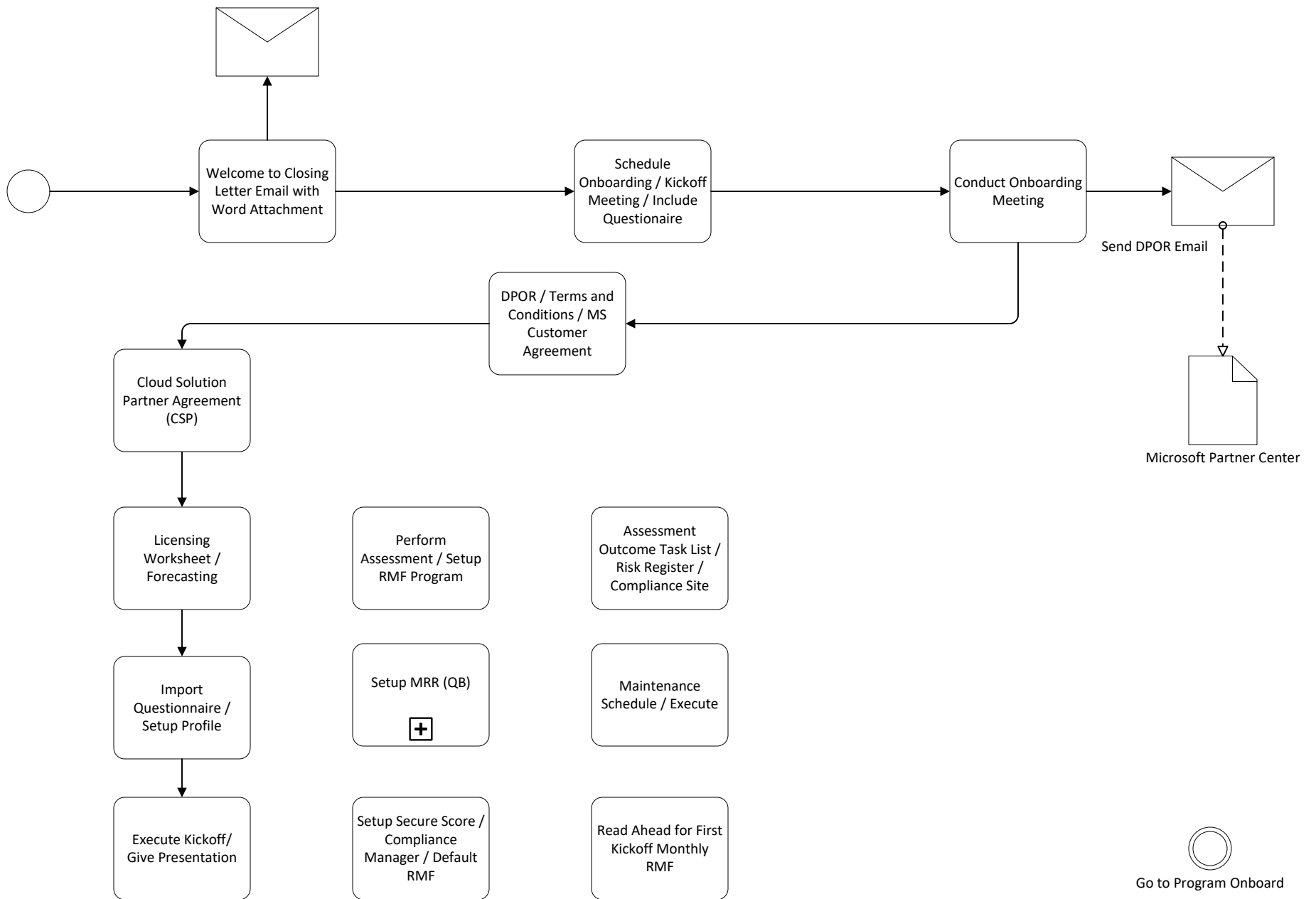
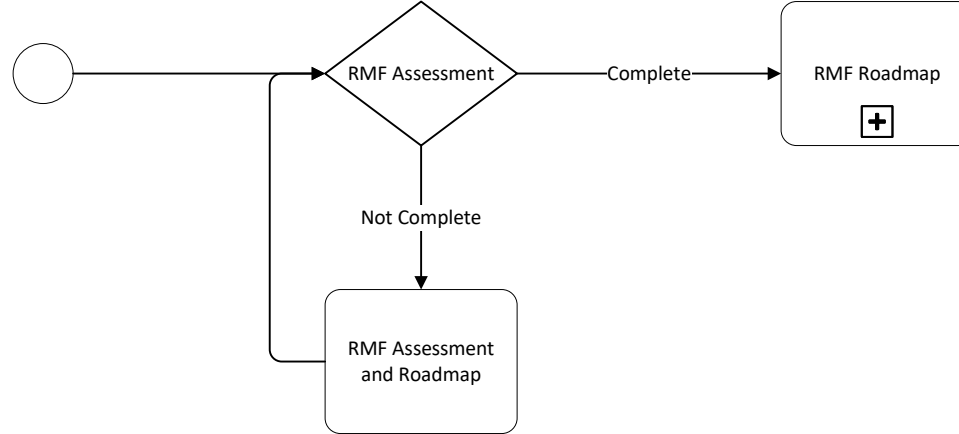


