

How Enterprise IT Defeated the Black Hole

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There was a time when opening an IT ticket felt like dropping a message in a bottle and shoving it out to sea. You'd submit a request in Guidepost, and then — nothing. No confirmation it landed in the right place, no sense of who was working it, no idea when you'd hear back. Employees had a name for it: the black hole.

It wasn't any single tool or team's fault. It was the product of a company built at startup speed, inheriting IT support from a partner that was suddenly asked to serve two very different organizations at once. This opportunity for us to reimagine the future state of IT support — and the work it took to bring it to life — is the story behind #ask-it, a new AI-powered service desk experience built right into Slack, led end-to-end by RV Tech's own Enterprise IT team.

We sat down with Noah Jakovac, IT Operations Analyst and Program Owner, to talk through how this team built it, who made it happen, and where they're taking it next.



Noah Jakovac, IT
Operations Analyst &
Program Owner

The Process: Rebuilding the Stack

In theory, Guidepost was designed to provide a single front door for employee support. As the organization evolved, however, teams naturally gravitated toward Slack for day-to-day collaboration, and support interactions became increasingly distributed across channels.

Through that experience, Enterprise IT learned that the technology itself wasn't the primary challenge. Rather, the opportunity was to rethink the operating model, ownership, and support processes to better align with how employees actually work. Instead of simply inheriting an existing approach, RV Tech's Enterprise IT team chose to design a support experience built specifically for a Slack-first organization.

Through multiple pilots and iterations, the team evaluated several AI-powered platforms—including no-code solutions—to identify an approach that could deliver a seamless, conversational support experience while keeping knowledge, automation, and service management tightly integrated.

Ticketing then moved to Jira Service Management, a natural fit since Jira already ran our software development work. And, because "AI is only as good as the data it's feeding from and the way it's trained," said Noah, the team also established a deliberate guardrail that could run through all of it: the agent draws only from one governed, IT-owned knowledge base — not the open web, Slack, or any messier data sources.

All of this culminates in a new support experience in Slack, designed to meet employees where they already work: #ask-IT.

Early Wins: Fewer Wrong Turns, Faster Help

The biggest early win is intake — a direct result of Enterprise IT's decision to let the agent handle triage rather than employees. Employees no longer need to know the difference between an incident and a service request. "End users don't need to care what type of issue they have... this is the point of building and training a custom agent," Noah said.

Ticket volume through #ask-it is already running higher than Guidepost ever saw — a sign people are finally finding the right door. And a meaningful share of questions never need a ticket at all: the most recent measure showed a 20% deflection rate, meaning one in five questions got fully answered in chat. Response time is also built into the design, with a goal of an initial reply within two hours on all tickets, faster for higher-priority incidents.



What's Next: One Front Door for the Whole Company

Ask IT is the first build of a broader model the Enterprise IT team calls Ask RV Tech. In the near future, the same approach will extend to every enterprise support function. In fact, as of Monday August 3rd, a pilot is already live for the travel and expense channel! The people team, business services, facilities, and EHS and other RV Tech Enterprise Service teams will follow in the coming months. The vision is for each team to own its own knowledge base, the same way IT does today. As Noah put it: "At the end of the day, users don't need to care who gets the work done — all that matters is that the work is contextualized for RV Tech, and that people get the support they deserve."

Special Recognition

This launch would not have been possible without so many of our teammates working behind the scenes. On the build side: [Gustavo Moura](#), head of digital workplace; [Seva Medvedovskiy](#), AI product manager; [Venkata Lakshmi Narayana Kadiyala](#), AI engineer; [Brandon Tarr](#), AI project manager and Slack admin, who led the agent build; [Chris Delgado](#), Atlassian admin and solutions architect; [Felipe Lucena](#), JSM solutions architect; [Henrique Pchara](#) and [Ronny De Moura](#), Atlassian admins; [Nicolas Alcaraz](#), Digital Workplace Integrations; and [Divya Nelakurthi](#), ServiceNow admin — together, they brought the Atlassian architecture know-how that makes #ask-it run.

And on the ops side, the team that makes it happen every day: [Sherry To](#), IT ops lead; [John Castillo](#), desktop support wizard and a steady hand throughout the project; and [Somayeh Mesbahi](#), who helped coordinate piloting with new hires — plus the newest additions to the RV Tech service desk, who built and continue to scale this team across Palo Alto, Irvine, Vancouver, and Serbia: [Nemanja Stanic](#), [Teddy Leung](#), [Subhadra Potaraju](#), [Nestor Romero](#), [David Nawar](#), [Kartik Tewari](#), [Victor Santos](#), and [Nikola Blagojevic](#).

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