

➤ **A helpdesk should have a friendly face.**

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➤ **The faces of the staff should be welcoming and friendly, as should their personalities.**

- personalities that are suited for customer service; others don't.

➤ **The roll or supervisor is key factor.**

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➤ **The look and feel of your helpdesk of an organization reflects its corporate culture.**

- A helpdesk doesn't garner respect in a company when



➤ **Spend time to consider the culture and “look” of your helpdesk as compared to that of the customers they serve. Try to evolve to a culture that suits the customers served.**

➤ A helpdesk can be helpful only if it has enough people to serve customers in a timely manner.

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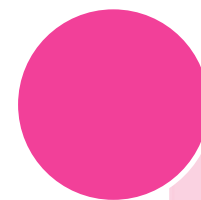
➤ Metrics for Sizing Helpdesk Staff

Customer to HD Staff (CHS) Ratio
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Call Volume Ratio (CVR)
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excluding time spent in “customer wait,”
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and isn't responsible for.



- **The companion to the scope-of-support document is a document that specifies how to get help: by phone, email, a ticket system, and so on.**
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- **An image or document specifying how to get help should appear on default Windows background wallpaper images:**
 - **“CompanyName IT helpdesk: [phone number] [email address] [web site].”**
- **If customers have not been given clear directions on the proper way to get help, they will contact SAs directly, interrupting them at inappropriate times, and making it impossible to get larger projects done.**

➤ **Helpdesk staff should have well-defined processes to follow.**

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➤ **Very large helpdesks should use scripts as part of their training. Every service supported has an associated flow of dialogue to follow to support that service.**

➤ **Some Scripts required identify verifications**

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➤ **Escalation is a process by which an issue is moved from the current staff person to someone with more expertise.**

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➤ **The escalation process is also what customers use when they are dissatisfied with the support they are receiving.**

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Define “Emergency” in Writing

- **Often, SAs are overloaded because every customer claims to have an emergency that requires immediate attention.**

- **Having a written policy empowers SAs to know when to push back and gives them a document to point to when they need it.**
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- **Every company should be able to define what constitutes an emergency.**
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➤ **Every helpdesk needs some kind of software to help it manage requests.**

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doesn't scale.

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➤ **Those are the first qualities that you need in helpdesk software. As a helpdesk grows, software can help in other areas.**

➤ **Features of Helpdesk Software**

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➤ **Many sophisticated statistics can be gathered about a helpdesk.**

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➤ **when dealing with upper management for budgeting and planning purposes, historical statistics become much more valuable.**

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➤ **The value of statistics increases as the organization grows, because the management becomes less directly involved in the work being done.**

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- **As computers become critical to an ever-expanding list of business processes, customers are asking for 24/7 coverage more often.**

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- **Options**

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- Have all managers of the customer groups know the home phone number of the helpdesk's

- **No matter how SAs are contacted after hours, the person must be compensated.**

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- employee's salary and time and a half if the person is called.

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➤ **Defining your policies and providing announcements online is nice, but rarely will anyone seek them out.**

