IJARSCT
International Journal of Advanced Research in Science, Communication and Technology
International Open-Access, Double-Blind, Peer-Reviewed, Refereed, Multidisciplinary Online Journal
ISSN: 2581-9429
Volume 6, Issue 10, April 2026
Impact Factor: 8.2

ITIL-Based Ticketing System for Effective IT Service Management

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Abstract: *Information Technology Infrastructure Library (ITIL) is a globally recognized framework used for managing IT services efficiently. Organizations rely heavily on IT infrastructure, and technical issues must be resolved quickly to maintain service availability. Traditional methods such as email or phone communication make it difficult to track service requests and maintain proper records. This paper presents the design and implementation of an ITIL-based ticketing system that automates service desk operations such as incident management, problem management, and change management. The system allows users to create tickets, monitor request status, and enables administrators to manage and resolve issues effectively. The proposed system is implemented using Python Tkinter, and MySQL database. The results demonstrate improved service efficiency, better issue tracking, and faster response time compared to manual support systems.*

Keywords: ITIL, Ticketing System, IT Service Management, Incident Management, Problem Management, Change Management

I. INTRODUCTION

Organizations depend on IT systems to support daily operations. Any disruption in IT services can lead to productivity loss and operational delays. Therefore, efficient IT service management is essential for maintaining system reliability .ITIL provides structured guidelines and best practices for managing IT services. One of the most important components of ITIL is the service desk, which acts as a central point for handling incidents, service requests, and technical issues. A ticketing system helps organizations manage and track service requests systematically. Users can report issues through tickets, and the support team can assign, monitor, and resolve these tickets efficiently. This structured approach ensures better accountability and transparency in handling IT-related issues within an organization. It also enables efficient resource utilization and improves overall service quality by minimizing response and resolution time. It further enhances user satisfaction by providing a reliable and organized mechanism for addressing technical issues promptly. Additionally, the system helps in analyzing recurring issues, enabling organizations to implement preventive measures and improve long-term service performance.

II. RELATED WORK

In order to understand the development and evolution of IT service management systems, several researchers and organizations have proposed different frameworks and solutions for managing IT services effectively. The concept of structured IT service management became prominent with the introduction of the Information Technology Infrastructure Library **(ITIL)** framework, which provides a set of best practices for managing IT services in organizations. Over the years, researchers have studied various approaches to improve service desk operations, automate ticket management, and enhance the efficiency of IT support systems.

In a study conducted by Sharon Taylor et al., the authors presented the ITIL service management framework, which emphasizes structured processes such as incident management, problem management, and change management. Their work highlights how organizations can improve IT service quality by implementing standardized procedures for handling service requests and technical issues. The research shows that adopting ITIL practices helps organizations

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reduce downtime, improve service response time, and enhance user satisfaction. Another study by Stephen D. Mann explored the implementation of service desk solutions based on ITIL practices. The study focuses on how automated ticketing systems can streamline the communication between end users and IT support teams. The proposed system enables efficient tracking of service requests, monitoring of ticket status, and assignment of tasks to appropriate support personnel. The research concluded that automated ticketing systems significantly reduce manual workload and improve operational efficiency.

In another research work, Randy A. Steinberg discussed the importance of incident management in IT service delivery. The study highlights how structured ticket management systems help organizations detect, record, and resolve technical incidents efficiently. By maintaining proper documentation of incidents, organizations can also identify recurring problems and implement long-term solutions. Further research by George Spalding emphasized the role of integrated service management platforms that combine ticketing systems with monitoring and reporting tools. According to the study, integrating multiple service management functionalities into a single platform allows administrators to monitor system performance, track service requests, and analyze operational trends more effectively.

Another study by Jan van Bon focused on the evolution of IT service management frameworks and their practical implementation in organizations. The research explains how ITIL-based systems provide standardized workflows that guide IT departments in handling technical issues and service requests systematically. The study also highlights the importance of service level agreements (SLAs) in ensuring timely resolution of service requests. In addition to these studies, research conducted by AXELOS provides comprehensive guidelines for implementing ITIL practices in modern organizations. Their work emphasizes the importance of automation in IT service management systems and encourages organizations to adopt digital service desk solutions that support efficient ticket handling and service monitoring. Another important contribution in this field was presented by Mark Smalley, who studied the practical challenges faced by organizations while implementing IT service management systems. The research highlights issues such as lack of proper documentation, inefficient communication channels, and delays in resolving service requests. The study suggests that implementing a centralized ticketing system can help overcome these challenges by providing a structured platform for managing IT support operations.

