Empowering Better Performance: Assessing Your Help Desk Solution

Microsoft

A centralized help desk has a direct and positive impact on student satisfaction, school performance, and overall achievement. Surprisingly, students, staff, faculty, and community members don't know where to go for help as many educational institutions are still struggling to streamline applications, inquiries, scheduling, and other routine processes.

This short self-assessment will give you a better understanding of how your help desk solution stacks up. Circle the score that best represents your school.

1. Your IT systems are integrated into a single, streamlined solution with built-in flexibility to meet the unique needs of each department on campus.

(Not At All) 1   2   3   4   5   6   7   8   9   10   (Without A Doubt!)

2. You have end-to-end visibility into open ticket statuses and can efficiently track inquiries with actionable dashboards, including service levels.

(Not At All) 1   2   3   4   5   6   7   8   9   10   (Without A Doubt!)

3. Your approval and denial workflows are automated.

(Not At All) 1   2   3   4   5   6   7   8   9   10   (Without A Doubt!)

4. You are not hiring more IT staff to simply perform repetitive tasks or to manually manage a high volume of support tickets or niche solutions.

(Not At All) 1   2   3   4   5   6   7   8   9   10   (Without A Doubt!)

5. Users are empowered to research and perform tasks at their own pace through a self-service portal.

(Not At All)   1   2   3   4   5   6   7   8   9   10   (Without A Doubt!)

6. Users can securely access the help desk from any modern web browser, tablet, or smartphone with one set of credentials.

(Not At All)   1   2   3   4   5   6   7   8   9   10   (Without A Doubt!)

7. Support is proactive, rather than reactive.

(Not At All)   1   2   3   4   5   6   7   8   9   10   (Without A Doubt!)

8. Users can submit a ticket through a centralized portal that routes to the appropriate department and is resolved with department-specific case forms.

(Not At All)   1   2   3   4   5   6   7   8   9   10   (Without A Doubt!)

9. IT and Administrators can gain deeper insight into high-demand areas and opportunities for further improvement.

(Not At All)   1   2   3   4   5   6   7   8   9   10   (Without A Doubt!)

10. You do not use spreadsheets and homegrown tools to manage your services.

(Not At All)   1   2   3   4   5   6   7   8   9   10   (Without A Doubt!)

11. Your most common requests are supported by automation to fulfill the request.
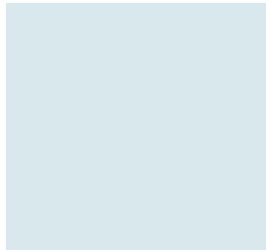
(Not At All)   1   2   3   4   5   6   7   8   9   10   (Without A Doubt!)

12. Your ITSM solution easily extends into non-IT departments using only configuration and out-of-the-box capabilities with no coding or outside IT knowledge needed.

(Not At All)   1   2   3   4   5   6   7   8   9   10   (Without A Doubt!)

Your System Success Readiness:

YOUR TOTAL SCORE

<60	60–90	>90
In Need of Help ASAP	Room for Improvement	Shining Beacon of Support

Need Help or Have Room for Improvement?

We can help your school develop an infrastructure that unifies the way learning and operational data is captured, analyzed, and shared, so that all stakeholders can connect and work together to maximize achievement.

To find out how we can help you better support students, faculty, staff and community members, contact us today.