

This represents my personal vision for our ticket workflow guidelines.

General Principals

- In everything we do, we should consider the following and, usually, in this order
 - What's best for the customer
 - What impacts my co-workers the least
- We set general goals and guidelines for how tickets should be processed, and not rules
 - This gives SEs the flexibility to do things the way that works best for them, whilst abiding by agreed principles in the goals
 - We need to be doing a better job of promoting that flexibility to SEs
 - This is one of the reasons, imo, that many new SEs are confused by the lack of rules - they don't realise how flexible they can and should be
 - Leads should actively promote this way of working
- We need to create an environment where we are better at sharing our processes, which we can all learn from (and take our own learnings from)
- We don't have split processes across teams
 - Right now premier have their own workflows - we should remove them or all do them, unless there is a specific reason why it has to be done for one team and can't be used by the others
- Right now, we have pages of ticket workflow documentation
 - This should be minimised, keeping to the essentials (those rules and guidelines)
- Our documentation should give a single workflow that any VIP can follow and understand, getting rid of non-Support roles adding tickets incorrectly or not understanding standard practises

Specific Ticket Practises

- We should minimise handing off tickets to open queues
 - This should only be done when absolutely necessary to ensure the best result for the customer
 - High quality hand-offs should be a requirement at all times, whatever role is doing it
- Logging tickets on behalf of customers should be avoided, unless critical

- Every ticket should end with an analysis of what needs to be done (if anything can be) to prevent the issue from occurring again or, through something such as documentation, mean that a customer doesn't need to raise a ticket the next time it occurs.
 - [Gitlab has a great description of this.](#)