



GBU/ADM/2022-23/188/1286

Date: 25- 02-2025

Office Order

Subject: Implementation of Helpdesk (Ticketing) Facility for IT Support on ERP portal

Ref. No. GBU/ITS/e-file/265/2024/0384/Admin/note33 dated 25/02/2025

In alignment with the recent advancements in our ERP system, we are pleased to inform all employees about the launch of **Helpdesk Module** aimed at improving IT support services.

Key Highlights:

1. Introduction of the Helpdesk Module:

The Helpdesk facility has been developed to streamline IT support and ensure that all queries related to IT services are addressed promptly. Employees can raise their queries through the **ERP system**, which will be processed in two levels:

Level 1 Support: Once a query is raised, it will be directed to the Level 1 support person. The support person is required to resolve the query within **three (3) days**. In this case, itsupport person will resolve the query.

Level 2 Support: If the issue remains unresolved after three days, it will be escalated to the Level 2 officer for further action. In this case, System Analyst will look into query.

2. Training and Resources:

The ERP team has shared a detailed process flow chart and video tutorial to help/guide all users in raising and tracking their IT support queries. This tutorial will be available to all employees in link: <https://gbu.edu.in/erp/>.

This system will help ensure timely resolution and smooth communication regarding IT services.

For any support, please contact the IT Department on it@gbu.edu.in.

Sd/-

Registrar

Encl.

1. [SOP for helpdesk process](#)

