

# Incident Tracking System

## Client

The client is a leading provider of HIPAA compliant IT solutions for Health care practices. The client's experience and leadership allows customers to have access to a complete suite of Healthcare practice solutions compliant with HIPAA regulation. The client has been successful in consistently providing state-of-the-art technology with new features, regular updates and unparalleled customer service.

We at ICONMA provide software development and maintenance support to the client's Healthcare practice Application.

## Project

Web based .NET Application Development in n-tier architecture.

## Application

A web based support ticketing system

## Technologies

Operating Systems	Windows 2000 Server
Architecture	N-Tier
Software Environment	ASP.NET, VB.NET, C#
Other Technologies	Java Script, ADO/ODBC, IIS
DBMS	MS SQL Server 2000

## Application Description

This application offers a web-based ticketing system for automating the client's customer service and Technical support activities. It offers the client's customers a simple but elegant solution to submit and track the status of their support requests thru a web based interface. The application offers the following features,

- Web-based interface to submit support requests and view the status of those requests.
- New ticket alert to support team
- Trouble tickets can be routed to appropriate members of the technical support team for resolution.
- Resolution time for trouble tickets / technical support requests can be monitored and tracked to ensure that issues are handled in an efficient and effective manner, and to ensure that issues do not fall "between the cracks".
- Support department can compile a knowledge base of issues that can:
  - Aid in future problem resolutions (no more re-inventing the wheel!)
  - Serve as a teaching and reference tool to "junior" members of the technical support staff.