Recent studies have also explored the development of customized ticketing systems using modern programming technologies. Researchers have proposed lightweight service desk applications that allow users to submit service requests, track issue status, and communicate with IT support teams through a centralized interface. These systems focus on improving accessibility, reducing operational complexity, and ensuring faster response times for technical issues. The literature survey indicates that although many service desk solutions exist, there is still a need for simple and customizable ITIL-based ticketing systems that can be easily deployed in small and medium-sized organizations. Most enterprise-level solutions are complex and expensive, making them difficult to implement for organizations with limited resources. Therefore, the proposed ITIL Ticketing System aims to address these challenges.

III. METHODOLOGY

IT service management plays a critical role in maintaining the stability and efficiency of organizational IT infrastructure. Organizations often face challenges in handling user issues, tracking service requests, and resolving incidents efficiently. The **ITIL Ticketing System** aims to provide a structured framework for managing these service requests through automated processes. The methodology of the proposed system focuses on implementing core ITIL processes that allow efficient handling of technical issues. The system captures user requests, converts them into tickets, assigns them to support staff, and tracks their resolution status. By automating these activities, the system improves transparency, accountability, and response time in IT service management.

The methodology of the ITIL Ticketing System can be broadly classified into the following approaches.

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A. Incident Management

Incident management focuses on restoring normal service operations as quickly as possible when an IT issue occurs. Whenever a user encounters a problem such as system failure, software error, or network issue, the problem is reported in the form of a ticket. The ticket is then assigned to a support technician who works on resolving the issue.

1. FEATURES

- **Real-time ticket creation** – Users can report issues instantly through the system interface.
- **Automatic ticket tracking** – Each ticket is assigned a unique identification number for monitoring its progress.
- **Priority-based classification** – Tickets are categorized based on urgency and impact on business operations.

2. BENEFITS

- Reduces downtime by ensuring faster resolution of incidents.
- Provides clear documentation of reported issues.
- Improves communication between users and IT support staff.

3. INCIDENT INDICATORS

- System crashes
- Software malfunction
- Network connectivity failure

4. TICKET CREATION PROCESS

Users can submit incident reports through the system interface. The ticket is stored in the database and assigned to the appropriate technician for resolution.

B. Problem Management

Problem management focuses on identifying the root cause of recurring incidents. Instead of only resolving individual issues, this process analyzes past incidents to prevent them from occurring again.

1. FEATURES

- **Root cause analysis** – Identifies the underlying reason behind repeated incidents.
- **Historical ticket analysis** – Uses previous ticket data to detect recurring patterns.
- **Knowledge base creation** – Maintains documentation of solutions for future reference.

2. BENEFITS

- Prevents recurring technical issues.
- Improves system reliability and stability.
- Reduces the number of incident tickets generated over time.

3. PROBLEM INDICATORS

- Frequent system errors
- Repeated service failures
- Recurring software bugs

4. ANALYSIS METHOD

The system analyzes historical ticket records stored in the database to identify patterns of repeated incidents.

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C. Change Management

Change management ensures that modifications to IT systems are implemented in a controlled and systematic manner. Any update, upgrade, or configuration change in the IT infrastructure must be approved before implementation.

1. FEATURES

- **Change request submission** – Users or administrators can submit change requests.
- **Approval workflow** – Changes are reviewed and approved by authorized personnel.
- **Change tracking** – All implemented changes are recorded for auditing purposes.

2. BENEFITS

- Reduces risks associated with system modifications.
- Ensures controlled implementation of updates.
- Maintains documentation for future reference.

3. CHANGE INDICATORS

- Software upgrades
- System configuration changes
- Infrastructure updates

4. CHANGE REQUEST PROCESS

Administrators review the submitted change requests and approve them before implementation to avoid disruptions in IT services.

D. Service Request Management

Service request management handles routine user requests that are not necessarily related to system failures. These requests include password resets, software installation, or access permissions.

1. FEATURES

- **Request submission interface** – Allows users to submit service requests easily.
- **Automated request assignment** – Requests are automatically assigned to appropriate support staff.
- **Request tracking system** – Users can track the progress of their requests.

2. BENEFITS

- Simplifies routine IT support tasks.
- Improves service delivery efficiency.
- Enhances user satisfaction through faster request handling.

3. COMMON SERVICE REQUESTS

- Password reset
- Software installation
- Access permission requests

4. REQUEST HANDLING PROCESS

The system records the request and assigns it to the responsible IT staff member for completion.

DOI: 10.48175/IJARSCT-33411

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E. Ticket Monitoring and Reporting

Ticket monitoring and reporting allow administrators to track all service requests and analyze system performance. The system maintains records of all tickets and generates reports to evaluate support efficiency.

1. FEATURES

- **Real-time ticket monitoring** – Displays the status of all active tickets.
- **Statistical reporting** – Generates reports showing resolved and pending tickets.
- **Administrative dashboard** – Provides a centralized view of system activities.

2. BENEFITS

- Helps administrators evaluate IT support performance.
- Identifies recurring issues within the system.
- Supports data-driven decision making.

