LITERATURE SURVEY

PROJECT TITLE: CUSTOMER CARE REGISTRY

JOURNAL PAPER &REFERENCE

TITLE:INFORMATION TECHNOLOGY HELP DESK SURVEY: TO IDENTIFY THE CLASSIFICATION OFSIMPLE AND ROUTINE ENQUIRIES(Nelson K.Y. Leung, Sim kim lau,University of Wollongong NSW 2522 Australia)

Information technology has changed the way organizations function. This has resulted in reliance of help desks to support users in dealing with a wide range of information technology-related problems such as hardware, software and telecommunication. The help desk generally has to cover a wide range of information technology products and services. However, due to resource constraint, in particular the lack of help desk staff, users often have to wait for a long time before their enquiries and problems are answered and solved. Literature has shown that the majority of incoming enquiries are considered to be "simple and routine", and do not require specialized knowledge. The aim of this paper is to present the results of a survey that identifies the classification of simple and routine technical enquiries in a help desk environment. This paper also discusses the development of help desks, ranging from support models to support structure. Keywords: Help Desk, Simple and Routine Enquiries.

TITLE: [A Study of Service Desk Setup in Implementing IT Service Management in Enterprises](#)

Information Technology Service Management (ITSM) provides a framework to provide IT related services and the interaction of IT staff with users, and is often related with the British Government's Information Technology Infrastructure Library (ITIL). ITIL offers a set of "best practices" for managing IT services and is one of the most widely accepted approaches to IT service management in the world. Recently, more and more enterprises implemented a centralized IT service management model based on the ITIL framework. However, even by adopting ITIL, most of the enterprises didn't improve their IT service management level. Some factors become the barriers to the success of ITIL and ITSM implementation. In some cases, enterprises paid more attention to IT infrastructure setup and operation but neglect the importance of Service Desk. In this study, we first review ITSM, ITIL and Service Desk. Second, we identify a full function of new Service Desk and how to setup a good Service Desk. Enterprises should take proper measures in building a mature Service Desk to ensure successful implementation of ITSM.

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