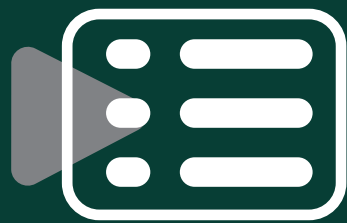


ITS Work Request Database

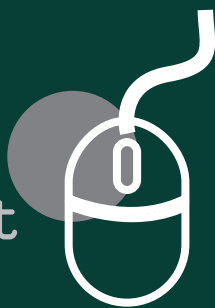
WRDB

The ticket submission process

Log into [MyKings.ca](#)



Click [ITS Work Request](#)



Fill out your ticket



Receive confirmation



Helpdesk alerted



The WRDB is:

- an application made in-house
- accessed by staff, faculty, students
- best utilized through MyKings.ca

YOU can use it to:

- submit tickets
- track your ticket's progress

ITS uses it to:

- get alerted of new tickets
- prioritize tickets
- update your ticket's progress
- collect additional information
- identify trends

Did you know...

The first ticket was submitted to the new WRDB on [May 8, 2015](#)



Total tickets submitted:



Average approx. 18 per work day

There have been [1103](#) unique emails used to submit tickets

[2600+](#) are for computer support

[2700+](#) are for website updates

[1](#) was for hunger

We endeavour to respond to all requests within [1 Work Day](#).

Ready to submit to the WRDB?

Log into [MyKings.ca](#) or go to [kings.uwo.ca/ITSworkrequest](#)