# Help Desk Services

## SANOG 10
## Network Operations & Management

**This Presentation and related materials will be available at:**

**ws.edu.isoc.org / www.sanog.org**

# Getting Started

What are some of the first questions to answer?

- Are you going to offer support?
- What if you don't?
- As a business does this work?
- What do you want to or need to support?

# Scalability

- Do your tools scale? If not, design them so they will.
- Be flexible
- Do What's easier but, don't do...
- Quick "fixes" = Big overhead later

# Starting from Scratch

- Plan, plan, plan
- Design traffic flow
- Use available tools
- The Web - Use it!
- Some typical scenarios
- Be ready for spikes – graceful failure mode.

# Resources

- You'll probably need more than you can get.

- Where will you get these resources?

- What are resources?
  - Money, space, staffing, talent, administrative support, phones, networks, classes, etc.

- Become efficient and prioritize.

# Protecting Your Group

- Set hours
- Backup your consultants
- Write down your policies
- Second line of defense
- Acceptable Use Policies (AUPs)
- Issues you can't resolve... How do you deal with failure?

# Creating Your Help Desk

- ***<u>Remove roadblocks!!</u>***
- Getting talent - What's the draw?
- The logistics
- Customized installs
- Make software available
- Document, Document, Document

# Creating Your Help Desk Cont.

- Use the Web
- Use Email and tickets
  - trac
  - rt
  - auto-response?
  - Searchable index (Mhonarc) vs. Mailman

# Creating Your Help Desk Cont.

- Phone Systems
  - Hold queue - yes!
  - Can users leave voice mail?
    - Depends on your support
    - Very high overhead
  - Phone trees - Good and bad (escape?)
  - Phone traffic flow (Reception, hardware, network group, consulting, etc.)

# Creating Your Help Desk Cont.

- Using other tools
  - Chat
  - Wikis
  - Blogs
- Scheduling and scheduling software.
  - Scheduling is "n" complex to do

# Proactive Steps

- Train your clients
- Offer free or fee-based training
- Push your documentation. This is critical.
- Push your Website
- Train your staff and train them some more
- Assign staff projects
- Stay up-to-date with what you support

# Summary

- Quick fixes hurt
- You won't have enough resources
- Set expectations
- Remove roadblocks
  - Calculate expense with, without and to remove.
- Is the customer always right?