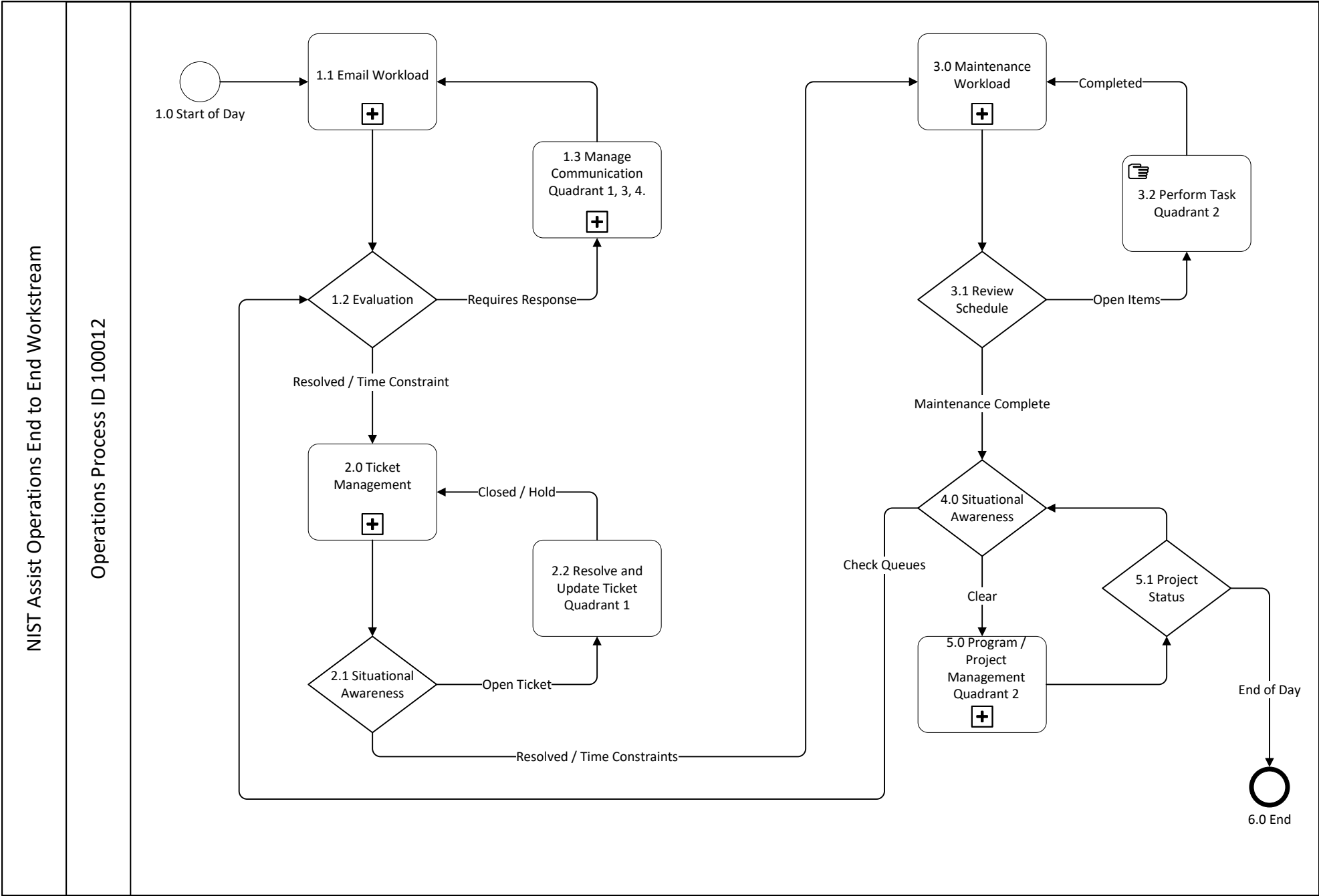
1.01: Support can originate from multiple sources, but is funneled into 3 main categories.
1.02: Incoming requests may in the form of an email to support@nistassist.com