➤ **Options are**

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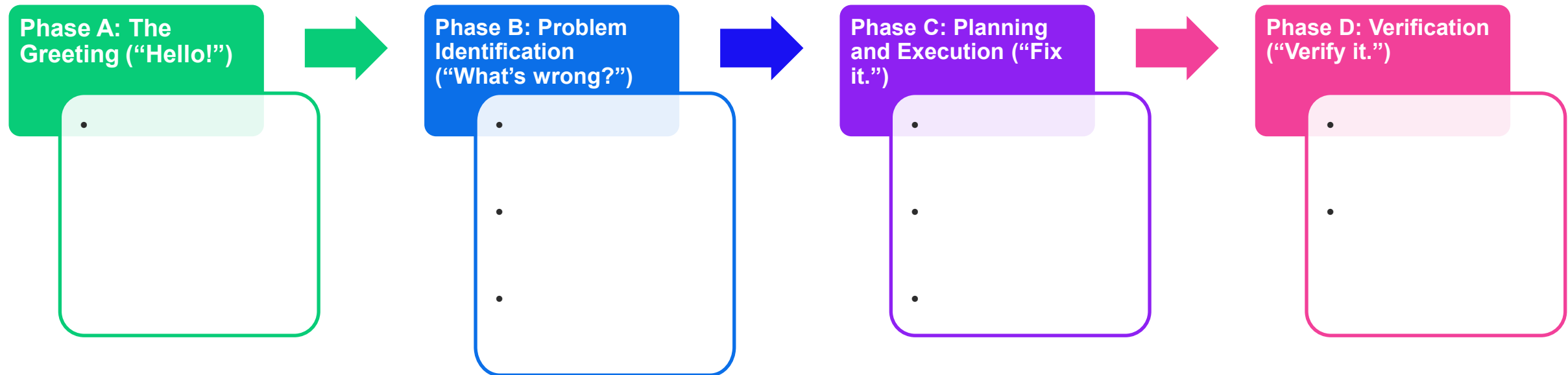
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➤ **When an organization grows, it may make sense to have two separate helpdesks:**

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➤ **This third group may be an internal helpdesk that installers all over the organization can call to escalate installation problems. It is not uncommon, though, for this third group to be the second tier of one of the other helpdesks.**

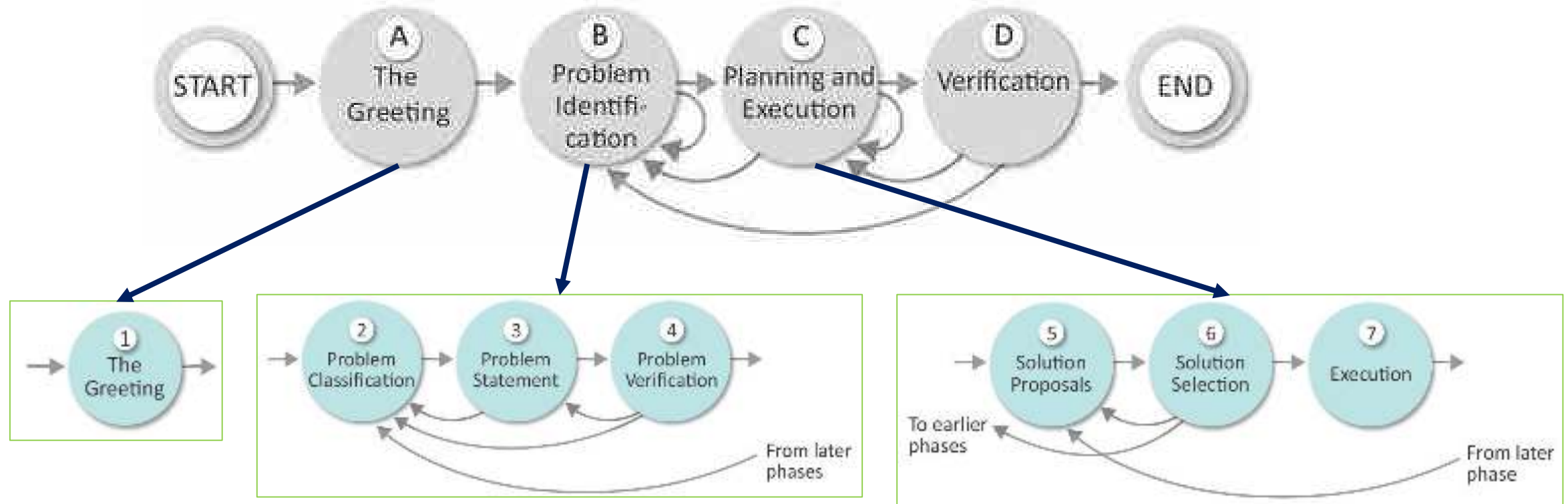
- The method for processing these customer requests has nine steps, which can be grouped into four phases:



- This method gives structure to what is, for newer SAs, a more haphazard process.

