

Reconciliation Guide — IT / Helpdesk

SAMPLE DOCUMENT — FOR TRAINING PURPOSES ONLY

Reconciliation Reference Guide — IT / Helpdesk

CTOC Framework Reminder

- **C (Context):** You have two Excel files representing helpdesk-tickets and asset-inventory
- **T (Task):** Match rows by Ticket_ID, find every discrepancy
- **O (Output):** Excel workbook (.xlsx) with matched, discrepancy, and summary sheets
- **C (Constraints):** Use formulas for totals. Conditional formatting: red = critical, yellow = minor

Matching Rules

- **Primary key:** Ticket_ID
- **Amount columns:** Priority_Score vs SLA_Hours
- **Status columns:** Ticket_Status vs Asset_Status

IT / Helpdesk-Specific Rules

Track handoff status between stages. An item marked 'complete' upstream but 'pending' downstream indicates a broken handoff.

Traffic Light Verification

- **GREEN (check first):** Do formulas calculate correctly? Are totals accurate? Is currency consistent?
- **YELLOW (check second):** Are categories assigned correctly? Do status labels match expected values?
- **RED (human decision required):** Should flagged items be escalated? Are the recommended actions appropriate?

Common Discrepancy Types

1. **Amount mismatch** — Different values for the same Ticket_ID. Check for decimal shifts, partial amounts, or fee deductions.
2. **Missing row** — Present in one source, absent in the other. May indicate delayed processing or data entry gap.
3. **Status conflict** — One source says "Open", the other says "Provisioned". Check which is more current.
4. **Name variation** — Same Ticket_ID but slightly different names. Likely the same entity; verify before merging.