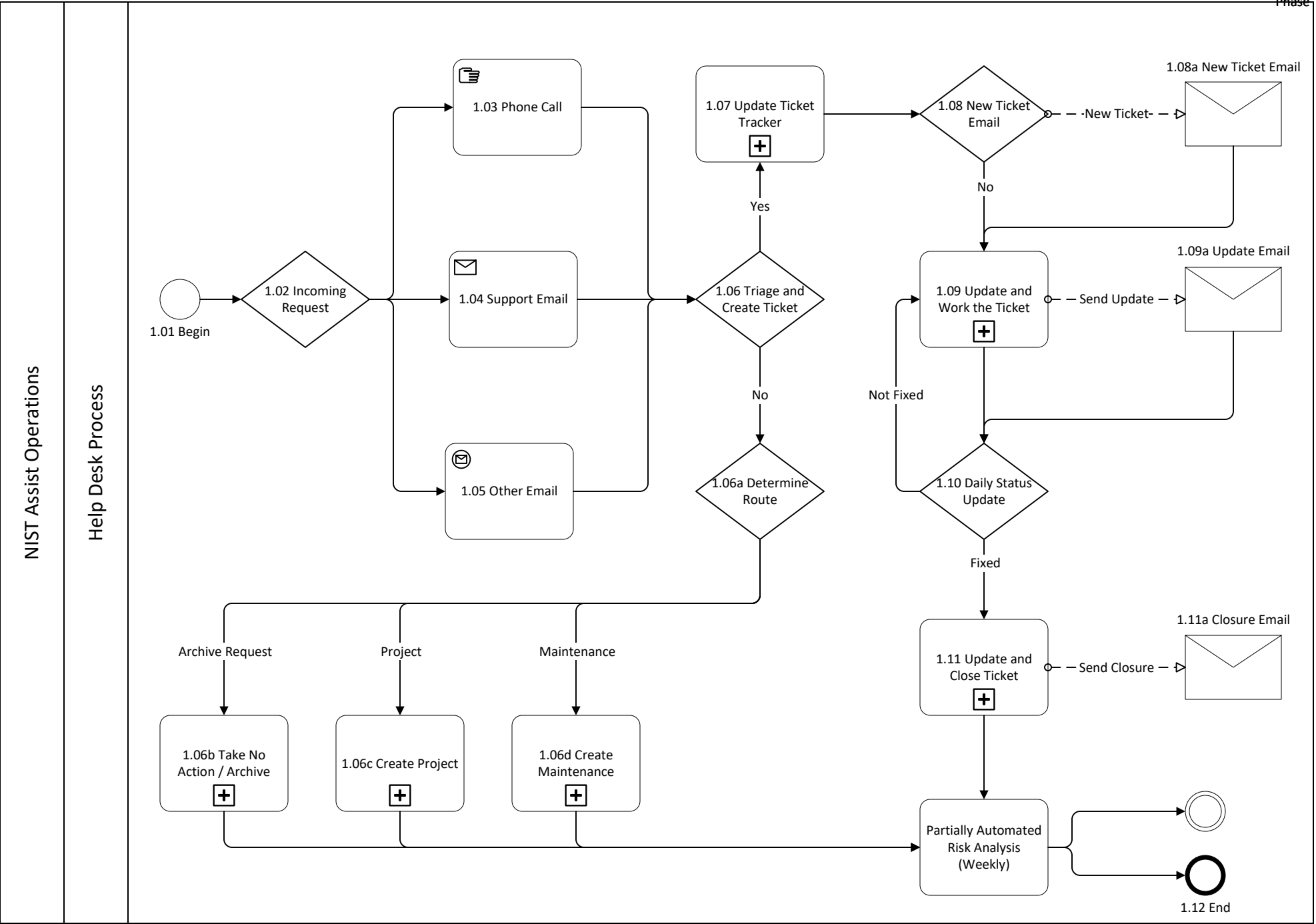
NIST Assist Operations

Help Desk Process





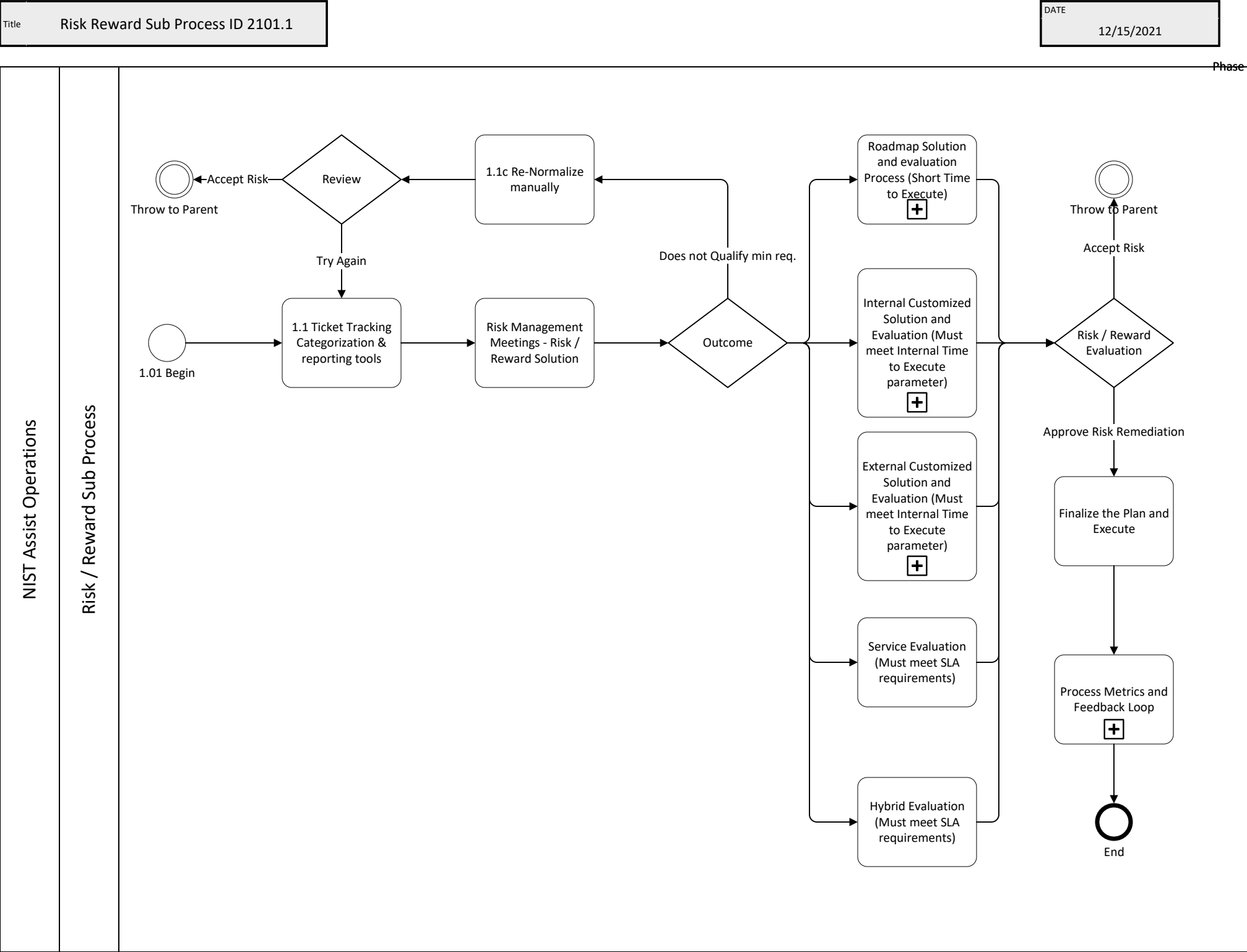
	Urgent	Not Urgent
Important	<div>I</div> <div>Fire Fighting</div> <div>Crises</div> <div>Pressing problems</div> <div>Deadline-driven projects</div>	<div>II</div> <div>Quality Time</div> <div>Prevention, capability improvement</div> <div>Relationship building</div> <div>Recognizing new opportunities</div> <div>Planning, recreation</div>
Not Important	<div>III</div> <div>Distraction</div> <div>Interruptions, some callers</div> <div>Some mail, some reports</div> <div>Some meetings</div> <div>Proximate, pressing matters</div> <div>Popular activities</div>	<div>IV</div> <div>Time Wasting</div> <div>Trivia, busy work</div> <div>Some mail</div> <div>Some phone calls</div> <div>Time wasters</div> <div>Pleasant activities</div>