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➤ Problem Solving Process consist of four phases



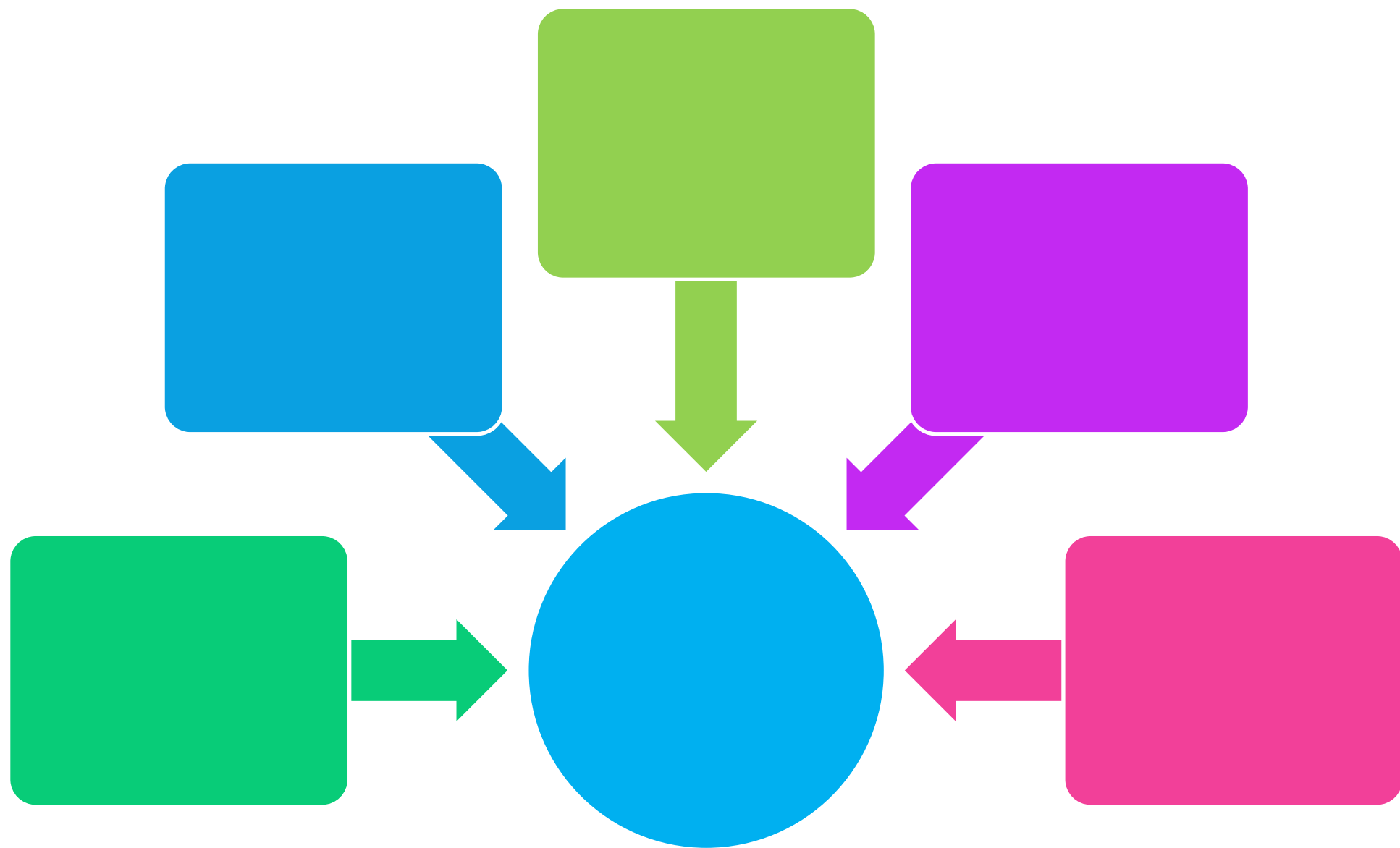
- **Large organizations often have software development teams and IT operations team.**
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- **Some problems reported to system administrators or tasks requires the collaboration with software development team**
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- **The collaboration of software development and IT operations is also applicable even if organizations donot have in house software development/ IT operations teams (Outsouricing Model)**
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- **DevOps is a model which allows agile collaboration between administratively independent software development and IT operations teams.**