3. PERFORMANCE INDICATORS

- Number of open tickets
- Average resolution time
- Technician workload

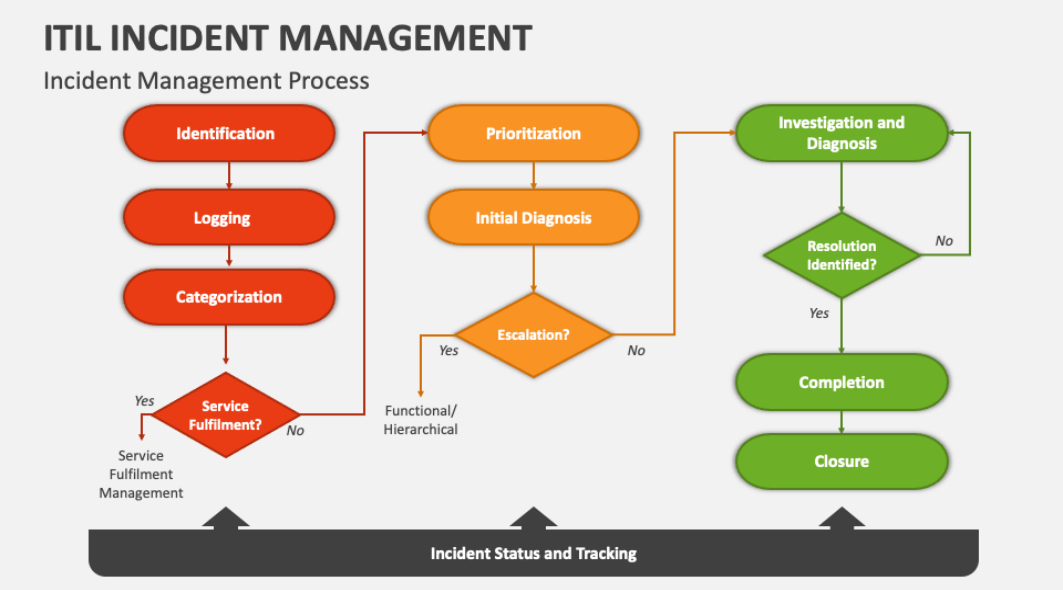

Fig. 1 A flow chart depicting the process of incident management

IV. SYSTEM IMPLEMENTATION

The proposed ITIL Ticketing System is implemented using the Python programming language due to its simplicity, flexibility, and strong support for rapid application development. Python provides several libraries that allow developers to build user-friendly applications with efficient backend processing. In this system, the graphical user interface is developed using the Tkinter library, which enables the creation of interactive desktop applications. Tkinter provides various widgets such as buttons, text fields, labels, and tables that allow users to interact with the system easily.

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For data storage and management, the system uses a MySQL database. MySQL is a reliable relational database management system that supports structured storage of large amounts of data and ensures efficient retrieval of information. The database stores important records such as user information, ticket details, ticket status, and administrative actions. The interaction between the Python application and the database is handled using the MySQL Connector library, which allows secure communication between the application and the database server. The system is designed using a modular architecture so that different functionalities can operate independently while still working together as a unified platform. This modular structure improves maintainability and allows future enhancements to be implemented easily. The main functional modules of the system are described below.

A. User Registration and Login Module

The user registration and login module is responsible for managing user authentication and account creation. When a new user registers in the system, they are required to provide personal information such as name, email address, phone number, and company details. The system performs validation checks to ensure that the entered data is correct and follows the required format. Once the registration process is completed, the user credentials are stored in the database securely. When users attempt to log in, the system verifies their credentials by comparing the entered password with the stored encrypted password in the database. Only authenticated users are allowed to access the system and submit service requests.

B. Ticket Creation Module

The ticket creation module allows users to report technical issues or service requests through the system interface. When a user encounters a problem, they can create a ticket by providing details such as issue description, category, and priority level. Once the ticket is submitted, the system generates a unique ticket identification number. This ticket ID helps users and administrators track the progress of the issue throughout its lifecycle. All ticket information is stored in the database, ensuring proper documentation of service requests.

C. Ticket Tracking Module

The ticket tracking module allows users and administrators to monitor the progress of submitted tickets. Each ticket goes through different stages such as open, in progress, and resolved. Users can view the status of their tickets in real time and check whether their issue is being handled by the support team. This module improves transparency in IT service management because users can easily track the progress of their requests without repeatedly contacting support staff. It also helps administrators ensure that no service request remains unattended.

D. Ticket Assignment Module

The ticket assignment module allows administrators to allocate tickets to appropriate support technicians. When a ticket is created, administrators review the issue and assign it to a technician who has the required expertise to resolve the problem. Technicians can update the status of the ticket as they work on resolving the issue. Once the issue is resolved, the ticket status is updated in the system, and the user is notified about the completion of the request.