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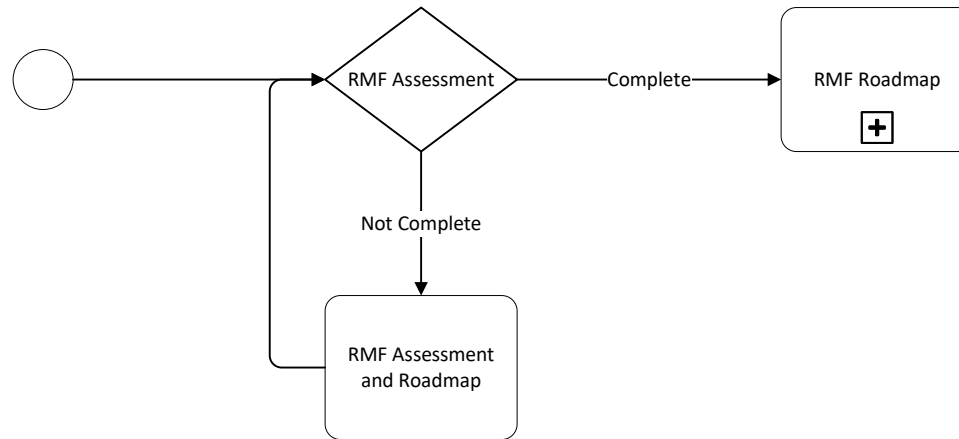
This process creates meta data that is used in subsequent processes to classify categories of risks and impact on productivity / efficiency