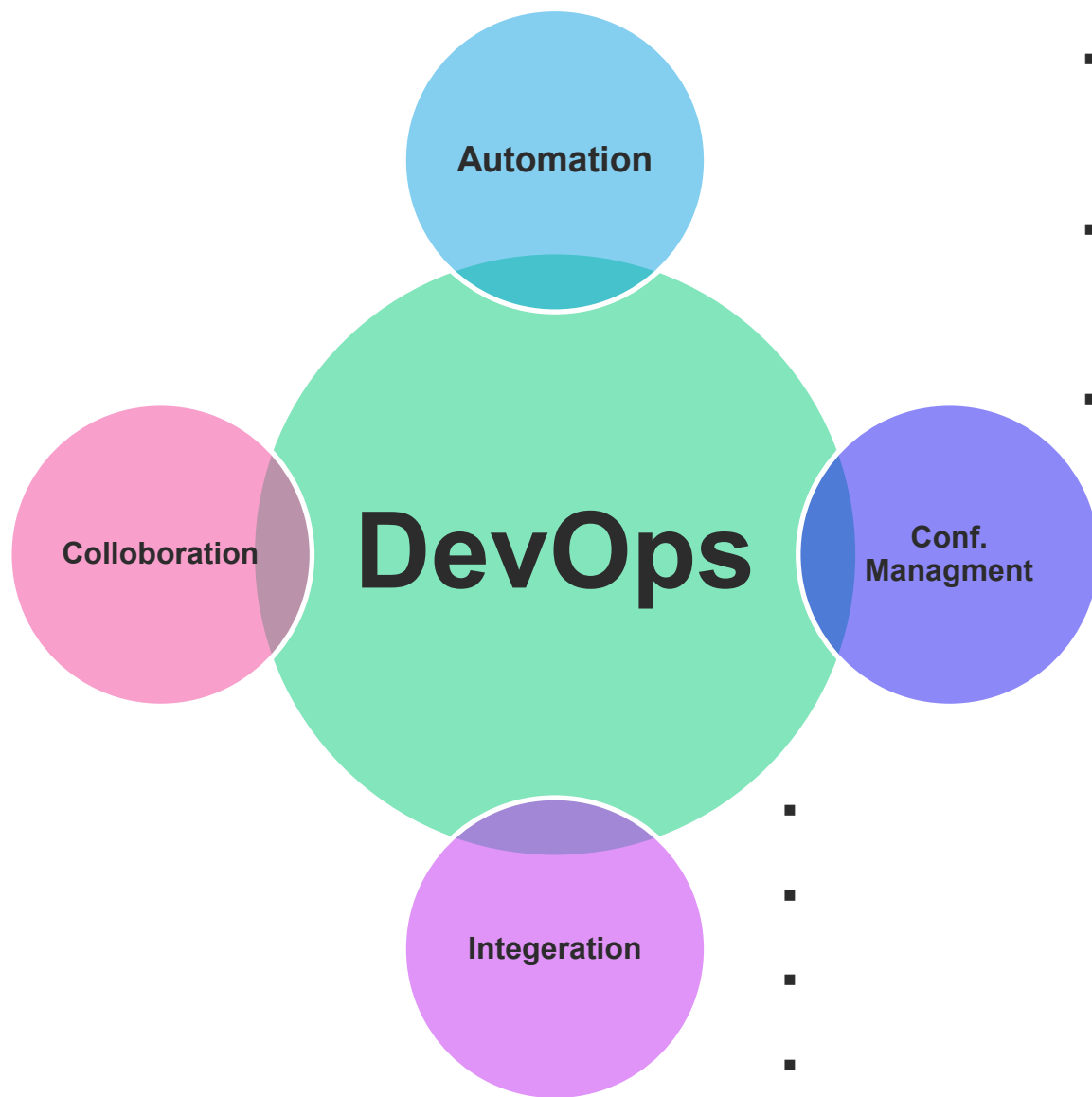
➤ The DevOps is a mixture of two words, one is software Development, and second is Operations.

