

IS Help Desk Review - 0203

The objectives of this audit are:

- **Determine if management developed user support objectives for the Help Desk function.**
 - Management's objectives for the Help Desk are being achieved.
- **Determine if sufficient controls have been developed and implemented to adequately ensure all problems reported by users are documented and problem resolution initiated.**
 - An established and communicated process exists for capturing problems within the environment.
 - Customers are notified of timing of corrective action.
 - Controls exist which track and limit only authorized individuals to purging, closing or archiving of user entries.
- **Determine if sufficient controls have been developed and implemented to adequately escalate issues according to priority.**
 - Technicians have appropriate authorization, rights, tools and support to rectify user problems.
 - An established hierarchy is utilized to escalate problems.
 - Department integrators have correct authorization parameters and are utilized within their respected areas.
- **Determine if procedures exist for the timely monitoring of the clearance of customers queries.**
 - Outstanding queries should be reviewed and acted upon.
- **Determine if controls are sufficient to ensure management and users are kept abreast of issues and problems within the environment.**
 - Management receives adequate documentation for review and statistical analysis of resource allocation, user satisfaction, and response time as well as trend identification.
 - Knowledge gained from assistance is maintained for future reference and communicated to the user community.
 - A process for collecting and evaluating areas of improvement for benefits to the community is defined and disseminated.
- **Determine if any other issues exist which may require review.**