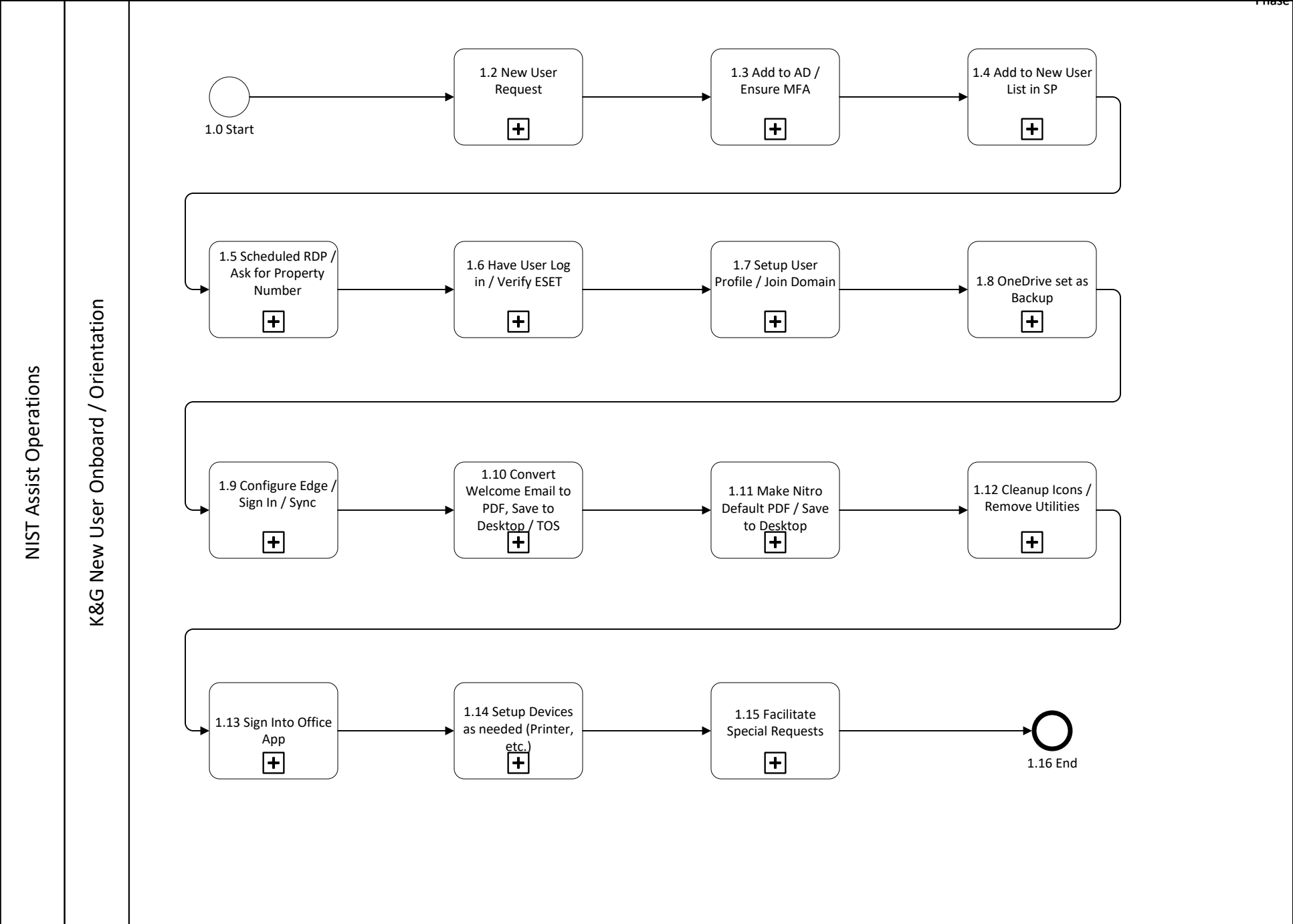


1.01: Support can originate from multiple sources, but is funneled into 3 main categories.
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Functional requirements are now the output of the Risk / Reward Solution set, which reduces workload downstream
Metrics and other data is collected and first used to elect a solution (understand), and then used to provide the materials necessary for each of the outcome scenarios

