WORK TASK

I am proposing to them to have a support ticketing system where all our internal and external clients can raise issues and requests via a ticketing tool.

The current process is that clients send emails or phone calls to discuss their issues and requests. The problem here is that there's no proper repository and no proper tracking if a case has been solved already or if a request has been delivered successfully. We need to have a system where everyone in the company can monitor tickets and the corresponding solutions.

What I need is for us to implement a ticketing system where we can also strictly implement SLAs. Here are the SLAs agreed with the clients:

1. Urgent - 2 - 3 Business Hours
2. High - 4 - 8 Business Hours/ 1 Business Day
3. Medium - 8 - 16 Business Hours/ 1 - 2 Business Days
4. Low - 16 - 32 Business Hours/ 2 - 4 Business Days

First, I need you to produce a Project Charter Document and share it with me once completed.