

Soft-Train



*At Soft-Train
Technology Works*

Managing a World Class Help Desk/Department (5 Days)

COURSE GOAL: Effectively run the Help Desk department, make good management and technical decisions and leverage resources to support the business and enhance organizational profitability.

PREREQUISITES: None.

LEARNING OBJECTIVES:

Upon completion of this course the student will be able to:

- Help the IT team meet and exceed organizational Requirements
- Create a Help Desk from the ground up
- Recognize the pitfalls of creating, organizing and running a Help Desk

KEY TOPICS:

I. What Is A Help Desk and Why Would I Want One?

- A. Help Desk Concepts
- B. What to Look For
- C. Defining a Help Desk
- D. Why Do I Want One?
- E. What to look for
- F. Reasons to Create Your Own Help Desk

II. I Want a Help Desk – Go Create One

- A. Identify the Drivers
- B. The People
- C. The Tools
- D. The Processes
- E. What to Look For
- F. Defining the As Is
- G. Define the Help Desk Process
- H. Budgeting
- I. Organization Options
- J. Staffing Your Help Desk
- K. Tools for Your Help Desk
- L. Beginning Operations

III. I like My Help Desk. How Can I Keep It Going?

- A. Preventing Burnout
- B. Implement Some New Processes
- C. Measuring Your Help Desk
- D. Promoting Your Help Desk
- E. More Tools for Your Help Desk
- F. Developing Your People
- G. The Business of a Help Desk

IV. I Hate My Help Desk. Fix It

- A.** Identify Perceived Issues
- B.** Move Forward
- C.** How Not to be Outsourced

V. Taking Your Help Desk to Another Level

- A.** The People
- B.** The Processes
- C.** The Tools