**Case Study: The future of the Help Desk**

**Read the case study at :** [**http://net.educause.edu/ir/library/pdf/ers0708/rs/ers070812.pdf**](http://net.educause.edu/ir/library/pdf/ers0708/rs/ers070812.pdf)



**Answer the following from the case study of the future of the Help Desk**

1. **marks each):**
2. **How would you communicate in the workplace on the future help desk?**
   * **By the use of instant messaging**
   * **By email, online self service or telephone**
   * **By online communication such as wikis**
   * **By using VoIP telephones**
   * **By using chat rooms**
   * **By the use of mobile text messaging**
3. **How would you relate to clients on a business level on the future help desk?**
   * **By using wireless devices**
   * **Remotely via remote access**
   * **Have customers log into a portal and view knowledge bases to try and fix their own issue**
   * **Have rotating shifts with smaller staff numbers that allow the help desk staff to be available 24 hours a day**
4. **How will you provide one-to-one instruction on the future help desk?**
   * **Via large screen video command centres**
   * **By the use of instant messaging**
   * **By the use of VoIP telephones**
   * **Using inline collaborative spaces or virtual worlds**
   * **Via the use of iPods and media players to play podcasts and video streaming**
   * **By the use of social networking sites such as Facebook or Myspace**
5. **What are some of the issues that would need policy development for client support procedures on the future help desk?**
   * **Policy regarding client owned technology will need to be implemented**
   * **The use of controlling software to control media that is used should have some type of policy developed**
   * **The choice of whether to specialise in certain technologies or to have a minimum level of expertise in a wider variety of new and existing technologies**
   * **Policies regarding the use of PDAs and Smart-phones should also be adopted**
   * **The standardisation of all hardware and by using control software to allow faster resolution of issues**
6. **How could you provide first-level remote help desk support on the future help desk?**
   * **By outsourcing the first level help desk and concentrating on higher levels of service**