storage scales with usage.
 Accessibility	24/7 from any location	Web-based access on any device with internet.
 Reporting	Real-time & historical	Custom reports for data-driven decisions.
 Reliability	High availability	Cloud infrastructure ensures uptime and reliability.

5. KEY BENEFITS FOR KICS STAFF



Easy and quick way to request IT support



Clear visibility of your requests and status



Better communication with the IT team



Faster resolution and less downtime



Reliable, secure, and always available

6. NEXT STEPS



KICS is seeking a solution that can provide the above capabilities. We welcome proposals, demonstrations, and further information from potential vendors.



Please contact:
Fulgence
IT Coordinator
📞 0788351590