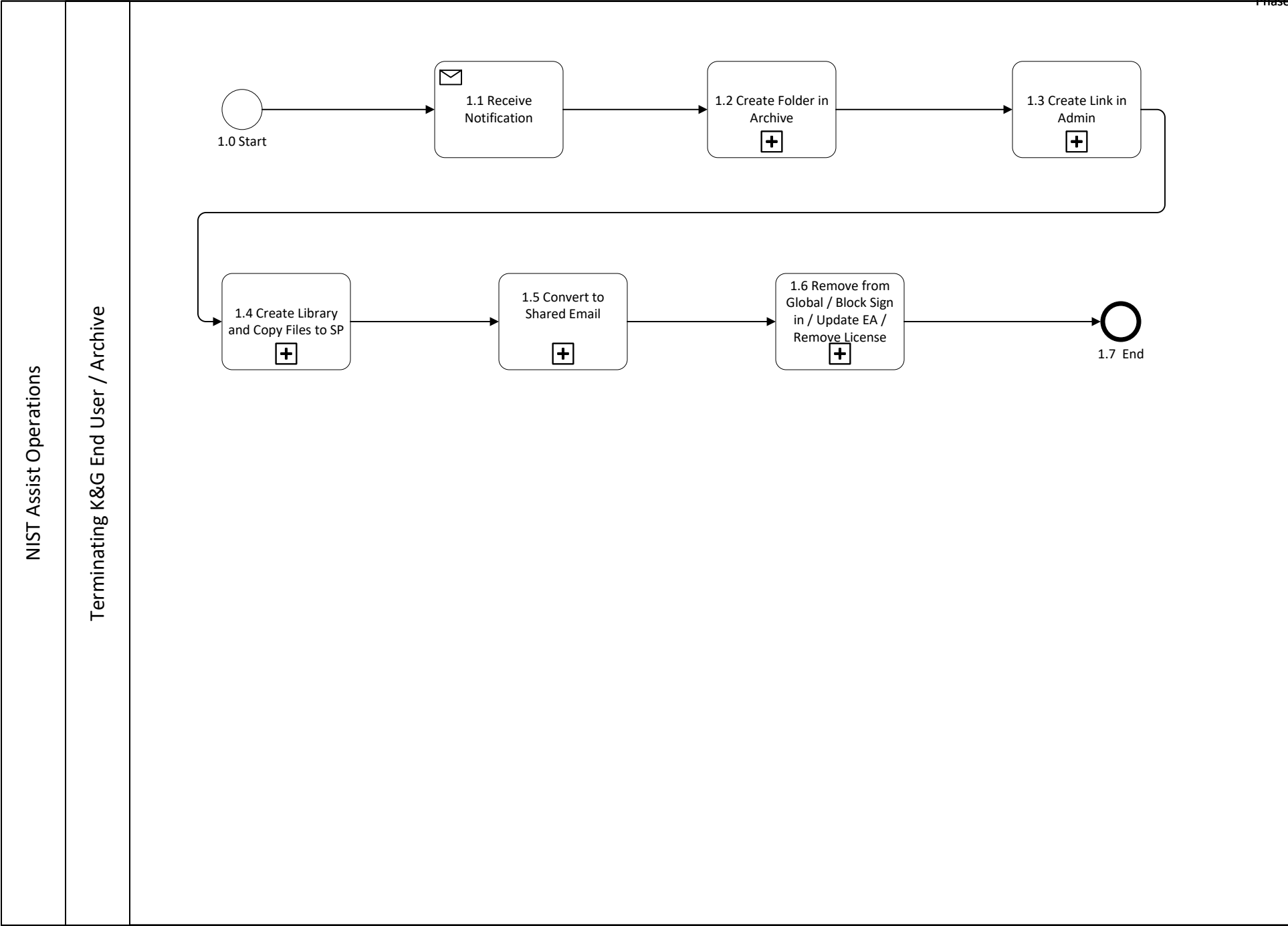
NIST Assist Operations

Help Desk Process

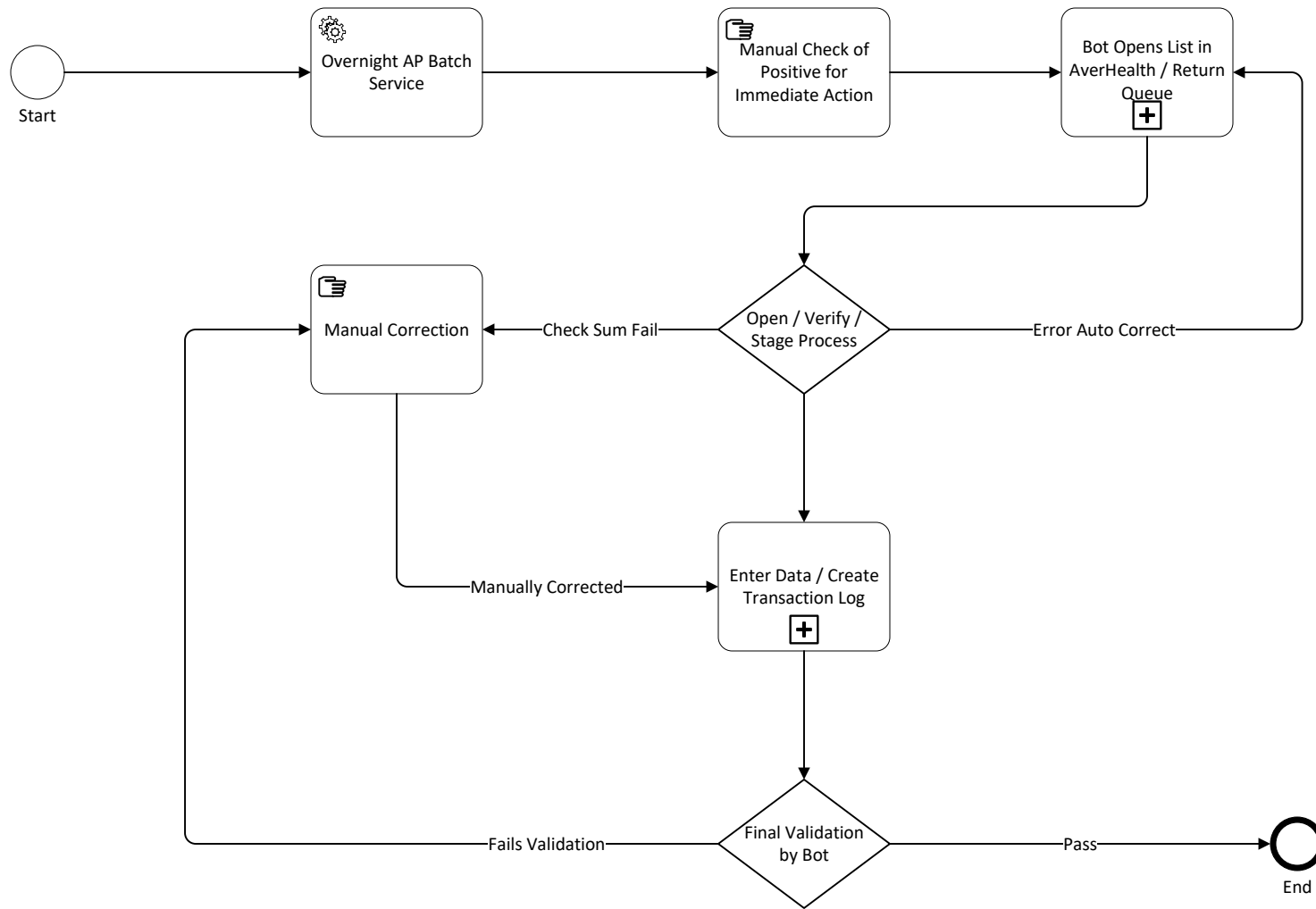


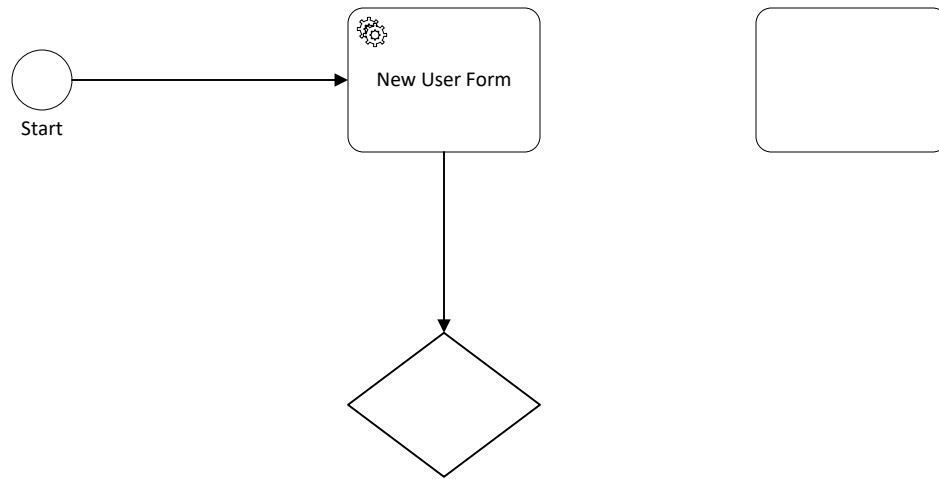


1.01
1.02



1.00 Start.
1.02





Application

Offer Letter

Hired / Issue
Company Email

User Mod Form
Filled out



Notification/
Managed Service
Process