

IT Help Desk Discovery Document

1. What is driving you to look for IT Help Desk assistance?
2. How many desktop users do you have? Are they at one or multiple locations?
3. Do you have a service desk/helpdesk now?
4. Is there a formal process, system or email employees use to request help? (Please describe)

5. Are employees generally satisfied or dissatisfied with the service they receive?
6. Do you view a loss of productivity based on poor customer service and length of time to resolve as important?

7. How many devices do they have? (Wireless, servers, type, model, age, etc.)
8. What software applications do you have? (Microsoft, Accounting, Finance, ERP, etc.)
9. Do you utilize an software as a Service applications? (Salesforce, DropBox, hosted web, etc.)
10. Are you utilizing Social Media for your business? (Facebook, Linkedin, Twitter, snapchat, etc.)

11. What type of Email System do you use? (Google, Microsoft, ISP, Third Party, etc.)

12. Do you utilize mobile technologies? (Devices, Pre-dominate Carrier, Amount, Contract Length, etc.)

13. What type of phone system do you have? (Type, Model, Handsets, etc.)

14. What are your initial expectations on Service Level Agreements (response times, critical services, on-site, etc.)

15. What do you consider critical uptime requirements?

16. Do you want proactive monitoring of devices, servers, network and vital systems?

17. What is the timing of the IT Help Desk decision and implementation?
18. Any additional insight of your IT Help Desk project we should be aware of?