

resources, training, and support to students, faculty, and university staff; and User Support Services Department which is the interface for users when assistance is required regarding technological problems. The ticketing system is used by different departments to connect all the reports, issues, and requests that are technology-related. However, departments used different ticketing systems that complicated the flow of information. For instance, those who used Remedy manually translated the information to reach the back end teams that resulted in the agony of the departments since it took them so much time and resources to complete the translation, and most of the time it confused them enough to have the message of the information to be missing and misinterpreted. Also, Remedy is a big misfit for an organization like them since is more of an enterprise-level tool that provides many features and requests much information that is not wanted and not needed by the organization.

Meanwhile, Ron Bashley who has been working with OIT for three years and was promoted as Desktop Support and Project Coordinator and all the users of the ticketing system received an email from Baken Dryhed, the Director of User Support Services Department that they needed to fix the ticketing system. Thus, a meeting was conducted for them to resolve the problem. All the users of the ticketing system were present including Baken, Ron, Harry Bonnett, the Director of the Information Systems Department; directors and managers of other departments; and Bob Biyon, Technology Manager from the School of Liberal Arts and Sciences that uses the ticketing system to sustain the computer lab at the school. During the meeting all attendees were dedicated to solving the problem. However, there are budget constraints and with the available financial resources, it has been concluded that the project could be completed within six months. So, a team was formed and they collaborated regarding their expected software's capability, their issues with the current system and others. They communicate all the details and information for the project through their email mailing list called Listserv. All the data were collected, and, together with the options they found, were brought to their weekly meetings to be discussed. In three months, they opt to use Request Tracker instead which is a tool that is being used already by other departments in OIT. The advantage of this is that it exists already within the other departments so it could save time since some already know how to use it and it can save cost since they will not use a new tool.

To complete the project, Ron became the team leader and he was also responsible for creating the user interface, Harry, and his team was assigned to replace the Remedy system — patching, updating, and so on. As they communicate and deliberate the progress, Ron found it like something informal whereas tasks or action items will be assigned to those who volunteered. Also, Ron was bothered by the communication process. Since the project involved another department, they would report to a different supervisor. Since Ron was aware of the difficulty to persuade another department to allocate time for the project since they have their responsibilities and priorities, Ron advanced with carefulness. The project progressed through the use of emails and the ticketing system (RT). The UNIX team and the other back-end teams used RT to manage their projects. However, Ron's department and the rest of the front-end team opt to use emails to communicate and manage projects with the team. Fortunately, the project was completed by November of that year, one month earlier than the target month of completion. Thus the OIT uses RT all over the organization and they carry on their projects using the software regardless of its flaws since it is open-source.

IV. COMPANY ANALYSIS