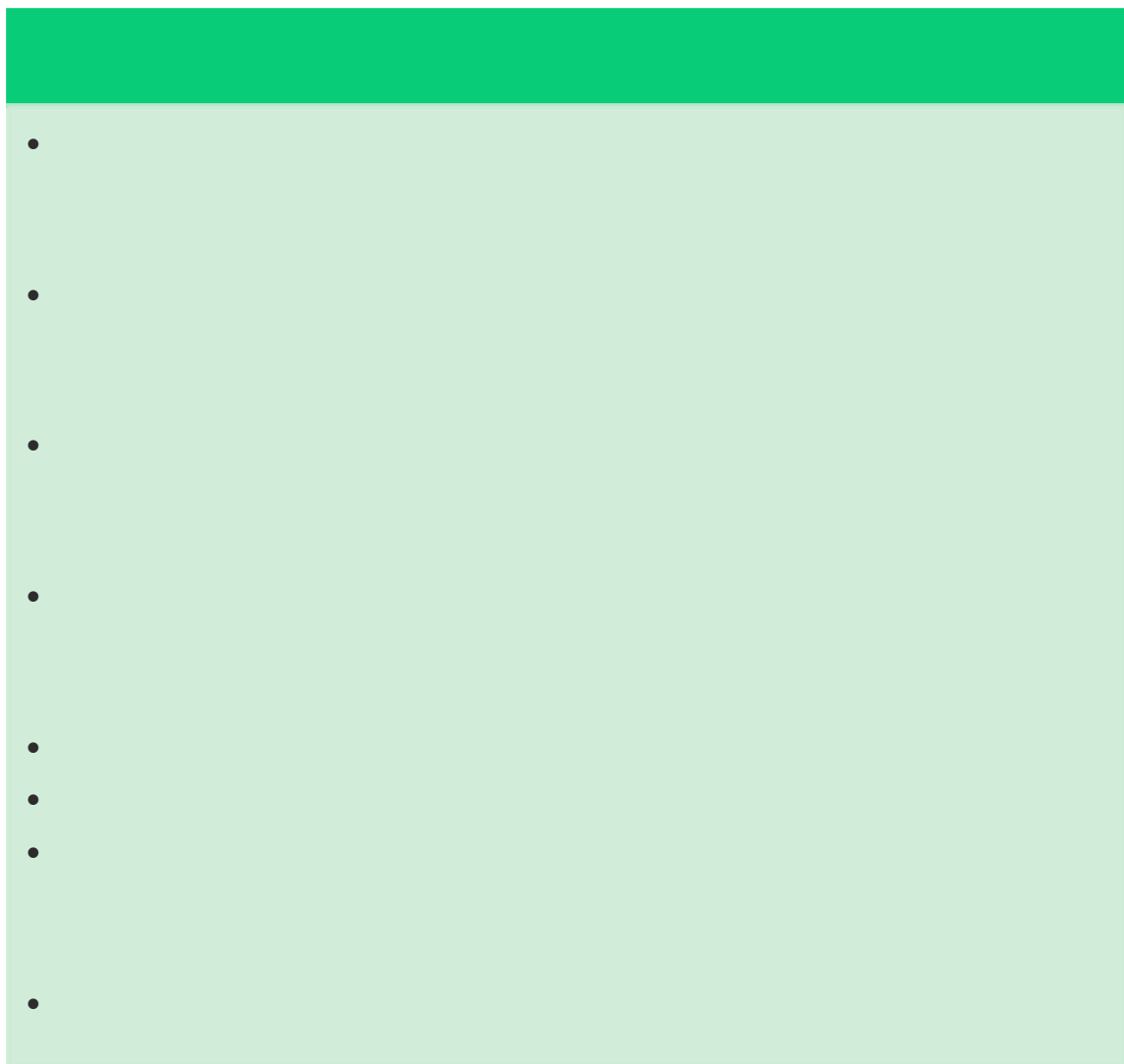
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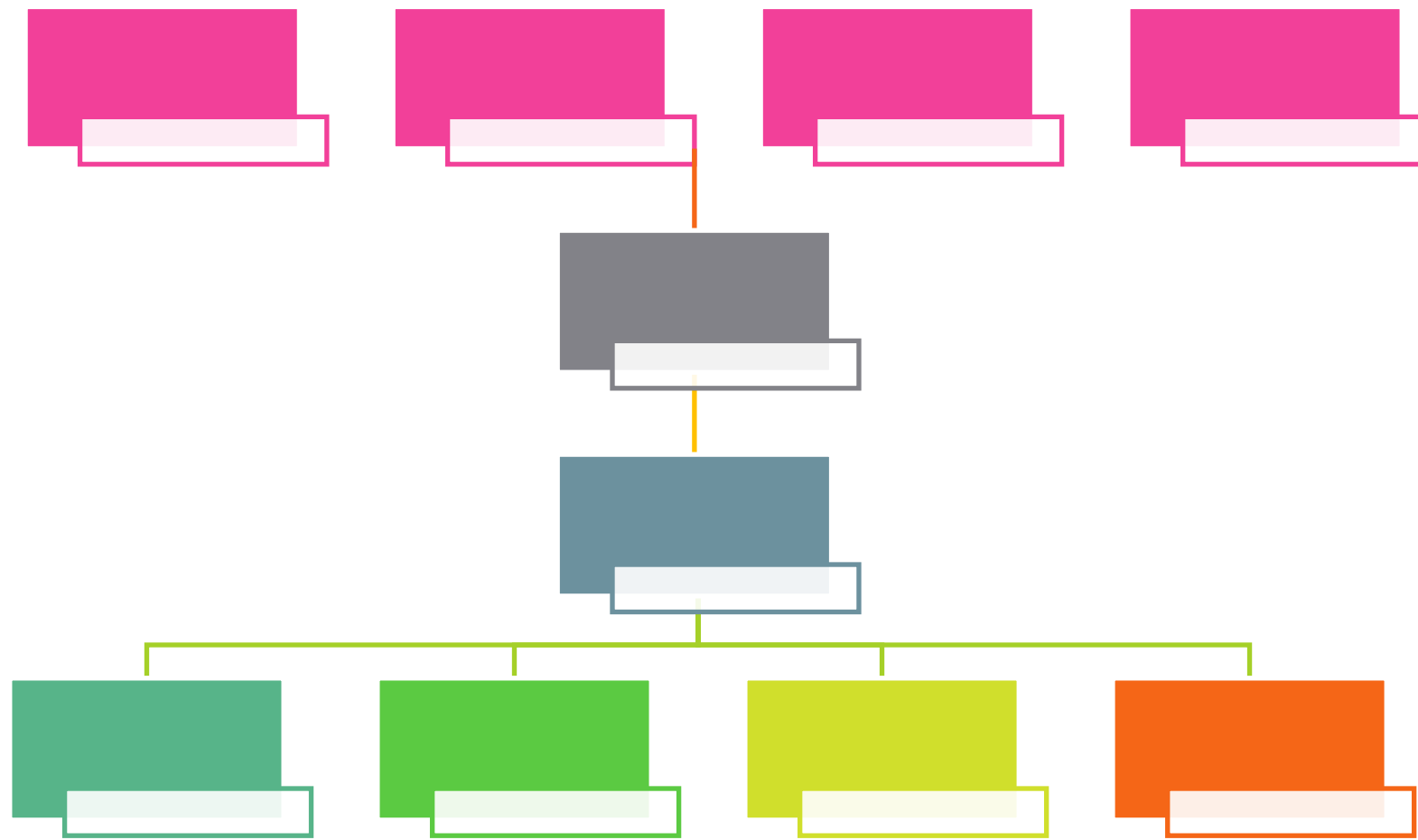
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1 - Build

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2 - Coding

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3 - Testing

4 - Planing

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5 - Monitoring

6 - Deployment

7 - Operation

8 - Release

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