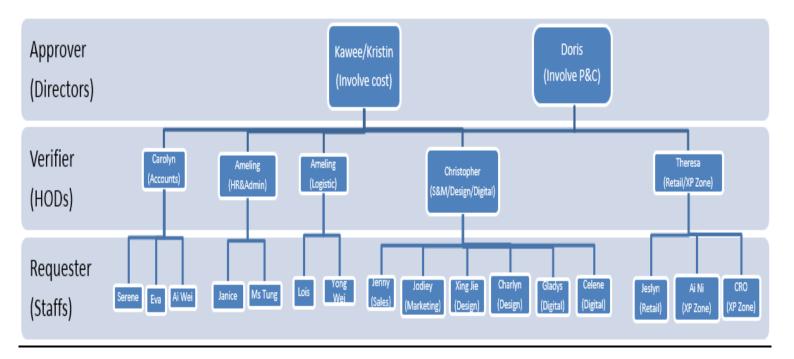
## **SOP - ITS Ticketing System**

## **Approver & Requester Chart**



## **Process Flow Chart**

Staff

• Staff will login to ITS Support Portal to raise ITS ticket for jobs requesting MIS's assistance

HOD

- HOD will receive email to login to ITS Support Portal for 1st level of online approval
- MIS will redirect to higher level approver if HOD is not around

Director

 For cases involving cost and accessing of confidential documents, Director will receive email to login to ITS Support Portal for 2nd level of online approval

MIS

MIS department will receive the approved ticket and attend to the request

Staff

• Staff can login to ITS Support Portal to check on the status of their request