IT Journal
Lite

Quick Start Guide

©bigabytes
salt lake city, ut
http://bigabytes.net/

IT Journal Lite is a FileMaker-based ticketing solution for small– to mid–sized companies. IT Journal Lite can assist your business, specifically the computer support department, keep track of requests. IT Journal Lite is the first step in providing an accurate account of when, where, and how your IT resources are being used.

As an Open FileMaker Solution, it is password free and includes full access to all areas of the solution. With a copy of FileMaker Pro, you will be able to change layouts, reports, scripts, fields and other areas of the solution.

IT Journal Lite

User Detail View

Switch between
Users & Ticket Details

Manage user information in
an individual detail view or
switch to a list view to see
many users at once.

IT_Journal_Lite

IT Journal: Lite

Users Tickets

New   Delete   Find

User Information

Ticket History

Keep detailed infor-
mation about each
person you support.

User ID: 0126

	Ticket No.	Task	Technician	Status
●	0017	unable to print	Tech 1	Open
●	0012	email not sending with attachment	Tech 2	Complete
●	0008	needs assistance creating a pdf	Tech 2	Started
●				

First Name   Last Name
Jane   Clarke

Location
Main Office

Department
Quality Assurance

Office Phone   Ext.
312 555-1212   123

Alt Phone

Email
jane.clarke@company.com

Alternate E-mail

Ticket History allows
you to easily see the
last few requests
made by an individual.

Begin typing in the
first empty row to cre-
ate a new ticket that
will be assigned to the
current user record.

As an Open Solution
you can modify the
current fields or add
more of your own to
create a more custom-
ized solution.

New Ticket

Notes:

100   Browse

Track any additional
details about a person.

Jump to the detailed
ticket record.

A New Ticket will be
assigned to the current
user record.

The User Information panel of the Users layout is where you should manage all your informa-
tion regarding people making requests.

The Ticket History panel of this layout provides a history or request of each user. It is not de-
signed to be the main location to manage user requests.

IT Journal Lite
Ticket Detail View

Switch between Users & Ticket Details

Reports to help manage unresolved requests. View open tickets on screen or print them.

All tickets are related to a user, allowing you to view user information assigned to each ticket.

Attach any relevant files to the ticket. *

Keep detailed notes about the resolution of a ticket. Using the "Add Note" button will format your entry with a time stamp.

The Record Search field will allow you to search for a key word or phrase in the Task, Details, and Resolution fields simultaneously.

The user information in this pane will remain even if the person leaves your company and is deleted from the main users table. This will allow you to keep detailed records of the work being done even as your company is changing.

A few calculations built into this Solution rely on the Status field being assigned to one of the predefined in values. Changing the values in the Status value list will cause these calculations to break. All other value lists can be modified as needed to meet your specific needs.

* See FileMaker Help for rules regarding attaching file/s