E. Admin Dashboard

The administrative dashboard provides a centralized interface for managing all activities within the system. Administrators can view all tickets, monitor their status, and analyze system performance through the dashboard. The dashboard displays important information such as the total number of tickets, resolved tickets, pending tickets, and technician workload. This information helps administrators evaluate the efficiency of the support team and identify recurring technical problems within the organization.

F. Security and Data Validation

Security is an important aspect of the system implementation. To protect user credentials, the system uses SHA-256 hashing for password encryption. This ensures that passwords are not stored in plain text within the database. In addition, validation checks are implemented during the registration process to ensure the accuracy and integrity of user data. For example, the system verifies that names contain only alphabetic characters, email addresses follow a valid format, and phone numbers consist of numeric digits with an appropriate length. These security measures help protect sensitive user information and prevent unauthorized access to the system.

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V. RESULTS AND DISCUSSION

The experimental evaluation of the proposed ITIL Ticketing System demonstrates significant improvements in the efficiency and management of IT service requests compared to traditional manual support systems. The system was tested in a simulated organizational environment where multiple users generated service requests and support staff managed ticket resolution through the platform. The results show that the implementation of the ticketing system improves the overall workflow of IT service management. Users were able to submit service requests easily through the graphical interface, and each request was automatically converted into a ticket with a unique identification number. This structured approach allowed administrators and technicians to monitor, assign, and resolve tickets in an organized manner. Compared to conventional methods such as email-based or verbal reporting of issues, the proposed system provides better tracking and documentation of service requests. In traditional support environments, it is common for issues to be overlooked or delayed due to the absence of a centralized monitoring mechanism.

Another important observation from the system evaluation is the reduction in response and resolution time. Since tickets are categorized and prioritized based on their severity, technicians can focus on critical issues first. Overall, the results confirm that the proposed ITIL Ticketing System provides a reliable and efficient solution for managing IT service requests. The system improves service response time, enhances transparency in support operations, and ensures proper documentation of incidents. These advantages demonstrate that the implementation of ITIL-based ticketing systems can significantly improve the quality and efficiency of IT service management in modern organizations.

VI. CONCLUSION

Efficient management of IT services is essential for maintaining the smooth operation of modern organizations. Traditional methods of handling technical issues, such as email communication or manual reporting, often lead to delays, poor tracking of service requests, and lack of proper documentation. These limitations make it difficult for IT support teams to manage incidents effectively and provide timely solutions to users. This research presented the design and implementation of an ITIL-based Ticketing System that aims to improve the process of managing IT service requests within an organization. The system provides a structured platform where users can report technical issues, create service tickets, and track the progress of their requests. At the same time, administrators and support technicians can monitor tickets, assign tasks, and resolve incidents efficiently. Overall, this research highlights the importance of implementing structured IT service management systems based on ITIL principles. By adopting a centralized ticketing platform, organizations can significantly improve service efficiency, reduce response time, and ensure better management of IT infrastructure.

VII. FUTURE SCOPE

Although the proposed ITIL Ticketing System demonstrates satisfactory performance in managing IT service requests and improving support operations, there are several areas where the system can be further enhanced to increase its efficiency, scalability, and practical usability in real-world environments.

A. *Web-based and Mobile Integration:*

Future versions of the system can be developed as web-based or mobile applications. This would allow users and administrators to access the ticketing system from any device or location, making the system more flexible and convenient for large organizations.

B. *Real-Time Notification System:*

The implementation of real-time notifications through email or messaging platforms can improve communication between users and support staff. Automated alerts can inform users about ticket updates, technician assignments, and resolution status, thereby enhancing transparency in the service management process.

C. *Artificial Intelligence and Automation:*

Integration of Artificial Intelligence and Machine Learning techniques can help automate the classification and prioritization of tickets. By analyzing the content of user requests and historical ticket data, the system could

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automatically categorize issues and assign them to the most suitable technician, improving response time and operational efficiency.

D. *Integration with Other IT Service Management Tools:*

The system can also be integrated with monitoring tools, configuration management databases, and other IT service management platforms. Such integration would provide a unified environment for managing IT services and improve the overall efficiency of service operations.

Overall, these future enhancements can significantly improve the functionality and usability of the proposed ITIL Ticketing System, making it more suitable for large-scale enterprise environments and modern IT service management requirements.

ACKNOWLEDGEMENT

We would like to express our sincere gratitude to all those who has supported and guided us throughout this course of the projects. We are sincerely grateful to Raj Kumar Goel Institute of Technology and the Department of Computer Science and Engineering (CSE) for providing the necessary facilities, resources, and an environment to carry out this project. The encouragement and guidance from the faculty members along with the learning atmosphere at RKGIT, is here to shaping our understanding of the ITIL Ticketing System.

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