



IT and Telecom Consulting Inc.

Architecting Innovation

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Dear Help Desk Manager,

As a Help Desk Manager, you must ensure that your team is available and capable of resolving problems that interfere with staff being able to do their jobs. Sometimes the resolution is technical, sometimes handholding to fix a 'live-ware' problem. Your people need to have ever-changing technical skills as well as excellent customer service skills; there is no caller more frustrated than one with a technology problem.

You need to juggle time of day, day of week coverage schedules, training and vacation schedules and then deal with sick days and snow days. Everyone is quick to notice the shortcomings of the Help Desk and your management is not always sympathetic to your requests for more staff.

Periodically, it makes sense to take a step back and look at the big picture, to develop or update your Help Desk Strategy.

TMC can help you with this. We would:

- conduct a scoping workshop with you to ensure that our work exactly meets your requirements
- review your current headcount, deployment processes and supporting technology
- conduct requirements assessment workshops with stakeholders
- conduct a skills assessment of your staff
- compare you to others and to best practices
- review technical trends to project your evolving skills requirements
- provide recommendations, budgets and a roadmap

TMC is independent of all vendors and trusted by our clients to provide sound business advice to optimize technology processes and systems. We have the skills and methodology to do the same for you.

We would be happy to meet with you, without obligation, to discuss how we can help you.

Regards,

Ellen

Ellen Koskinen-Dodgson, P.Eng.
Managing Partner

Serving North America since 1988